Los Angeles Southwest College Technology Master Plan 2017-2022

50 YEARS 1967-2017

LASC

LOS ANGELES SOUTHWEST COLLEGE

Los Angeles Community College District | WWW.LASC.EDU
1600 W. Imperial Hwy. | Los Angeles, CA 90047

Los Angeles Southwest College

Technology Master Plan

2017-2022

College Council adopted 9-1-17
Technology Planning Committee adopted 8-31-17

Los Angeles Southwest College | 1600 West Imperial Highway | Los Angeles, CA 90047 | www.lasc.edu

LOS ANGELES SOUTHWEST COLLEGE
TECHNOLOGY MASTER PLAN
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Acknowledgements

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Campus Technology Committee	Academic Technology Committee
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Strategic Planning Goals (SPG)

1. **Access and Preparation for Success**: Improve equitable access to a high-quality education that promotes student success.
2. **Success**: Increase student success and academic excellence with a focus on student-centered instruction and support services.
3. **Institutional Effectiveness and Accountability**: Enhance institutional effectiveness and accountability through data-driven decision making, as well as planning, evaluation, and improvement of college programs, professional development opportunities, and governance structures.
4. **Resources:** Optimize human, physical, technological, and financial resources to ensure quality services for our students.
5. **Collaboration and Partnerships:** Maximize collaboration within the college while cultivating and strengthening partnerships

LOS ANGELES SOUTHWEST COLLEGE MISSION STATEMENT

In honor of its founding history, Los Angeles Southwest College provides a student-centered learning environment committed to empowering students and the community to achieve their academic and career goals through the attainment of certificates and associate degrees leading to transfer and workforce preparation.

TECHNOLOGY MASTER PLAN PROCESS

The Los Angeles Southwest College (LASC) Technology Master Plan (2017-2022) was developed by the college's Technology Planning Committee, comprised of administration, faculty, students and staff, during the period February 2017 through May 2017.

The process began with a college-wide survey of technology needs. The data collected helped inform the committee about desired outcomes for key campus technology users. The process also included a comprehensive assessment of all technology hardware and software at the college

The College Technology Master Plan and Academic Technology Plan are both based on the current Education Master Plan and LASC's Strategic Plan (2014-2020).

Major themes in the College Technology Master Plan include:

- Preparing administrators and staff in the use of software applications
- Preparing faculty in systems used campus-wide
- Supporting faculty by maximizing the effective use of technology and enabling academic innovation in instructional delivery
- Supporting student success through the use of technology
- Provide appropriate technologies for instructional purposes in every classroom/lab and ensure it is maintained
- Addressing all service requests in a timely manner
- Implementing a service level agreement
- Implementing an IT Replacement Program (ITRP) with Total Cost of Ownership (TCO)

with industry, community, and other educational institutions.

- Ensuring network security
- Collaborate with LACCD for enterprise level systems deployment
- Implement a process for the adoption of new technologies

INTEGRATED PLANNING

The TMP, along with other planning documents, brings life to the integrated planning process described in the LASC Participatory Decision Making and Integrated Planning Handbook. Please consult that handbook for a detailed description of the planning process at Los Angeles Southwest College.

Network Security

A serious security breach at an LACCD campus occurred during the development of the Technology Master Plan – heightening the importance of campus and district network security. In an educational setting, effective security requirements are fundamental to efficient business and academic functions; they provide legal protection and also ensure business continuity of all college services. LASC understands the importance of network security and thus the college will carry out continual performance reviews of network systems to determine the adequacy and effectiveness of the security controls supporting all aspects of sensitive information security, including **confidentiality**, **integrity and availability.** To protect users, LASC will enforce an overall defensive posture with automated protection and monitoring of sensitive information technology infrastructure to reduce security compromises, minimize the need for recovery efforts, and lower associated costs. The following activities will be performed to minimize the risk of breaches and cyber-attacks:

- Periodically Assess Risk
- Document a campus-wide security program plan
- Classify sensitive information and implement security mechanisms
- Establish a security management structure and clearly assign security responsibilities
- Implement effective security-related policies, procedures, guidelines and standards
- Monitor the security program's effectiveness and make changes as necessary

LASC Technology Planning Committee Overview:

Technology Planning Committee (TPC) Mission is to provide up-to-date technology to supplement instruction as well as administratively providing support in areas of Admissions, Registration, and other areas assisting with student enrollment and follow-up as well as administrative support. The committee is composed of faculty, staff, students, and administrators.

The TPC provides guidance in instructional and administrative technology to include equipment, training, deployment of technology resources and assistance in distance education learning delivery. The Co-Chairs are the College Information Technology Manager and an Academic Senate appointed faculty member. The Membership is comprised of campus constituent volunteers.

The TPC Overarching Goals represent a core component of strategic planning. The basis for the goals and objectives are the visionary statements gathered during stakeholder interviews which were institutionalized in the initial Technology Plan. The goals are as follows:

A. **Instruction needs to be infused with technology** in order to engage an increasingly technology-savvy student population and offer them the tools they need to succeed in a technology-driven workplace.

B. **Extend the reach and efficiency of student services** without impacting the personalized nature of student-staff interaction.

C. **Increase the exposure of LA Southwest course offerings** through online instruction.

D. **Enhance communication** among campus constituents.

E. **Ensure that all new** construction, renovations and other improvement initiatives provide for sustainable use of ever-changing technology.

F. **Strengthen relationships and partnerships** with industry and partner institutions to foster and feed a regional workforce training program.

G. **Maintain program affordability by the efficient use of resources.** Maintain program effectiveness by facilitating planning, evaluation and processes of continuous improvement.

LASC Technology Master Plan Overview:

Key elements of LASC's Technology Master Plan are reflected in the following sections:

- Campus Technology Master Plan Objectives template linked to Goals and Activities for the College and Academic Technology Plan
- Campus Service Level Agreement (SLA)
- Campus IT Replacement Plan (ITRP) and Technology Total Cost of Ownership (TCO)
- Academic Technology Plan

LASC Campus Technology Master Plan Goals and Objectives

Objectives	Alignment with SMP/ATP Goal(s)	Activities	Measures	Responsible Entity
1. Prepare administrators and classified staff in the use of a variety of software applications that are used for administrative duties and support services	▪ SMP Goal 1	▪ Identify training needs ▪ Create a training schedule ▪ Hold training sessions	▪ Survey administrators and classified staff to assess what they have learned	▪ VP Admin Services (AS) ▪ VP Student Services (SS) ▪ VP Academic Affairs (AA) ▪ IT Manager ▪ Professional Growth Coordinator
2. Prepare faculty in enterprise level systems used campus-wide (e.g. MS Office, A/V equipment, district and campus portals)	▪ SMP Goal 1 ▪ ATP Initiative 2 ▪ ATP Recommendation 3	▪ Identify training needs ▪ Create a training schedule ▪ Hold training sessions	▪ Completion of training modules ▪ Department evaluations	▪ VP AS/AA/SS ▪ Deans/Chairs ▪ IT Manager ▪ Professional Growth Coordinator ▪ DE Coordinator ▪ ATC
3. Support faculty by maximizing the effective use of technology, enabling academic innovation in instructional delivery	▪ SMP Goal 2 ▪ ATP Initiative 2 ▪ ATP DE 1 ▪ ATP DE 2 ▪ ATP Recommendation 2 ▪ ATP Recommendation 5 ▪ ATP Recommendation 7 ▪ ATP Recommendation 8	▪ Conduct an Annual IT needs assessment survey ▪ Develop a faculty support center with appropriate resources	▪ Department evaluations ▪ Track Faculty support center usage	▪ VP Academic Affairs ▪ Deans/Chairs ▪ IT Manager ▪ OIRA ▪ DE Coordinator ▪ ATC

