

# Crafton Hills College

## Technology Planning Committee Meetings

2004 – 2005

### Meeting Dates:

[04/12/2005](#)

[03/10/2005](#)

[03/04/2005](#)

[02/24/2005](#)

[02/09/2005](#)

[11/19/2004](#)

[10/28/2004](#)

[08/25/2004](#)

[07/15/2004](#)

Summary Meeting of 04/12/05  
Technology Planning Committee Workgroup

In Attendance: Sherri Wilson, Virginia Moran, Gary Van Voorhis, Larry Aycok, Kirsten Colvey, Joe Cabrales, Rick Hogrefe, Terri Reed, T.L. Brink, Ted Phillips (chair)

### **Summary**

This meeting continued work on Planned Obsolescence and picked up where we left off at the March 4<sup>th</sup>, 2005 meeting. It that meeting consensus was reached on a the strategy of using a four year replacement cycle for computers on the campus. The purpose of this meeting was to begin developing a plan for realizing the four year replacement cycle.

### **The Discussion**

#### **Replacement Cycle**

Technology Services provided the group with a high level chart which indicated the percentages of computers running at particular processor speeds. This gave an indication of the age and capabilities of all of the computers on campus. A total of 427 computers were identified as being deployed on the campus and Ted Phillips indicated this was a very accurate count which had been determined through both software auditing and a physical inventory of the campus which took place during the spring break.

#### **Obsolete Computers**

The work group unanimously agreed that any plan for replacing computers was critically tied to the creation of a line item in the Crafton budget for computer replacement. Without such a commitment, it was felt, the campus community would have difficulty buying into the four year replacement plan. This, because without such a public commitment, campus managers, department chairs, etc., would have difficulty making plans surrounding technology commitments when those commitments had no formal appropriations in place. With a formal budget commitment in place, the replacement plan described below was recommended for presentation at the next formal Technology Committee meeting.

As had been mentioned briefly in other meetings, one consideration for getting Crafton onto a true four replacement cycle is addressing the numerous, very old computers on the campus. These would be computers already well beyond four years of age. These computers represent problems for several reasons: their age, the potential security problems they present to the communications infrastructure, their limited functionality. After much discussion the group agreed that a good first step towards a four year replacement cycle would be to initiate a one-time replacement event which would remove all of these older computers from the campus during one implementation. In this case, all computers running at processor speeds of 1 GHz or less would be replaced during this one time event....approximately 150 computers.

Once the oldest computers on the campus were replaced the initial year of the four year cycle would require an additional approximately 100 computers be replaced. The result of replacing these 100 computers + the one-time event would be that no computer on the campus

would be older than four years of age, placing the system firmly in position to then begin replacing computers at approximately a 25% per year clip.

It was also felt that a defined percent of funding growth be determined to ensure that not only would computers be replaced every four years, but that sufficient funding for computers for new instructors, staff, and computer labs/classrooms would be available during the anticipated growth of the campus in the coming years. The work group was not comfortable determining what that growth rate might be at this time, and felt it would be dependent upon the structuring of the replacement cycles, as well as currently unknown growth rates. However, a rate of 10% was considered a reasonable placeholder at this juncture.

Other important details of the deployment plan would be:

- that all computers would now be purchased with a four year warranty instead of three year warranties
- that an oldest-out-first strategy be deployed when making decisions regarding which computers would be replaced should confusion arise on which systems should come out of the campus infrastructure first...this would be combined with a sensitivity to students needs as being a priority for the campus
- it is recommended that replaced computers are not placed back into the system except under very unusual circumstances.

Fiscal Implications

The fiscal implications of the above outlined plan are approximated below:

<u>2005-06 costs</u>	
One-time removal of oldest computers (approx 150)	\$180,000
1 <sup>st</sup> 25% replacement (approx 105)	<u>\$126,000</u>
	<b>\$306,000</b>

<u>Ongoing yearly costs</u>	
25% replacement costs (computers only)	\$126,000
Growth (@10%)	<u>\$ 12,600</u>
	<b>\$138,000</b>

Next Steps

The work group has been an exceptionally cohesive and productive entity and feels that the above replacement plan is the most prudent for the campus and should be carefully considered and implemented. The next business of the group will be to determine the obsolescence portion of the plan...how are obsolete computers and technology are removed from the campus.

Summary Meeting of 03/10/05  
Technology Planning Committee Workgroup

In Attendance: Virginia Moran, Larry Aycok, Donna Ferracone, Ted Phillips (chair)

**Summary**

This meeting focused on Goal 5 of the Technology Plan which is concerned with getting meaningful feedback on the CHC web site.

**The Discussion**

After discussing many different kinds of possibilities for requesting and receiving feedback on the CHC web site,, as well as providing visitors with useful information the following recommendations were made.

1. A implement a strategy which would provide each campus department 9or functional area) an area email devoted specifically to the area's business functions. This email would provide a means for the department to accept and monitor direct feedback, questions, etc. This allows the department/area to have several persons monitor the account and ensure that it is received as quickly as possible from the visitor to the department/area. Currently, all web email is routed first to the web master who must then determine who to send the email to for a response. Item 2 below relates to the larger strategy)
2. Rather than having a simple email be the vehicle for feedback/questions from the web site, it was determined that an easy to use form should be implemented. This form (prototype below) would target a question, request, etc. directly to the department/area and dump the question into a data base. Over time this data base would be used to develop a web site FAQ (Frequently Asked Questions) based upon the questions asked.
3. Develop a web site FAQ (Frequently Asked Questions) page to assist visitors with information known to be asked often, or information that might be particularly difficult to determine or access for whatever reason.

Prototype for information request, and other feedback on the CHC web site.

## Information Request Form



Thank you for taking the time to complete our information request and/or feedback form. This form is intended to help you get your comment, information request, etc. directly to those who can best answer your question.

If you want or need someone to respond to you by email, you must complete the fields below.

I would like a response

First Name:

Last Name:

Email:

Confirm Email:

I am a:

Student

Faculty/Staff

Community Member

Other

In order to send your response directly to a department, please select that department from the pull-down menu. Only departments which have the resources to monitor a department email are listed. If you are unsure which department should receive your request, or if the department you want to contact is not listed, please select 'Webmaster' and your message will be forwarded to the appropriate person.

Message:

Send to:

Subject:   
Emergency Services  
Fine Arts  
Registration Department  
Health & Physical Education  
Research & Planning  
Learning Center  
Teaching Aids  
Technology  
Webmaster  
Workforce

Summary Meeting of 03/04/05  
Technology Planning Committee Workgroup

In Attendance: Sherri Wilson, Virginia Moran, Gary Van Voorhis, Denise Hoyt, Larry Aycock, Kirsten Colvey, Catherine Pace-Pequeno, Wayne Bogh, Joe Cabrales, Rick Hogrefe, Terri Reed, Matt Adams, Ted Phillips (chair)

### Summary

This meeting continued work on Planned Obsolescence and picked up where we left off at the February 9<sup>th</sup>, 2005 meeting...providing an answer to the following question, "Why and When do we purchase technology for the campus?"

### The Discussion

#### Replacement Cycle

In the previous work group meeting on Planned Obsolescence, it had been agreed to by consensus that a replacement cycle with two & four year terms would be the departure point. In that scenario, areas identified as high need would have technology (primarily computers) replaced every two years, non- high needs areas every four years. As the discussion developed to identify high needs area, many participants found it difficult to be comfortable with defining some areas as high need others as a non-high need area. Further discussion brought the work group to the following modified consensus: **IF a replacement plan could guarantee that computers would be replaced every four years (25% replacement rate) such a replacement cycle would likely satisfy the needs of all of the constituencies on campus in terms of each constituency having sufficient computer technology to perform their functions, instructional tasks, etc. Further, in the event that an unexpected need were to occur, the replacement cycle (by virtue of the 25% rate) would be able to absorb most (if not all) 'emergency' needs for technology which might fall outside of the proposed cycles and replacement schedules. Planning and or prioritizing of technology purchases should follow the process developed and agreed to by the Campus' Planning Committee.**

#### Obsolete Computers

Gary Voorhis indicated his belief that there was much outdated computer technology on the CHC campus, perhaps as many as 150 machines. For security and other reasons related to the functionality of the district network he felt it would appropriate to begin district level discussions regarding the removal of those machines from the CHC campus as quickly as possible. There was general agreement that the actual numbers would need to be obtained and even if the district or District Computing Services could not assist with accelerating the removal of these machines from the infrastructure, these machines should be of high priority when an initial replacement schedule (or design) was discussed.

Coinciding with this discussion was the plan already in place by CHC Technology Services to perform a physical inventory of CHC computers during the campus' spring break. This physical inventory would provide a solid foundation from which to accurately determine exactly where obsolete technology is on the campus.

## Physics

Matt Adams, representing Physics, provided detailed information regarding the state of the technology currently available to that discipline. Regrettably, that discipline is working with (or only has available) very obsolete technology such as Apple IIE's, aged PowerMacs, and original iMacs. The information provided by Matt was helpful to the work group because there was some confusion in the last meeting regarding exactly the kinds and numbers of computers available to that discipline...Matt's appearance and information cleared up those questions and will likely weigh heavily on the work group as it begins to develop an initial four year replacement plan.

## Next Steps

With the physical inventory to occur during the week of March 14<sup>th</sup>, the work group decided that the next meeting would use the information gathered from that inventory to begin to develop the initial four year replacement plan for the campus.

## **Developing Consensus of the Work Group**

1. no particular area, or group, on campus should be excluded from receiving new technology, and that new technology should be placed into areas based upon need rather than other factors. This specifically addresses the standing policy of instructors only receiving recycled technology. It also assumes that a replacement cycle for all campus technology would be in place.
2. although arguments can be made for many high need areas on the campus, if a four year replacement cycle can be agreed to, funded, and implemented all areas of the campus should have sufficient technology to accomplish their specific tasks without problems directly related to the age of the technology they use. In a four year replacement cycle, emergency needs could be absorbed by the plan in the highly unusual event that functional technology suddenly became useless outside the parameters of the replacement schedule.
3. planning and or prioritizing of technology purchases should follow the process developed and agreed to by the Campus' Planning Committee



# ADMINISTRATIVE REGULATIONS FOR COMPUTER USE

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**Crafton Hills College**

**DRAFT**

*~~Working Draft of the Policy and Procedure Subcommittee of  
the Information Technology Planning and Advisory  
Committee~~*

## **1.100 Purpose**

The purpose of this policy is to outline the acceptable uses of computing and information technology resources for the Crafton Hills College (CHC) community. This policy outlines the standards for acceptable use of College computing and information technology resources that include, but are not limited to, equipment, software, networks, data, and telecommunications equipment whether owned, leased, or otherwise provided by CHC. This policy is intended to reflect the College's commitment to the principles, goals, and ideals described in the CHC Vision Statement and to its core values.

