

Norco College
Technology Committee Meeting

12:50pm-1:50 p.m.

IT 218

February 21, 2019

MINUTES

| Present | Absent cont. |
|-----------------------------|-----------------------|
| Ruth Leal (Co-Chair) | Javy Ahedo (ASNC) |
| Cathy Brotherton (CIS/BEIT) | Damon Nance (Library) |
| Lenny Riley (DOI) | Vanessa Acosta (A&R) |
| Daniel Lambros (IMC) | |
| Araceli Covarrubias (AHWL) | |
| Absent | Guest |
| Mitzi Sloniger (COMM) | Jason Caceres (TSS) |
| Daren Koch (Tutorial) | Mike Angeles (TSS) |
| Janet Frewing (Math) | |

1. Call to Order 12:50 p.m.
2. Consent Calendar- Ruth Leal
 - a. November 8, 2018 Minutes. Tabled due to lack of quorum. James Finley is out for paternity leave for spring semester.
3. Technology Plan – Ruth
 - a. Subcommittees Report - Ms. Leal provided an update regarding the subcommittees.
 - i. Goal #1 – Technology Trainings were held at Staff Development Day, January 25th with about 35 staff attending, and Flex Day, February 8th for faculty. For the Office 365 training, faculty weren't aware of what was available with the subscription and found the GoRCCD portal interesting. The technology training at Staff Development Day featured the GoRCCD Portal, e-forms, and the website. Lenny received a lot of positive feedback such as:
 1. “Learned about the new portal”
 2. “I learned about items I did not know before I came like scrolling down on our website. There’s more info.”
 3. “I enjoyed the technology presentation. It answered a lot of questions I had because I was struggling with the website.”
 4. “Outstanding information. I hope I can navigate the college website better.”
 5. “Tech updates only help when they are live...”
 6. “The website is a joke.”

- ii. Goal #2 – Report from ITSC. Members discussed the fact that there is not representation on ITSC. Members were asked if anyone from the committee wants to serve on this or if the committee should forward this to the Classified and Academic Senates. It was reported that ITSC might be reconfigured to meet via Zoom. The Strategic Plan Addendum was passed at ISPC on November 30, 2018. Based on accreditation standards, the committee needs to ensure the goals meet the needs of the college, align with the Big Us Plan as well as support accreditation. At the last meeting the committee reviewed the technology plan goals and decided on the following goals:
 - 1. Technology Training & Support
 - 2. Identify technology needs, planning, and measure to support learning and college services. An objective will be to create Technology Best Practices with minimum standards for technology in labs, classrooms, offices, and conference rooms.
 - 3. Respond to the technology needs of the college community by measuring the needs and if they are met (closing the loop).

 - b. Accreditation 2020 – The committee reviewed the comments from the Accreditation Co-Chairs and went through the areas needing evidence. TSS staff reported that the inventory was done and presented the report. The committee will need to review it and add it to the evidence. The district has a Technology Plan that includes disaster recovery, privacy, and security. The plan should be posted on the district website under ITSC. We can connect with ITSC and Chris Blackmore to see if anything specific should be written here otherwise we can look back at wording from previous accreditation reports and update if necessary. Most of the comments were easy to clarify and the group made notations on the document for revision.
4. Website & 25 Live – Leonard Riley
- a. Mr. Riley reminded the committee that website requests for Academic Affairs and academic support departments go to him. He is working on requests with faculty on program webpages. He also reported that the district has moved to an enterprise license for Adobe Creative Cloud. There will no longer be serial numbers and there will be accounts for everyone. More info will be sent out by district to users.
5. Technology Projects – Dan Lambros
- a. Update – no report.
6. Open Forum

Adjourned: 1:50 p.m.

Next meeting will be March 21, 2019 in IT218

Addendum II to the Norco College Technology Strategic Plan: 2013-2016

In 2016, the Technology Committee approved the Addendum to the Norco College Technology Strategic Plan: 2013-2016 to extend the plan through 2018 in order to align it with the college's strategic plan set to be updated in 2018. Norco College began the framework for the college's strategic plan in 2018 which includes the need for technology in student learning and success as well as to positively impact our employees and institution. The timeline for the new college Strategic Plan, along with the Education Master Plan and Facilities Master Plan, is schedule to be completed in 2019.

