



Technology Plan

2009- 2014

Table of Contents

Topic	Page
Vision	3
Philosophy	3
Goals	4
Campus Technology Environment	5
Administrative Technology Activities	8
General Technology Activities	9
Campus Network Activities	10
Instructional Technology Activities	11
Training and Development Activities	12
Accessibility Activities	13
Campus Security Technology Activities	14
Online instruction Activities	14
College Website Recommendations	15
<i>Appendices:</i> <i>2008– 2009 Work Plan</i> <i>Glossary of Terms</i> <i>District ITS Technology Strategic Plan</i> <i>District Distance Education Plan</i> <i>Skyline Distance Education Plan</i> <i>Technology Advisory Committee Membership</i>	

VISION:

Skyline College has an integrated state-of-the-art information technology environment that:

- A. supports the College’s mission, enhances student success, and provides for administrative efficiency.
- B. creates an environment where accessible technology is used to enhance teaching and learning.
- C. streamlines administrative processes.
- D. provides timely and accurate information.
- E. improves communications.
- F. maintains a safe environment for students and staff.
- G. is not limited by the campus borders or time.

PHILOSOPHY:

Skyline College enjoys an institutional culture that appreciates and respects the opportunities and solutions available in technology and online instruction. In doing so, Skyline College believes

- *technological resources should facilitate and enhance effective, as well as efficient work, teaching and learning.*
- *students, faculty and staff should have access to the technological tools that allow them to fully express the best they have to offer in their respective roles in the institution.*
- *technology serves a supporting role in facilitating the educational processes led by the faculty to connect to human history and broad areas of human knowledge and expressions of creativity.*
- *our close college family culture and the quality of our interactions with each other, the students and our external community should be preserved with “high touch” as we become increasingly “high tech.”*
- *there should be an appropriate and planned, cost effective acquisition and allocation of resources that supports the infrastructure, hardware, software and development of faculty, staff and students in order to maximize the potential benefit of our technological resources.*

As the demands for the acquisition, transfer, archival and use of information evolve and transform our society into one that is immediate and sometimes unyielding, we believe great care must be taken to ensure technology serves, not drives, the college in its Mission, Vision, Goals and Strategies.

GOALS:

- 1) Utilize technology to enhance teaching and learning, provide accessibility, improve communications, and deliver instruction in a variety of modalities. (A), (B), (E), (F)
- 2) Provide universal access to technology across the campus environment by ensuring that assistive technology hardware and software for individuals with disabilities is integrated into the planning and delivery of all instruction and services including online instruction and services. (B), (D), (G)
- 3) Provide faculty and staff with training, support and access to technology resources (including local computer technical support) to enhance teaching and learning activities and student support services. (A), (B)
- 4) Provide secure, reliable, timely data in a format that can easily be accessed and analyzed by administrators and staff. (C), (D)
- 5) Provide students with efficient and intuitive online student business services. These services will be available to students 24/7 from anywhere. Emphasis will be placed on student self-service. (C), (D)
- 6) Work with the district ITS to develop a technological infrastructure to support faculty and staff development and increased access to learning and support opportunities using emergent and existent technologies for distance learning. (A), (G)
- 7) Develop a stable, long-term plan and funding source to meet the ongoing need for renewing and upgrading technology resources in campus computer laboratories and for faculty, staff and administrative functions. (A – G)
- 8) Continually assess effectiveness of technology programming and planning in meeting institutional needs. (A-G)
- 9) Utilize technology to ensure that the campus is a safe and secure environment. (F)
- 10) Facilitate communications with students, faculty, staff, alumni and the general public. (E)
- 11) Include campus technology needs as an integral part of the campus planning and budgeting process. (A-G)
- 12) Provide the network infrastructure to support and enhance instruction and the College's administrative services. (A-G)
- 13) Maintain a vital Technology Advisory Committee (TAC) as defined in the College's Shared Governance Structure. (A-G)
- 14) Monitor educational trends and related research, evaluate emerging hardware and software tools, continue to assess faculty needs, and track student technology trends. (A-G)
- 15) Develop and support instructional and student services delivery system that provides all students with technological skills necessary to be successful in an increasingly technological society, and will provide equal and easy access to technology for all students in pursuit of their educational goals.