## **2.100 Access to Information Technology Resources**

It is the policy of CHC to maintain access for its community to local, national and international sources of electronic information sources in order to provide an atmosphere that encourages the free exchange of ideas and sharing of information. CHC maintains a variety of information technologies for use as resources for people, catalysts for learning, and to provide increased access to technology and an enriched quality of learning. Access to this environment and the College's information technology resources is a privilege and must be treated with the highest ethical standards. The College reserves the right to limit access in response to evidence of violations of Crafton Hills College policy (as set forth herein), as well as federal, state or local laws.

Preserving the access to information resources is a community effort that requires each member to act responsibly and guard against abuses. Therefore, both the CHC community as a whole and each individual user have an obligation to abide by the following standards of acceptable and ethical use:

- **Use only those computing and information technology resources for which you have authorization.**

- **Use computing and information technology resources only for their intended purpose.**
- **Protect the access and integrity of computing and information technology resources.**
- **Abide by applicable laws and College policies and respect the copyrights and intellectual property rights of others, including the legal use of copyrighted software.**
- **Respect the privacy and personal rights of others.**

### **3.100 Application**

This policy applies to all users of Crafton Hills College computing and information technology resources including faculty, staff, students, guests, external individuals or organizations and individuals accessing external network services, such as the Internet via College facilities.

### **4.100 Crafton Hills College Expectations**

Access to Crafton Hills College information technology and computing resources is a privilege granted to students, faculty and staff of Crafton Hills College. The College extends access privileges to individual users of the College's information technology and computing resources. The extension of these privileges is predicated on the user's acceptance of and adherence to the corresponding user responsibilities detailed in this policy and addendum. However, the College reserves the rights to limit, restrict, or extend access to information technology resources.

The College expects all members of the Crafton Hills College community to use computing and information technology resources in a responsible manner; respecting the public trust through which these resources have been provided, the rights and privacy of others, the integrity of facilities and controls, and all pertinent laws and College policies and standards.

### **5.100 Uses**

In general, the Crafton Hills College community may use College information technology resources (which includes privately-owned computers connected to the Crafton Hills College network) in connection with the College's core teaching, research, and service missions. Certain non-core uses that do not significantly consume resources or interfere with other users also are acceptable. Under no circumstances may members of the Crafton Hills College community or others use College information technology resources in ways that are illegal, that threaten the College's tax-exempt or other status, or that interfere with reasonable use by other members of the Crafton Hills College community. Any use of College information technology resources, including network infrastructure, for commercial purposes is prohibited.

### **6.100 Sanctions for Violations**

Failure to comply with the appropriate use of computing and information technology resources threatens the atmosphere for the sharing of information, the free exchange of ideas and the secure environment for creating and maintaining information property and subjects one to disciplinary action. Any member of the Crafton Hills College community found using computing and information technology resources for unethical or unacceptable practices has violated this

policy and is subject to disciplinary proceedings including suspension of system privileges, expulsion from school, termination of employment and/or legal action as may be appropriate.

Crafton Hills College reserves the right to limit or restrict the use of its computing and information technology resources based on institutional priorities and financial considerations, as well as when it is presented with evidence of a violation of College policies, contractual agreements, or state and federal laws.

### **7.100 Privacy and Security**

There is no inherent right to privacy for information stored on Crafton Hills College information technology resources, except as provided by the Privacy Act of 1974. Federal law permits system administrator access to stored electronic communications if that access is necessary for the rendition of service. Random monitoring of electronic communications by Crafton Hills College is not conducted unless required to do so by law (e.g., subpoena or court order). However, the college does reserve the right to investigate unusual or suspicious activities that relate to use of our technology resources when we become aware of those activities. Such investigations could include monitoring desktops, software programs, individual files, etc. in order to ensure that our resources are being used appropriately, as described in these Administrative Guidelines, and to ensure that illegal or other activities that could jeopardize our ability to provide technology resources to the larger college community does not occur.

### **8.100 Addendum and Procedures**

Specific guidelines for interpretation and administration of this policy are given in the Acceptable Use of Computing and Information Technology Resources Policy Addendum. This addendum contains definitions, specific examples of offenses, and procedures for dealing with incidents.

### **9.100 Continuous Renewal**

This policy shall be assessed in three years from its effective date to determine its effectiveness and appropriateness. This policy may be assessed before that time to reflect substantive change as a result of changes to the Crafton Hills College information technology resources and/or changes in legal statutes that impact information technology resources, copyright, or other intellectual property issues.

# Addendum: Interpretation of the Administrative Regulations for Computer Use at Crafton Hills College

Acceptable Use Policy for Computing and Information Technology Resources

## Definitions

### College Information Technology Resources

Any computer, networking device, IP device, telephone, copier, printer, fax machine, or other information technology which: is owned, licensed or leased by Crafton Hills College; connects directly to the College's data, video or telephone network switches, routers, or servers; connects directly to a computer or other device owned or operated by the College; otherwise uses or impacts Crafton Hills College information-technology facilities is subject to College information-technology policies, no matter who owns it.

### Users

Three broad classes of potential users have different privileges:

- *Regular Users*, who are entitled to use all or most College technology and services.
- *Special Users*, who are entitled to use specific services for specific purposes under specific conditions.
- *Excluded Users*, who are not entitled to use Crafton Hills College information technology.

### Regular Users

In general, only currently enrolled students and current faculty and staff of the College are Regular Users. Faculty, student, and staff status *does not extend to family members or colleagues who are not themselves Regular Users*.

#### Extended Regular User Privileges

Regular Users of Crafton Hills College technology who have a need for extending the basic levels of technology functionality normally provided by the College may have their user privileges enhanced. Appendix A explains the kinds of extended privileges Regular Users may obtain, the responsibilities that coexist when extended privileges are granted, and how those privileges are granted by the College.

### Special Users

Special Users comprise certain individuals and specified classes of Crafton Hills College affiliates to whom the College provides a tightly limited subset of College information technologies and services. The specified special-user classes consist primarily of certain organizations affiliated with Crafton Hills College and their staff and of certain categories of

students. They also include certain individuals working temporarily at Crafton Hills College under the explicit sponsorship of an administrative or academic department. The Technology Services Department in coordination with the Technology Committee authorizes special-user classes and individual special users, under the authority of the President. The Technology Services Department in coordination with the Technology Committee determines which individuals or organizations on campus are responsible for use and accountable for misuse of information technology resources by Special Users and any associated costs. Special Users abide by all relevant Crafton Hills College policies. The College without prior notice may terminate Special User privileges. Special Users in a specified class retain no College information technology resource privileges once they leave that class. Individual Special Users receive privileges only for a period specified at the outset.

### Excluded Users

These are all individuals or organizations that are not Regular Users or Special Users.

## Applications

As with classes of users there are three categories of applications.

- *Core* applications, those clearly associated with the College's core education, research, or service, either directly or through Crafton Hills College administration.
- *Restricted* applications, those clearly unrelated to Crafton Hills College's core purposes, or which violate general College policies, jeopardize its tax-exempt or other status, or otherwise interfere with core applications.
- *Ancillary* applications, which do not fall clearly into either of the preceding two categories and which do not interfere with Core applications.

### Core Applications

These support Crafton Hills College instruction, research, service, and administration. Classroom use, computer-based assignments, research applications, communication among faculty, students, and administrators, administrative applications, access to Crafton Hills College related information, and similar applications all are Core applications.

### Restricted Applications

Restricted applications of Crafton Hills College information technology primarily include:

- those that threaten the College's tax-exempt status, such as political advocacy or solicitation and most commercial activity.
- those that are illegal, such as fraud, harassment, threats of physical harm, copyright violation, and child pornography.
- those that deprive other users of their fair share of College information technology or interfere with the functioning of central networks and systems, such as mass mailings, chain letters, unauthorized high-bandwidth applications, or denial-of-service attacks.
- those that violate general College policies, bylaws, and procedures.

- Disclaimers do not render Restricted applications acceptable. The only recourse available to someone interested in such applications is to use non-College computers, networks, and other technologies.

Over time, applications determined to warrant a label of 'Restricted' will be identified as such in Appendix 'B' of this document, and ~~that information~~ disseminated to the CHC community in various ways (i.e., web site, dissemination of the document at appropriate meetings, during the hiring process, etc.). Upon the identification and inclusion of 'Restricted' applications into this document, CHC end-users will be expected to respect that classification and adhere to it's new status within the CHC computing environment.

Similarly, some applications may be removed from the 'Restricted' category should the reasons for their inclusion within the 'Restricted' category for applications change for any reason.

### Ancillary Applications

Ancillary applications are easy to list, but difficult to define. Examples are plentiful: using a College phone to make a dentist appointment, a College-connected personal computer to host small-scale personal (but non-commercial) Web pages, College servers to send and receive for modest amounts of personal electronic mail, a College fax machine to get a vacation itinerary from a travel agent, and the like. In general, Ancillary applications are those neither explicitly permitted nor explicitly restricted, and with one other essential attribute: they are invisible to other users, to network and system administrators, and to other College offices. Ancillary applications consume only resources that would otherwise go to waste, and never require any action or intervention by anyone at the College other than their user. As a rule, Ancillary applications that become visible to others or burden systems are *ipso facto* no longer Ancillary, but Restricted.

### Acceptable Use

No one may use College information technology resources for Restricted purposes without explicit written authorization from the Technology Services Department, who consults the President, and other officials and constituencies as appropriate.

Except for the preceding restriction, Regular and Special Users may use the full array of College information technology resources for Core applications. Regular and Special Users are eligible to use most centrally funded information technology resources, including public computing clusters and classrooms, and College help desks and technical support. Except for a few specific exceptions, Regular and Special Users are eligible to use the College data network.

There is one major exception to Regular and Special Users' general rights to use information technology resources for Core applications. *Any application of information technology, however permissible otherwise, which disables computers or network services, consumes disproportionate enough resources that other users are denied reasonable access to information technology, or induces substantial costs outside the user's Center/Institute or Unit is Restricted.*

In general, Regular and Special Users may also use campus telephones, the campus network, and personally or Center/Institute or Unit-owned computers for Ancillary applications. However, even Regular and Special Users may not use information technology resources in ways that interfere with others, or that consume College resources other than those directly under the

user's control. In general, any ancillary use of the College's network that becomes apparent to other users thereby becomes Restricted, and unacceptable.

Except for certain materials and facilities the College explicitly makes available to the general public, *Excluded Users* may not use College information technology in any way.

