Goal Area	2011-15 Tech Plan Action Item ID	Action Item	Start Year	Finish Year	Lead Manager	Responsible Unit(s)	Status (12/2013)
A	0	**STUDENT ACCESS: Provide secure student access to learning resources and support services for all college locations**	**2011**	**2015**			
A	A.2.a	Develop a new organizational model for the operation, supervision, and technical support of current and future SWC locations - all current and future labs.	2011	2012	Director of Institutional Technology	Institutional Technology	**Complete** (Prior Year)
A	A.2.b	Implement the **new organizational model** for providing adequate supervision, staff and technical support for all **computer labs.**	2012	2013	Director of Institutional Technology	Institutional Technology	**Complete**
A	A.3.a	Conduct an annual prioritization process to determine which **student computer labs** should be replaced, reissued, or removed for the following school year based upon the age of the computers and program review plans using project management tools.	2011	2015	Director of Institutional Technology	Institutional Technology Committee (ITC) in collaboration with the Academic Technology Committee (ATC), Institutional Technology	**Complete** (Annual Process)
A	A.4.a	Install an effective, stable course management system	2011	2012	Dean of Instructional Support Services	Institutional Technology Committee and Online Learning Center in collaboration with ATC ISS	**Complete** (Prior Year)
A	A.4.b	Provide reliable synchronized communication among all systems that interface with the CMS [Learning Management System -- BlackBoard]	2011	2013	Dean of Instructional Support Services	Institutional Technology Committee in collaboration with ATC and Dean of Student Services	**Complete** (Prior Year)

Goal Area	2011-15 Tech Plan Action Item ID	Action Item	Start Year	Finish Year	Lead Manager	Responsible Unit(s)	Status (12/2013)
B	0	**INSTRUCTIONAL TECHNOLOGY: Support the success of all students through the development of instructional technologies, including the delivery of instructional media for use on- and off-campus and Institutional Research.** Instructional materials must meet the electronic and information technology accessibility requirements of Section 508, comply with applicable federal and state laws, and embrace Universal Design.	2011	2015			

Goal Area	2011-15 Tech Plan Action Item ID	Action Item	Start Year	Finish Year	Lead Manager	Responsible Unit(s)	Status (12/2013)
C	**0**	**STUDENT SERVICES TECHNOLOGY: Develop, update, and implement Student Services information system and communication services.**	**2011**	**2015**			
C	C.2.a C.2.b	Develop a system to execute student awards and electronic disbursements to avoid late payments to students. **Implement ACH (Electronic Fund Transfer) of financial aid awards** to allow students to receive disbursements in an electronic mode with a deposit into their personal bank accounts.	2011	2013	Director of Financial Aid	Financial Aid, Institutional Technology, Facilities	**Complete**
C	C.3.e	Modify the face to face **Wait List functionality**, including allowing students on Wait List first access to newly open sections and co-requisite courses.	2013	2013	Dean of Student Services	Student Services, Institutional Technology	**Complete**
C	C.4.e	Implement a CCC Tran for online transcript requests and electronic exchange with other community colleges, and with four-year public and private institutions.	2011	2012	Dean of Student Services, Director of Institutional Technology	Admissions Office, Institutional Technology	**Complete** (Prior Year)
C	N/A	Implement **online student parking permit** purchasing process. This is a planned project and was entered here for tracking purposes.	2013	2013	Dean of Student Services	Student Services, Police Services, Institutional Technology	**Complete**

Goal Area	2011-15 Tech Plan Action Item ID	Action Item	Start Year	Finish Year	Lead Manager	Responsible Unit(s)	Status (12/2013)
D	0	**CAMPUS COMPUTING: Develop and improve secure computing systems to increase institutional efficencies and provide long-term support for campus computing needs.**	**2011**	**2015**			
D	D.1.b	Implement the assessment-tracking program for student learning outcomes (SLOs) that is integrated with the existing eLumen program	2011	2012	Director of Institutional Technology	Research, Instructional Support Services, Student Services, Counseling	**Complete** (Prior Year)
D	D.1.g	Expand the **document imaging systems** to additional offices as requested (ImageNow)	2011	2013	Dean of Student Services	Student Services, Institutional Technology	**Complete**
D	D.1.r	Develop and implement the automation of Governing Board documents	2011	2013	Director of Institutional Technology	Institutional Technology	**Complete** (Prior Year)
D	D.1.t	Change the current **Chart of Accounts** to allow baseline Colleague implementation and provide better reporting capabilities.	2011	2013	Director of Finance	Finance, Institutional Technology	**Complete**
D	D.3	Conduct an annual proposal process to replace 20-25% of **faculty and staff computer systems** each year.	2011	2015	Director of Institutional Technology	ITC in collaboration with ATC and IT	**Complete** (Annual Process)

