

Ruth Leal (Co-Chair)	Cathy Brotherton (CIS/BEIT)
Damon Nance (Library)	Kim K. Kamerin (AHWL)
Daniel Lambros (IMC)	Deven Fafard (ASNC)
Sergio Quiroz (ASNC)	
Daren Koch (Tutorial)	
Lenny Riley (DOI)	

Motion (Acosta/Sloniger). Approved.

b. Library Computers Recommendation

- i. It has been recommended by the Technology Support Services staff to upgrade 50 library student computer station computers due to lack of RAM and processor power. TSS determined that adding additional memory to these computers will not be sufficient to run the windows 10, office 2017, adobe creative suite, pro tools, and visual studio programs needed for the library student computer station computers. Library computers are heavily used since there exists no substantial computer commons for general student usage at Norco College. Usage statistics show 124,489 logins by students from December 2016 through December 2017! 38.04% of students who took the Norco College Technology Survey in 2015 indicated they accessed the computers in the library, and 31.73% in 2016. Student comments on the surveys indicated: “Computers in the library are slow”; “Many functions don’t work on the computers in the library”; “the library are not up to date and they should really have AutoCAD and other Pro software n them. When I have one of those classes it is sometimes necessary to access a computer outside the classroom and we can’t”. The library is one of the only locations on campus that offers pay-per-print access, and students are averaging 1,000-1,500 prints a day from “the lieaho.Td (-)Tdate

to teach class and does not impede ability to teach class but needs to be addressed for instructional purposes; impacts service to students/unable to serve students and does not impede service to students but needs to be addressed for quality of service to students; impedes ability to do job and does not impede job duties but needs to be addressed for impact to workload) and the prioritization would be in that order with the first categories' subdivision taking highest priority. ITAs would analyze the work and then move it to the correct prioritization after review. TSS will explore further a calendar option on Queue for status update to let the users know where they are in the process.

2. Need for 1 FT Help Desk Technical Support Staff at Norco College. The Technology Survey supports the need and demand for a live troubleshooting help desk to be local and accountable to Norco College. This person could take phone calls and emails from staff/faculty in order to troubleshoot and then place the work order

Mr. Lambros reported that in Library 108 they are moving the instructor station and replacing the audiovisual equipment. He reported that the marquee sign in front of the college is leaving DSA at the end of December and construction is expected in spring. The sign will be on the corner of 3<sup>rd</sup> Street. Mr. Lambros mentioned that TSS is working on installing a surveillance system in Student Services and that they are no longer providing audiovisual carts for instructors at JFK. Norco College instructors will use JFK audiovisual equipment in the classroom. He also stated that they are looking at interactive projectors for math tutors in the STEM Center. New stage lighting is in the Theater (phase I of this project). Lastly, IMC is working on an updated quote to update the streaming system in CSS 217 to allow for the option of being mobile around campus.

## 6. Open Forum

Adjourned: 1nd:rlt Fn wF

Code	Equipment Type	Asset Tag No.	Serial No.	Purchase Date	Location	Owner
C	Computer	41215		02/22/10	CRC	Scoring Computer
C	Computer	41227		02/22/10	CRC	Scoring Computer
C	Lenovo Computer 4157CT0	41290	1S4157CTOMJDWX76	03/11/10	OC 110	Leonard Riley
C	Computer	41983	1S7484WUEMJLXB65	05/25/10	css 106	David DiLeo
C	Computer	41987	1S7484WUEMJPKY79	05/25/10	css 106	Keith Coleman
C	Computer	41984	IS7A54WVEJPKY61	05/25/10	css 106	Leona Crawford
C	Computer	41989	1S10B60008USMJ00RW61	05/25/10	css 107	Kimberly Bell
C	Computer	41981	MJLXB62	05/25/10	CSS 211	Steven Gonzalez
C	Computer	41979	MJPKY74	05/25/10	CSS 211	
C	<b>C</b>					

# Norco College

## Technology Principles and Guidelines

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### 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 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 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:

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

- x Smartboards
- x Website
- x 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 Lenovocomputers for the Windows platform and Apple computers for the Mac platform.

Audio Visual and other technology varies 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 lifecycle is very 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.





# Norco College Replacement of Technology Infrastructure and Equipment Plan

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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

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.

## VIII. TECHNOLOGY REPLACEMENT PLAN

Technology plays a critical role in the success of Norco College. The Technology Strategic Plan outlines the goals and strategies for technology use at the college. The Technology Strategic Plan is a living document that is updated regularly to reflect the changing needs of the college and the community.



- i. High Priority High priority initiatives are typically mission critical, required by code

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

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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 question, 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 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. The list remains separate of equipment lists. The lists are then sent to the three planning councils for information.