Where definitions of user or application status are unclear, or where patterns of use appear to be out of compliance with this policy, the Coordinator of Technology Services will provide interpretations or direction as appropriate on behalf of the President and the College. Where necessary, the Coordinator of Technology Services consults the President, and other officials and constituencies as appropriate for further advice and guidance.

## User Responsibilities

Use of Crafton Hills College computing and information technology resources is granted based on acceptance of the following specific responsibilities:

**1. Use only those computing and information technology resources for which you have authorization.**

For example: It is a violation:

- to use resources you have not been specifically authorized to use.
- to use someone else's account/password or share your account/password with someone else.
- to access files, data or processes without authorization.
- to purposely look for or exploit security flaws to gain system or data access. This includes CHC, or any other system for which authorization is not granted.
- to use former privileges after graduation, transfer or termination.

**2. Use computing and information technology resources for their intended purpose.**

For example: It is a violation:

- to send forged email.
- to misuse Internet Relay Chat (IRC) software to allow users to hide their identity, or to interfere with other systems or users.
- to use electronic resources for harassment, intimidation, or stalking of other individuals.
- to send bomb threats or other messages constituting or reasonably appearing to constitute a threat to public safety.
- to send chain letters.
- to intercept or monitor any network communications not intended for you.
- to use computing or network resources for advertising or other commercial purposes.
- to attempt to circumvent security mechanisms.
- to use privileged access for other than official duties.
- to use computer classroom or lab computers for activities unrelated to course work.

**3. Protect the access and integrity of computing and information technology resources.**

For example: It is a violation:

- to knowingly release a virus or worm that damages or harms a system or network.
- to prevent others from accessing an authorized service.

- to knowingly send email bombs that may cause problems and disrupt service.
- to attempt to deliberately degrade performance or deny service.
- to knowingly corrupt or misuse information.
- to alter or destroy information without authorization.

4. **Abide by applicable laws and College policies and respect the copyrights and intellectual property rights of others, including the legal use of copyrighted software.**

For example: It is a violation:

- to make more copies of licensed software than the license allows.
- to download, use or distribute pirated software.
- to download or install unlicensed or unauthorized software to Crafton Hills College information technology resources.
- to operate or participate in pyramid schemes.
- to distribute pornography to minors.
- to upload, download, distribute or possess child pornography.

5. **Respect the privacy and personal rights of others.**

For example: It is a violation:

- to tap a phone line or run a network sniffer without authorization.
- to access or attempt to access another individual's password or data without explicit authorization.
- to access or copy another user's electronic mail, data, programs, or other files without permission.
- to send threatening, harassing or intimidating communications after receiving a request to refrain from such activity.
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### Specific Interpretations

In addition to this document, specific computers and labs may have procedures specific to the environment where they are located. These should be posted clearly at the facility, or communicated in the login message.

### Interfering with Other Systems

Networks can only handle a limited amount of traffic. CHC has a high-speed connection to the Internet. However, smaller educational institutions and commercial sites may not have connections that are as fast. It is possible for a single person at Crafton Hills College to intentionally shut down network access for a smaller site. If you do this, you are liable not only for College discipline, but may be prosecuted criminally. Generally, you should be safe if you only use standard system tools in the way they are intended to be used: viewing web pages yourself, logging into a computer and using it, etc. If you start writing programs or scripts that use these tools repeatedly or in unusual ways, it is your responsibility to make sure that what you are doing will not cause trouble for the rest of the network.

Disrupting someone else's network activity is a violation of the Acceptable Use Policy. Some of these tools work by creating a network overload. They may not only disrupt the person you are trying to disrupt -- it may interfere with the network itself. While it is normally safe to

use standard system tools, the same does not necessarily apply to tools you get from third parties. For example, certain members of the IRC community distribute programs for disrupting IRC connections.

It is also a violation of the Acceptable Use Policy to knowingly create, distribute, or otherwise engage in denial of service attacks on Crafton Hills College information technology resources or on networks outside of the CHC domain.

For example: It is a violation:

- Knowingly execute peer-to-peer networking applications that seek to monopolize all available network bandwidth.
- Utilize port-scanning software to scan internal or external network segments for open services or security holes.
- Set up DHCP or other network services application that inhibits or interferes with CHC networking applications.
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### Commercial Use

Commercial use is covered in both the policy and guidelines document. It is being mentioned here simply because commercial use is one of the most common violations of acceptable use. Here are some of the most common examples of things we consider commercial use:

- Using a CHC system to host a web page for any business, including your private consulting practice.
- Referring people to a CHC email address for commercial use (e.g. in print ads or commercial web pages).
- There are often ambiguities about what is permitted. In such cases please feel free to send a query to the office of Technology Services.

### Use in support of other organizations

CHC resources should not be used to provide services for organizations that are not part of the California Community College system without permission of Crafton Hills College.

This does not prohibit students, faculty or staff from talking about external organizations or causes or expressing opinions about them. Our students, faculty, and staff are engaged in a wide variety of activities and advocacy outside of the college setting. What is not appropriate is running an official web site; recruiting members, providing office, email or other operational support for the organization, or other functions that one would normally expect to be done by the organization itself.

One way to frame the question is whether the primary purpose is describing your personal activities or opinions, or whether it is support for the organization.

### Email to large numbers of users

Currently, CHC academic systems are not configured to handle bulk email. Sending email to large numbers of users can cause significant problems for the system. Bulk email (except to people who have requested it) is also considered a violation of good network citizenship. Therefore, it is considered a violation of acceptable use to send substantially the same email message to more than 50 users.

Exceptions are:

- When the use has been approved by the system administrator.

- When the mail uses majordomo, listserv, district designed email lists, or another facility that has been specifically engineered to handle mailing lists without causing problems for the receiving system. In almost all cases these systems will also allow users to join and leave lists themselves. However in a few cases appropriate College officials have established lists that do not permit users to leave.

*Note that this policy applies to mail sent either from or to CHC systems, and also to mail that includes an address on a CHC system for replies.*

Even for email to fewer than 50 users, you must abide by other restrictions. This includes the restriction against commercial use, and the general requirement that all activities must abide by the law. There are now laws against unsolicited commercial email in some areas.

## Issues with IRC (Internet Relay Chat)

The use of IRC's can cause several kinds of problems. Here are some of the most common:

Using IRC software (commonly called "proxies") that let users hide their identity or appear to be coming from a different computer than they actually are.

Using IRC software (commonly called "bots") to harass or interfere with other users or the IRC system in general.

Using IRC software to overload a system or otherwise interfere ("nuking", "DOSing").

People often think that nuking is a harmless prank. Unfortunately, the software used to do this often operates by overloading the network on the other end. Crafton Hills College has a very fast network. We can easily generate enough network traffic to take another institution or company off the Internet.

## System Administrator Responsibilities

System Administrators and providers of Crafton Hills College computing and information technology resources have the additional responsibility of ensuring the integrity, confidentiality, and availability of the resources they are managing. Persons in these positions are granted significant trust to use their privileges appropriately for their intended purpose and only when required to maintain the system. Any private information seen in carrying out these duties must be treated in the strictest confidence, unless it relates to a violation or the security of the system.

## Crafton Hills College Responsibilities

The College owns most of the computers and all of the internal computer networks used on campus. The College also has various rights to the software and information residing on, developed on, or licensed for these computers and networks. The College (including central organizations and academic Centers and Institutes) administers, protects, and monitors this aggregation of computers, software, and networks. In its management of information technology resources, Crafton Hills College has assigned its Technology Services department principle authority for all computer hardware and software acquisition, support, and services. Technology Services takes responsibility for:

- Focusing central information technology resources on activities connected with instruction, research, and administration.

- Protecting College networks and other shared facilities from malicious or unauthorized use.
- Ensuring that central College computer systems do not lose important information because of hardware, software, or administrative failures or breakdowns.
- Managing computing resources so that members of the College community are not denied fair access to them.
- Establishing and supporting reasonable standards of security for electronic information that community members produce, use, or distribute, and ensuring the privacy and accuracy of administrative information that the College maintains.
- Delineating the limits of privacy that can be expected in the use of networked computer resources and preserving freedom of expression over this medium without countenancing abusive or unlawful activities.
- Monitoring policies and communicate changes in policy as events or technology warrant.
- Enforcing policies by restricting access and initiating disciplinary proceedings as appropriate.

## Security Caveat

Be aware that although computing and information technology resource providers throughout the College are charged with preserving the integrity and security of resources, security sometimes can be breached through actions beyond their control. Users are therefore urged to take appropriate precautions such as safeguarding their account and password, taking full advantage of file security mechanisms, backing up critical data and promptly reporting any misuse or violations of the policy.

Any information submitted via the Network is insecure and could be observed by a third party while in transit. If you are submitting passwords, credit card numbers, or other information you would like to keep private, it would be safer for you to cancel the submission. CHC cannot ensure security of data transmitted over the Internet/WWW.

## How to Report Violations

Every member of the Crafton Hills College community has an obligation to report suspected violations of the above guidelines or of the Acceptable Use Policy for Computing and Information Technology Resources. Reports should be directed to Crafton Hills College or other appropriate College entity.

If a suspected violation involves a student, a judicial referral should be made to the Student Services Office. Incidents reported to Student Services will be handled using the most current guidelines associated with Student Codes of Conduct.

If a suspected violation involves a staff or faculty member a referral should be made to the Human Resources Department. Incidents reported to Human Resources will be handled according to the appropriate collective bargaining agreement.

If a suspected violation includes activities that are a violation of local, state or federal laws or statutes a referral should be made to the Campus Police Department. Incidents reported to the Campus Police Department will be handled according to processes and procedures appropriate to the nature of the violation.

The majority of reports should be made through offices or departments listed above. If you have any questions about which office to report a violation to you can contact the Technology Services Office (389-3550) or the Coordinator of Technology Services (389-3297). For incidents involving systems not controlled by CHC Technology Services, violations may be reported to Technology Services Office (389-3550) or the Coordinator of Technology Services (389-3297).

## Sanctions and Procedures

When any use of information technology resources at CHC presents an imminent threat to other users or to the College's technology infrastructure, Technology Services may take whatever steps are necessary to isolate the threat, without prior notice if circumstances so require. This may include changing passwords, locking files, disabling computers, or disconnecting specific devices or entire sub-networks from CHC, regional, or national voice and data networks. Technology Services will restore connectivity and functionality as soon as possible after they identify and neutralize the threat.

Telephones, computers, network connections, accounts, usernames, authorization codes, and passwords are issued to Regular Users and Special Users to identify them as eligible users of College information technology resources. Users are responsible for not sharing their privileges with others, and especially for ensuring that authorization codes and passwords remain confidential. Users of computers connected to the campus network, permanently or temporarily, are responsible for ensuring that unauthorized users do not thereby gain access to the campus network or to licensed resources. Technology ~~Support~~ Services ~~organization~~ is responsible for managing this policy environment.

