



**SADDLEBACK COLLEGE**

**TECHNOLOGY  
MASTER PLAN**

2010 - 2015



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# INTRODUCTION

Saddleback College, as a dynamic, diverse community of learners and innovators, seeks to empower students, faculty, staff and management through effective utilization of information technology. This shall be accomplished through the implementation of the Saddleback College Technology Plan:

*The term “technology” is defined as all computer hardware, software, and technology infrastructure essential to the delivery of information (gathering, storing, retrieving, communicating, or displaying) in text, image, or digitized form. Technology includes both academic and administrative computing systems as well as related software, instructional delivery systems (multimedia, data, and video distribution), communications links, telephone systems, and all integrated systems and software which support the above.*

Specific areas of college technology support can be categorized as follows:

## Information Services

### Data Network Administration

- Routers
- Firewalls
- Network Switches
- Wired Infrastructure
- Wireless Access Points

### Desktop Computers

- Faculty, Staff and Administrative Computers
- Open Access/General-Use Computers

### Instructional Computer Laboratories

### Telephones

- Adds, Moves and Changes
- Call Handlers/Phone Trees
- Voicemail
- Fax Lines

### Software Support

- End-User Support and Training
- District Application Support
- College-Specific Software Installation and Support

### Data Storage

- College Data Storage
- Data Backup

### Server Administration

- Instructional Servers
- Administrative Servers

## Audio/Visual Services

### Classroom Media Support

- Equipment Maintenance, Installation and Troubleshooting

### Outdoor Media Systems (football field, baseball fields, swimming pool, gym, etc.)

- System Installation, Maintenance and Operation

### Media Services

- Video Duplication

The technology plan supports and facilitates the overarching mission, vision, and values of Saddleback College:

## **Our Vision**

The vision of Saddleback College is to be the first choice of students who seek a dynamic, innovative, and student-centered postsecondary education.

## **Our Mission**

Saddleback College enriches its students and the south Orange County community by providing a comprehensive array of high-quality courses and programs that foster student learning and success in the attainment of academic degrees and career technical certificates transfer to four-year institutions, improvement of basic skills, and lifelong learning.

## **Our Values**

Saddleback College embraces:

### *Commitment*

We commit to fulfilling our mission to serve the south Orange County community.

### *Excellence*

We dedicate ourselves to excellence in academics, student support, and community service.

### *Collegiality*

We foster a climate of integrity, honesty, and respect.

### *Success*

We place our highest priority on student learning and delivering comprehensive support for student success.

### *Partnership*

We strive to develop strong and lasting partnerships among students, faculty, staff, and the community.

### *Innovation*

We anticipate and welcome change by encouraging innovation and creativity.

### *Academic Freedom*

We endorse academic freedom and the open exchange of ideas.

### *Sustainability*

We promote environmental sustainability and use our resources responsibly to reduce our ecological impact.

### *Inclusiveness*

We cultivate equity and diversity by embracing all cultures, ideas, and perspectives.

### *Global Awareness*

We recognize the importance of global awareness and prepare our students to live and work in an increasingly interconnected world.

# TECHNOLOGY PLANNING PROCESS

## Overview

Technology planning is the process of updating and managing the College's technical resources. Through the technology plan, the College intends to align technology resources with the College's strategic plan. This collaborative process is designed to enable the College to effectively achieve its mission and move towards its desired vision of the future.

## Software

For the purposes of this plan, software is broken down into three categories – application, instructional and system. Working closely with District IT, Saddleback will ensure that all three areas are able to co-exist on the College's computer systems.

## Hardware

Saddleback College currently strives for a four-year hardware refresh cycle. The planning process identifies technology needs throughout the campus and prioritizes how technology dollars are spent.

## Network Infrastructure

The College data network allows both computer and phone traffic internal to the campus and to the outside world. This system will be continually evaluated and upgraded as necessary to ensure high speed and reliability.

