

Goal Area	2011-15 Tech Plan Action Item ID	Action Item	Start Year	Finish Year	Lead Manager	Responsible Unit(s)	Status (12/2012)	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.1	Develop and implement new student user accounts for access to wireless, lab computers and online courses.	2013	2014	Director of Institutional Technology	Institutional Technology, ITC in collaboration with ATC	Not Started	In Progress
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)	Complete (Annual Process)
A	A.3.b	Develop and implement new policies and procedures for installing updated software in student computer labs using project management reporting tools.	2013	2014	Director of Institutional Technology	ITC in collaboration with the ATC, Institutional Technology	In Progress	In Progress
A	A.6.a A.6.b	Pilot options for student access to cloud-based or virtual learning environments from lab computers -- implement if successful pilot.	2013	2014	Director of Institutional Technology	Institutional Technology Committee (ITC) in collaboration with the Academic Technology Committee (ATC), Institutional Technology.	Not Started	Not Started
A	D.1.n	Review and implement Self Service Copier Card Reader by which access to SWC's self-service copiers is controlled. <i>We need more information about this item.</i>	2012	2014	Dean of Instructional Support Services	Instructional Support Services, Institutional Technology	Deferred	Deferred

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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	Complete (Previously)
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	In Progress	Complete
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	Complete (Previously)
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	Complete (Previously)

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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				
B	B.1.b A.4.c	Provide a comprehensive support system to meet the needs of instructors who are teaching online or preparing to teach online and ensure that online resources are accessible for all students. Provide support to instructional departments or divisions if they elect to develop fully online certificate or degree programs	2011	2015	Dean of Instructional Support Services	Instructional Support Services Staff Development Recommendations from ATC, ITC, OLC, OSS	Not Started	Waiting
B	B.1.c G.3.b B.1.a	Hire digital content media support staff . Hire staff to support faculty in creation and posting of web pages on SWC Website. Provide additional support of faculty in the development of instructional media to be used on- or off-campus and ensure that media meet Universal Design [ADA/UDE] standards.	2011	2015	Dean of Instructional Support Services	Instructional Support Services Staff Development	Not Started	In Progress

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B	B.2.a	Obtain input from faculty regarding instructional technology needs to better inform the ATC, ITC, Academic Senate and interested parties and improve planning.	2012	2014	ATC Chair, Academic Program Review Coordinator	Academic Senate, Institutional Research	Not Started	In Progress
B	B.2.b	Design a system to digitally capture, caption, and publish classroom lectures online .	2012	2015	Dean of Instructional Support Services	Instructional Support Services, ATC, Facilities, Institutional Technology	Not Started	Not Started
B	B.3	Develop a proposal to complete the installation of interdisciplinary new media systems and support in the classrooms, labs, and meeting rooms based on photo lab building.	2012	2014	ITC Co-chairs, Dean of Instructional Support Services	Instructional Support Services, ATC, Institutional Technology, Institutional Facilities Committee	Not Started	In Progress
B	B.4	Develop and implement new procedures for efficiently licensing and delivering copyrighted and captioned instructional media content to students on and off-campus; provide training for faculty and staff	2012	2014	Dean of Instructional Support Services	Instructional Support Services, Facilities, Institutional Technology, Disability Support Services	Not Started	In Progress

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C	0	STUDENT SERVICES TECHNOLOGY: Develop, update, and implement Student Services information system and communication services.	2011	2015				
C	C.1	Ongoing planning, scheduling, system preparation, testing, training, and consultation to support information technology in processing calendars for the Admissions Office , attendance accounting, and state reporting; this will also include online registration and training network schedules.	2011	2014	Dean of Student Services	Student Services, Instructional Support Services, Institutional Technology	In Progress	In Progress
C	C.2.d	Implement Financial Aid Link to allow students to purchase books and supplies in real time prior to the start of each semester. See Dependency.	2013	2015	Director of Financial Aid	Bookstore, Financial Aid, Institutional Technology	Deferred	Deferred
C	C.3.a D.1.q	Illucian Action Plan: Implement Degree Audit. Ongoing user-requested enhancements and changes to Degree Audit. See Dependency. Implementation of an Electronic Student Educational Plan (SEP) , e-Advising and Degree Audit reporting for the School of Counseling and Personal Development and Evaluations.	2013	2014	Dean of Counseling and Personal Development, Dean of Instructional Support Services	Student Affairs, Instructional Support Services, Institutional Technology	In Progress	In Progress
C	C.3.c	Develop guidelines and protocols for communicating non-emergency information with all-students and subgroups of students that incorporate email and the use of social media.	2013	2014	Dean of Student Services	Student Services, Communications, Institutional Technology	Not Started	In Progress