- 16) Provide input to the website committee to assist them in developing a website that is functional, intuitive, and supportive to the college's diverse student population and will assist students in becoming independent information seekers.
- 17) Create a technology climate that raises the awareness of students, faculty, and staff of the availability of technology information resources that will assist them in the pursuit of their goals. (A)

CAMPUS TECHNOLOGY ENVIRONMENT

Campus

In fall 2008, Skyline College served 9,445 unique day and evening students. Skyline is a comprehensive College offering over 900 sections of classes each semester. The campus consists of 14 buildings located on the main campus. The College also offers several courses at the Pacific Heights campus, located 300 yards from the main campus.

Administrative Software System

Skyline College administrative software system or ERP (Enterprise Resource Planning) is SunGard Banner 7. District ITS provides the support and development for the Banner system. The Banner servers are located in the District Office and supported by District ITS.

Network

The College's network infrastructure consists of three primary networks, Administrative, Instructional, and Public. In addition to these three primary VLANs, there are several other unique VLANs in use on campus. Examples of these are the VoIP telephone system, ACAMS security system, Building Management Systems, Bookstore, and security cameras.

Wireless access to the various networks is available throughout most of the campus. All of the VLANs with the exception of the Public network are protected with encryption and secure authentication through the use of certificates.

Skyline College is part of the District's WAN (Wide Area Network). Network connection to District resources (Banner, email, etc) is through a WAN connection between Skyline and the District Office. This WAN is an AT&T 1 Gigabit Opt-E-Man circuit.

Skyline College's Internet access is provided by CENIC (Corporation for Education Network Initiatives in California). The Skyline network is designed to direct Internet traffic to an individual DS-3 (45 Mbit/sec) connecting directly to CENIC.

The District ITS department provides network design and maintenance.

Telephones

Skyline's telecommunications system is a Voice Over Internet Protocol (VOIP) telephone system. A Siemens HiPath 4000 (HP4K) provides unified messaging services to approximately 411 phones on campus. Telephones handsets are nearly all IP phones with only a few analog courtesy phones. Other analog services provided by the HP4K include modem lines, fax lines, and alarm lines. The voicemail system is a Siemens Xpressions 4.0 voicemail system. Together with Microsoft Exchange, voicemail and email are unified, providing two layers of redundancy.

Computers

There are approximately 1277 computers on the Skyline campus. The computers are assigned as follows, 252 to faculty, 300 to staff and administration, and 752 computers to instructional and non-instructional areas. The campus has 370 printers and 68 smart classrooms.

All full-time faculty are issued computers of their choice and have a printer in their offices. In addition, desktop computers and printers are strategically located through out the campus for adjunct faculty usage. Full-time faculty are encouraged to select laptop computers. The majority of faculty computers are laptops. In fall 2008, there were 105 faculty laptops, 67 faculty desktops, and 80 computers available for adjunct.

Smart Classrooms

Skyline is committed to providing smart classrooms as appropriate. In fall 2008 the campus had 68 smart classrooms.

Bldg. 1 – 9 rooms	Bldg. 2 – 7 rooms	Bldg. 3 – 2 rooms
Bldg. 5 – 5 rooms	Bldg. 6 – 5 rooms	Bldg. 7–12 rooms (Sp 09)
Bldg. 7A – 6 rooms	Bldg. 8 – 20 rooms	Bldg 10 – 2 rooms