Use of information technology resources that violate this Policy and procedures based on it may result in disciplinary proceedings and, in some cases, in legal action. Disciplinary proceedings involving information technology resources are the same as those for violations of other Crafton Hills College policies, and may include but are not limited to loss of computing privileges. Unauthorized use of College information technology resources by Excluded Users may result in police intervention or legal action.

## Appendix A

### Extended Privileges

# for Regular Users at Crafton Hills College (DRAFT)

### *Multiple User-Levels on Computers*

Typically when computer users are connected to a network a profile (or user level) is set up allowing the users to do (and not do) certain things on their computers. For example, a person might be allowed to use email, but not allowed to load a program onto their computer. The reasons for setting up these kinds of profiles can be numerous, but most have to do with the security of the entire network, or to keep users from inadvertently harming their computers due to a lack of technical knowledge.

Here at Crafton Hills College (CHC) there are several de facto levels of users on campus. Broadly, these would fall into three categories:

- Basic Users – this profile is intended to protect the network, and the computer, as well as allow users to perform their assigned duties. However, virtually no modifications to the computer are allowed (loading a program, changing control settings, etc.)
- Power or Administrative Users – this profile allows users to perform all of the functions of a Basic User but extends their ability to customize their working environment. For example, Power Users would be able to install and uninstall programs, change some computer settings, etc.
- Technical Expert Users – this profile allows users complete control of their computers and the ability to make modifications in the network. There are virtually no limitations to these users in regard to how their computers are configured.

The vast majority of computer users on the CHC campus, regardless of identity (student, faculty, staff, administrator) are working from the Basic User profile. Though the Basic User profile will vary little (if any) from user to user, the Power User profile might be adjusted as necessary for particular computer users and their needs. Very, very few people on campus would have Technical Expert profiles due to the sensitive nature of that kind of control over both computers on campus and the campus network.

### *Re-Developing the User Level Process at CHC*

Recently, the CHC Technology Committee began addressing the importance of having multiple user-levels on our campus and acknowledged that individuals in particular work areas or with specific technical needs or abilities may need different kinds of user profiles. The Committee also determined the process which was in place for determining user-levels on campus was unclear and needed to be revisited and clarified. To that end, this document was created to address the issue of assigning user levels on campus. Therefore, this document is intended to accomplish several tasks:

- develop a process that will ensure the integrity of the campus network

- develop a process that provides campus computer users with the level of control over their computers required by them to complete their individual educational or work related tasks
- develop a process that is easy to understand and therefore, easily implemented
- disseminate an explanation of the user-level process to all CHC stakeholders

### *Proposed Solution*

The solution for determining user-profiles described in this proposal are the culmination of discussions recently conducted by the Committee during its formal meetings and has several elements which require full implementation in order to be successful. These elements are:

- the development of a campus computer use policy
- the placing of pre-defined computer images on all of our campus computers
- the creation of criteria for determining user profiles on campus
- the creation of a process for assigning user profiles on campus

Since the creation of this document over two years ago, all of the above have been accomplished.

### Developing a Campus Computer Use Policy

In order to develop an effective computer use policy for the CHC campus several factors must be considered:

~~4CNET~~, ~~CENIC~~ the state sponsored provider of our communications infrastructure has created a document which defines the requirements for institutions which utilize its services and resources. This document is titled, ~~"The California State University 4CNET Acceptable Use Policy"~~ ~~"CalREN Acceptable Use Policy"~~ and resides at the following URL address:

~~[http://www.esu.net/documents/4cnet\\_policy.html](http://www.esu.net/documents/4cnet_policy.html)~~

~~<http://www.cenic.org/calren/policies/calrenaup.htm>~~. The ~~new~~ CHC ~~Administrative Guidelines computer use policy will need to~~ address the requirements of this ~~4CNET CENIC~~ policy.

The San Bernardino Community College District (SBCCD) also has a board approved "Computer Use Policy" which can be obtained through the district's intranet and ~~must be~~ is addressed in ~~any CHC computer use policy~~ these ~~Administrative Guidelines~~.

~~After reviewing the current SBCCD "Computer Use Policy" the CHC Technology Committee is of the opinion that that district policy falls short of the requirements of the 4CNET policy and, therefore, has created a draft of an~~ The "Administrative Regulations for Computer Use at Crafton Hills College" ~~document which~~ ensures that both the ~~4CNET CENIC~~ and SBCCD policies are satisfactorily addressed.

~~It is intended that, when approved~~ The "Administrative Guidelines for Computer Use at Crafton Hills College" ~~will be widely~~ is currently available on the Crafton Hills College web site and recent recommendations by the college's Technology Planning Committee has described how the Guidelines should be more widely disseminated throughout the CHC community. It is believed that, over time, these recommendations will be implemented and those methods will be described in this document at a later date. ~~and~~ As dissemination of the Guidelines becomes more widespread ~~stricter~~ it is believed that stricter enforcement of the policies and procedures

~~described in that this document~~ than has been practiced in the past ~~will be implemented~~ will be the end result.

## Computer Profile Images

Computer Profile Images (def.) – the way that a computer is configured, or set up.

In the past, computers at Crafton Hills College have had numerous and inconsistent configurations. The reasons for this vary from when the computer was put into service, to how often it has been upgraded, to who has been using it. The CHC Technology Committee believes that we should begin configuring every computer on campus with the same image. That is, every computer on our campus should contain the same software, operating system, etc. regardless of where it is located or who is using it. The development of this one ~~image~~ **image imaging strategy** is currently ~~underway~~ **being practiced by virtue of the creation and maintenance of a standard basic computer set-up which is used on all computers inserted into the campus technology infrastructure.**

## Imaging and the Multiple-User Profile

In order to implement the image , and multiple user-profile strategies several actions ~~were must be~~ taken:

- An inventory of available site and district licensed software ~~must be~~ **was** obtained
- The basic CHC image ~~was must be~~ **agreed to and created**
- A process for requesting, approving, and implementing user profiles ~~has been must be~~ **developed**
- The "Administrative Regulations for Computer Use at Crafton Hills College" ~~must be implemented~~ **has been approved by the Academic Senate, Classified Senate, Student Senate and The college President.**
- Training of CHC staff regarding the responsibilities that co-exist with obtaining user-profiles extending beyond the Basic User profile ~~has been must be created and~~ **implemented on an individualized basis.**

## ~~A-Generalized~~ **Overview of the User-Profile / Setup Process**

The following describes the process now in place for setting up user profiles on the CHC system.

When a new (or recycled) computer is to be placed into the CHC technology infrastructure, the end-user is asked to complete an ‘Computer Platform Setup – Individual’ form (there are similar forms for computer labs and computer classrooms). This form has three components:

1. A description of the programs which are installed on all computers on the campus (Microsoft Office suite, web browsers, etc.)

2. A section where individuals who need specialized district or campus software such as SARS, Datatel, Financial 2000, etc., can indicate their need of such software to be installed
3. A final section where unusual or very unique software, peripherals, or any unusual item is requested for inclusion in a computer set. If any specialized software is requested for installation on the computer the end-user (or department) MUST do the following:
  - a. Submit the software to Technology Services in order to determine if it might cause problems with the campus network, or the user's computer (*no software is to be installed on any computer on campus until this check has been performed by Technology Services*)
  - b. Technology Services must have in it's possession the original software CD/floppy and the license for the software prior to any installation onto a campus computer or other technology system.. *At this time*The Technology Committee believes that installing any software on a college computer without following the two steps (above) should result in the user's privileges being reduced to ONLY those programs absolutely necessary for the performance of their assigned duties since such actions could jeopardize the integrity and/or security of the campus network and violate copyright laws and licensing agreements. *image being restored to Basic, and the user's Profile being reset to Basic User for at least one year.*

Once the Individual setup form is completed, Technology Services will verify the need for any software or other items beyond the basic image (#1 above) with the requesting individual's supervisor and then develops as much of the setup as possible prior to delivery and installation of the computer into the requestor's work space. Any items that might require a user's password or other permissions during setup are addressed when the requestor and Technology Services personnel performing the setup arrange for the installation to occur.

#### ~~Basic User~~

~~Assuming a basic image was now available on campus, a new employee would receive a Basic User profile. The profile would be set up in a fashion similar to this description: A computer loaded with the standard CHC image would be readied for the new employee. The new employee's supervisor would complete a one page form indicating what (if any) special authorizations the new employee required and submit it to the Technology Services Department. Technology Services would assign the specified permissions (Note: the process for enhancing permission would exclude step #1)~~

#### ~~Power User~~

~~Assuming a basic image was now available on campus and an employee desires to elevate his/her user profile in order to obtain more control over his/her computer, the following process would be followed:~~

- ~~1. the employee would make a formal request to the Technology Services Department to increase the current user profile. The request would explain the reasons for the desired change in status, explaining of the kinds of activities the user now wishes to perform, and be authorized by the user's supervisor.~~

- ~~2. The Technology Services Department would discuss the request with the requestor and clarify the added responsibilities of the new user profile.~~
- ~~3. The Coordinator of Technology Services would inform the CHC Technology Committee that:
 
  - ~~• a formal request for a change in user profile status has been submitted~~
  - ~~• provide a copy of that request to the Committee is requested,~~
  - ~~• inform the committee of the recommendation of Technology Services regarding the request.~~~~
- ~~4. The recommendation of the Technology Services department will stand unless the Committee wishes to review the request for any reason.~~
- ~~5. Once approved, the requestor will be required to attend a workshop (1 hr) to ensure that an understanding of how to back up data on the CHC servers is understood, and that CHC policies regarding copyright and other issues are understood.~~
- ~~6. Once step #6 has been completed by the requestor, Technology Services will change of user's profile status in a timely manner.~~

#### Responsibilities of Power Users

When a CHC staff or faculty member receives a user profile beyond Basic the following conditions go into effect.