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C	C.3.d D.1.o	Develop online Continuing Education application and web registration. Develop and implement Continuing Education Module, placing non-credit training into the college's primary systems.	2011	2014	Dean of Instructional Support Services	Instructional Support Services, Continuing Education, Institutional Technology	Not Started	In Progress
C	C.4.a C.4.b	Improvement to MIS data collection , verification and reporting processes. Continued adherence to mandated reporting requirements for external and internal agencies.	2011	2015	Director of Research	Research, Institutional Technology, MIS User Group, Data Owners, Data Stewards	In Progress	In Progress
C	C.4.f	Implement online credit and non-credit positive attendance tracking (SARS).	2013	2015	Supervisor of Systems and Programming	Instructional Support Services, Institutional Technology	In Progress	Not Started
C	D.1.e	Develop online forms for students to register for events or apply for services.	2011	2015	Supervisor of Systems and Programming	Institutional Technology	In Progress	In Progress
C	D.1.p	Elucian Action Plan: Implement Campus Organization module to track support for student organizations.	2014	2015	Director of Student Activities	Student Activities, Institutional Technology	Not Started	Not Started
C	N/A	Implement New Student Admissions Application with OpenCCCApply	2013	2014	Supervisor of Systems and Programming	Admissions and Records, Programming	N/A	In Progress

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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	In Progress	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	In Progress	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	Complete (Previously)
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	N/A	Complete

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D	0	CAMPUS COMPUTING: Develop and improve secure computing systems to increase institutional efficiencies and provide long-term support for campus computing needs.	2011	2015				
D	D.1.a D.2.d	Develop an online application for program reviews (Instruction, Student Services, Administration) based on the new forms and processes; design for future integration with other college planning and resource allocation databases. Create and implement a web-based Program Review module.	2012	2015	Supervisor of Systems and Programming	Institutional Program Review Committee, Institutional Technology	In Progress	In Progress
D	D.1.d	Develop, expand, and support SARS Suite applications (Track, Grid, Call, Alert, eSARS) for managing student appointments and tracking student services, tutorial FTEs via positive attendance in compliance with Title 5, and instructional hours at all campus locations.	2011	2015	Supervisor of Systems and Programming	Student Services, Instructional Support Services, Institutional Technology	In Progress	In Progress
D	D.1.f	Implement a resource scheduling application that integrates with Datatel Colleague to provide detailed information about room scheduling, inventory and space utilization	2011	2015	Direct of Purchasing	Purchasing, Institutional Technology	Deferred	Deferred
D	D.1.h	Ellucian Action Plan: Develop Load Pay - changing formula for paying adjunct faculty from hourly to load-based	2012	2015	Director of Human Resources	Human Resources, Institutional Technology	Waiting	Waiting
D	D.1.i	Ellucian Action Plan: Implement the Assignment Contract Tracking component of Datatel.	2012	2015	Director of Human Resources	Human Resources, Institutional Technology	Waiting	Waiting

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D	D.1.j	Ellucian Action Plan: Implement Time and Attendance Entry directly into the County Payroll system for hourly employees and many special assignments. SWC Human Resources Benefits module.	2012	2014	Director of Human Resources	Human Resources	Waiting	Deferred
D	D.1.k	Ellucian Action Plan: Develop and implement a new HRT electronic workflow process .	2012	2014	Director of Human Resources	Human Resources, Institutional Technology	Waiting	Waiting
D	D.1.m	Ellucian Action Plan: Implement online benefits module .	2012	2014	Director of Human Resources	Human Resources, Institutional Technology	Waiting	Waiting
D	D.1.s	Organize and implement a campus wide Ellucian (Datatel) Colleague Users Group .	2011	2014	Director of Institutional Technology	Institutional Technology, Student Services, Research, Instructional Services, Finance	In Progress	In Progress
D	D.1.u	Ellucian Action Plan: Develop Online Budget Development module and budget transfer processes.	2012	2014	Director of Finance	Finance, Institutional Technology	Waiting	Waiting
D	D.2.c	Create and implement a course scheduling application that is web-based.	2011	2015	Dean of Instructional Support Services	Instructional Support Services, Institutional Technology	Not Started	Not Started
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)	Complete (Annual Process)
D	D.5.b	Review, maintain, and upgrade existing pay-for-print system in computer labs	2011	2014	Dean of Instructional Support Services	Instructional Support Services	In Progress	In Progress