4. Support student success through the use of technology	▪ SMP Goal 1 ▪ SMP Goal 2 ▪ ATP Initiatives 1 ▪ ATP Initiatives 4 ▪ ATP Recommendation 9	▪ Leverage new technology to provide early alerts and interventions, as appropriate (e.g., tutoring, counseling, password reset) ▪ Explore potential of developing an app for student support	▪ Evaluate effectiveness of technology in support of student success	▪ VP Administrative Services ▪ VP Student Services ▪ VP Academic Affairs ▪ Deans ▪ Department Chairs ▪ Faculty ▪ IT Manager
5. Provide technology for instructional purposes in every classroom/lab and ensure it is maintained	▪ SMP Goal 2 ▪ ATP Initiative 3 ▪ ATP Recommendation 3 ▪ ATP Recommendation 4 ▪ ATP Recommendation 5 ▪ ATP Recommendation 1 ▪ ATP Recommendation 6	▪ Maintain an inventory of all technology in classrooms/labs ▪ Schedule testing and maintenance of all SMART technologies on a regular basis	▪ IT AUO #1	▪ IT Manager (for scheduled maintenance) ▪ Faculty/Chairs (for reporting issues using Work order system)
6. All approved service requests are addressed in a timely manner	▪ SMP Goal 3 ▪ ATP Recommendation 8	▪ Inform users of the service request approval process Evaluate service request process ▪ Update process based on evaluation results ▪ Regularly monitor progress on service requests	▪ IT AUO #2 ▪ IT AUO #3 ▪ Response time/turnaround service times	▪ VP Admin Services ▪ IT Manager

		▪ Monthly turnaround service report presentation to SPC ▪ Develop measure to include in program review ▪ IT Staff will participate in professional development activities to enhance their skill sets to address all types of technology service requests.		
7. Implement a Service Level Agreement	▪ SMP Goal 3 ▪ SMP Goal 4 ▪ ATP Recommendation 8	▪ Develop a service level agreement to improve technology support throughout the campus ▪ Once approved through the campus governance process, inform Campus users of the Service Level Agreement	▪ Completed Service Level Agreement (SLA) ▪ Evaluation of SLA	▪ VP AS ▪ IT Manager ▪ LASC ITC ▪ Academic Senate ▪ College Council

8. Implement a Technology Replacement Plan (TRP)	▪ SMP Goal 2 ▪ SMP Goal 3 ▪ SMP Goal 4 ▪ ATP Recommendation 1 ▪ ATP Recommendation 2 ▪ ATP Recommendation 3 ▪ ATP Recommendation 4 ▪ ATP Recommendation 5 ▪ ATP Recommendation 6 ▪ ATP Recommendation 7 ▪ ATP Recommendation 8 ▪ ATP Recommendation 9	▪ Develop the Technology Replacement Plan ▪ Ensure all technology devices are up-to-date and allow for college wide operation ▪ Maintain inventory of all campus technology equipment ▪ Review inventory annually to determine ITRP resource requirements	▪ Inventory Evaluation	▪ VP AS ▪ IT Manager
9. Ensure network security	▪ SMP Goal 4	▪ Inform users of Administrative Regulations B-27, B-28, and B-37 ▪ Deployment of appropriate hardware and software protection	▪ No internal or external intrusions reported	▪ VP AS ▪ VP AA ▪ VP SS ▪ IT Manager
10. Collaborate with ESC and other LACCD campuses for enterprise level systems deployment	▪ SMP Goal 5	▪ Participate in TPPC meetings ▪ Participate in DTC meetings ▪ Participate in DAC meetings	▪ Evaluate deployment of enterprise level systems	▪ Academic Senate representative ▪ IT Manager ▪ VP AS

11. Implement a process for the adoption of new technologies	▪ SMP Goal 4 ▪ ATP Purpose Statement 4 ▪ ATP Recommendation 8	▪ Form a Work Group ▪ Develop a process for the adoption of new technologies	▪ Evaluate the process for adoption of new technologies	▪ VP AS ▪ IT Manager ▪ Work Group ▪ ATC

Los Angeles Southwest College IT Service Level Agreement

Overview:

This document describes the goals of the LASC Information Technology Department (LASC-IT) with respect to responding to, and resolving technical issues at the campus. It is an agreement to contextually provide the best possible service to staff, faculty, and students with the ultimate goal of providing excellent services to our students.

This document also stipulates a bi-directional agreement wherein the non IT faculty and staff have responsibilities to communicate known, or anticipated IT needs in a timely manner. These will be detailed later in this document.

The Service Level Agreement by IT:

IT has defined five priority levels of support needs and these priority levels dictate the response and resolution times for services we provide. Examples of the priority levels are detailed later in this document, but lower numbered priority events take precedence over higher numbered events (for example, a Priority 1 event takes precedence over all other events). Based upon prioritization, LASC-IT agrees to provide the following response, resolution, or alternative solutions:

Response Times:

Response time is defined as the time the IT department notifies the customer that the reported incident has been received or acknowledged. Response time can also be defined as the moment IT is notified by the customer of an incident. The chart below indicates response times. In the event that the incident cannot be resolved by the 1st Level Support person, it will be referred to a 2nd Level Support person. The response time indicated in the 2nd Level Support column is the time from when the incident is escalated from the 1st Level Support person to the time the 2nd Level Support person contacts the customer reporting the incident*.

Priority	Priority Description	Response to Customer by 1St Level Support	Response to Customer by 2ND Level Support
1	Emergency	0-5 minutes	0-30 minutes
2	Urgent	0-10 minutes	0 – 120 minutes
3	Standard	0-30 minutes	0 – 4 hours

4	Scheduled	0 minutes - 2 hours	0 – 8 Hours if scheduled date is within one week 0 – 3 Days if scheduled date is more than one week away
5	Informational	0 minutes - 2 days	0 – 3 days

Resolution (or alternate solution) Times:

The chart below indicates target resolution times for each of the priority situations**. It must be noted that not all incidents can be resolved within the time frames specified below.** For example, equipment failures, Internet Service Provider outages, power outages, substantial virus infestations, or issues that negatively affect immediate classroom instruction. In these cases, where feasible, LASC-IT will attempt to implement an alternate solution. However, it must be noted that some incidents (i.e. Internet Service Provisions) are completely outside of the control of L.A. Southwest College Information Technology (LASC-IT) department.

For resolution times, the complexity of the incident, in addition to the priority, is a factor in determining the resolution time. Please see chart next page

Priority	**Priority Description**	**Resolution Time:** **Simpler Technical Issues**	**Resolution Time:** **More Complex Technical Issues**
1	Emergency	0 - 20 minutes	0 – 2 Hours
2	Urgent	0 - 45 minutes	0 – 4 Hours
3	Standard	0 – 90 minutes	0 – 8 Hours
4	Scheduled	Completed as scheduled	Completed as scheduled
5	Informational	To be arranged	To be arranged

Call Prioritization Descriptions:

Priority 1 Calls:

All calls that are determined to be Priority 1 are considered to be an emergency. The type of calls that are considered to be Priority 1 would be problems that affect groups of people.

Examples of priority one calls include:

- Internet access for the campus is down.
- No access to District systems (SAP and DEC, SIS Enterprise level systems).

- Network connectivity for entire campus is down.
- The email server is down or the Phone system is down campus-wide.
- Requests made by campus President.

Priority 2 Calls:

All calls that are determined to be Priority 2 considered being urgent. The type of calls that are considered to be Priority 2 would be problems that affect a group of users and have significant impact on performing services. Examples of priority two calls include:

- Network connectivity for a building is down.
- One or more necessary applications for the whole department will not work.
- Classroom technology problems that is preventing the class from proceeding.
- Classroom technology problems that need to be addressed before the next class.

Priority 3 Calls:

All calls that are determined to be Priority 3 are considered to be standard in nature. The type of calls that are considered a priority three would be problems that affect at least one person, but have a lesser impact than a Priority 2 call. Examples of Priority 3 calls include:

- One or more necessary applications will not work.
- Classroom technology problems that does not prevent the class from proceeding.
- Network connectivity for a computer is down, but does not affect classroom instruction.
- A faculty or staff member's computer will not work at all, and that is preventing them from getting their work done.

