

Norco College

Technology Principles and Guidelines

I. PRINCIPLE STATEMENT

Norco College is committed to managing its technology resources in an organized, deliberative, and cost-effective manner.

II. TECHNOLOGY GUIDELINES

Technology hardware and software are essential to the delivery of information in today's colleges and to the efficient management of those institutions. The Technology Strategic Plan calls for a systematic plan to maintain, upgrade, or replace technology or equipment to meet institutional needs. This process attaches funding to the planning of technology needs towards a Total Cost of Ownership model that includes redundancy and replacement funding.

Technology Total Cost of Ownership (TCO) is a structured approach to calculating the full costs associated with buying and using a technology asset or acquisition over its entire life cycle. Technology TCO takes the purchase cost of an item into account, hardware and software, but also considers infrastructure, installation, maintenance, repairs, training, and support as well as the future replacement of the item.

Typically, the term "technology" implies any device containing or operated by a computer chip. It is equipment, both hardware and software, targeted at directly or indirectly facilitating academic purposes and whose primary action is powered by electronic means or whose function is to assist or complement devices that can be described in the aforementioned fashion. This guideline applies to the following resources of the College, but is not necessarily limited to:

- Computers and computer peripherals (i.e. printers, scanners, docking stations)
- Mobile phones
- Video Screens and Displays
- Digital Video Players
- Computer Software and Applications
- Video Conferencing
- Fax Machines
- Internet, Wi-Fi, Servers, and Cloud Computing
- Mobile Applications
- Mobile Devices (i.e. tablets)
- Audio/Visual Equipment (i.e. projectors, sound system, public address system)

- Smart-boards
- Website and Social Media
- Emergency Alert & Mass Notification System

III. OWNERSHIP

All technology equipment purchased by Norco College is owned by Norco College and RCCD. Technology purchased with grant funds is owned by Norco College unless specifically stated otherwise by the granting agency. Technology equipment may be assigned to a department, faculty, or staff member while he/she is employed by the College. Technology equipment must be returned to the issuing department upon end or termination of employment with the college or district.

IV. STANDARDIZATION OF TECHNOLOGY

Norco College current standardization of computer hardware purchases consists of a hardware platform for Macintosh and one for Windows systems. The College has standardized on Dell and Lenovo computers for the Windows platform and Apple computers for the Mac OS platform.

Audio Visual and other technology vary based on need, manufacturer availability and pricing, and infrastructure.

V. TECHNOLOGY LIFECYCLE

The college lifecycle for faculty and staff desktop workstations is four to five years. Student-facing academic use areas such as classrooms and lab computer/workstations are three to four years. Areas that require more contemporary technology may receive new computers more often than every three to four years. These lifecycles are to be established in consultation with Technology Support Services Computer Support staff and identified on the inventory/replacement schedule. Unique situations may be accommodated but require approval from the department chair/dean and vice president.

Audio Visual technology lifecycles vary depending on type of equipment. Classroom projectors have an average lifecycle of five years whereas digital signage, video displays, and sound systems to name a few have varying lifecycles.

VI. TECHNOLOGY REQUEST FORM

Requests for technology equipment, both hardware and software, may be submitted utilizing the Technology Request Form. The Technology Request Form must be sent to Technology Support Services Computer Support and Instructional Media staff for computer or audiovisual equipment or to the Dean of Instruction Office for Instructional Software for evaluation/review

of technical specifications and costs associated with the equipment` in order to be completed. The form will then be forwarded by the technology departments to the Technology Committee for review and comments as well as inventory purposes.

Initial costs should take into consideration of components, additional software/hardware in order for the item to work properly, potential installation (if necessary), and training.

Replacement funding for this technology equipment and/or recurring maintenance costs (if necessary) should be planned at the time of procurement. Costs for upgrades and training associated with upgrades should also be considered.