Therefore, in order to align with the college's strategic planning and ensure that the goals of the Technology Strategic Plan supports the college's mission and goals, this second Addendum to the Norco College Technology Strategic Plan 2013-2016 extends the current plan through 2019. This addendum will continue with the direction of the Technology Strategic Plan 2013-2016 and the Addendum to the Norco College Technology Strategic Plan 2013-2016, as the Technology Committee reviews, assesses, and updates the plan.

Strategic Updates:

- The Norco College Technology Principles and Guidelines was updated to reflect the revised program review process for technology requests, referenced in ISPC's *Joint Resource Allocation Prioritization Process* that all technology requests from program review will be prioritized by the Technology Committee, and implemented the Technology Committee's *Planning Council Program Review Requests for Technology Committee* form that aligns with the refresh plan, total cost of ownership, and assessment of technology resources.

By 2019, the Technology Committee will revise and update the plan to guide the strategic direction, implementation and sustainability of technology resources throughout the College to support student learning programs and services and improve effectiveness consistent with the College's mission.

Approved by the Technology Committee on November 29, 2018 and ISPC on November 30, 2018.

C. Technology Resources [up to 7 pages]

1. Technology services, professional support, facilities, hardware, and software are appropriate and adequate to support the institution's management and operational functions, academic programs, teaching and learning, and support services.

POSSIBLE SOURCES OF EVIDENCE:

Technology plans or program reviews that evaluate and plan – for reliability, disaster recovery, privacy, and security;

- Technology inventories;
- Technology infrastructure blueprints;
- Disaster recovery procedure or plan;
- DE/CE technology plan;
- And/or other documents that demonstrate the institution is aligned with this Standard.

REVIEW CRITERIA:

- The institution ensures that its various types of technology needs are identified.
- The institution regularly evaluates the effectiveness of its technology in meeting its range of needs.
- There are provisions for reliability, disaster recovery, privacy, and security, whether technology is provided directly by the institution or through a contractual arrangement.
- The institution makes decisions about use and distribution of its technology resources.
- The technology infrastructure is sufficient to maintain and sustain traditional teaching and learning and DE/CE offerings.

Evidence of Meeting the Standard

Norco College identifies and measures its technology needs to support the college's operational and educational functions through Program Reviews; the Technology Strategic Plan; and the Annual Technology Surveys.

Program Review

Norco College's program review process serves to identify various types of technology needs across campus, in every department, to support student learning and services as well as operational needs. The college integrates technology and college planning through its strategic planning model and shared governance committees, which includes the Technology Committee. Technology requests from program reviews are submitted to the Technology Committee for recommendations/prioritization. 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 information. The 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

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meets industry standards, and how competitive it is in the educational marketplace. This is the technology Total Cost of Ownership model outlined in the *Technology Principles and Guidelines*, which is aligned to the college's mission and strategic plan.

Technology Strategic Plan

The Norco College Technology Committee is responsible for updating the *Norco College Technology Strategic Plan*, providing plans for technology infrastructure for the College in support of instruction and student services, and coordinating technology training efforts. The committee is comprised of all constituency groups – faculty, staff, students, and administrators.

The *2013-16 Norco College Technology Strategic Plan*, *2017-2018 Addendum*, and *2019 Addendum II* describe how technology is integrated with college-wide planning and decision-making in support of student learning and success. The college has seven goals that fall into the following categories: training and support, update the Technology Strategic Plan, identify funding sources for technology, resources for online students and faculty, technology use model, and respond to the technology needs of the college. The 2019 Addendum to the Norco College Technology Strategic Plan was presented and approved by the Institutional Strategic Planning Council on November 30, 2018 ([ISPC-Minutes-20181130](#)).

Annual Technology Survey

Norco College evaluates the effectiveness of its technology primarily from information provided on its annual *Technology Survey* which is conducted each spring. The survey provides an assessment of technology services and support for faculty (TC Technology Survey Faculty 2018), staff (TC Technology Survey Staff 2018), and students (TC Technology Survey 2018) and helps the Technology Committee determine the needs of the college in terms of hardware and software. The results of the annual Technology Survey are evaluated by the Technology Committee and the data is used for decision-making and improvement of technology resources, services, and emerging technology for students, faculty, and staff in the program review process. The Technology Committee shares the results of the survey with the college's Institutional Strategic Planning Council as part of its bi-annual report ([ISPC Minutes 20181017](#)) and with the college via the [Technology Committee webpage](#).