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D	D.6.a D.6.b D.6.c	Develop and implement improved processes and ongoing funding for institutional software licenses as determined by the ITC. Develop software library and license documentation to account for all copyrighted software installed on any college-owned computer/server.	2011	2015	Director of Institutional Technology	Institutional Technology, Purchasing, Instructional Support Services	In Progress	In Progress
D	N/A	Ellician Action Plan: Payroll implementation in-house -- migration from county provided payroll services.	2013	2015	VP of Human Resources	Human Resources, Institutional Technology	N/A	In Progress
D	N/A	Develop a multi-tiered security strategy to protect access to sensitive data (e.g., student records, personal identities, etc.).	2012	2014	Director of Institutional Technology	Institutional Technology, ITC	N/A	In Progress
D	N/A	Update the Acceptable Use Policy	2013	2014	Director of Institutional Technology	Institutional Technology Committee, Data Governance Work Group	N/A	In Progress
D	N/A	Migrate eLumen from hosted to cloud solution	2013	2014	Director of Research	Research, Institutional Technology	N/A	In Progress
D	N/A	Ellician Action Plan: Implement new Insitutional Reporting capability to access institutional data in data warehouse.	2013	2014	Supervisor of Systems and Programming	Institutional Technology	N/A	In Progress
D	N/A	Ellician Action Plan: Implement Data Classification and Data Standards for restricted, internal and public data sources.	2013	2014	Director of Institutional Technology	Institutional Technology, Research, Data Governance Work Group	N/A	In Progress
D	NA	Ellician Action Plan: Migrate to SQL based Colleague . This will require replacing IBM servers and going from AIX to Microsoft Operating System and from Unidata to MS SQL.	2011	2015	Supervisor of Systems and Programming	Institutional Technology	Waiting	In Progress

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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	Complete (Previously)
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	In Progress	Complete
D	D.1.r	Develop and implement the automation of Governing Board documents	2011	2013	Director of Institutional Technology	Institutional Technology	Complete	Complete (Previously)
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	In Progress	Complete

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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	D.4	Develop and implement a new system for network access from off-campus that does not require the installation of client software; this authentication system will provide permission- level access to all authorized network resources	2011	2014	Director of Institutional Technology	Institutional Technology	In Progress	In Progress
E	E.1	Review of current physical and logical network design for the SWC network at all campus locations, focusing on high-availability/ high bandwidth data (wired/wireless), video, voice communications.	2011	2014	Director of Institutional Technology	Institutional Technology	In Progress	In Progress
E	E.1.a E.2.a	Implement an enterprise wireless network system throughout the district that is secure, scalable, robust and flexible enough to handle all of the mobile consumer devices that students and faculty bring to campus in growing numbers per the bring-your-own-device trend (BYOD). Replace the redundant network switches for the core network at the main distribution facility and at distribution racks. Upgrade the campus networks to support 1 to 10 GB to the desktop.	2011	2014	Director of Institutional Technology	Institutional Technology	Waiting	In Progress

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E	E.2.c	Upgrade the electrical back-up system to provide power for important network services and related equipment in case of a sustained power outage.	2011	2015	Director of Institutional Technology	Institutional Technology, Facilities	Waiting	Waiting
E	E.3.a	Acquire, implement and monitor an enterprise level network monitoring and managing systems at all college locations; develop a service level agreement for network policies and monitoring	2011	2014	Director of Institutional Technology	Institutional Technology	Waiting	In Progress
E	E.3.c	Implement network bandwidth shaping to prevent one type of traffic, such as video, from overwhelming all other types of traffic such as web browsing	2011	2014	Director of Institutional Technology	Institutional Technology	In Progress	In Progress
E	E.3.d	Explore and possibly implement a two-factor authentication method for staff and managers who have access to sensitive data.	2011	2015	Director of Institutional Technology	Institutional Technology	Not Started	Not Started
E	E.4.a	Develop and implement a plan to identify and remove older data from the SWC network storage arrays onto a fixed storage medium for long-term archive.	2011	2015	Director of Institutional Technology	Institutional Technology	Not Started	In Progress
E	E.4.b	Provide additional network storage space for employees; In the short-term, this can be accomplished through expanding the existing storage array. In the long-term, new storage technologies may be needed.	2011	2015	Director of Institutional Technology	Institutional Technology	Not Started	Not Started