This process provides a path for the cyclical refurbishment of technology on campus. The Technology Request Form encompasses the initial as well as operating cost and determines if the technology fits the needs of the department as well as the institution in regards to industry standards and competition in the educational marketplace. This is the technology Total Cost of Ownership model.

The Technology Request Form will be reviewed annually by the Technology Committee with input from the technology departments for user satisfaction and effectiveness.

VII. TECHNOLOGY-RELATED DECISIONS IN THE STRATEGIC PLANNING PROCESS


The Technology Committee 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. As such, all issues involving technology planning and resources are discussed and vetted by the Technology Committee membership during monthly meetings that are announced college wide and open to all college personnel, students and interested community members. All attendees are encouraged to offer input and participate in the discussion. Any Strategic Planning committee, including standing committees of the Academic Senate, can submit an item that is technology related to the Technology Committee for review. Certain Technology Committee decisions that are approved and/or forwarded are agendized as informational or action items, as deemed necessary, by one of the three Prioritization Planning Councils: Academic Planning Council; Business and Facilities Planning Council; or Student Services Planning Council. If deemed necessary, the item(s) will continue through the process to be agendized by the Institutional Strategic Planning Council, the Committee of the Whole, and finally continue on as a recommendation to the College President.

Norco College Replacement of Technology Infrastructure and Equipment Plan

As part of the Norco College Technology Principles and Guidelines, Norco College systematically plans for the replacement of technology infrastructure and equipment utilizing the strategic planning process. 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.

Mapping Technology Goals to the Strategic Plan:

The table below shows the alignment of the Technology Strategic Goals with the Strategic Goals of Norco College. The technology goals and strategies can be found in their entirety in the Implementation Grid within the Technology Strategic Plan.

								
		Increase student achievement and success	Improve the quality of student life	Increase student access	Create effective community partnerships	Strengthen student learning	Demonstrate effective planning processes	Strengthen our commitment to our employees
Norco College Technology Goals	Make technology a priority at Norco College through training & support for faculty, staff, & students	X		X		X		X
	Develop and continue to update a technology strategic plan for a college-based model		X	X		X	X	
	Identify external and internal funding sources and maximize District IT funds for technology	X	X	X	X	X	X	
	Provide tools for online students about effective use of the learning management system and online resources	X		X	X	X		
	Provide tools for online faculty about online pedagogy and effective use of the learning management system	X		X		X		X
	Create technology use and structure models and incorporate best practices in our use of technology college-wide	X	X		X	X	X	
	Respond to the technology needs of the Norco College community	X		X	X	X		X

VIII. TECHNOLOGY REPLACEMENT PLAN

Technology plays a critical role in the College's educational mission and to sustain it the following replacement plan is recommended to ensure that computers and other technology on campus remain up-to-date.

- a. *Standard Office Technology*: This category includes all faculty and staff workstations, laptops, and tablets as well as computer peripheral devices, such as a keyboard, mouse, scanner, printer, etc. The computers in this category will generally be configured to run office software, such as word processing and spreadsheets. It is recommended that all standard office technology be replaced every four (4) years.
- b. *Special Use Items*: Items in this category would include specialized equipment, such as large screen multimedia computers, internet servers and switches, projectors, digital signage, video displays, automation servers, or other unique configurations. The replacement cycle for these items will be evaluated on a case-by-case basis, with no standard replacement period, although a life-cycle of between 3-5 years is expected.
- c. *Replacements Out of Cycle*: Faculty and staff workstation replacements before this four-year period are permissible, if either of the following conditions is met:
 - i. The workstation is *out of warranty and repair is not feasible*; or
 - ii. There is *adequate justification* that the workstation does not meet the requirements for the user's job.
- d. *Requests for Replacements Out of Cycle*: Requests for workstation replacements outside of the four-year refresh cycle must be submitted in writing utilizing the Technology Request Form. These requests should identify the workstation user, as well as the justification for the replacement.