Priority 4 Calls:

All calls that are determined to be Priority 4 are pre-planned, scheduled events. The type of calls that are considered a Priority 4 would be problems or support needs that affect at least one person, but were anticipated, or should have been anticipated, prior to need. Examples of Priority 4 calls include:

- <20% lab computers are not operational due to hardware, software, network failure
- A time is setup with the client to deploy new or replacement equipment.
- A client requests assistance at specific date and time.
- A client requests equipment moves and setups.

Priority Five Calls:

All calls that are determined to be Priority 5 are considered informational. The type of calls that are considered a priority five would be problems that affect one or more people but, do not require immediate attention and allow time for planning. Examples of Priority 5 calls include:

- A client requests non-essential assistance without time constraints.
- A client offers suggestions that may or may not need a call back.
- Information Technology initiatives or projects.

The Service Level Agreement by Faculty and Staff:

The faculty and staff acknowledge that many technology tasks require planning, budget approval, testing, and deployment stages that make immediate resolution or implementation impossible. Examples of situations which may require significant advance notification or planning, and some suggested timelines are shown below:

- A new version of a software application is desired for future semesters in a computer lab
    - Approval for the purchase may need to be presented in program review/planning sessions that occur in the prior year
    - Once approved, LASC-IT should be notified as soon as the new course (or existing course) is scheduled for a future term. This will allow LASC-IT time to build and test an image for the lab
- Upgraded or replaced equipment is needed to handle new applications for a computer lab
    - Approval for the purchase may need to be presented in program review/ planning sessions that occur in the prior year
    - Once approved, LASC-IT should be notified as soon as the new course (or existing course) is scheduled for a future term.
- A new administrative system is being planned that will need either upgrade equipment or software
    - LASC-IT should be notified during the initial stages of consideration of the new system
    - LASC-IT should be notified upon approval of the new system
    - LASC-IT should be notified of the test, pilot and “go-live” dates for the new system and should be consulted regarding feasibility of implementing the changes within those timelines.

L.A. Southwest College Information Technology Department

The L.A. Southwest College Information Technology Department (LASC-IT) is the single point of contact for all computing devices, software applications and audio visual needs, problems, information, and/or service requests for faculty, staff, and students. LASC-IT can assist with a wide variety of technology questions, problems, and requests.

Methods for Resolution: Whenever possible, LASC-IT will attempt to talk you through a solution while you are on the phone *(with the assistance of the Bomgar Utility-a program that allows LASC-IT to remotely control your computer)*. If this is not possible, your request for service will be logged into the Work Order tracking system and a staff member will be assigned to address your request.

Scope

Technology support services are provided through the L.A. Southwest College Information Technology department. This support department is committed to delivering quality customer service and technical solutions in support of campus wide technology. To ensure the best possible support, LASC-IT provides the L.A. Southwest community with this Service Level Agreement outlining specific services, priorities, and responsibilities related to the support of technology.

Note: This service level agreement is subject to modifications in response to changes in technology services, staffing, and support needs.

Customer Service Statement

LASC-IT is committed to delivering quality customer service by:

- Striving to ensure customer satisfaction.
- Responding to requests for support within published time frames.
- Interacting with the L.A. Southwest community in a respectful and courteous manner.
- Requesting feedback for opportunities for improvement.
- Continuously working to improve the quality of service.
- Regularly reviewing and monitoring established performance indicators.

Help Desk Services

LASC-IT provides support to the entire L.A. Southwest community requiring assistance in the following areas, but not limited to:

<u>LASC Owned/District Provided Equipment:</u>

Electronic Communications

- Outlook and Web Access to Email
- Personal, Group, and Resource Calendaring
- Public Folders

Software Support

- Microsoft Office
- Individual Applications

Network Infrastructure

- Internet Access
- Campus network
- Wireless Access

Purchasing

- Hardware
- Software

Server Services

- Document and File Backups/Restore
- Personal Network Storage Space
- Group Network Storage Space

Computer Security

- Antivirus & Antispyware Software
- Anti-SPAM
- Operating System Updates

Computer Hardware

- Computer Workstation Replacement Schedule
- Printers setup

Computer Accounts

- Network (LAN)/Email Account
- SAP System Access, Business Warehouse, PCR
- DEC

Software Distribution

- Microsoft Office Suite Distribution
- Antivirus
- Adobe

<u>Supported Operating Systems:</u>

Windows 10 & 8.1 or Mac OS 10.3 and higher

Supported Software:

Microsoft Office, Adobe Pro, Internet Explorer, Google Chrome, and antivirus software. Software packages that are used by individual departments will be supported to the following capacity:

- Consultation: L.A. Southwest Information Technology can help an individual or department choose the appropriate software for their needs.
- Installation: The appropriately licensed software will be installed and configured by Information Technology staff only.
- Training: The department or individual is responsible for learning how the software package is used.

Note: Due to issues of maintenance, troubleshooting, and system stability, unsupported software should not be installed on L.A. Southwest owned computers, unless specifically authorized by LASC-IT. LASC-IT is not responsible for the loss of data or productivity due to installation of unsupported software. The L.A. Southwest Information Technology department does not provide training on specialized software that is not used campus wide or in labs and classrooms.

Hours of Operation

Normal Business Hours:

LASC-IT services are available during the following hours of operation:

Monday – Thursday: 7am to 7 pm,

Friday 7am to 4pm

Saturday & Sunday - Closed

After Hours:

After LASC-IT is closed, the campus community can call 323 241 5075 to leave a message with the department after hours. When this number is called, the caller should leave a message. The following morning a member of LASC-IT will either have a technician try to assist you with your problem or request. If the technician cannot answer your questions, due to the nature of the problem or request he/she will ask/help you create a work order for the L.A. Southwest Information Technology department to address during their normal business hours.

Hours of operation are subject to change. Any modifications to this schedule will be announced through email ahead of time. For issues that arise when LASC-IT representatives are busy assisting others, please leave a request for service via voicemail at 323 241 5075. Requests will be processed in the order in which they are received.

Requesting Assistance/Service

Technology assistance services can be accessed in the following ways:

- **Phone:** Call LASC-IT at xtn 5075 or 323 241 5075.
- **Voice Mail:** Leave a message on the Help Desk voice mail at xtn 5075.
- **Email:** Send a message with contact information and a detailed description of the request for service through the CMMS *work order system.*
- **Walk-In:** Walk up to the LASC-IT located in the Cox Annex.

If you call x5075 and it goes to voice mail you have a choice to leave a non-emergency or an emergency message. Emergency calls should **only** be made for disruptions of campus-wide services.

Support Staff:

LASC-IT has two broad categories of support personnel; - 1st Level Support, and 2nd Level Support. Where possible, a 1st Level Support staff member will attempt to resolve technical problems. When this is not possible, 2nd Level Support staff will be assigned to problems as indicated later.

Exceptions:

Due to the volume of calls during the opening two weeks of school, during exam periods and in other peak volume weeks, response times may be longer than normal. LASC-IT will inform end users if such an exception is necessary.

The Manager, College Information Systems will send out campus wide emails when there is scheduled downtime for a service or unexpected outages. Please note that you may not receive a response to service requests that come in after the email has been sent out so as to avoid unnecessary delays in resolving the problem.

Response time commitments do not promise a complete resolution within the stated time-frame. Rather, the time commitment is meant to indicate the maximum time interval in which the customer will be contacted by the technician assigned to the ticket. Every effort will be made to immediately respond to and resolve all priority one calls. If a solution cannot be determined, the customer will receive alternative options that can temporarily resolve their problem.

Client Responsibilities

In order to facilitate the support process, members of the L.A. Southwest community is requested to:

- Provide detailed information regarding service requests.
- Make every effort to be available to communicate with IT professional if required. An IT support staff member will close the work order ticket if they have not received any response from the

client after three attempts to contact them. This means they will try to contact the client up to three times by email or voice mail over the course of 1-2 weeks.