Campus Instructional Labs

Bldg	Rm	Comp	Program	Bldg	Rm	Comp	Program	
1	1101	4	Music Lab	5	5100	9	Learning Center	
	1113	3	Music Lab		5200	57	Library	
	1117	1	Music Lab		5100	30	Reading Writing	
	1201	7	Mesa Center		5111	2	Lab	
	1218	7	Physics Lab		5110	3	ESOL	
	1227	46	T-Com		5100	27	Pronunciation Lab	
2				6	6102	6	Cyber Lounge	
	2108	11	T-Com					
	2111	14	T-Com	7A	7238	8	Biology Classroom	
	2112	6	Photo Studio		7243	32	Biology Classroom	
	2116	27	CALT Drop-in	8	7339	32	Biology Classroom	
	2120	36	T-Comm Repair					
	2122	26	SMT Lab Classroom					
	2129	15	CTL		8213	38	Accounting Lab	
	2200	8	Student Reg. Bank		8103	3	Automotive	
	2227	13	Career & Transfer Center		8202B	19	Business	
	2309	21	DSPS Assessment Center		8119	37	Business	
	2320	2	DSPS		8119A	12	Business	
	2350	13	DSPS Proctoring Center		8121	39	Journalism	
	2117A	41	CALT Classroom		8110B	5	Journalism	
	2117B	37	CALT Classroom		8104A	10	English	
				8317	8	Speech		

Support

The College's media services department provides audiovisual event setup/breakdown for the College community. Media services are a part of the College Learning Center and reports to the Learning Center Director. In fall 2008, the media staff consisted of 1.8 FTE.

Technical support for all campus technology is provided by District ITS staff. A central Help Desk is shared between the three Colleges and the District Office. There are 3 full-time technicians permanently stationed at Skyline. When required, additional technical resources are deployed to Skyline College.

Network maintenance and upgrades are provided by District ITS network support staff housed at the District Office.

Training

Training is provided to the College by the Centers for Teaching and Learning (CTL). The CTL is a District wide organization. The CTL provides individual assistance to Skyline faculty and staff. In addition, CTL provides regular workshops on topics ranging from administrative applications to distance education. The CTL staffing level is .6 FTE.

Administrative Technology Activities

Goal	Administrative Technology Activities	Timeline
4, 5	<p>Banner 8 Upgrade Sungard is scheduled to release version 8 of Banner in the 4th quarter of 2008. This update to Banner will be implemented by the District Office. Skyline College representatives will work with District ITS staff to ensure that the new features are appropriate and that the upgrade occurs with minimum disruption to campus business.</p>	Completion – mid-2009
4, 5	<p>CCC Trans District has agreed to proceed with the State Chancellor’s Office initiative for the CCCTRANS project (electronic transcript interchange). Skyline College Student Services representatives will work with District to ensure that this project is consistent with Skyline College needs.</p>	Completion Spring 2009
4, 5	<p>Enrollment Management Enrollment Management continues to be a critical element for Skyline College. Recruiting, retaining students, and growing enrollment is one of the key functions that are supported through a number of technologies and services such as WebSMART, GWAMAIL, Emergency Text Messaging, Waitlists, electronic Schedule Bills, Early Alert, Hyperion dashboards, etc. Skyline representatives will continue to direct the District in their ongoing support and enhancements of these technologies and services.</p>	Ongoing
4	<p>Curriculum Development and Course Approval An electronic system with the ability to track where courses approvals are would greatly enhance the process of creating new courses. Skyline, along with the District Office, CSM and Cañada, will evaluate third party products for curriculum management.</p>	Completion – Spring 2010
4, 5	<p>Online Degree Audit System An online, self-service web-based degree audit system will assist Skyline students in making informed decisions about course selection. As part of the Online Degree Audit System, District ITS is also developing a Class Schedule development module. Skyline College will work with the District to ensure that the system is consistent with Skyline student needs.</p>	Completion Fall 2009

Administrative Technology Activities (continued)

1, 4, 7, 8, 15	<p>SLOAC Engage in intra-district collaboration to acquire a data management package that directly supports the SLOAC initiative by documenting assessments and by integrating the results into the budget planning process.</p>	
4,5,9	<p>Identity Protection Continuously assess the District strategies for insuring the privacy of information and protection of the identity of students, faculty, staff, and administrators.</p>	