Goal Area	2011-15 Tech Plan Action Item ID	Action Item	Start Year	Finish Year	Lead Manager	Responsible Unit(s)	Status (12/2013)
E	0	**NETWORK INFRASTRUCTURE: Upgrade and maintain the network infrastructure to support comprehensive wireless, voice, video, and data communications with high availability and recoverability.**	**2011**	**2015**			
E	E.1.b	**Wide Area Network** (WAN) upgrade District wide.	2011	2013	Director of Institutional Technology	Institutional Technology	**Complete**
E	E.2.b	Install an additional Internet connection to CENIC for redundancy and failover of Internet connectivity	2011	2015	Director of Institutional Technology	Institutional Technology	**Complete** (Prior Year)

Goal Area	2011-15 Tech Plan Action Item ID	Action Item	Start Year	Finish Year	Lead Manager	Responsible Unit(s)	Status (12/2013)
F	0	**TECHNOLOGY SUPPORT: Provide ongoing training and technology support services to meet the needs of students, faculty, staff and managers.**	**2011**	**2015**			
F	B.1.d	Provide sufficient levels of **technology support for the Office of Institutional Research** to use the Data Warehouse to facilitate Program Review.	2011	2013	Supervisor of Systems and Programming	Institutional Technology, Institutional Research	**Complete**
F	D.6.d	Create a **centralized clearinghouse** for institutional hardware and peripherals and provide staffing.	2011	2013	Computer Operations Supervisor	Institutional Technology, Purchasing	**Complete**
F	F.2	Develop a prioritized staffing plan for hiring additional computer and network staff and management based on Program Review -- Network Analyst (A-1), Systems and Programming Supervisor (A-28), Database Administrator. (A-47)	2011	2012	VP of Academic Affairs	Instructional Support Services	**Complete** (Prior Year)
F	F.3.a	Provide employee training workshops on-campus and online throughout the year	2011	2015	VP of Human Resources	Staff Development	**Complete** (Annual Process)
F	F.3.b	Provide ongoing **training and cross-training for IT staff** and management to increase their technical proficiencies and prepare them for emerging technologies.	2011	2015	Director of Institutional Technology	Institutional Technology, Staff Development	**Complete** (Annual Process)
F	F.4	Provide faculty and classified employee training workshops on-campus and online throughout the year	2011	2015	VP of Human Resources	Staff Development	**Complete** (Annual Process)

Goal Area	2011-15 Tech Plan Action Item ID	Action Item	Start Year	Finish Year	Lead Manager	Responsible Unit(s)	Status (12/2013)
G	**0**	**DIGITAL COMMUNICATIONS: Develop and support multiple, digital, means of communication between the college, community, and all constituencies.**	**2011**	**2015**			
G	G.3.a G.3.c G.3.d	**New Website**: Develop new and updated web pages for all offices and departments on campus. Conduct Ongoing review and improvement of the search engine and navigational links of the website. Provide SWC employees with at least one month of advance notification of when the former website will be removed.	2011	2013	Director of Communications	Communications, Institutional Technology, Staff Development, All Units	**Complete**
G	G.5	Implement a college-wide **emergency notification system** to meet Clery requirements and send alerts to students and employees in a matter of minutes via one or more communication means; consider digital signage	2011	2013	Dean of Student Services	Police Services, Student Affairs, Marketing and Communications, Institutional Technology	**Complete**
G	N/A	Implement **Ellucian Go Mobile Application** for access by students, faculty and staff.	2013	2013	Supervisor of Systems and Programming	Institutional Technology	**Complete**