- Provide a clean, safe and hospitable work environment for the IT professional while they are in your office, classroom, and/or lab.
- Read and understand all the Information Technology policies that have been approved and posted at *http://www.lasc.edu/IT department (TBD)*
- Provide consent for an IT professional to access the computer remotely or in person in your absence when requested.
- Notify the IT department in advance of any pre-determined required assistance.
- Check the IT website frequently for information and many links to self-help assistance at *http://www.lasc.edu/it (TBD).*
- Exercise patience by understanding the volume of requests the IT department receives each day and the rationale for assessing service priorities.
- Check campus wide announcements via email.

Feedback

The IT department will be proactive in seeking feedback through follow-up calls after a service request has been completed and through periodic online surveys. The L.A. Southwest community is encouraged to provide feedback regarding the IT services at any time by responding to the email surveys. Any negative feedback or complaints will be reviewed by the Manager, College Information Systems in collaboration with the Vice President of Administrative Services and appropriate action will be taken. All information received through the surveys or other methods of feedback will be kept strictly confidential.

LASC Campus IT Replacement Plan (ITRP)

Component	Age	Number	Replacement Cost	Installation and Testing	Total Initial Cost	Replacement Cycle (years)	Annual Licenses and Upgrades	Annual Maint. Service Contract	Total Cost of Ownership (Annual)
Faculty and Staff PC's	5+	166	$1,500	$250	$290,500	5	$54	incl. in purch.	$58,154
Faculty and Staff PC's	4	38	$1,500	$250	$66,500	5	$54	incl. in purch.	$13,354
Faculty and Staff PC's	3	1	$1,500	$250	$1,750	5	$54	incl. in purch.	$404
Faculty and Staff PC's	2	164	$1,500	$250	$287,000	5	$54	incl. in purch.	$57,454
Faculty and Staff PC's	1	66	$1,500	$250	$115,500	5	$54	incl. in purch.	$23,154
Faculty and Staff Laptops	Varies	65	$1,700	$250	$126,750	4	$54	incl. in purch.	$31,742
Total	**N/A**	**500**	**N/A**	**N/A**	**$888,000**		**$27,000**		**$184,262**
Academic Lab PC's	5+	102	$1,500	$250	$178,500	5	$54	incl. in purch.	$35,754
Academic Lab PC's	4	205	$1,500	$250	$358,750	5	$54	incl. in purch.	$71,804
Academic Lab PC's	3	0	$1,500	$250	$0	5	$54	incl. in purch.	$54
Academic Lab PC's	2	74	$1,500	$250	$129,500	5	$54	incl. in purch.	$25,954
Academic Lab PC's	1	301	$1,500	$250	$526,750	5	$54	incl. in purch.	$105,404
Academic Lab Laptops / Carts	Varies	271	$1,700	$250	$528,450	4	$54	incl. in purch.	$132,167
Total Academic	**N/A**	**953**	**N/A**	**N/A**	**$1,721,950**		**$51,462**		**$371,137**
AV Multimedia Stations	5+	64	$1,500	$250	$112,000	5	$54	incl. in purch.	$22,454
AV Multimedia Stations	4	0	$1,500	$250	$0	5	$54	incl. in purch.	$54
AV Multimedia Stations	3	0	$1,500	$250	$0	5	$54	incl. in purch.	$54
AV Multimedia Stations	2	34	$1,500	$250	$59,500	5	$54	incl. in purch.	$11,954
AV Multimedia Stations	1	0	$1,500	$250	$0	5	$54	incl. in purch.	$54
Total Multimedia Stations	**N/A**	**98**	**N/A**	**N/A**	**$171,500**		**$5,292**		**$34,570**
AV Classroom Projectors	Functional	83	$2,000	$1,333	$276,639	5	$0	$0	$55,328
AV Classroom Projectors	Not Funct.	15	$2,000	$1,333	$50,000	5	$0	$0	$10,000
AV Ancillary Equipment	N/A	98	$500	$0	$49,000	5	$0	$0	$9,800
Total AV	**N/A**	**98**	**N/A**	**N/A**	**$375,639**		**$0**		**$75,128**
Administrative Servers	Varies	36	$3,500	$0	$126,000	5	$41	$0	$25,241
Academic Servers	Varies	13	$3,500	$0	$45,500	5	$41	$0	$9,141

Component	Age	Number	Replacement Cost	Installation and Testing	Total Initial Cost	Replacement Cycle (years)	Annual Licenses and Upgrades	Annual Maint. Service Contract	Total Cost of Ownership (Annual)
Voice System Servers	Varies	3	$3,500	$0	$10,500	5	$41	$0	$2,141
DMZ Servers	Varies	7	$3,500	$0	$24,500	5	$41	$0	$4,941
Total Servers	**N/A**	**59**	**N/A**	**N/A**	**$206,500**		**$2,419**		**$41,464**
Network Distribution Switches									
48 Port Switches	7+	26	$10,000	$0	$260,000	7	$0	$0	$37,143
48 Port Switches	4	24	$10,000	$0	$240,000	7	$0	$0	$34,286
24 Port Switches	7+	23	$5,000	$0	$115,000	7	$0	$0	$16,429
24 Port Switches	4	15	$5,000	$0	$75,000	7	$0	$0	$10,714
Total Network Switches		**88**	**N/A**	**N/A**	**$690,000**		**$0**		**$98,571**
Firewall	New	2	$125,000	$0	$250,000	5	$0	$0	$50,000
Access Point Controllers	4	2	$3,500	$0	$7,000	7	$0	$0	$1,000
Network Core Switch	4	2	$150,000	$0	$300,000	7	$0	$0	$42,857
Total Firewall/Controllers		**6**	**N/A**	**N/A**	**$557,000**				**$93,857**
BDF/IDF WAP's	5+	74	$1,500	$250	$129,500	5	$0	$0	$25,900
BDF/IDF WAP's	4	84	$1,500	$250	$147,000	5	$0	incl. in purch.	$29,400
BDF/IDF WAP's	3	0	$1,500	$250	$0	5	$0	incl. in purch.	$0
BDF/IDF WAP's	2	0	$1,500	$250	$0	5	$0	incl. in purch.	$0
BDF/IDF WAP's	1	0	$1,500	$250	$0	5	$0	incl. in purch.	$0
Total BDF/IDF WAP's	**N/A**	**158**	**N/A**	**N/A**	**$276,500**				**$55,300**
UPS	5+	60	$3,000	$250	$180,250	5	$0	$0	$36,050
UPS	4	0	$3,000	$250	$250	5	$0	incl. in purch.	$50
UPS	3	0	$3,000	$250	$250	5	$0	incl. in purch.	$50
UPS	2	0	$3,000	$250	$250	5	$0	incl. in purch.	$50
UPS	1	0	$3,000	$250	$250	5	$0	incl. in purch.	$50
Total UPS	**N/A**	**60**	**N/A**	**N/A**	**$181,250**				**$36,250**
Large Copier/Printer - Staff	Varies	27	$3,000	$0	$81,000	5	$0	$0	$16,200
Large Copier/Printer - Student	Varies	9	$3,000	$0	$27,000	5	$0	$0	$5,400

Component	Age	Number	Replacement Cost	Installation and Testing	Total Initial Cost	Replacement Cycle (years)	Annual Licenses and Upgrades	Annual Maint. Service Contract	Total Cost of Ownership (Annual)
Large Copier/Printer - Dept.	Varies	11	$3,000	$0	$33,000	5	$0	$0	$6,600
Large Copier/Printer - Repro.	Varies	4	$3,000	$0	$12,000	5	$0	$0	$2,400
Total Large Copier/Printers	**N/A**	**51**	**N/A**	**N/A**	**$153,000**				**$30,600**
Small Copier/Printer - Staff	Varies	132	$500	$0	$66,000	5	$0	$0	$13,200
Small Copier/Printer - Student	Varies	18	$500	$0	$9,000	5	$0	$0	$1,800
Small Copier/Printer - Dept.	Varies	0	$500	$0	$0	5	$0	$0	$0
Small Copier/Printer - Repro.	Varies	0	$500	$0	$0	5	$0	$0	$0
Total Small Copier/Printers	**N/A**	**150**	**N/A**	**N/A**	**$75,000**				**$15,000**
Telephone Devices	Varies	500	$250	$0	$125,000	5	$0	$0	$25,000
Misc. Devices and Equipment	Varies	Varies	$7,000	$0	$7,000	1	$0	$0	$7,000
Total LASC Technology	**N/A**	**2,323**	**N/A**	**N/A**	**$5,428,339**	**N/A**	**N/A**	**N/A**	**$1,068,138**