Analysis and Evaluation

Norco College meets the Standard. Based on the results of the *2018 Technology Survey*, a majority of students and employees believe that the College replaces and maintains technological equipment to ensure that program/unit needs are met, and that the College ensures that any technology support it provides is designed to meet the needs of the learning, teaching, support services, and operational systems. These results indicate that employees are satisfied with the level of technology support at Norco College. The Annual Technology Survey and Annual Program Reviews provide the Technology Committee with a means to

assess and identify the technology needs of the college. Norco College technology resource needs and evaluation are spearheaded by the Technology Committee which uses the Technology Strategic Plan as its guideline for improving technology at Norco College.

2. The institution continuously plans for, updates and replaces technology to ensure its technological infrastructure, quality and capacity are adequate to support its mission, operations, programs, and services.

POSSIBLE SOURCES OF EVIDENCE:

Technology – plans, short term and long range;

- Documentation of technology replacement, repair, or upgrade cycle;
- Employee and student survey instruments (with technology questions);
- Analysis of the results of such surveys;
- Examples of program reviews from other divisions, departments, or units that include technology resource requests;
- And/or other documents that demonstrate the institution is aligned with this Standard.

REVIEW CRITERIA:

- The institution has established provisions to ensure a robust, current, and sustainable technical infrastructure is maintained that provides maximum reliability for students, staff, and faculty.
- The institution bases its technology decisions on the results of evaluation of program and service needs.
- Evaluations of technology and technology services include input from end users.
- The institution has developed a process to prioritize needs when making decisions about technology purchases.

Evidence of Meeting the Standard

Norco College systematically plans, acquires, maintains, and upgrades or replaces technology infrastructure and equipment to meet the needs of the College, including computer refresh cycles and classroom multimedia upgrades and installations. The Technology Strategic Plan calls for a staggered replacement of the computer inventory across the campus including classrooms on an annual basis. Equipment is replaced based on age and program needs.

Technology Committee

Norco College integrates technology and college planning through the Norco College Technology Committee, a shared governance group that has representation of all constituencies with membership of faculty, staff, students, and administrators. It is a standing strategic planning committee that provides recommendations for the strategic direction, implementation and sustainability of technology resources throughout the college used to support student learning programs and services and improve institutional effectiveness consistent with the college’s mission. The Technology Committee meets monthly to discuss

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input from members and guests about technology needs across campus. Agendas and minutes of the meetings are posted on the college website (NC Website Technology Committee).

Program Review and Resource Allocation

The *Technology Principles and Guidelines* outlines a systematic plan for the replacement of technology and equipment. Currently, Norco College has completed two phases of the plan. It is a staggered replacement based on age of the equipment and programmatic needs of the institution and to support student learning. The refresh plan phases are placed on the Technology Support Services program review and assessed using the criteria from the *Technology Principles and Guidelines* and the data provided from the Annual Technology Survey. The Technology Committee coordinates with the Technology Support Services computer support staff and Instructional Media staff to plan for the replacement, reassignment, and evaluation of technology resources.

Resource Prioritization

The *2013-16 Norco College Technology Strategic Plan* outlines criteria that is used to determine high, medium, or low priority which is age of the equipment and programmatic needs. The Technology Committee reviews technology requests and recommends/prioritizes said requests to the college's Institutional Strategic Planning Council and then to the President who has made funding decisions based on these recommendations. This process was revised in the *Joint Resource Allocation Prioritization Process* approved by ISPC ([ISPC Minutes 20171101](#)). It is designed to facilitate sound resource allocation decisions and is evaluated annually by the Technology Committee. In fall 2017, the Technology Committee revised its rubric for evaluating technology requests continuing with the criteria of age and program needs but modifying questions and values of the rubric ([TC Minutes 20171109](#)).

Analysis and Evaluation

Norco College meets the Standard. The evidence indicates that ample processes as stated in the *Technology Principles and Guidelines* are in place to ensure ongoing maintenance and upgrading of an adequate technological infrastructure. Recent evaluation of the program review process for technology requests made an improvement in the process for the user and Technology Committee.

3. The institution assures that technology resources at all locations where it offers courses, programs, and services are implemented and maintained to assure reliable access, safety, and security.