General Technology Activities

Goal	General Technology Activities	Timeline
2, 12, 5, 1	<p>Create multiple technology access points for students in pursuit of their educational goals and for staff/faculty/administrators to enhance their effectiveness.</p> <ul style="list-style-type: none"> • Continue to deploy wireless access throughout the campus with the goal of providing ubiquitous 802.11n access for students and staff. (See Campus Network Activities) • Continue to provide students with efficient and intuitive online student self-service business services. These services will be available 24/7. (See Administrative Technology Activities) • Continue to expand the number of computers available to students in nonproprietary areas such as the <i>Internet Café</i>. • Continue to utilize web technologies to place as much instruction online as practical. 	Ongoing
7	Develop a centralized library of campus software licenses and installed base.	Ongoing
7	Develop a plan for the updating of software across the campus. The plan will include a schedule and budget. This plan will take into account the compatibility of software, equipment, operating systems, and instructional schedule. The plan must also include the regular review of the relevance of software before license renewal.	Sept. 2009

Goal	General Technology Activities	Timeline
7	Work with District ITS to develop an equipment replacement plan that will ensure that faculty, students, and staff have access to technology that meets or exceeds District minimum standards. The plan will include a predictable schedule of when equipment needs to be replaced, the projected cost of equipment replacement, and identification of potential budget sources to be determined.	Ongoing <i>Annual report each January beginning January 2010</i>
7	The Skyline Technology Advisory Committee, in coordination with District ITS, will determine and publish minimum standards for supported technology. These standards will be reviewed annually. These standards will be the basis for determining the equipment replacement schedule.	<i>Annually each May</i>

Goal	General Technology Activities	Timeline
7	Work with District ITS computer support to implement an online inventory of technology on the Skyline campus.	September 2008
1, 5	Work with District ITS to implement a student email system.	Fall 2008
1-17	Develop a “green” perspective in the planning, implementing and disposing of technology.	ongoing
6	Continue to seek opportunities for partnerships and agreements to assist faculty, staff, and administrators to obtain technology at the best possible prices. Examples of this would be the Loan-to-Own program and the Community College Foundation’s Microsoft agreement for the purchase of software.	ongoing
1, 9	Work with the District Human Resources Department to periodically assess the ergonomic safety of technology and associated furniture. Include ergonomic consideration in planning of new and remodeled facilities.	ongoing

Campus Network Activities

Goal	Campus Network Activities	Timeline
12	Work with the District to develop a plan for the continued deployment of wireless access throughout the campus and nearby facilities. The goal is to provide at a minimum ubiquitous 802.11n access for students and staff.	Completion 2010
5, 12	Work with District ITS to benchmark expected network performance as it relates to Banner services, local network performance, and Internet.	Completion Sp 2010
1, 2, 12	Work with District ITS to develop a College capability to originate real-time and asynchronous streaming video and audio. These services will be used to support instruction, provide information to the public and expand the audience for campus activities such as athletics.	
12	Engage District ITS to develop a secure data backup system that will allow faculty and staff to backup documents to a secure server. Document backup will be voluntary. The backup system should be incremental and seamless to users.	Fall 2009

Instructional Technology Activities

Goal	Instructional Technology Activities	Timeline
1, 17	Require that all courses have an up-to-date instructional support website. The minimum course website will include course outline and grading criteria.	Fall 2010
1, 17	Encourage and support faculty to use technology as a means to provide alternate delivery of instruction and enhance instruction.	Ongoing
1, 17	Increase Skyline’s presence in the SMCCCD iTunes U site. http://smccd.edu/itunesu/	Ongoing
13	Through TAC, develop a set of recommended minimum technology qualifications for new full-time faculty hires. These minimum technology qualifications will be recommended for inclusion in all job announcements.	June 2009
7	Through TAC, annually review the technology used in Skyline’s smart classrooms and make recommendations for maintaining or changing technology.	Annually each April
2,7,8	Through TAC, perform annual assessments of campus lab utilization.	Annually each June
2, 7	Determine the feasibility the implementation of more flexible computer labs that can accommodate multiple disciplines. Consideration will be given to both technology and furniture.	Sept. 2009
2, 7	Work with the District planning /construction processes to ensure that the present and future instructional technology needs of the faculty, staff, and students are addressed in any new construction or facility remodeling projects.	Ongoing