LASC Technology Total Cost of Ownership (TCO)

Component	Age	Number	Replacement Cycle (years)	Total Initial Cost	Year 1 FY 2017-2018	Year 2 FY 2018-2019	Year 3 FY 2019-2020	Year 4 FY 2020-2021	Year 5 FY 2021-2022
Faculty and Staff PC's	5+	166	5	$1,804	$299,464				
Faculty and Staff PC's	4	38	5	$1,804		$68,552			
Faculty and Staff PC's	3	1	5	$1,804			$1,804		
Faculty and Staff PC's	2	164	5	$1,804				$295,856	
Faculty and Staff PC's	1	66	5	$1,804					$119,064
Faculty and Staff Laptops	Varies	65	4	$2,004	$32,565	$32,565	$32,565	$32,565	$32,565
Total	**N/A**	**500**		**N/A**					
Academic Lab PC's	5+	102	5	$1,804	$184,008				
Academic Lab PC's	4	205	5	$1,804		$369,820			
Academic Lab PC's	3	0	5	$1,804			$0		
Academic Lab PC's	2	74	5	$1,804				$133,496	
Academic Lab PC's	1	301	5	$1,804					$543,004
Academic Lab Laptops / Carts	Varies	266	4	$2,004	$133,266	$133,266	$133,266	$133,266	$133,266
Total Academic	**N/A**	**948**		**N/A**					
AV Multimedia Stations	5+	64	5	$1,804	$115,456				
AV Multimedia Stations	4	0	5	$1,804		$0			
AV Multimedia Stations	3	0	5	$1,804			$0		
AV Multimedia Stations	2	34	5	$1,804				$61,336	
AV Multimedia Stations	1	0	5	$1,804					$0
Total Multimedia Stations	**N/A**	**98**		**N/A**					
AV Classroom Projectors	Functional	83	5	$3,333	$55,328	$55,328	$55,328	$55,328	$55,328
AV Classroom Projectors	Not Funct.	15	5	$3,333	$50,000				
AV Ancillary Equipment	N/A	98	5	$500	$9,800	$9,800	$9,800	$9,800	$9,800
Total AV	**N/A**	**98**		**N/A**					
Administrative Servers	Varies	36	5	$3,541	$25,495	$25,495	$25,495	$25,495	$25,495
Academic Servers	Varies	13	5	$3,541	$9,207	$9,207	$9,207	$9,207	$9,207

Component	Age	Number	Replacement Cycle (years)	Total Initial Cost	Year 1 FY 2017-2018	Year 2 FY 2018-2019	Year 3 FY 2019-2020	Year 4 FY 2020-2021	Year 5 FY 2021-2022
Voice System Servers	Varies	3	5	$3,541	$2,125	$2,125	$2,125	$2,125	$2,125
DMZ Servers	Varies	7	5	$3,541	$4,957	$4,957	$4,957	$4,957	$4,957
Total Servers	**N/A**	**59**		**N/A**					
Network Distribution Switches									
48 Port Switches	7+	26	7	$10,000	$37,143	$37,143	$37,143	$37,143	$37,143
48 Port Switches	4	24	7	$10,000	$34,286	$34,286	$34,286	$34,286	$34,286
24 Port Switches	7+	23	7	$5,000	$16,429	$16,429	$16,429	$16,429	$16,429
24 Port Switches	4	15	7	$5,000	$10,714	$10,714	$10,714	$10,714	$10,714
Total Network Switches		**88**		**N/A**					
Firewall	New	2	5	$125,000	$0	$0	$0	$0	$0
Access Point Controllers	4	2	7	$3,500	$1,000	$1,000	$1,000	$1,000	$1,000
Network Core Switch	4	2	7	$150,000	$42,857	$42,857	$42,857	$42,857	$42,857
Total Firewall/Controllers		**4**		**N/A**					
BDF/IDF WAP's	5+	74	5	$1,750	$129,500				
BDF/IDF WAP's	4	84	5	$1,750		$147,000			
BDF/IDF WAP's	3	0	5	$1,750			$0		
BDF/IDF WAP's	2	0	5	$1,750				$0	
BDF/IDF WAP's	1	0	5	$1,750					$0
Total BDF/IDF WAP's	**N/A**	**158**		**N/A**					
UPS	5+	60	5	$3,250	$39,000	$39,000	$39,000	$39,000	$39,000
UPS	4	0	5	$3,250	$0	$0	$0	$0	$0
UPS	3	0	5	$3,250	$0	$0	$0	$0	$0
UPS	2	0	5	$3,250	$0	$0	$0	$0	$0
UPS	1	0	5	$3,250					$0
Total UPS	**N/A**	**60**		**N/A**					
Large Copier/Printer - Staff	Varies	27	5	$3,000	$16,200	$16,200	$16,200	$16,200	$16,200
Large Copier/Printer - Student	Varies	9	5	$3,000	$5,400	$5,400	$5,400	$5,400	$5,400

Component	Age	Number	Replacement Cycle (years)	Total Initial Cost	Year 1 FY 2017-2018	Year 2 FY 2018-2019	Year 3 FY 2019-2020	Year 4 FY 2020-2021	Year 5 FY 2021-2022
Large Copier/Printer - Dept.	Varies	11	5	$3,000	$6,600	$6,600	$6,600	$6,600	$6,600
Large Copier/Printer - Repro.	Varies	4	5	$3,000	$2,400	$2,400	$2,400	$2,400	$2,400
Total Large Copier/Printers	**N/A**	**51**		**N/A**					
Small Copier/Printer - Staff	Varies	132	5	$500	$13,200	$13,200	$13,200	$13,200	$13,200
Small Copier/Printer - Student	Varies	18	5	$500	$1,800	$1,800	$1,800	$1,800	$1,800
Small Copier/Printer - Dept.	Varies	0	5	$500	$0	$0	$0	$0	$0
Small Copier/Printer - Repro.	Varies	0	5	$500	$0	$0	$0	$0	$0
Total Small Copier/Printers	**N/A**	**150**		**N/A**					
Telephone Devices	Varies	500	5	$250	$25,000	$25,000	$25,000	$25,000	$25,000
Misc. Devices and Equipment	Varies	Varies	1	$7,000	$7,000	$7,000	$7,000	$7,000	$7,000
Total LASC Technology	**N/A**	**2,318**	**N/A**	**N/A**	**$1,310,199**	**$1,117,143**	**$533,575**	**$1,022,459**	**$1,193,839**

Academic Technology Plan for LA Southwest College

Contents

Purpose Statement

The overall purpose of the Academic Technology Committee is to lead, plan, and coordinate the application of technology to the execution of the College's mission and the achievement of its goals and objectives.

Within this scope, the Academic Technology Committee is charged with the following tasks.

1. Design the process by which the Committee will develop, maintain, and recommend to the Academic Senate an Academic Technology Plan for the College.
2. Implement the process. Develop and recommend to the Academic Senate an initial Academic Technology Plan for the College and update the Plan recommendations at least annually.
3. Once approved by the Academic Senate, use the Academic Technology Plan as a framework for advocacy for faculty technology needs.
4. Explore emerging technologies and recommend implementation as appropriate.

Clarification of Tasks - Restated

Specifically, the charge of the Academic Technology Committee is to "design the process" and "develop the Academic Technology Plan."