POSSIBLE SOURCES OF EVIDENCE:

- Technology replacement, repair, or upgrade cycle that highlights "all locations";
- Technology replacement or repair log that highlights "all locations";
- Technology help request protocols, including access for employees at "all locations";

– And/or other documents that demonstrate the institution is aligned with this Standard

REVIEW CRITERIA:

- The institution allocates resources for the management, maintenance, and operation of its technological infrastructure and equipment.
- The college provides an appropriate system for reliability and emergency backup.

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Evidence of Meeting the Standard

Norco College assesses annually technology resources on campus and user satisfaction as part of the Technology Strategic Plan. In previous years, the data reflected the need for access to additional computers in the library and the Technology Committee put forth a recommendation for additional computers in the library for student access that was funded. Annual technology requests on program review are evaluated by the committee to prioritize. The Technology Committee through its representation on the District's Information Strategic Planning Council relays the college's needs for infrastructure, maintenance, safety, and security for District IT operations.

Technical Support

The management, maintenance, and operation of the College's technological infrastructure and equipment is primarily handled through the District's central technology organization, Information Technology. IT is organized to support the development, improvement, and maintenance of IT systems including software applications, networks, and internet for Norco College. IT oversees security and safety of the technology infrastructure through monitoring, firewall, and security software on all computers.

Norco College provides technical support through the college's Technology Support Services computer support staff and Instructional Media Center staff. They provide tutorials, technical assistance, installations, repairs, and maintenance of technology resources on campus.

Technology Resources

Technology needs and resources are identified on unit program reviews and on the annual Technology Survey which is reviewed by the Technology Committee to base decision-making. The Technology Committee in collaboration with Technology Support Services maintains an inventory of all computer software and hardware in order to strategically plan for refresh/replacement of technology resources (**TC Website Inventory 2018**).

ITSC

Two Technology Committee members are members on the District's Information Technology Strategy Council. ITSC prioritizes technology needs and resources for the District. With input from the Technology Committee through its representatives, Norco College voices the technology support needed to assure reliable access, safety, and security. (RCCD Website ITSC)

Analysis and Evaluation

Norco College meets the Standard. Norco College continuously collaborates and coordinates with District IT to monitor and address support for technological infrastructure and equipment. The evidence indicates that reliable access, safety, and security of the technological infrastructure and equipment at all locations are adequate.

4. The institution provides appropriate instruction and support for faculty, staff, students, and administrators, in the effective use of technology and technology systems related to its programs, services, and institutional operations.

POSSIBLE SOURCES OF EVIDENCE:

Schedules of technology training – for staff and faculty;

- Presentations or agenda from professional development opportunities on technology;
- Evaluations of training, and documentation of improvements to subsequent training for staff and faculty;
- Schedules of technology training for students;
- Curriculum for training students on technology use;
- Resources, such as manuals or online instructions, that support students, staff, and faculty in their use of technology;
- And/or other documents that demonstrate the institution is aligned with this Standard.

REVIEW CRITERIA:

- The institution assesses the need for information technology training for students and personnel.
- The institution allocates resources for information technology training for faculty, students, and staff.
- The institution regularly evaluates the training and technical support it provides for faculty and staff to ensure these programs are appropriate and effective.

Evidence of Meeting the Standard

Norco College offers technology training in both face-to-face and online of technology programs and systems for all faculty, staff, and students that are used in the classroom and in the office.

Lynda.com

Norco College purchased a LyndaCampus subscription in 2014. Since then, usage by students has grown to over three thousand current student users which is 94% of active users on Lynda.com at Norco College. Employees continue to use Lynda.com for professional development to meet their needs for skills training. 75 staff and 110 faculty are active users on Lynda.com. As of May 1, 2018, over 450 courses were viewed such as Microsoft Office, Adobe Photoshop CC 2017/2018, SOLIDWORKS, Adobe After Effects, Photography,

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HTML, Animation, AutoCAD, Job Hunting Online, Setting Up Your Small Business as a Legal Entity, ProTools, and more. Based on data from the *2018 Annual Technology Survey*, faculty, staff, and students were interested in tutorials on Adobe Creative Cloud (which includes Illustrator, Photoshop, InDesign, DreamWeaver, etc.), Microsoft Office 365, programming, web development, AutoCAD, game development, music industry studies, and more.