IX. STAGGERED REPLACEMENT

To ensure equitable balance between all areas of the College, allocation of technology resources is a representative and participatory process linked to the College's planning and budgeting process. Norco College maximizes grants and Perkins funding as well as the college budget to fund technology resources.

In order to control costs and minimize disruption to the College's operations, only a portion (approximately 25%) of the computer inventory is recommended to be refreshed every year. Equipment will be replaced based on age and program needs. As a result, the need to request new computer equipment will decrease unless there are programmatic or personnel changes.

- a. *Age of the Equipment*. The first criteria that will be considered are the age of the equipment. Under this criterion, replacement equipment is determined as a result of the annual inventory that identifies the oldest equipment on campus.

- b. Programmatic Needs. With regard to this criterion, technology resources, including technology refresh resources, are allocated based on priority needs. Needs are determined through the College's prioritization and ranking process which is part of the program review process, based on the programs, projects or initiatives correlation to the Technology Strategic Plan which is directly linked with the College's Strategic Plan, and classified as high, medium, or low priority.
 - i. *High Priority.* High priority initiatives are typically mission critical, required by code or law, essential to insure privacy, security and safety, or are driven by economic factors.
 - ii. *Medium or Low Priority.* Medium or low priority initiatives and programs are prompted by the need to stay competitive, improve efficiency, add value, create opportunities, improve services, and respond to the demand for more services.

X. REASSIGNMENT/DISPOSAL OF TECHNOLOGY EQUIPMENT BEING REPLACED

When technology equipment is scheduled to be replaced or reassigned, the equipment in question must be returned to the Technology Support Services Computer Support staff located at Norco College. The equipment cannot be passed from one user to the next without being formally reassigned.

Micro Computer Support staff will evaluate returned technology equipment to determine its remaining life and appropriateness to be reassigned on campus and provide a report to the Technology Committee for possible reassignment. Technology equipment that does not meet reassignment standards will be disposed of in compliance with the RCCD Board Policy 6550 Disposal of Surplus Personal Property and federal grant regulations.

Technology equipment that is deemed appropriate for reassignment may be reassigned as requested on the Technology Request Form or based on the areas in need designated by the annual inventory list and lifecycles. Equipment in good working condition purchased with federal grant funds must first be offered to another federally funded grant program at the home campus, or the district. If the receiving department has no use for the equipment, then it can be reassigned to any department or staff member. Equipment in good working condition purchased with department funds must first be offered to be reassigned within said department prior to being reassigned to another department or staff member.

XI. ANNUAL INVENTORY

Technology Support Services Computer Support and Instructional Media staff is responsible for maintaining custodial records of all inventoried technology equipment and related peripheral equipment on campus, including the person/department to which the equipment has been assigned. Departments responsible for managing grant funds must also maintain a separate equipment inventory list and it must be updated on an annual basis. Technology Support

Services shall assist these departments with maintaining an inventory list for federal compliance purposes. Only staff from these departments may transfer technology equipment from one office to another. Technology equipment purchased with grant funds shall not be transferred to other locations without first notifying the grant director. All inventory information will be kept up-to-date and provided to the Technology Committee on an annual basis in fall and spring. This inventory is vital information for the Technology Use Model which helps plan for consistent updates, maintenance, replacement and purchases of all technology.

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. Technology Request Form Program Review

As part of program review, the requestor completes the *Technology Request Form Program Review*, which provides data such as the asset tag number to determine age and lifecycle, if there is a budget to fund the purchase as well as replacement/maintenance/repairs, 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) as well programmatic needs information.

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. After review and the recommendations approved by the Committee, the recommendation lists are submitted to the three planning councils and the Institutional Strategic Planning Council for consideration in the program review process.

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 (High/Medium/Low)

Based on the information received from the *Technology Request Form Program Review* 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.

The criteria are Age/Lifecycle, Programmatic Needs, Funding, 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.