Upon approval from the President Cabinet, the Technology Committee works with the requestors of their approved program review technology requests to complete the full

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## 50 Library Student Computer Station Computers

It has been recommended by the Technology Support Services staff to upgrade 50 library student computer station computers due to lack of RAM and processor power. TSS determined that adding additional memory to these computers will not be sufficient to run the windows 10, office 2017, adobe creative suite, pro tools, and visual studio programs needed for the library student computer station computers. Library computers are heavily used since there exists no other computer commons for general student usage at Norco College. Usage statistics show 124,489 logins by students from





M&S - Biology Health Science & Microbiology 128	New laptop computers (replacements) for IT	Current computers are failing. This affects 40 students each semester	I	40	\$	2,400.00	Replacement	Medium-15
M&S - Biology Health Science & Microbiology	New computer and software update for Plate reader	This equipment is 10 years old. The software needs a current computer system to run affects/benefits 60 students each semester.	I	1	\$	2,000.00	Replacement	Medium-16
M&S - Kinesiology	Desktop Computers *Faculty (Wallstrom Classroom (WEQ 3&8)	Both desktop computers are very slow starting and running. Both computers freeze & difficulty loading software that is necessary for classroom preparation and/or classroom. This directly benefits 2000 students per year. Number of students to benefit (college wide) is uncertain. Within kinesiology, approx students on a yearly basis. Turning Technology has been utilized by instructors' cam approximately 6 year	I	3		Will need to be negotiated	Replacement	Medium -3
M&S - Kinesiology	Clicker Technology	approximately 6 year						



2017 Norco College BFPC Annual Program Review Technology Requests Prioritization List by the Technology Committee

Request	Justification	Instructional/No Instructional	# of Items	Total Cost	New/Replacement	Recommendation (High/Medium/L)	Reviewer Comments	Recommendation Action
Microsoft Surface Books								
Microsoft Surface Pro 4		non-instructional	5		new	Low-7	Need more detail.	
MAC Books/Laptops		non-instructional	5		new	Low-9	Need more detail.	
		non-instructional	5	\$15,000				
Cisco Network Switches								
4K Computer Monitors		non-instructional	2	\$2,000	new	Low-5	Need more detail.	
Library Classrooms A/V System upgrade (108,109,110,121 by JR using data provided by DL.		non-instructional	13	\$7,800	new	Low-8	Need more detail.	
Theater 101 Classroom A/V System upgrade. Updated by . data provided by DL.		Instructional	4	\$60,000	New	Medium-6	Need more detail.	
WEQ2 Classroom A/V System upgrade (W2, W3, W4, W5,' Updated by JR using data provided by DL.		Instructional	1	\$25,000	New	Medium-2	Need more detail.	
		Instructional						
IMC Portable Sound System								
		Instructional	1	\$3,000	New	Low-2		



2017 Norco College SSPC Annual Program Review Technology Requests Prioritization List by the Technology Committee

Dept.	Request	Justification	Instructional/ No Instructional	# of Items	Total Cost	New/Replacement	Recommendation (High/Medium/Low)	Reviewer Comments	Recommended Action
	All in One Fax Machine								
	QLESS		N	1		replacement	Medium-10		
	Network Printer		N	1		new	Medium-11		
	Dedicated shared server for use exclusiv counseling department		N	1		replacement	Medium-8	-5 years, Tag #:036777; HP Printer 4250TN purchased 3/24/08. Printer is 9 years old.	
	Computers (Lenovo ) - 16		N	1		New	Low-3	TSS recommends the department should consult Network about this need.	
			N	16		Replacement	Medium-1	This item has been updated. Six computers were already updated, however 1 five that have not been upgraded and that are over three years old. Asset tag 48123, 48119, 48120, 48121 purchased 3/6/12.They s	

	Phones	4 phones are needed to assist the VRC staff with helping veteran students information on using the benefits.							
Veterans			N	4	\$1125.00	new	Low-1	Student benefit/impact.	
SS Admin	Surface Pro Laptops (5)	New dual enrollment staff to work off-site at various high school locations.	N	5	\$8,905.00	New	Medium-9	Micro recommends a laptop instead of iPad. Recommend a regular laptop in Laptops are more sturdy and would be more compatible with other schools te requirements.	
SS Admin	Computer Laptop (5)	New dual enrollment staff to work off-site at various high school locations.	N	5	\$5,855.00	New	Medium-4		

## Work Order Process & Tech Support Recommendation

Issues that were brought forth at the last Technology Committee meeting and follow-up conversations are:

1. Follow-up communication once work order is placed
2. Priority system for workorders (clear process published)
3. Need for local tech support for faculty to contact
- 4.
4. Make aware to TSS and college administration that faculty do not have access to footprints and are unable to directly place orders. If a Help Desk live person is not in place, TSS may want to consider another system to request service.
5. Live Tech Support – once per month have a tech in the CRC for example during college hour to handle walk requests for tech information on hardware/software and support of mobile devices. This would minimize calls for help desk and provide help for laptops.