- ~~1. Once the user accepts responsibility beyond a Basic User profile, the Technology Services Dept. can no longer ensure with any certainty that the user's computer will not crash for any of a number of reasons. For example, should a Power User load an incompatible program onto the computer, a complete crash of the computer could occur because of that installation.~~
- ~~2. Should a Power User's computer crash, the Technology Services Dept. will be responsible only for getting the computer up and running again with the CHC Basic image installed. This could mean that the user will lose important data on their computer, and may have to reload any programs installed on their own.~~
- ~~3. Since Power Users have strong computer skills, enhanced freedoms on their computers, and an assumed higher level of expertise than Basic Users, Technology Services will place Basic Users ahead of Power Users when computer problems arise.~~
- ~~4. Person's moving beyond the Basic User level will be required to attend a training that will show them how to save all of their data on the CHC servers prior to receiving a user profile beyond Basic User. These servers are backed up each night and, should the user's computer crash, all data stored on the CHC servers could be accessed once the computer is fixed. If a Power User fails to back up their data on the CHC servers and their computer crashes (resulting in a loss of data) the college will not be responsible for the user's failure to implement a safe, back up strategy for their sensitive and important data.~~
- ~~5. There are two (2) requirements a Power User must satisfy before they would be allowed to install a software program they have purchased onto their college computer:
 
  - ~~• The software must be submitted to the Technology Services in order to determine if it might cause problems with the campus network, or the user's computer (*no*~~~~

*software is to be installed on any computer on campus until this check has been performed by Technology Services)*

- ~~The original software CD/floppy and the license for the software must be surrendered to the college for the time the program resides on a college computer. When the user wishes to remove the program from the college computer the original software CD or floppy and license will be returned to the user. At this time the Technology Committee believes that installing any software on a college computer without following the two steps (above) should result in the user's image being restored to Basic, and the user's Profile being reset to Basic User for at least one year.~~

~~The CHC Technology Committee believes that this proposal allows us to satisfy the needs of both our users, and the integrity of our communications infrastructure. Furthermore, we believe this proposal, with changes made by the full committee as deemed appropriate, should become a part of CHC's strategy for technology use on our campus and, when the final draft is completed, become a part of the "Administrative Regulations for Computer Use at Crafton Hills College" document.~~

Summary Meeting of 02/24/05  
Technology Planning Committee Workgroup

In Attendance: T.L. Brink, Denise Hoyt, Donna Ferracone, Catherine Pace-Pequeno, Ted Phillips (chair)

**Summary**

This meeting focused on reviewing and updating the “Administrative Guidelines for Computer Use at Crafton Hills College.”

**The Discussion**

The initial discussion focused on the relevance of the existing guidelines, which were approved by all three senates (faculty, classified, and student) at various times over the past couple of years. IT was generally agreed that the Guidelines are still viable, though some minor revisions needed to be made. The following revisions were agreed to unanimously:

1. Remove the ‘Draft’ designations on the cover of the document
2. Clarify language regarding “Ancillary Applications” to include expectations for end-users regarding the use of those applications
3. In Appendix A make the changes necessary to reflect that CENIC, not 4CNET, is now our ISP
4. Re-describe the kinds of permissions given to CHC end-users to reflect how those permissions are determined and implemented today, versus the conceptual model described in the original document.
5. Add a new appendix. Appendix ‘B’ will identify “Restricted Applications” as described in the original document.
6. Revisions of typographical errors and minor inaccuracies discovered in the meeting and as part of the group’s reading of the Guidelines prior to the meeting

**Action Items**

The work group unanimously agreed that the changes listed above do not reflect substantive changes to the document but, rather, the kind of necessary updating any living document must undergo from time to time. Generally, three kinds of revisions will be made: correction of inaccuracies or typographical errors, a more current description of actual campus processes described in the document (some of which were identified as needing to be developed...and now are), and the addition of Appendix ‘B’ which was identified as necessary in the document but which had not yet been realized at the time the document was approved. With this in mind, the following actions/recommendations to the Full Technology Planning Committee were agreed to:

- That Ted Phillips revise the Guidelines as agreed to by the work group using strikeouts so that suggested changes can be easily identified.
- The revised Guidelines will be sent to the President and all three campus senates (Academic, Classified, and Student) as an informational item with a request for approval of the changes within a specified timeframe
- That the Guidelines become a part of the orientation and hiring materials received by new employees and that it be included (on CD or floppy) as a part of orientation

packets (or other such information packets) disseminated by the college at various times during the year.

- That end-users using campus technologies must agree to abide by the Guidelines in order to use campus computers. This would be accomplished by creating a mechanism (such as a required login) which requires end-users to address the Guidelines each time they logged onto a campus computer. There would be three options:
  - i. agree to abide by the Guidelines
  - ii. not agree to abide by the Guidelines
  - iii. view the Guidelines

Option 'i' allows the user to log on, Option 'ii' would halt the login process, Option three is to ensure informed decision making is possible.

Summary Meeting of 02/09/05  
Technology Planning Committee Workgroup

In Attendance: Sherri Wilson, Tina Gimple, Virginia Moran, T.L. Brink, Gary Van Voorhis, Becky Benton, Mark Jonasson, Denise Hoyt, Larry Aycock, Donna Ferracone, Gino Baraboni, Kirsten Colvey, Catherine Pace-Pequeno, Ted Phillips (chair)

**Summary**

This meeting continued work on Planned Obsolescence and picked up where we left off late last year...developing a process which addresses a technology integration process that spans from conception of need for new technology to surplusung it.

**The Discussion**

The focus of the meeting continued trying to answer the question, "Why and When do we purchase technology for the campus? After some discussion on the number of computers in particular areas, movement on an agreement of a replacement cycle was made. For now, the work group has decided to approach the replacement cycle from a two-year & four-year standpoint. Under this assumption, high need areas would have computers replaced every two years, non-high need areas every four years. Leasing vs. purchasing was also discussed at some length but with no real movement on that front (The District Technology Committee is investigating the leasing option and will provide info in the near future.).

Having agreed to a point-of-departure from which to begin discussions on replacements, the next meeting of this work group will focus on defining what a high needs area is, and identifying high needs areas on the campus.

**Consensus (from meeting in late 2004)**

1. the group believed that no particular area, or group, on campus should be excluded from receiving new technology, that new technology should be placed into areas based upon need rather than other factors. This specifically addresses the standing policy of instructors only receiving recycled technology. It also assumes that a replacement cycle for all campus technology would be in place.
2. In concert with #1 (above), certain areas of the campus should be considered high priority areas for receiving new equipment (though those areas were not yet agreed to). Areas discussed were Admissions and Records, Counseling, & CIS.

Summary Meeting of 11/19/04  
Technology Planning Committee Workgroup

In Attendance: Larry Aycock, Floyd Simpson, Donna Ferracone, Gino Baraboni, Rick Hogrefe, Kirsten Colvey, Glen Kuck, Daniel Bahner, Catherine Pace-Pequeno, Ted Phillips (chair)

**Summary**

The purpose of this work group meeting was to begin to formally address the creation of an operational obsolescence plan for technology on the campus. This work directly addresses **Goal 9 (Obj 9.1)** and **Goal 14 (Obj. 14.1)** of the CHC Technology Plan but will also impact the following goals and objectives as well:

- **Goal 2 (Obj. 2.1)** – Develop Technology Funding Structure
- **Goal 2 (Obj. 2.2)** – Maintenance of technology Infrastructure
- **Goal 4 (Obj. 4.3)** – Campus implementation of ‘accessible’ workstations
- **Goal 8 (Obj. 8.1 & 8.2)** – Funding computer classrooms & labs on campus
- **Goal 9 (Obj. 9.2)** – Establish minimum standards for campus technology
- **Goal 10 (Obj 10.1)** – Develop a multi-use technology resource center for faculty, staff, and students
- **Goal 13 (Obj. 13.1 & 13.2 & 13.3)** – Develop a funding, prioritization, and dissemination plan for campus technology

**The Discussion**

The purpose of this work group meeting was to answer the following question: “Why and When do we purchase technology for the campus?”

**Consensus**

As expected, and following a good and thoughtful discussion on the many factors involved with answering the question of ‘why and when do we purchase technology on the campus’, the group determined that more time and info would be required before a solid answer could be developed.

However, consensus was achieved on a couple of items

1. the group believed that no particular area, or group, on campus should be excluded from receiving new technology, that new technology should be placed into areas based upon need rather than other factors. This specifically addresses the standing policy of instructors only receiving recycled technology. It also assumes that a replacement cycle for all campus technology would be in place.
2. In concert with #1 (above), certain areas of the campus should be considered high priority areas for receiving new equipment (though those areas were not yet agreed to). Areas discussed were Admissions and Records, Counseling, & CIS.

**Next Meeting on the question**

The group determined that a further discussion on the question would benefit from a map, or other visual, which would help work group members better understand the distribution of computers on campus. This would include the numbers of faculty, staff, and student computers, labs, accurate numbers, etc. Such a visual will be developed for the next work group meeting by Ted Phillips

It was also considered appropriate that a cost analysis of purchasing versus leasing may be in order as the conversation moves into technology funding.

CHC Technology Planning Committee  
October 28, 2004 in Crafton Center @ 2:00 pm  
Agenda

Update on Technology Plan Progress (handouts)

Discussions, approvals (as appropriate)  
Completed items

Partially completed items

Recommendations from Workgroups

Conceptual Stages

Next Steps

Technology Planning Progress  
October 2004

**Completed Items**

- Goal 1 – Obj. 1.1
  - Wireless
  - DS3
  - Communication CHC & DCS (infrastructure)
- Goal 4 Obj. 4.4
  - Campus Labs LR309

**Partial Completion**

- Goal 1 – Obj. 1.1
  - VOIP – Essentially complete, classroom phones are left
- Goal 2 Obj. 2.2
  - Matrix of infrastructure needs – In progress within Tech Services
- Goal 2 Obj. 2.3
  - Vertical fiber (Library) –w/ install of LR309 (funding needed to complete)
- Goal 5 Obj. 5.1
  - Effectiveness of CHC Web Site – Survey development in progress
- Goal 6 Obj. 6.3
  - Training for online environment – Survey development in progress
- Goal 7 Obj. 7.1
  - Admin Guidelines – Approved by Classified Senate 10/04
- Goal 8 Obj. 8.1
  - Strategy for campus labs – Scheduling/Priorities being addressed by Acad. Sen.

**Recommendations from Workgroups**

- Goal 4 Obj 4.1 & 4.2
  - Email – Creation & permissions (See Supporting doc)
- Goal 6 Obj. 6.1
  - End-user support - (See Supporting doc)

**Conceptual Stages**

- Goal 4 Obj. 4.5
  - Process for getting dept. info online – CHC web team working with DCS
  - 50% of depts. Have info online – CHC web team working with DCS
- Goal 5 Obj. 5.3
  - Maintain accuracy of CHC web Site – CHC web team working with DCS
- Goal 7 Obj. 7.2
  - CHC/Dist roles in CHC web site – Working with DCS

Supporting Documents – Workgroup Recommendations

Goal 4 (Obj 4.1 & 4.2) Email and permissions for faculty, staff, and students

**Student Email/Passwords**

- During the application process (online and F2F) a unique craftonhills.edu email address would be created for the student;
- The process of getting and using email will be highlighted prominently in the college catalog
- Email forwarding capabilities should be incorporated into the end-user options

*Discussion note:*

*The possible conversion of the college generated email address into a student preferred email address was discussed as a future possibility, though more discussion of this seems necessary.*

**Faculty/Staff Email/Passwords**

- The creation of faculty/staff email, passwords, and permissions, phone extension, etc. would occur during the hiring process. Forms for these items (existing where possible) would be included in the packet of materials new hires receive.
- There would be a basic set of functionality used as the default set up in this creation process. Currently, the basic set up would, at a minimum, include: user ID, Network Password, Email Address, Phone Extension
- This process should have as its goal these items completed and ready for the employee when s/he arrive on their first day of work.