The Technology Committee conducts an annual *Lynda User Satisfaction Survey* and found in 2018 that year over year, the results have shown high satisfaction rates on the usefulness, convenience, and quality of the courses in lynda.com with over 80% of respondents selecting 4 or 5 on a five-point scale in each question. Additionally, comments described lynda.com as “very helpful” and “vital to my life.”

lynda.com User Satisfaction Survey 2018 (in percentages)

| Question | 1 | 2 | 3 | 4 | 5 |
|---|------|-----|------|------|------|
| On a scale of one to five, ... | | | | | |
| How useful was it? Did it meet your needs? | 9.5 | 0.0 | 14.3 | 14.3 | 61.9 |
| How convenient was it to use the service? | 10.0 | 5.0 | 5.0 | 5.0 | 75.0 |
| How would you rate the quality of the course(s) you took? | 0.0 | 4.7 | 9.5 | 4.7 | 80.9 |
| How likely are you to use it again? | 9.5 | 0.0 | 14.2 | 0.0 | 76.1 |

Training for Online Learning

Norco College began offering weekly face-to-face and virtual Canvas Workshop training sessions for faculty in Fall 2017. These workshops, conducted by an Instructional Designer, are focused on the basics of Canvas’s modules, pages, assignments, discussions, quizzes, gradebook, profiles, inbox messaging, and other important features. The trainings also offer an opportunity for participants to interact with a fully functional Canvas course shell, as well as Q&A opportunities. In addition, open office hours, open lab time, and one-on-one training meetings are available weekly. In fall 2018, a three-hour faculty FLEX training was conducted to allow participants to earn a district DE Certification in one session to teach online courses.

Training Events

Norco College provides face-to-face technology training for faculty, staff, and students. Workshop topics are selected based on feedback from faculty, staff, and students in the Technology Survey. Technology training is feature of the bi-annual professional development workshops for staff. On August 2, 2018 over 30 staff participated in an Office 365 workshop at the Summer Staff Development Day and the same workshop was provided to faculty at the spring Flex Day on February 8, 2019. Other trainings include the SharePoint Training held on March 2, 2018 for all employees. The Instructional Media Center offers

hands-on technology training for faculty on audiovisual equipment in the classroom.

Analysis and Evaluation

Norco College meets the Standard. Records of employee use of Lynda.com and attendance at in-person training sessions show that employees are taking advantage of self-directed training in the use of the Canvas course management system technology as well as Office 365. Based on the results of the Technology Survey, a majority of employees believe that the College provides sufficient training in the use of technology to effectively carry out work responsibilities, including supporting student learning.

5. The institution has policies and procedures that guide the appropriate use of technology in the teaching and learning processes.

POSSIBLE SOURCES OF EVIDENCE:

- Policies or procedures for acceptable use of technology;
- Publications containing acceptable use policies or guidelines, such as employee handbooks, student handbooks, etc.;
- Other forms of acceptable use guidelines, such as posters in computer labs;
- And/or other documents that demonstrate the institution is aligned with this Standard.

REVIEW CRITERIA:

- The institution has established processes to make decisions about the appropriate use and distribution of its technology resources.
- The institution publicizes these policies and processes.

Evidence of Meeting the Standard

RCCD Board Policy and Administrative Procedure 3720 outlines the use of technology in the teaching and learning processes by all users. In addition, Norco College follows *Section 508 ADA* that determines technology practices for disability-related compliance for the website (RCCD BP 3725), media, programs, technology resources (RCCD PB 3445), etc. The Online Teaching Training Certification provides training to all online faculty in the appropriate use of technology.

Analysis and Evaluation

Norco College meets the Standard.

Conclusions on Standard III.C. Technology Resources

[insert response]

Improvement Plan(s)

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[insert response if applicable]

Evidence List

- [TC-TechnologyPrinciplesGuidelines-2016](#)
- [NC-Website-TechnologyCommittee-20180719](#)
- [TechnologyStrategicPlan-20132016](#)
- [AddendumTechnologyPlan-20172018](#)
- [ISPC-Minutes-20161207](#)
- [TC-TechnologySurvey-Faculty-2017](#)
- [TC-TechnologySurvey-Staff-2017](#)
- [TC-TechnologySurvey-Students-2017](#)
- [ISPC-Minutes-20181018](#)
- [TechnologyStrategicPlan-20132016](#), need to mark page 19
- [ISPC-Minutes-20171018](#)
- [NC-Website-Lynda.com-20180721](#)