## Technology Support Services

The College is committed to providing a high level of technology training to our students. Resources are made available to provide sufficient numbers of computers and up-to-date software applications. Training is provided to all faculty and staff through workshops, conferences and seminars.

## Communication Technologies

Saddleback College currently offers several methods of delivering education and information to its students. The College is always exploring new, innovative ways to enhance instruction both on and off campus. Software systems included under this area are:

- Blackboard
- Blackboard Connect
- Blackboard Mobile
- Presidium
- Video Conferencing

Saddleback College currently has several technology initiatives to undertake as part of this plan. The following pages outline the strategies and objectives identified through the planning process to advance the College's use of technology in the next several years.

Saddleback College is committed to consistent use of appropriate technology throughout the campus. The College views new technology as not merely an option or an enhancement to traditional instructional delivery, but also as a continuous process of improving the efficiency and effectiveness of sharing, storing, analyzing, and retrieving information for everyone in the college community.

The technology planning process is directly linked to the College's strategic planning process. Saddleback College recognizes that planning is critical for improving the efficiency and effectiveness of the College,

facilitates better-informed decisions about the allocation of college resources, and ultimately results in improved student achievement.

Saddleback College’s continuous and integrated planning allows the College to collectively identify, prioritize, and implement collegewide goals and strategies as well as to measure and evaluate the outcomes. Technology planning is bottom-up and inclusive of instructional programs, student support, administrative service units and all campus constituent groups.

## The Saddleback College Technology Committee

The Technology Committee is charged with collecting information relating to upgrading, maintaining, and expanding existing technology at the College and integrating this information into a collegewide, comprehensive technology plan. This plan, at minimum, addresses:

- Equipment (hardware)
- Software Identification and Acquisition
- Network/Hardware/Software Management
- Network Security
- Technology-Related Staffing
- Staff Development and Training
- Compatibility and Connectivity between Operating Systems/Platforms/Software
- Distance Learning Technology
- Implementation Timelines

After analyzing all the information gathered from the Annual Planning Prioritization & Resource Allocation Process, the technology plan is updated and forwarded to the College Planning and Budget Steering Committee (PBSC).

The technology committee annually reviews and revises an ever-evolving, rolling three-year plan. This plan is used as a reference when the PBSC makes budget recommendations to the President through the Consultation Council in the spring of each year. Funds are applied to the plan as they become available, generally in the fall.

All technology committee meetings are open to the college community. Membership and meetings run from January to December. Membership includes:

Committee Chair	Emeritus Institute (1)
Administration (2)	Fine Arts and Media Technology (1)
Classified Leadership (2)	Health Science & Human Services (1)
Classified (3)	Kinesiology & Athletics (1)
Associated Student Government (1)	Liberal Arts (1)
Advanced Technology & Applied Science (1)	Mathematics, Science & Engineering (1)
Business Science and Economic & Workforce Development (1)	Online Education & Learning Resources (1)
Counseling Services & Special Programs (1)	Social and Behavioral Sciences (1)

# 2010-2015 TECHNOLOGY OBJECTIVES AND STRATEGIES

The following sections outline the strategies and objectives identified in the planning process across the six technology domains to be achieved during the technology plan's time horizon.

## The Planning Process

*Develop a collaborative planning process that achieves the College's mission and goals.*

- Develop a new technology planning process that is closely tied to the College's strategic plan.
- Develop procedures to evaluate and prioritize technology projects and activities.
- Integrate technology planning into the College's shared governance process.
- Create standards for hardware and software and a process for updating standards.
- Incorporate technology budgeting into the technology planning process.

## Software

*Explore technology solutions that improve student success.*

- Replace paper-based forms with electronic versions routed using workflow.
- Evaluate the use of alternative computing devices in the classroom – tablets and e-books.
- Expand the use of video technology in classroom instruction, tutoring, and intra-District communication.
- Evaluate, select, and implement a system for tracking and reporting Student Learning Outcomes.
- Evaluate the use of “cloud computing.”
- Expand the use of Scheduling and Reporting Systems (SARS) products.