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Goal 6 (Objective 6.1) providing 24/7 end-user support

General comment. Without personnel specifically dedicated to Help Desk functions at CHC, Technology Services can only provide minimal Help Desk support. The District Help Desk should include the needs of CHC in their service model. To that end, the following items are recommended.

- Tech Support Hours should be:
  - Monday – Thursday 8:00 AM to 8:00 PM
  - Friday 8:00 AM to 5:00 PM
  - Saturday 8:00 AM to 1:00 PM
- The District Help Desk should be answered by a live person the majority of the time a person calls...IF not, a call back within one hour of leaving a voice message should be the expectation of a requestor.
- The scope of services offered by Help Desk support should include all software supported by the District, i.e. MSOffice suite, SARS, ATI filer, etc
- Over time (next three years) Tech support should include all of the following modalities:

Face-to-Face	Chat
Phone	(FAQ) web site or hard copy
Email	
- Tech Support should be available to all faculty, staff and students
- Minimal hardware and software standards which are supportable should established and published by Technology Services

## **Online Courses and CMS programs**

It is generally believed that there are two areas of support required for online courses:

1. Technical support for accessing or using the online course system or web area
2. Course specific support which is designed to assist the student with using the online area for obtaining info, documents, etc. The logistics of the site.

#1 ensures that the online area is functional and that students, faculty, and staff can access and use the online area, #2 ensures that students taking a course understand the logistics of the online content or requirements for the class. For example, where or how to take an online test, upload assignments, etc. This two-pronged support structure ensures students are supported completely

Although Technology Services and District Computing services can assist with #1 (above), #2 is (and should be) supported by individual instructors. To that end it is recommended that the Curriculum Committee, or Academic Senate be informed of this need with the suggestion that standards and/or common practices or understandings be formally developed to guide instructors on the college's expectation of instructor support in the online environment.

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### **Goal 7 (Obj 7.1) Updating and implementing the "Administrative Guidelines for Computer Use at CHC**

- Recommend to the President that the current Admin Guidelines be implemented. as soon as possible
  - Once approved, agreeing to abide by the guidelines should be made a part of the login process for all campus computers.
- 

### **Goal 7 (Objective 7.2) Identifying and publishing the roles of technology support staff at both CHC and the District office**

It is recommended that a matrix be developed which lists potential technology support issues (printer down, email down, etc.) and the appropriate primary and secondary support personnel a person should contact if they are having an issue with their technology. This matrix is currently under development.

CHC Technology Planning Committee  
Summary for meeting of October 28, 2004

In attendance: June Yamamoto, Jim Holbrook, Laurens Thurman, T.L. Brink, Ron Keith, Donna Ferracone, Catherine Pace-Pequeno, Sherri Wilson, Joe Cabrales, Damaris Matthews, Ted Phillips (Chair)

Three primary areas of discussion took place in regard to the Technology Plan. An update of completed items, in-process items, and items requiring discussion for the purpose of developing recommendations from the committee to the college President. With few exceptions all of the items discussed were the recommendations of smaller work groups who had looked at specific parts of the plan in previous weeks. A brief overview of these items is listed below.

Completed items

- Goal 1 – Obj. 1.1
  - Wireless tower installation
  - DS3 line installation
  - Communication CHC & DCS (infrastructure)
- Goal 4 Obj. 4.4
  - Campus Labs LR309

In Progress items

- VOIP installation – Essentially complete, classroom phones are left
- Goal 2 Obj. 2.2
  - Matrix of infrastructure needs – In progress within Tech Services
- Goal 2 Obj. 2.3
  - Vertical fiber (Library) –w/ install of LR309 (funding needed to complete)
- Goal 5 Obj. 5.1
  - Effectiveness of CHC Web Site – Survey development in progress
- Goal 6 Obj. 6.3
  - Training for online environment – Survey development in progress
- Goal 7 Obj. 7.1
  - Admin Guidelines – Approved by Classified Senate 10/04
- Goal 8 Obj. 8.1
  - Strategy for campus labs – Scheduling/Priorities being addressed by Acad. Sen.

Recommendations to the President.

The recommendations as presented to the President are attached to the email in which this document was sent.

Crafton Hills College Technology Planning Committee  
Recommendations to the President  
November 1, 2004

The following recommendations are made by the Crafton Hills College Technology Planning Committee to the President of Crafton Hills College as the result of discussions during the committee's last meeting, held on October 28<sup>th</sup>, 2004. The specific Goals and Objectives each recommendation is connected to is identified directly with the recommendation. The committee is prepared to act upon the recommendations as directed by the President.

**Student Email and Passwords (Goal 4, Obj. 4.1 & 4.2)**

In order to ensure that college and district entities can effectively communicate with its students, the committee recommends that the following actions be taken:

1. The application process at Crafton Hills College is modified so that at the beginning of the application process a student email account is created. This would occur as a part of the online application procedure and be incorporated into phone and face-to-face application procedures as well.
2. This process would be prominently highlighted in the campus catalog.

*Development* – To achieve this goal the **CHC Admissions and Records Department** and **District Computing Services** will need to work closely to develop a user-friendly procedure. The **Department of Instruction** and those **entities which work to develop the campus catalog** will need to be informed of, and articulate, the process in writing for inclusion in the campus catalog.

**Faculty/Staff Email and Passwords (Goal 4, Obj. 4.1 & 4.2)**

In order to ensure that newly hired personnel have the resources they need to begin working immediately when they arrive for work, the committee recommends the following actions be taken:

1. The process of creating faculty/staff email, permissions, passwords, phone extensions, etc. would become a part of the hiring process rather than one which is handled through separate entities at various stages of the hiring process.
2. There will be a set of basic and defined functionalities used as the default model for all incoming employees. The committee believes all of the following would be included in such a default set of functionality: user ID, network password, email address and account, phone extension and mailbox, local server space. There may be others which are identified during the creation of the default functionality set.
3. The goal of this change in procedure for providing technology functionality would be to have these items completed so the employee could begin using any of the items on their first day of work.
4. A process for systematically purging email addresses, user accounts etc., would be implemented so that such purging would occur in a timely manner after the employee's relationship with the district has been severed.

*Development* – To achieve this goal **District Computing Services, District Human Resources, and CHC Administration and Technology Services** will need to work closely to develop an efficient method of incorporating these items into the hiring process.

### **Providing End-User Support (Goal 6, Obj. 6.1)**

In order to improve the support provided to CHC faculty, staff and students the committee recommends the following items be considered. It should be noted that the human resources of both CHC Technology Services and District Computing Services, as well contractual agreements will likely have a direct impact upon whether these items can be achieved.

1. Technology support services be expanded to include all faculty, staff, and students.
2. Technology support should be available:  
Monday–Thursday 8:00 am – 8:00 pm  
Friday 8:00 am – 5:00 pm  
Saturday 8:00 am – 1:00 pm
3. Technology services should include all of the following modalities within three years: Face-to-face (F2F), phone, email, chat, Frequently Asked Questions (FAQ) documents.
4. The District Help Desk line should be answered by a live person the majority of the time a person calls...if not, a call back within one hour of leaving a voice message should be the expectation of a requestor.
5. The scope of services offered by Help Desk support should include all software supported by the District, i.e. MSOffice suite, SARS, ATI filer, etc.
6. Minimal hardware and software standards should be identified and published.

**Development** – To achieve this goal **District Computing Services and CHC Technology Services** will need to work closely to develop the processes and procedures necessary to implement these items.

#### **Online Courses and CMS (Course Management Systems)**

Although the Technology Planning Committee's charge does not include Distributed Education, the committee believes that there are two areas of support required for successfully supporting online courses:

1. Technical support for accessing or using the online course system or web area
2. Course specific support which is designed to assist the student with using the online area for obtaining info, documents, etc. The logistics of the online course.

#1 ensures that the online area is functional and that students, faculty, and staff can access and use the online area, #2 ensures that students taking a course understand the logistics of the online content or requirements for the class. For example, where or how to take an online test, upload assignments, etc. This two-pronged support structure ensures students are supported completely in their online activities.

Although Technology Services and District Computing services can assist with #1 (above), #2 is (and should be) supported by individual instructors. **To that end it is recommended that the CHC Distributed Education Task Force be informed of this need with the suggestion that standards and/or common practices or understandings be formally developed to guide instructors on the college's expectation of instructor support in the online environment.**

### **Goal 7 (Objective 7.2) Identifying and publishing the roles of technology support staff at both CHC and the District office**

In order to better support the faculty, staff and students at Crafton Hills College the committee recommends the following actions be taken:

1. A 'support matrix' be developed which will assist faculty, staff, and students by directing them to the department(s) which will most likely be able to resolve their support issues.

**Development** – To achieve this goal **CHC Technology Services and District Computing Services** will need to work closely together to develop an agreed to set of support items as well as agreement on the primary and secondary support entities associated with those items.

**Goal 7 (Obj 7.1) Updating/implementing the "Administrative Guidelines for Computer Use at CHC**

In order to ensure the integrity of the CHC and District networking infrastructure, and to provide guidance for the appropriate use of district technology resources, the committee recommends the following actions be taken:

1. To fully implement the “Administrative Guidelines for Computer Use at Crafton Hills College” document.
2. Develop and implement an initial login mechanism which would require users of CHC computers to agree to abide by the guidelines set out in the “Administrative Guidelines for Computer Use at Crafton Hills College” in order to use campus computers.

*Development* - To achieve this goal **CHC Technology Services** and **District Computing Services** will need to work to develop and implement the login screen and its functionality. The implications of implementing the guidelines requires direction from the **President**.

## **Summary of the August 25, 2004 Meeting.**

In Attendance: Ted Phillips (Chair), Susan Shodahl, Betty Byron, Kirsten Colvey, Rick Hogrefe, T. L. Brink, Gino Barabani, Donna Ferracone, Catherine Pace-Pequeno, Denise Hoyt, Mike Davenport.

The Technology Planning Committee met to make final edits and revisions to the Technology Plan. The plan was approved unanimously with suggested corrections.

