

This inventory is vital information for the Technology Use Model which helps plan for consistent updates, maintenance, replacement and purchases of all technology.

Approved by Committee of the Whole on October 2, 2014; Revised on May 19, 2016

Norco College Program Review Technology Requests Process

The Technology Committee systematically plans for the replacement of technology and equipment. As part of this process, the Committee coordinates with the department/discipline to ensure that the

technology meets the programmatic needs of the department/discipline, the Technology Support Services Computer Support staff and Instructional Media staff to plan for replacement, reassignment, and evaluation of technology resources, and the Grants Department for possible funding.

XII. Program Review Requests for Technology Committee

As part of program review, the requestor completes the *Planning Council Program Review Requests for Technology Committee*, which provides data such as the asset tag number to determine age and lifecycle, programmatic needs questions, and total cost of ownership (which can be obtained by utilizing the *Technology Total Cost of Ownership Form* located on the Technology Committee webpage or the *Total Cost of Ownership Spreadsheet* on the Business & Facilities Planning Council webpage).

XIII. Program Review Process

All technology requests from program review are gathered by the three planning councils, Business & Facilities Planning Council, Student Services Planning Council, and Academic Planning Council and forwarded to the Technology Committee for recommendations and prioritization. After review, recommendations, and prioritizations are approved by the Committee, the prioritization lists are submitted to the Institutional Strategic Planning Council for consideration and acceptance before being forwarded to the President's Office. ISPC does not reorder the prioritization work done by the Technology Committee but approves to accept the work and the list remains separate of equipment lists. The lists are then sent to the three planning councils for information.

Upon approval from the President's Cabinet, the Technology Committee works with the requestors of their approved program review technology requests to complete the full Technology Request Form which includes information as to the desired reassignment of the current equipment and the programmatic needs to determine the new equipment to be purchased prior to purchasing taking place. The Technology Request Form is utilized by the Technology Support Services Computer Support staff and Instructional Media staff to purchase the approved requests.

In submitting its annual program review, the requestor may use the *Technology Total Cost of Ownership Form* to provide specific TCO data in the section of the program review that lists resource requests. The form contains sections detailing the initial cost of the resource as well as the total operating costs for the item. This enables the College to make informed decisions about whether or not to grant particular requests.

The process provides a path for the cyclical refurbishment of technology on campus. The technology requests for resource allocation are evaluated based on the initial as well as the operating costs of a technology item, how well the item fits the needs of the unit and the

College, how fully it meets industry standards, and how competitive it is in the educational marketplace. This is the technology Total Cost of Ownership model.

XIV. Purchases

Technology equipment purchases may be made using the Technology Request Form and submitted to the College's technology department (computer / instructional media / software) for evaluation/review of technical specifications and costs associated with the equipment. The completed request form is then forwarded to the Technology Committee for review and comments as well as inventory purposes. The total cost of ownership for the item is calculated on the basis of the information provided in the form, which is returned to the requesting unit.

XV. Determining Priority Level and Prioritization

Based on the information received from the *Program Review Requests for Technology Committee* for each technology request, the Technology Committee uses the criteria stated in the [Replacement of Technology Infrastructure and Equipment Plan](#) to evaluate the requests and determine priority level (high, medium, low) and recommended action, such as replacing with an item in inventory or notification of grant funding to meet a particular need, as well as prioritization.

The criteria are Age/Lifecycle, Programmatic Needs, Total Cost of Ownership, and Evaluation Report by the Technology Department(s).

XVI. Evaluation of Process

This process was implemented in the fall 2014 program review process. It is designed to facilitate sound resource allocation decisions and will be evaluated annually by the Technology Committee and modified as necessary. The Request Forms will also be reviewed annually with input from the College's technology department regarding user satisfaction and effectiveness.