1. THE PROCESS
   Design the process by which the Committee will develop, maintain, and recommend to the Academic Senate an Academic Technology Plan for the College. It is the understanding of the Committee that the process will include the following:
   a. Linkages with the College's mission, the Strategic Master Plan, the Facilities Master Plan, the Educational Master Plan and with other College and District planning processes, as appropriate.
   b. Provision of the Committee to serve divisions, units, programs, and employees of Southwest College as an information resource on technology-related issues.
   c. A timely and flexible schedule for the planning cycle.
   d. Mechanisms for effective communication with and input from the rest of the campus community.
   e. Provisions for orientation and training of administration, faculty, staff, and students about the process.
   f. Provisions for keeping the Committee up-to-date on technology developments that are potentially relevant to Southwest College.
   g. Procedures for evaluation and revision of the process itself.

2. THE PLAN
   Implement the process. Develop and recommend to the Academic Senate an initial Academic Technology Plan for the College and update the Plan recommendations at least annually. It is the understanding of the Committee that the Plan will be, but is not limited to, the following:
   a. The initial draft to be completed by February 1, 2017
      i. Analysis and evaluation of applicable academic technology implementation at Southwest College
      ii. Long-range goals (3-5 Year Plan)
      iii. Annual goals and objectives
      iv. Resource allocation priorities tied to the goals and objectives
      v. Delineation of responsibilities and coordination between the Academic Technology Committee of the Academic Senate and the Information Technology (IT) unit of the office of the VP of Administration.
   b. The initial draft to be completed by February 1, 2017, in consultation with the appropriate other individuals, offices, and groups on campus.
      i. District, State and Federal Compliance.
      ii. Standards for support, hardware, software, peopleware, infrastructure, and other related technologies.

iii. Guidelines for evaluating technology requests and for allocating technology resources.
iv. Policies and procedures for acceptable use of technology
v. Faculty and Academic Staff development with respect to technology

c. Recommendations on other technology-related issues as needed

Technology Related Committees

ACADEMIC TECHNOLOGY COMMITTEE & COMPOSITION

The Academic Technology Committee will seek and maintain representation from all entities within the College community. This representation will also constitute the voting body of the Committee. Key component representation of the Committee consist of the following.

No. of Rep	Area Representing	Current Representatives	Notes
6	Instructional Programs	Lauren Evans, Tim Ream*, Jessica Drawbond, Gail Amos, James Hicks*, Naja El-Khoury * Committee co-chairs	Carolyn Magee, Majid Haghoo & Charles Childress opted to be alternates in the event a voting member is absent
1	VP of Academic Affairs	Dr Lawrence Bradford	Dan Hall will serve as alternate (10/11/16)
1	ASO	Representative	To be contacted
2	Non-Instructional Programs	Osmin Morgado & Jerome Roberts	The committee suggested 1 but both individuals are willing to serve
1	IT	Vibha Gupta	Arron Guerrero is her alternate (10/11/16)

Planned Initiatives

1. Student Success and Support Plan

Student success at all levels is undoubtedly the primary goal for all technology-related planning efforts. The Committee believes that the technology needs of the LASC faculty and its students are intertwined within the teaching and learning process. With this in mind, the Committee will work to identify and recommend technology resources and support that promote student success, learning and academic achievement.

Initiatives:

- Promote the institutional and personnel resources necessary to provide in-person and remote technology support to students.
- Identify and anticipate the future technology needs of students through the administration of an annual survey. Present results of survey in a formal report to Academic Technology Committee.

Goals Alignment:

- LASC Strategic Master Plan Goal Alignment: 2
- LACCD Technology Plan Goal Alignment: Assessment, Infrastructure
- Accreditation Standards Alignment: III.C, III.C.1, III.C.2

2. Faculty and Academic Staff Training and Professional Development Plan

The Academic Technology Committee believes that ongoing training and professional development opportunities for faculty and academic staff are crucial to sustaining high-quality levels of instruction and learning on the LASC campus. It is with this belief that we support an increasing number of in-person and online training opportunities for new hardware and software tools that directly impact faculty and students. We likewise seek to promote a culture of ongoing interaction and experimentation with emerging technologies geared towards continually improving the classroom experience.

Initiatives:

- Investigate FLEX credit for technology training attendance.
- Develop technology training session and workshops where faculty instructs other faculty on different technology topics.
- Investigate re-assigned time for technology-related projects like website development for departments and academic programs.
- Develop technology competency standards and rubrics for faculty and academic staff.

Goals Alignment:

- LASCS Strategic Master Plan Goal Alignment: 3
- LACCD Technology Plan Goal Alignment: Teaching
- Accreditation Standards Goal Alignment: III.C.1.b

3. Campus Computer Labs Development and Maintenance

Campus computer labs exist as technology-centered spaces devoted to directed learning in specific subjects, but also as general use locations where students can learn, develop new skills sets and accomplish basic tasks related to their education. It is the overall goal of the Committee to promote reliable and effective access and support to campus computer labs, necessary for instruction and the development of modern skill sets and competencies across disciplines.

Initiatives:

- Increased numbers of part or full-time instructional assistants for campus computer labs.
- Centralized planning, management and scheduling for campus computer labs for students and faculty. Computer lab schedules should be made available to students and faculty in both print and web-based formats.
- Increased availability of campus computer labs for scheduled and drop-in instruction opportunities.

Goals Alignment:

- LASC Strategic Master Plan Objective Alignment: 1, 4
- District Technology Plan Goal Alignment: Learning, Infrastructure
- Accreditation Standards Goal Alignment: III.C, III.C.1.a

4. Library and Student Success Center

The LASC Library and Student Success Center (SSC) are LASC departments designed to provide students and faculty with fundamental resources and services necessary for academic success. Technology plays an increasingly important role in providing access to these resources and services, such as: eBooks, online tutoring, online reference assistance, academic databases, etc. On the LASC campus, the Library and SSC also act as centralized locations providing access to technology resources such as desktop computers, laptops, printers, and photocopy machines. Given the large role that these departments play in the overall technology structure of LASC, it is crucial to deliver ongoing support to the hardware and software systems that provide faculty and students with Library/SSC resources and services that supplement course curriculum and instruction. It is likewise important to support the Library and SSC in their ongoing efforts to investigate emerging technologies that will allow them to increase their effectiveness and benefit the educational mission of the campus as a whole.

Initiatives:

- Investigate software options that allow students to save their research and manage their citations using MLA/APA citation style.

- Provide ongoing access to online tutoring and associated digital support services through the Student Success Center.
- Provide online Reference Librarian support through chat and/or collaboration software.
- Investigate streaming video databases that would provide faculty and students with educational multimedia resources for use within the classroom and from off-campus.
- Provide hardwired, ethernet-based access to all Library and Student Success Center desktop computers.
- Provide network access and speeds capable of streaming educational videos from approved Library database vendors.
- Provide multiple printers with regular maintenance and support.

Goals Alignment:

- LASC Strategic Master Plan Goal Alignment: 1, 2
- LACCD Technology Plan Goal Alignment: Learning, Teaching, Infrastructure
- Accreditation Standards Goal Alignment: III.C.1, III.C.1.a, III.C.1.d

Standards Recommendations—A Tier Approach

1. Hardware and Software Standards

The Committee promotes maintaining consistent, updated standards when it comes to hardware and software involved with instruction and student learning. Maintaining these standards will provide environments that are functional, reliable and provide faculty and students with a smoother academic experience both within and outside the classroom.

Initiatives:

- Create and implement a standard hardware and software configuration for all classrooms, computer labs and campus spaces focused on instruction and student learning.
- NOTE: section on conducting an annual survey of technology needs has been moved to section on *Faculty and Academic Staff Technology Support.*

Goals Alignment:

- LASC Strategic Master Plan Goals Alignment: 2, 3, 4
- LACCD Technology Plan Goal Alignment: Infrastructure, Assessment
- Accreditation Standards Goal Alignment: III.C, III.C.1, III.C.1.a, III.C.1.c

i. Replacement Policy

Given the rapid pace at which technology changes, it is important to address and incorporate these developments into the instructional environment. To do so, faculty and academic staff must have access to hardware and software that is functional and up-to-date. With this goal in mind, the Committee supports the development of a comprehensive plan and replacement cycle for instructional hardware, software and related LASC support services.