At the meeting, It was agreed that we will move forward in the following manner. The focus groups (Infrastructure, workstations, online resources, funding) have been dissolved for now. The new working configuration will entail working meetings which focus on specific portions of the plan. With so many items to be addressed, this will allow us to continue to move forward on the plan throughout the year. The committee Chair will call these working meetings approximately every two weeks, though it might be more often at the outset. These working sessions will be devoted to specific portions of the plan to be addressed . That way, folks with expertise or a passion to work on specific areas will be able to devote their attentions to the areas of the plan they feel most attached to. Then, about every 6 to 8 weeks there will be a meeting of the entire committee to address the items which have been worked on up to that point. These working meetings, as well as the full committee meetings will be open to everyone on the campus and it is hoped that members of the committee will continue to see participation from a wide range of constituencies.

# Crafton Hills College Technology Plan 2004 – 2007

## Plan Overview

This strategic technology plan is intended to cover the period of time from approximately September 2004 to June 2007. Prior to the development of the 2004-2007 Technology Plan, Crafton Hills College (CHC) has developed two other such plans.

## History

(1995-2000)

The first technology plan of record developed for Crafton Hills College, the "*Five Year Plan for Reaching the Top of the Technology Curve in Computer Assisted Instruction (1995-2000)*" was primarily developed and driven by campus personnel to address what was termed a technology 'deficit' on the campus. At the time, according to the document, apparently many campus areas felt their programs were deteriorating as a direct result of a lack of available technology for office, instructional, and service functions.

To address this deficit, the major focus of this first technology plan was to increase the numbers of computers and related technologies on the campus. The plan also addressed the need to develop a more robust underlying communications infrastructure (network) and to develop positions of responsibility for maintaining both the campus technology and its infrastructure. Basic levels of training and skill development in the use of technology tools for faculty and staff were also included in this plan.

This plan was created primarily by a committee of Crafton Hills College personnel who had a keen interest in the development of technology on the campus. In a historical context, this plan was created at a time (mid-1990's) when dramatic increases in the availability of technology resources, including the maturing of the World Wide Web and the Windows 95 operating system, were becoming readily available to educational institutions because of a general increase in the power of computers, the lowering of technology prices, and expanded acceptance of technology in the work place. These were the boom years of recent past for technology and, like many other educational organizations, Crafton Hills College was faced with an almost overnight need to dramatically improve its technology infrastructure to meet the challenges of the coming technology explosion of the late 1990's, or quickly fall behind the technology curve. In retrospect, this plan did indeed provide a foundation of technology infrastructure necessary to move the campus forward technologically and showed a great deal of vision by those responsible for creating it.

(2001-2004)

The second technology plan created by the college, "*Crafton Hills College Information Technology Strategic Plan 2001-2004*," plan was developed to provide direction for the college in the three years subsequent to the first plan and expanded on the goals set out in that original planning document. Additionally, this second plan added a more robust training component for faculty and staff, as well as the desire to develop more stable funding resources for technology on the campus. Specifically, a line item for technology funding was suggested by the plan to ensure continued expansion and maintenance of the campus technology infrastructure would occur.

Developed primarily by the contract agency the district employs as its District Computing Services (Collegis), but with input from the college, this plan moved to generally expand the technology support services now being offered by the district and college to its employees. Once again, a training component was included into the plan and a great deal of emphasis was placed on developing more effective and efficient ways for our students to interact with the college remotely, using the technology available to the campus. Online registration is but one example of the initiatives implemented by this kind of focus in the plan. The desire to ensure that all permanent employees had computer technology readily available to them on an individual basis was also a priority. Finally, the expansion and maintenance of the district and campus communications infrastructure was firmly established as a necessary part of moving the college towards becoming a more technology dependent organization...a necessity if the college and district were to offer the kinds of programs and services our students and surrounding community were expecting to see coming from the campus.

### 2004-2007

This document, the third iteration of formal technology planning for the campus, continues to build upon the two previous technology plans and provides direction for the purpose of planning and funding technology on the campus for the next three to three and a half years. This plan focuses on four major areas: Communications Infrastructure, Online Resources, Campus Systems and Workflow, Funding and Decision Making. The plan was primarily developed by campus employees, however, students, and personnel from District Computing Services and the Office of Distributed Education were also regular participants in the process. Members of these later constituencies were also members of both the full Technology Planning Committee and the various workgroups that developed the plan.

### Participants

The Technology Planning Committee was constructed to include the full range of constituencies on the CHC campus and to ensure District technology related entities were involved in the plan from the outset. The membership of the Technology Planning Committee identifying both position and name can be found in Appendix A. It is hoped that this comprehensive group, or one of similar makeup, will become the norm for technology planning development and participation in technology related decisions in the future. It is intended that this committee will continue as a planning entity throughout implementation of the plan. Additionally, all members of the Crafton Hills College community have been encouraged to participate in all levels of the plan's development and, to date, many who are not officially members of the Technology Planning Committee have been consistent and active members in the planning process.

### Process

Beginning with an organizational meeting in late January 2004, the Technology Planning Committee met throughout the spring and summer to develop and finalize this latest technology plan. Unlike plans of the past, this plan is considered fluid (a living document) and will be consistently evaluated and altered as appropriate to incorporate new technologies as well as the fast-changing technology needs of the campus into its structure. For that reason, obtaining the most recently published version of the plan (either hard copy or from the CHC website) is

essential if the plan is being used to establish funding priorities, strategic project development, etc.

Prior to the actual development of the plan's goals, objectives and benchmarks, the first Technology Planning Committee working meeting focused on developing the underlying principles which would guide the decisions of the committee. The result of this work resulted in five principles that would guide development of the plan. Those five principles, in priority order are:

1. Functionality of the campus communications infrastructure
2. Impact upon the greatest number of students and staff
3. Student access which is high-tech and high-touch
4. Consideration of total cost of ownership in all proposals
5. Impact upon existing programs and departments

Development of the initial plan occurred through the efforts of four work groups assigned to consider and recommend planning for each of their respective areas of focus. These work groups: Communications Infrastructure, Online Resources, Campus Systems and Workflow, and Funding and Decision Making, were charged with looking at specific areas of need and met to develop the goals, objectives, and benchmarks found in the pages which follow. Once each work group had developed and agreed to the goals, objectives, and benchmarks in their respective areas, these plans were brought forward to the full Technology Planning Committee for consideration, editing, enhancement, etc., or approval. When the full Technology Planning Committee requested further work on the goals and objectives, the work groups went back to the table to integrate those items into their planning goals. Though this process took time, the end result was a strategic technology plan developed by consensus, and by those most impacted by its vision and recommendations...CHC stakeholders.

### Areas of Focus

The CHC Technology Plan is focused on four areas: Communications Infrastructure, Online Resources, Campus Systems and Workflow, and Funding and Decision Making. Though these areas were worked on separately, and their appearance may be as distinct areas, in truth each of these focal areas impacts and intermixes with the others. This is an especially important distinction in the area of technology planning because of the integrative nature of technology communication systems.

### Communications Infrastructure

The Communications Infrastructure portion of the technology plan focuses on the following: the design, implementation, and maintenance of the physical and electronic plant, allowing the flow of voice and data within and outside the campus.

### Online Resources

The Online Resources portion of the technology plan focuses on the following: the CHC website as well as technology needs related to the CHC distributed education program.

### Campus Systems and Workflow

The Campus Systems and Workflow portion of the technology plan focuses on the following: the audio visual equipment, and personal computers attached to the campus network and any personal computers needed to fully participate in appropriate academic and administrative functions.

### Funding and Decision Making

The Funding and Decision Making portion of the technology plan focuses on the following: The planning and ongoing budgeting of technology related initiatives and programs, including obsolescence and maintenance related technology items.

The goals, objectives and benchmarks established for each of these area are listed below.

**Communications Infrastructure Goals, Objectives and Benchmarks (Goals 1 – 3)**

<b>Goal 1</b>		<b>Crafton Hills College will increase the level of connectivity with District Computing Services</b>		
Obj 1.1	By June 2007, Crafton Hills College will install and implement either upgrades or new installations which enhance direct communication with the District’s information systems.			
Benchmarks		12/04	6/05	6/06
Install and implement upgraded wireless system (18GZ) at Crafton Hills College		100%	-	-
Install and implement DS3 connection at Crafton Hills College		100%	-	-
Install and implement improved phone system (VOIP) at Crafton Hills College		100%	-	-
Develop a strategy for communicating the communications infrastructure needs of CHC with the district			100%	-
<i>Development Responsibility</i>	<i>CHC Technology Services, District Computing Services, CHC Administrators</i>			
<i>Development Lead</i>	<i>CHC Technology Services</i>			

<b>Goal 2.</b>		<b>Crafton Hills College will maintain its existing communications backbone to support present and future needs.</b>		
Obj. 2.1	By June 2007, Crafton Hills College will develop a funding structure which specifically addresses the purchasing, maintenance, upgrading, etc. of the college backbone now and in the future..			
Benchmarks		6/05	6/06	6/07
Develop a consistent funding strategy for maintaining the CHC communications infrastructure.		100%	-	-
Identify and incorporate infrastructure requirements for planned campus expansion into funding strategy.		100%	100%	100%
<i>Development Responsibility</i>	<i>CHC Technology Services, District Computing Services, CHC Administrators</i>			
<i>Developmental Lead</i>	<i>CHC President</i>			
Obj. 2.2	By June 2007, Crafton Hills College will implement, evaluate and amend as necessary a plan for maintaining, upgrading, and replacing the functional components of the CHC communications infrastructure (backbone).			
Benchmarks		6/05	6/06	6/07
Develop matrix of required upgrades, replacement schedules, etc. of the CHC communications backbone.		100%	-	-
Implement communications infrastructure maintenance matrix for the CHC backbone.		100%	-	-
Evaluate and change as necessary the CHC communications infrastructure maintenance matrix			100%	100%
Identify and incorporate infrastructure requirements for planned campus expansion into backbone matrix.		100%	100%	100%
<i>Developmental Responsibility</i>	<i>CHC Technology Services, District Computing Services, CHC Administrators</i>			
<i>Development Lead</i>	<i>CHC Technology Services</i>			

Obj. 2.3	By June 2007, Crafton Hills College will increase vertical fiber runs in key buildings			
Benchmarks		6/05	6/06	6/07
Increase vertical fiber runs in library from server room to 3 <sup>rd</sup> floor.		100%	-	-
Increase vertical fiber runs in LADM building.		100%	-	-
Evaluate and recommend as necessary vertical fiber runs on the CHC campus.			100%	100%
<i>Developmental Responsibility</i>	<i>CHC Technology Services, District Computing Services, CHC President</i>			
<i>Development Lead</i>	<i>CHC Technology Services</i>			