## Hardware

*Provide up-to-date technology hardware capable of meeting instructional needs.*

- Establish and maintain a four-year computer-refresh cycle.
- Explore and implement virtual hardware technologies.
- Provide students with easy access to college instructional resources.
- Implement a system for improved tracking of desktop assets.

## Network Infrastructure

*Provide a data network that is secure, high speed and highly reliable.*

- Work closely with District IT on a network-refresh strategy.
- Update the library's use of technology as part of the library remodel.
- Improve the College's business continuity plans and systems.
- Update the student wireless network.



## Technology Support Services

*Provide excellent IT support, service and training to the College.*

- Develop a new help ticket system in coordination with the District and IVC.
- Improve the level of student help desk support.
- Develop and provide training for the College's SharePoint services.

## Communication Technologies

*Provide students with effective, reliable and flexible means of accessing college information.*

- Maintain and upgrade Blackboard systems to ensure a positive student experience.
- Improve the level of student technical support.
- Maintain effective emergency communication systems.
- Develop new and innovative services through mobile devices.



# THE PLANNING PROCESS

## Objective

*Develop a collaborative planning process that achieves the College's mission and goals.*

## Strategies

1. Develop a new technology planning process that is closely tied to the College's strategic plan.  
Saddleback College is in the process of developing a new technology allocation process that is tied to its strategic planning process.
2. Develop procedures to evaluate and prioritize technology projects and activities.  
The Technology Committee will convene to review the College's technology requests and develop a process to evaluate and prioritize technology needs.
3. Integrate technology planning into the College's shared governance process.  
Develop processes and procedures to integrate the activities of the Technology Committee into the planning and budgeting process.
4. Create standards for hardware and software and a process for updating standards.  
Outline standards for hardware and software technology acquisitions, publish said standards, and create a process for updating these standards as part of the Technology Committee mandate.
5. Incorporate technology budgeting into the technology planning process.  
Identify ongoing technology costs for new acquisitions, ongoing maintenance and annual renewals. Develop a five-year budget plan that categorizes future technology needs.



# SOFTWARE

## Objectives

*Explore technology solutions that improve student success.*

## Strategies

1. Replace paper-based forms with electronic versions routed using workflow.  
Develop a districtwide solution for an enterprise content management system.
2. Evaluate the use of alternative computing devices in the classroom – tablets and e-books.  
Undertake a pilot program to explore the efficacy of tablet computing and electronic books for classroom use.
3. Expand the use of video technology in classroom instruction, tutoring, and intra-District communication.  
Explore the use of desktop video for distance education and tutoring. Expand the use of teleconferencing to improve intra-District communication and reduce travel between District offices.
4. Evaluate, select, and implement a system for tracking and reporting Student Learning Outcomes.  
Examine and implement a software system to help the College with the management and tracking of Student Learning Outcomes.
5. Evaluate the use of “cloud computing.”  
Explore the uses for cloud-based services to enhance college processes.
6. Expand the use of SARS products.  
Implement the SARS scheduling products in additional offices and computer labs.



## HARDWARE

### Objectives

*Provide up-to-date technology hardware capable of meeting instructional needs.*

### Strategies

1. Establish and maintain a four-year computer-refresh cycle.  
Integrate technology needs into the budget planning process to ensure funding for hardware renewal.
2. Explore and implement virtual hardware technologies.  
Identify locations on campus that could benefit from the use of virtual computer technology.
3. Provide students with easy access to College instructional resources.  
Ensure that a sufficient number of open-access computer labs are available to students and that network resources meet their needs.
4. Implement a system for improved tracking of desktop assets.  
Explore solutions for computer hardware and software tracking.