Initiatives:

- Develop a 3-year replacement policy for faculty and academic staff's instructional hardware and software.
- Ensure that computers meet faculty and classroom needs for the next 3 years.
- Develop a list of minimum standards that replacement computers must adhere to. This list would be updated annually by the Academic Technology Committee.

Goals Alignment:

- LASC Strategic Master Plan Goal Alignment: 3, 4
- LACCD Technology Plan Alignment: Infrastructure, Teaching, Learning
- Accreditation Standards Goal Alignment: III.C.A.a, III.C.1.c

2. Web Standards Recommendations

LASC Faculty and students access and interact with web-based information and instructional materials continually from both on and off-campus locations using desktop computers, laptops, tablets and mobile devices. Given this reality, it is imperative to maintain and develop a modern, user-friendly web presence that supports the academic and institutional goals of LASC's students, faculty and academic staff.

Initiatives

- Take into account ADA compliance standards and considerations when developing campus web presence.
- Incorporate responsive design and mobile-friendly features into campus web presence.
- Hire a full-time Webmaster with academic web development and design experience.

Goals Alignment:

- LASC Strategic Master Plan Goal Alignment: 2, 4
- LACCD Technology Plan Goal Alignment: Learning, Teaching, Infrastructure
- Accreditation Standards Goal Alignment: III.C.1

3. Audio-Visual

Audio-Visual technologies have become an increasingly important component to the overall learning experience. Incorporating audio-visual elements into instruction makes instruction more interactive and engaging, and addresses the differing learning styles of students. Having audio-visual resources that are both consistent and reliable benefits both faculty members and students in meeting their academic goals. The LASC campus can best accomplish this objective by providing and supporting up-to-date technologies that supplement classroom instruction with audio-visual elements and enhancements.

Initiatives:

- Standardize all AV set-ups and equipment in campus classrooms, meeting rooms, labs and other instructional facilities.

- Provide regular, scheduled testing of all AV equipment and associated hardware and software. Make the testing schedule aware to faculty, and notify them when AV equipment is being repaired or not functioning properly.
- Expand the availability of AV equipment that can routinely moved between campus locations. This includes equipment such as digital projectors and laptops.
- Provide access to streaming media that is educational in nature (see section on *Library and Student Success Center*).
- Maintain an inventory of all AV assets. This would allow for improved scheduling of repairs and anticipated replacement needs.

Goals Alignment:

- LASC Strategic Master Plan Goal Alignment: 3, 4
- LACCD Technology Plan Goal Alignment: Infrastructure, Teaching
- Accreditation Standards Goal Alignment: III.C.1

4. Network Management Standards Recommendations

Modern instructional environments require access to consistent, high-speed computer networks. Gaining access to important classroom materials at the point-of-need can greatly impact the success of an individual lesson, course and overall learning experience. Equally important and dependent on campus networks are resources and services such as library databases, Canvas, the LASC website and more. For these reasons, it is crucial to maintain and expand all network hardware and infrastructure to provide the LASC community with consistent, high-speed access to instructional materials and curriculum-related digital resources.

Initiatives:

- Provide regular testing of campus network speeds and availability.
- Consult with faculty through *Academic Technology Committee* regarding educational resources that are currently unavailable over campus networks, but are necessary to meet course goals and objectives.
- Review network security standards and polices on an annual basis to determine impact on faculty instruction and student learning.

Goals Alignment:

- LASC Strategic Master Plan Goal Alignment: 2, 4
- LACCD Technology Plan Goal Alignment: Infrastructure, Learning, Teaching
- Accreditation Standards Goal Alignment: III.C, III.C.2, III.C.1.c

5. SMART Classroom Standards Recommendations and Specifications

In conjunction with audio-visual resources, SMART technologies have the ability to transform the classroom into a digitally interactive environment that appeals to differing student learning styles.

Likewise, SMART technologies can provide necessary visual demonstrations of course concepts and objectives.

In order to take full advantage of the SMART technologies, ongoing hardware and software support is necessary. Also, updated training opportunities and are necessary to effectively incorporate SMART technologies into course curriculum and execution.

Initiatives:

- Schedule testing and maintenance of all SMART technologies on a regular basis.
- Provide easily accessible status information on SMART technologies that require maintenance and an estimated date for repair.
- Standardize all SMART board set-ups and related equipment in campus classrooms, meeting rooms, labs and other instructional facilities.
- Provide in-person and online training opportunities for incorporating SMART technologies into the curriculum. Incentivize training attendance with possibility of FLEX credit.

Goals Alignment

- LASC Strategic Master Plan Goal Alignment: 2, 4
- LACCD Technology Plan Goal Alignment: Infrastructure, Learning, Teaching
- Accreditation Standards Goal Alignment: III.C.1.a, III.C.1.b, III.C.1.c

6. Wireless Hardware and Management Standards Recommendations

As the availability of wireless networks has increased, so too have the expectations from faculty and students that they can access LASC resources from virtually anywhere on campus. These expectations have only increased even further as more faculty members and students rely on laptops, tablets and mobile devices for persistent Internet access. In order to adapt to this new environment, LASC must maintain and expand all wireless network hardware, infrastructure and technology assets necessary to provide students, faculty and staff with consistent, high-speed access to instructional technologies and information.

Initiatives:

- Provide regular, scheduled testing of wireless strength and availability in classrooms, computer labs and other key areas impacted by wireless capabilities. Publish testing results to an online platform accessible to faculty.
- Increase Wi-Fi availability and bandwidth in order to ensure that faculty and students can access the Internet and LASC academic resources from within classrooms, labs, the Library/SSC, and other common areas where instruction and student learning takes place.

Goals Alignment:

- LASC Strategic Master Plan Goal Alignment: 4
- LACCD Technology Plan Goal Alignment: Infrastructure, Learning, Teaching
- Accreditation Standards Goal Alignment: III.C.1.a, III.C.1.c

7. Mobile Devices

In conjunction with the persistent availability of wireless networks, mobile devices have become an omnipresent feature of the modern computing environment. Universities and colleges have gone beyond simply providing Internet access to mobile device users, but have incorporated the technology into providing faculty and students with essential academic resources and services. From Learning Management Systems such as Canvas that are available via a mobile application, to eBooks available on a user's tablet, mobile devices are now a legitimate part of academic technology planning at all levels.

Given this emerging environment, it is essential to provide the hardware, infrastructure and support necessary to use mobile devices as effective educational tools in classroom and non-classroom environments on the LASC campus. It is also essential to continue to promote the expanded use of mobile technologies as legitimate tools for classroom engagement and platforms for information access.

Initiatives:

- Enhance wireless capabilities by adhering to *Wireless Hardware and Management Standards.*
- Increase mobile accessibility of campus web resources by incorporating responsive design principles and mobile-friendly features (see section on *Web Standards*).

Goals Alignment:

- LASC Strategic Master Plan Goal Alignment: 2, 4
- LACCD Technology Plan Goal Alignment: Learning, Teaching
- Accreditation Standards Alignment: III.C.1, III.C.1.a

8. Faculty and Staff Technology Support

In order to take full advantage of academic technology and the incredible impact it can have towards promoting and facilitating student learning and achievement, faculty and staff require support at multiple levels. Faculty and staff technology support is an objective that should take into account all of the hardware, software, and network assets that make up the LASC teaching and learning environments. It should also take into account all of the current hardware and software tools used by faculty and students to create academic content, enhance instruction and complete coursework.

Initiatives:

- Increase the levels of availability and access to timely technology support for both in-person and online courses.
- Create procedures for incorporating new technologies into the classroom.
- Develop an ongoing, updated database of frequently asked questions (FAQs) on technology-related inquires. Provide convenient access to FAQs to faculty and staff.
- Create a checklist for each classroom and its available technology assets (hardware, software, network connection, AV) that must be completed by the beginning of each semester. This would verify that all instructional equipment and related software was in working order prior to the first day of instruction.