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E	E.4.c	Establish secure offsite storage of all backups and archive data files and develop processes for destroying data stored on old media.	2011	2014	Director of Institutional Technology	Institutional Technology	Waiting	In Progress
E	E.5	Develop a multi-tiered disaster recovery plan to restore access to critical information resources in case of a catastrophic outage	2011	2014	Director of Institutional Technology	Institutional Technology	Not Started	In Progress
E	E.6.a	Expand virtual servers to replace physical servers in the SWC domain (employee network); Virtual servers, consume less power and are more reliable and expandable than current servers. Expand virtual servers to offsite Centers.	2011	2014	Director of Institutional Technology	Institutional Technology	In Progress	In Progress
E	E.1.b	Wide Area Network (WAN) upgrade District wide.	2011	2013	Director of Institutional Technology	Institutional Technology	In Progress	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	Complete (Previously)

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F	0	TECHNOLOGY SUPPORT: Provide ongoing training and technology support services to meet the needs of students, faculty, staff and managers.	2011	2015				
F	D.1.v	Develop various HEAT processes (Help Desk System). Upgrade the HEAT software.	2011	2014	Computer Operations Supervisor	Institutional Technology, Facilities	In Progress	In Progress
F	D.2.a	Develop a service catalog for supporting users of integrated third-party applications	2011	2014	Supervisor of Systems and Programming	Institutional Technology	Not Started	In Progress
F	D.5.a	Develop and publish printer standards to govern the purchasing, installation, repair, supplies and support of office and lab printers (network and stand-alone) and purchase through the technology clearing house.	2011	2014	Computer Operations Supervisor	Purchasing, Institutional Technology	Waiting	In Progress
F	D.7	Development of policies, procedures, and guidelines for college-wide technology requests , usage, services and support to be included in the SWC Policies & Procedures manual as applicable	2011	2014	Director of Institutional Technology	ITC in collaboration with ATC and IT	Not Started	In Progress

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F	F.1	Develop Service Level Agreements (SLAs) for the Help Desks for all SWC locations.	2012	2014	Director of Institutional Technology	Institutional Technology	Not Started	In Progress
	A.5.a	Collaboratively develop action plans and service level agreements [SLAs] with Student Services to provide new or enhanced online student support services (e.g., advising, counseling, enrolling, etc.).						
	D.2.b	Develop service level agreements [SLAs] for the support of the various network applications that are used by different departments.						
	A.5.b	Collaboratively develop action plans and service level agreements through ISS for providing new or enhanced online instructional support services (e.g., tutoring, test taking, e-books, digital support, etc.).						
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)	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)	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)	Complete (Annual Process)

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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	In Progress	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	In Progress	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	Complete (Previously)

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G	0	DIGITAL COMMUNICATIONS: Develop and support multiple, digital, means of communication between the college, community, and all constituencies.	2011	2015				
G	G.1.a	Establish district-wide system to unify communications for voice, email, and emerging technologies	2013	2015	Director of Institutional Technology	Institutional Technology	Not Started	In Progress
G	G.1.b	Implement a one-card system for universal access to all District services and transactions. (Is this still a goal in light of new Higher One financial services for students?)	2013	2015	Director of Institutional Technology	Institutional Technology	Not Started	Not Started
G	G.2	Collaboratively develop and implement a project plan for best utilizing the district portal for college communications, student communications, online forms, etc.	2011	2015	Director of Institutional Technology	Student Services, Instructional Support Services, Institutional Technology	Waiting	In Progress
G	G.4	Provide additional audio and video conferencing resources to connect individuals/groups between all SWC locations using either software-based systems or new video conferencing units if needed; encourage the use of video-conferencing to reduce travel. <i>Need better definition of scope of this action item.</i>	2013	2015	Director of Facilities	Facilities, Institutional Technology	Not Started	Not Started
G	G.6	Create an emerging technology Special Interest Group (SIG) to apprise the Institutional Technology Committee of new developments to emerging technologies	2013	2015	Co-chairs of Institutional Technology Committee	Institutional Technology Committee	Not Started	Not Started

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G	N/A	Implement SharePoint for Committees and Departments and include metadata tags.	2012	2014	Director of Institutional Technology	Institutional Technology	In Progress	In Progress
G	N/A	Offer student email accounts through Google or Microsoft with @swccd.edu? Wait for Student Portal recommendation?	2013	2015	Director of Institutional Technology	Institutional Technology, Student Services, Instructional Support Services, Communications	N/A	Not Started
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	In Progress	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	In Progress	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	N/A	Complete