Training and Development Activities

Goal	Training and Development Activities	Timeline
3, 6	<p>Skyline College is committed to the revitalization of the center for teaching and learning as a comprehensive and integrated resource for faculty and staff.</p> <p>This new revitalized center will -</p> <ul style="list-style-type: none"> • provide professional development services and flex activities. • make available links (more than just web) to expert resources in teaching and learning. • host regular presentations on current issues in teaching and learning. • encourage and support the use of technology to enhance instruction • reinstitute comprehensive orientation programs for new faculty. • perform regular faculty and staff interest surveys. • coordinate the delivery of customized workshops upon request. • perform regular evaluations of the effectiveness of this center. • serve as the hub for support of the Skyline Distance Education program. 	
3	<p>Develop a plan for the revitalization of the center for teaching and learning. The plan needs to include, functions, location, budgeting, and staff requirements.</p>	June 2009

Accessible Technology Activities

Goal	Accessibility Technology Activities	Timeline
1,2	The faculty and staff with assistive technology expertise will provide a series of informational “brown bag” workshops on accessibility issues and Section 508 compliance.	Ongoing
1,2,3	The faculty and staff with assistive technology expertise will provide support to faculty in the preparation and delivery of accessible instruction.	Ongoing
7	The faculty and staff with assistive technology expertise will participate in the TAC’s development of minimum standards for technology so as to ensure that all Skyline College technology is accessible.	Ongoing
16	The faculty and staff with assistive technology expertise will advise the College’s Web Committee on the accessibility of the College’s web site.	Ongoing
1, 2	The faculty and staff with assistive technology expertise will provide advice to the college in its efforts to ensure that whenever appropriate, the College’s media and software are available in an accessible format and is compatible with assistive technology used and supported at Skyline College.	Ongoing
1, 2	The faculty and staff with assistive technology expertise will ensure that students with disabilities can access and use appropriate assistive technology in campus labs.	Ongoing
1, 2	The faculty and staff with assistive technology expertise, in cooperation with District ITS, will determine the availability and practicality of networked versions of Assistive Technology software that will allow students to access this software on any computer on campus.	Fall 2009

Campus Security Technology Activities

Goal	Campus Security Technology Activities	Timeline
9	The District will install an Event Announcement System (EAS) in Skyline buildings 3, 6, 8, & 7A. The EAS system control center will be located in the College Security Office. This system is intended for making emergency announcements inside campus buildings.	Jan. 2009
9	The College in cooperation with the District will determine the feasibility of further expansion of the EAS to other campus buildings.	Jan. 2010
9	The District will complete the installation of a campus wide video surveillance system. The system monitoring will be in the College Security Office/	Jan. 2010

Online Instruction Activities

Goal	Online Instruction Activities	Timeline
1, 6	<p>Skyline College is committed to the development of a comprehensive distance education program. To accomplish this goal, the College will develop a comprehensive plan for Distance Education.</p> <p>The plan will include:</p> <ul style="list-style-type: none"> • a vision for distance education at Skyline College. • identification of the resources, staff, facilities, and budget required to support the vision. • establishment of process for increasing the number of online classes. • setting of goals for the course enrollments in online instruction. • propose a source(s) for funding this Distance Education plan. 	Spring 2009

College Website Recommendations

Goal	College Website Recommendations	Timeline
16	The TAC committee will support the College’s web Committee by advising on the development of an integrated state-of-the-art web site.	

**Technology Advisory Committee
2008-2009 Membership**

Nick Kapp, SMT Division Faculty –Co-Chair

Regina Stanback Stroud, Vice President, Instruction—Co-Chair

Tom Broxholm, Business Division Faculty

Alma Cervantes, Business Division Faculty

Norm Del Prado, Business Division Faculty

Rich Goltz, SMCCCD Representative

Sherri Hancock, Dean-Enrollment Services

Tom Hewitt, Director-Library

Margery Meadow, Dean-Business Division

Andrew Lee - ASSC

Ray Parenti-Kurttila- ASSC

Felix Perez, Classified Representative

Judith Lariviere, Counseling Division Faculty

Jim Petromilli – SMCCCD Liaison

Leigh Anne Sippel, Language Arts Division Faculty

Mike Williamson, Dean- SMT Division

Christopher Weidman, Classified Representative

(Social Science/Creative Arts, Faculty representative to be determined)