## NETWORK INFRASTRUCTURE

### Objectives

*Provide a data network that is secure, high speed and highly reliable.*

### Strategies

1. Work closely with District IT on a network-refresh strategy.  
The College's data network and phone system were purchased in 2004. A refresh timeline and funding should be identified.
2. Update the library's use of technology as part of the library remodel.  
Saddleback's library remodeling project is in the final stages. New technology systems need to be purchased and installed in the building.
3. Improve the College's business continuity plans and systems.  
Develop a disaster recovery plan for the College's computing systems.
4. Update the student wireless network.  
Develop a refresh plan for the College's wireless network.

## TECHNOLOGY SUPPORT SERVICES

### Objectives

*Provide excellent IT support, service and training to the College.*

### Strategies

1. Develop a new help ticket system in coordination with the District and IVC.  
Work closely with District IT groups to implement a centralized, cross-organizational help desk ticketing system.
2. Improve the level of student help desk support.  
Assist the support areas on campus to form a unified support team capable of handling student technology needs.
3. Develop and provide training for the College's SharePoint services.  
Introduce the campus to SharePoint services and assist with creating SharePoint sites.

## COMMUNICATION TECHNOLOGIES

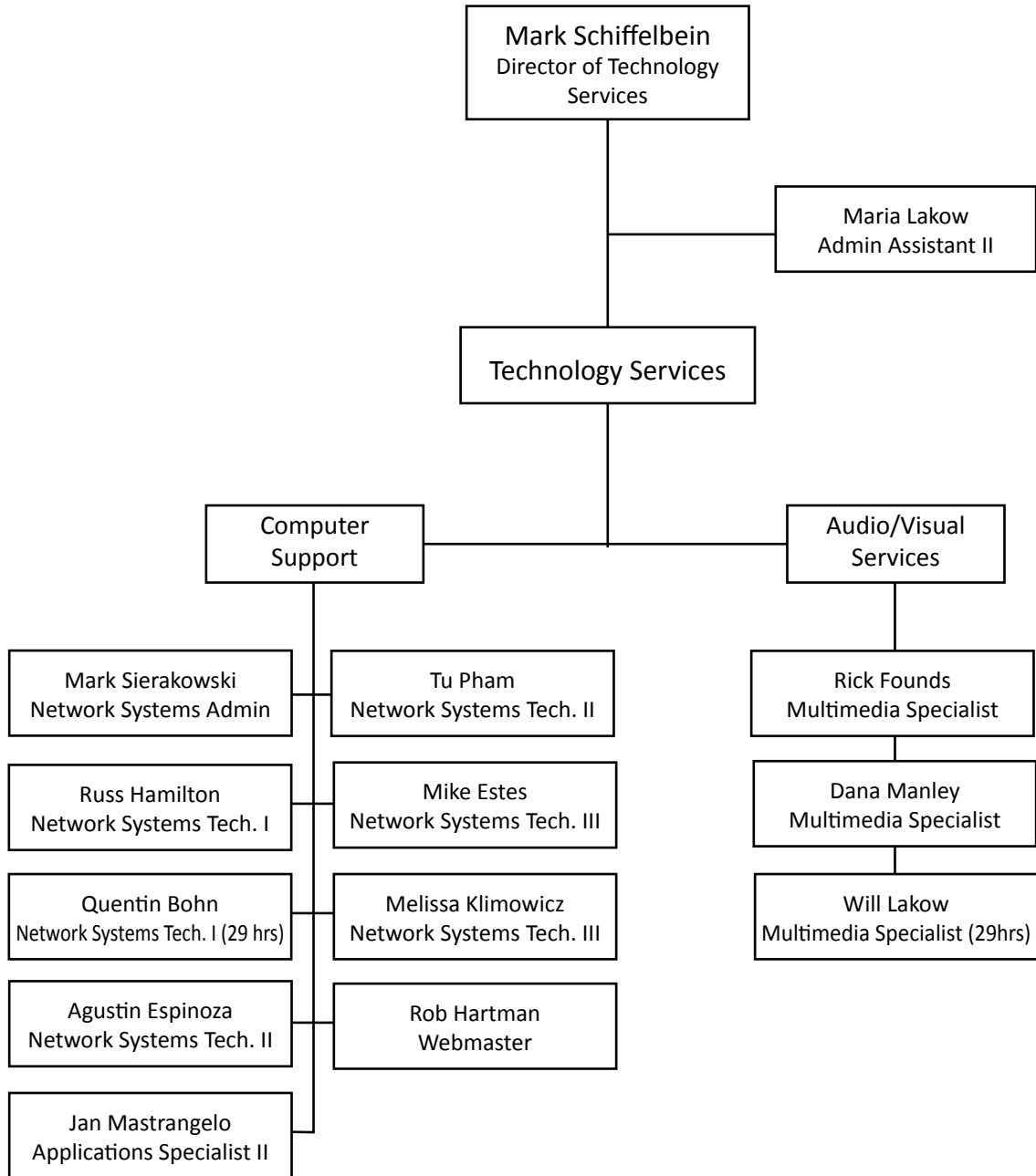
### Objectives

*Provide students with effective, reliable and flexible means of accessing college information.*

### Strategies

1. Maintain and upgrade Blackboard systems to ensure a positive student experience.  
Evaluate Blackboard services on a regular basis. Gather faculty and student feedback to identify problems and implement solutions.
2. Maintain effective emergency communication systems.  
Maintain, evaluate and test college emergency communication systems. Identify alternative uses for current systems.
3. Develop new and innovative services through mobile devices.  
Explore the use of mobile applications to assist students with campus processes and instruction.

# ORGANIZATIONAL STRUCTURE



# ANNUAL PLANNING PRIORITIZATION & RESOURCE ALLOCATION PROCESS

This process is for new requests only. Replacements and refresh will be addressed separately by the following process:

Director of Technology Services will develop a replacement/refresh plan for campus technology requirements. Director of Facilities will develop a replacement/refresh plan for campus facilities. President's Executive Team will determine level of funding for each plan. Replacement equipment and staffing requests will be submitted to the appropriate branch (Instruction, Student Services, and Admin/Ops) leader. President's Executive Team will approve equipment and staffing replacement requests.

## Criteria for Submitting Request:

1. Need is documented in most recent Program or Administrative Unit Review (PR/AUR) (submitted by December 31, 2011)
  - a. Reference, in the resource request, the page numbers where the need is referenced in the PR/AUR.
- OR-
2. Request is an identified tactic for implementation of the 2010-13 Strategic Plan
  - a. Reference the tactic number, in the resource request, as stated in the Strategic Plan.

## Resource Request Process: (approx. dates)

1. **January 31st.** Dept. chairs, faculty coordinators, classified staff and unit managers submit requests for NEW equipment, technology, facilities and non-faculty and management staff to the dean, director or manager. Dean, director or manager may add additional requests for their area.
2. **Level 1 review:** Dean, director or manager, if needed, collaborates with department chairs, faculty coordinators, classified staff and/or unit managers, and prepares a prioritized list of requests, by type (technology, facilities, equipment, staffing), for their area.
3. **February 28th. Level 2 review:** Deans, directors or managers submit their prioritized requests to their Vice President or President (or designee). Each branch (Instruction, Student Services, and Admin/Ops) will meet to prioritize the requests, by type, for each "Branch".
4. **March 21st. Level 3 review:** Each branch will submit their consolidated list of requests, by type, to the College Resource Committee (CRC). CRC will meet and create a single, unified list of "College-wide Resource Needs" by type.
5. **April 15th.** PBSC will advise CRC of tentative funding available.
6. **April 22nd.** CRC will apply funding to needs in a manner that maximizes effectiveness.
7. **May 1st.** PBSC will review CRC recommendation only to ensure accuracy and adherence to process and submit recommendation to Consultation Council.
8. **May 7th.** Consultation Council will review and make recommendation to the President.
9. **June and July.** PBSC will monitor revisions in college funding and review/revise allocations only if necessary and prior to Final Budget deadlines.













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