- Track technology support data to faculty and staff and periodically review levels of effectiveness. This would include an ongoing review (at least once per semester) and report of the status of work orders submitted by faculty. The report would detail which work orders were still pending and an estimated date of completion.
- Conduct an annual survey of faculty and academic staff technology needs. Incorporate results into a annual report presented to the Academic Technology Committee, that will provide structure to future technology consideration and acquisitions.

Goals and Objectives Alignment:

- LASC Strategic Master Plan Objectives Alignment: 2, 4
- LACCD Technology Plan Goal Alignment: Learning, Teaching, Infrastructure
- Accreditation Standards Alignment: III.C.1, III.C.1.c

9. Assistive Technology

Emerging technologies can provide greater access to materials and learning opportunities for all students. This includes students who require assistance due to conditions affecting their vision and other physical capabilities. Assistive technology allows the College to meet the specific needs of these students and ensure that equal levels of access to resources and services are provided both in-person and online.

Initiatives

- Work with to DSPS to identify & evaluate existing software programs, furniture, and equipment needs for students with disabilities.
- Work with Distance Education to ensure proper Section 508 compliance for all online instructional materials.
- Work with PIO, IT and LACCD to ensure proper Section 508 compliance in all website content.

Goals Alignment

- LASC Strategic Master Plan Objectives: 1, 2, 4
- LACCD Technology Plan Goals Alignment: Learning, Teaching, Infrastructure
- Accreditation Standards Alignment: III.C.1, III.C.1.a, III.C.1.c

Distance Education

1. Background and Current Environment

Los Angeles Southwest College began offering online classes in 2007, at the same time many other colleges in the Los Angeles Community College District started their programs. Originally, Moodle was used for all online classes until LASC started moving to Etudes as the Course Management System in spring 2012.

In February 2015, the California Community Colleges (CCC) Online Education Initiative (OEI) announced its intent to award Instructure Inc. (Canvas) the contract to provide an online course management system and related services to community colleges statewide.

In spring 2016, LASC started transitioning to using Canvas by Instructure as the Course Management System with a small pilot program. In summer 2016, LASC started using Canvas as the exclusive Course Management System. LASC currently has 24/7 access to Canvas technical support via phone.

Enrollment in online classes has been steadily increasing at LASC. In 2010-2011, enrollments in online courses accounted for 5.6% of the college's total enrollments, and that number has been increasing every year. In 2015-2016, enrollments in online courses accounted for 10.8% of the college's total enrollments. This upward trend is expected to continue as more and more students seek the flexibility and convenience of online courses.

Retention and pass rates in online classes remain consistently lower than face-to-face courses, indicating that additional support and resources are necessary to support online students and faculty.

Initiatives

- Investigate hiring of instructional designer.
- Investigate hiring of an Online Support Technical Assistant.
- Investigate possible computer lab (or equivalent space) on campus where faculty can receive assistance with structure and design of online courses.
- Provide campus-wide license to software tools that can greatly enhance the learning experience of students, and that take full advantage of the online environment. In particular, faculty access to screen and lecture capture software such as Snagit/Camtasia would meet this growing need.

Goals Alignment:

- LASC Strategic Master Plan Goal Alignment: 1, 2, 4
- LACCD Technology Plan Goal Alignment: Learning, Teaching, Infrastructure
- Accreditation Standards Goal Alignment: C.1, III.C.1.c

2. Hardware and Software Tools

Provide the necessary hardware, software, support and training necessary to design online courses that fully meet student needs and expectations.

Initiatives:

- Campus-wide license to screen/video capture software.
- Adopt an online tutoring program/service such as NetTutor.
- Adopt anti-plagiarism software such as Vericite or Turnitin.
- Adopt an online exam proctoring software such as Proctorio or Respondus to authenticate student identity and ensure a secure online exam environment.

- Provide regular training in new software tools and techniques related to online course design and execution.

Goals Alignment:

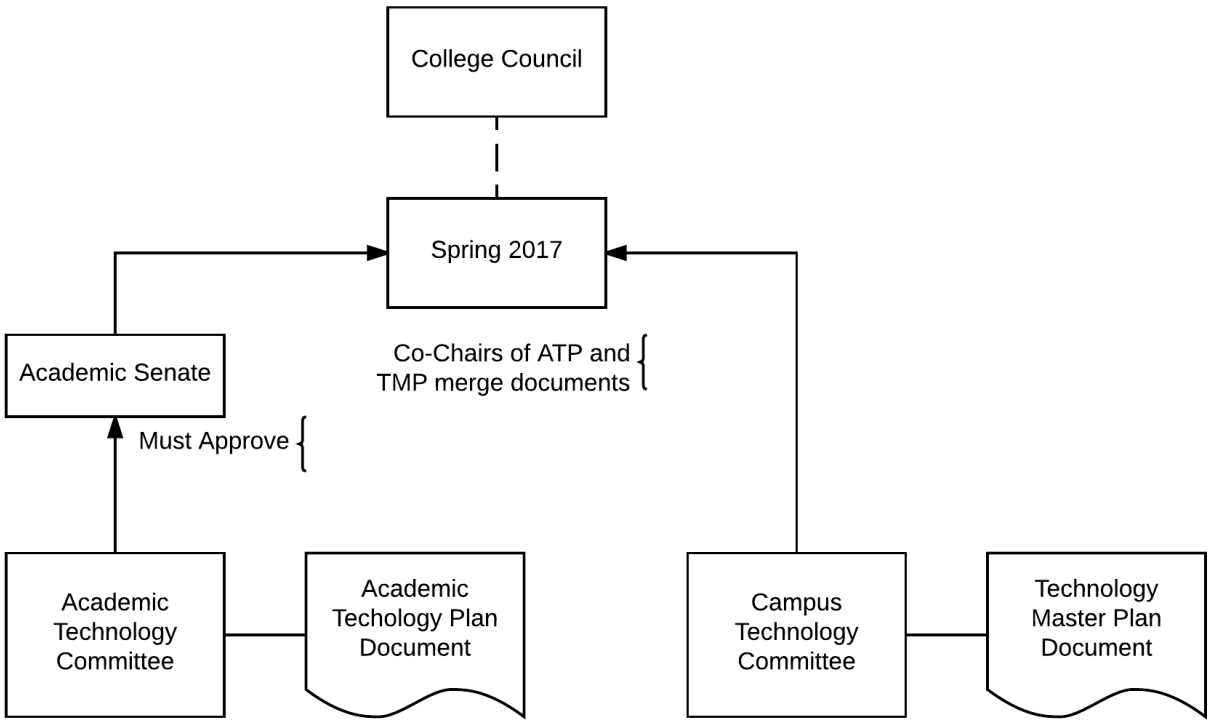
- LASC Strategic Master Plan Goal Alignment: 1, 2, 4
- LACCD Technology Plan Goal Alignment: Learning, Teaching, Infrastructure
- Accreditation Standards Goal Alignment: C.1, III.C.1.c

Annual Review and Recommendations

- Engage in annual review of technology standards and planned initiatives to ensure sustained commitment and progress.
- Schedule monthly meetings of the Academic Technology Committee will provide the necessary platform for Committee members and academic faculty to make recommendations and review all documentation.
- Conduct Annual survey of student and faculty technology needs will provide guidance to future direction of Academic Technology Plan (see section on *Student Success & Support Plan* and *Faculty and Staff Technology Support*).

Appendices

1. Academic Technology Plan Approval Process



Access to Academic Technology Plan

- Access to the *Academic Technology Plan* will be provided on the campus SharePoint system under the *Academic Technology Committee* page and folders.
- Access to working drafts of the *Academic Technology Plan* and related documentation will remain on the Canvas site, accessible only to *Academic Technology Committee* members.

Conclusion

It is the hope of the Academic Technology Committee that all of the documentation provided through the Academic Technology Plan will help promote the technology needs of students and faculty; as well as assist with the overall technology planning process of the LASC campus as a whole.

Any suggested corrections or updates to the Academic Technology Plan can be directed towards the current Academic Technology Committee Co-Chairs.