<b>Goal 3      Crafton Hills College will enhance its communications infrastructure to include wireless network connectivity.</b>				
Obj. 3.1	By June 2007, Crafton Hills College will implement a wireless network functionality on the campus.			
Benchmarks		6/05	6/06	6/07
Conduct needs assessment regarding wireless network connectivity on the CHC campus		100%	-	-
Based upon needs assessment, develop priorities for wireless network connectivity on the CHC campus		100%	-	-
Develop a strategy and migration plan for developing wireless connectivity on the CHC campus			50%	100%
Implement strategy for wireless connectivity on the CHC campus				100%
Evaluate and modify as necessary the strategy for implementing wireless connectivity on the CHC campus.				100%
<i>Developmental Responsibility</i>	<i>CHC Technology Planning Committee, CHC Technology Services, CHC Planning Committee, CHC Administration, CHC Office of Research and Planning</i>			
<i>Developmental Lead</i>	<i>CHC Technology Services</i>			

**Online Resources Goals, Objectives and Benchmarks (Goals 4 – 7)**

<b>Goal 4      Crafton Hills College will provide basic online functionality to students, employees and the community.</b>				
Obj. 4.1	By June 2007, 99% of Crafton Hills College Students, Faculty and Staff will have district supplied email accounts at the beginning of each semester.			
Benchmarks		6/05	6/06	6/07
Students will have district supplied email accounts		90%	95%	99%
CHC Faculty (including part-time) will have district supplied email accounts		90%	95%	99%
Staff will have district supplied email accounts		90%	95%	99%
<i>Development Responsibility:</i>	<i>District Computing Services, A&amp;R, HR, Technology Services (CHC), Counseling</i>			
<i>Development Lead:</i>	<i>District Computing Services</i>			

Obj. 4.2	By June 2007, 99% of Crafton Hills College Students, Faculty and Staff will have the permissions necessary to access campus and district network services appropriate to their needs at the beginning of each semester.			
Benchmarks		6/05	6/06	6/07
Students will have the appropriate campus and district network permissions		90%	95%	99%
CHC Faculty (including part-time) will have the appropriate campus and district network permissions		90%	95%	99%
Staff will have the appropriate campus and district network permissions		90%	95%	99%
<i>Development Responsibility:</i>		<i>District Computing Services, Technology Services (CHC)</i>		
<i>Development Lead:</i>		<i>District Computing Services</i>		
Obj. 4.3	By June 2007, 5% of the computer workstations available to students on campus will be configured as 'accessible' workstations			
Benchmarks		6/05	6/06	6/07
Develop 'accessible' workstation standards		100%	-	-
Maintain and update as necessary the 'accessible' workstation standards		-	100%	100%
Implement 'accessible' workstations in open areas		1%	3%	5%
Implement 'accessible' workstations in computer classrooms/labs		1%	3%	5%
<i>Development Responsibility:</i>		<i>CHC Planning Committee, DSP&amp;S, CHC Technology Services</i>		
<i>Development Lead:</i>		<i>DSP&amp;S, Technology Services</i>		
Obj. 4.4	By June 2007, Crafton Hills College will increase the number of computer workstations for all categories of computer users on campus to obtain an acceptable computer/user ratio.			
Benchmarks		6/05	6/06	6/07
Develop computer/user ratio guidelines for all categories of computer users on the CHC campus.		100%	-	-
Maintain and update as necessary the computer/user ratio guidelines for the CHC campus.		-	100%	100%
Achieve the number student computers available according to computer/user ratio guidelines.		90%	95%	100%
Achieve the number of instructor computers available to according to established ratio guidelines		90%	95%	100%
Achieve the number of staff computers available according to established ratio guidelines		90%	95%	100%
Increase the number of campus computer supported classrooms/labs by 3		1	2	3
<i>Development Responsibility:</i>		<i>CHC Planning Committee, CHC Technology Services</i>		
<i>Development Lead:</i>		<i>CHC Planning Committee</i>		

Obj. 4.5	By June 2007, 90% of Crafton Hills College departments and Disciplines will have forms and other important resources specific to their areas presented on the CHC Web Site.		
Benchmarks	6/05	6/06	6/07
Develop a process for departments to present online information on the CHC Web Site	100%	100%	100%
Departments present content on the CHC Web Site	50%	75%	90%
<i>Development Responsibility:</i>	<i>CHC VP's, Individual Department/Disciplines, CHC Technology Services, District Computing Services, CHC Web Development Team,</i>		
<i>Development Lead:</i>	<i>CHC Web Development Team</i>		

<b>Goal 5</b>	<b>Crafton Hills College will provide the support necessary to ensure that end-users can function effectively in the CHC online environment</b>		
Obj. 5.1	By June 2007, Crafton Hills College will develop a method for evaluating and responding to the usability/effectiveness of the college web site from students, faculty, staff, and the community.		
Benchmarks	6/05	6/06	6/07
Develop an evaluation methodology for determining the effectiveness of the CHC web site for end users.	100%	-	-
Maintain and update the methodology for determining the effectiveness of the CHC web site for end users	-	100%	100%
Develop a methodology for maintaining the accuracy of the CHC web site	100%		
Implement methodology for maintaining the accuracy of the CHC web site		100%	100%
<i>Development Responsibility:</i>	<i>CHC Web Development Team, Research and Planning, District Computing Services,</i>		
<i>Development Lead:</i>	<i>CHC Web Development Team</i>		
Obj. 5.2	By June 2007, Crafton Hills College will assign web site development and maintenance responsibilities to a dedicated resource.		
Benchmarks	6/05	6/06	6/07
Define the scope/responsibilities of a dedicated resource for CHC web site development and maintenance	100%	100%	100%
Develop strategies for obtaining a dedicated resource for CHC web site development and maintenance	-	100%	100%
Obtain a dedicated resource for development and maintenance of the CHC web site	-	50%	100%
<i>Development Responsibility:</i>	<i>CHC Web Development Team, CHC Planning Committee, CHC President</i>		
<i>Development Lead:</i>	<i>CHC Web Development Team</i>		

<b>Goal 6</b>	<b>Crafton Hills College will provide the support necessary to ensure that end-users can function effectively in the CHC online environment</b>		
Obj. 6.1	By June 2007, Crafton Hills College will provide 24/7 end-user support for the CHC online environment		
Benchmarks	6/05	6/06	6/07
Determine the scope of end-user support the college will provide to end-users	100%	-	-
Implement end-user support during the campus' "brick and mortar" operational hours	80%	90%	100%
Implement end-user support 24/7	-	-	100%
<i>Development Responsibility:</i>	<i>CHC Technology Services, District Computing Services, CHC Administration</i>		
<i>Development Lead:</i>	<i>CHC Technology Services</i>		
Obj. 6.2	By June 2007, Crafton Hills College will provide an online equivalent to 90% of its face-to-face support services for students, faculty and staff		
Benchmarks	6/05	6/06	6/07
Identify face-to-face support services to be delivered online	100%	100%	100%
Develop a strategy for delivering face-to-face support services into the online environment	100%		
Update as necessary face-to-face support services to be delivered online	-	100%	100%
Update as necessary strategy for delivering face-to-face support services into the online environment			
Implement online equivalents to face-to-face support services	-	60%	90%
<i>Development Responsibility:</i>	<i>CHC Administrators, CHC Web Development Team, District Computing Services</i>		
<i>Development Lead:</i>	<i>CHC Web Development Team</i>		
Obj. 6.3	By June 2007, Crafton Hills College will provide training to students, faculty and staff to help them effectively navigate the CHC online environment		
Benchmarks	6/05	6/06	6/07
Develop scope of training for CHC stakeholders to effectively use the CHC online environment	100%	-	-
Develop strategy for training CHC stakeholders to effectively navigate the CHC online environment	100%	100%	100%
Implement training to CHC Stakeholders to help them effectively navigate the CHC online environment	-	50%	100%
<i>Development Responsibility:</i>	<i>CHC Technology Services, District Computing Services, CHC Student Services, Instruction Office</i>		
<i>Development Lead:</i>	<i>CHC Technology Services</i>		

<b>Goal 7      Crafton Hills College will establish norms, guidelines, and processes for end-user use of the CHC online environment.</b>					
Obj. 7.1	By June 2007, Crafton Hills college will fully implement “Administrative Guidelines for Computer Use at Crafton Hills College.”				
Benchmarks			6/05	6/06	6/07
Fully Implement the “Administrative Guidelines for Computer Use at Crafton Hills College.”			100%		
Evaluate and update, as necessary, the current “Administrative Guidelines for Computer Use at Crafton Hills College.”			100%	100%	100%
<i>Development Responsibility:</i>		<i>District Computing Services, A&amp;R, HR, Technology Services (CHC), Counseling</i>			
<i>Development Lead:</i>		<i>District Computing Services</i>			
Obj. 7.2	By June 2007, Crafton Hills College will publish the roles and responsibilities of District organizations regard to the CHC online environment.				
Benchmarks			6/05	6/06	6/07
Identify roles and responsibilities of district organizations in regard to the CHC online environment			100%	-	-
Publish roles and responsibilities of district organizations in regard to the CHC online environment			100%	100%	100%
Update, yearly, roles and responsibilities of district organizations in regard to the CHC online environment			-	100%	100%
<i>Development Responsibility:</i>		<i>District Computing Services, CHC Technology Services, CHC &amp; District Administrations</i>			
<i>Development Lead:</i>		<i>CHC Technology Services</i>			
Obj. 7.3	By June 2007, Crafton Hills College will develop a formalized process for ensuring that the online priorities of Crafton Hills College are effectively communicated internally and to other District entities.				
Benchmarks			6/05	6/06	6/07
Identify CHC online priorities			100%	-	-
Develop strategies for communicating CHC online priorities internally and to other District entities			100%	100%	100%
Implement communication of CHC online priorities internally and to other District entities			100%	100%	100%
<i>Development Responsibility:</i>		<i>CHC Planning Committee, CHC Technology Services, District Computing Services, CHC Web Development Team</i>			
<i>Development Lead:</i>		<i>DSP&amp;S, Technology Services</i>			

**Campus Workstations and Workflow Goals, Objectives and Benchmarks (Goals 8 – 11)**

<b>Goal 8</b>	<b>Crafton Hills College will provide adequate numbers of computer classrooms and labs for instructor and student use.</b>			
Obj 8.1	By June 2007, Crafton Hills College will have established standards and procedures for several types of computer classroom/labs available for instruction and student use throughout the campus			
Benchmarks		6/05	6/06	6/07
Develop standards and procedures for the use of five types of computer classroom/labs on campus (open, open/reservable-long term, open/reservable-short term, specialty, smart)		100%		
Implement standards and procedures for computer classroom/labs on campus			100%	
Maintain classrooms/labs according developed standards and update standards as necessary				100%
<i>Development Responsibility</i>	<i>CHC Technology Services, District Computing Services, CHC Administrators</i>			
<i>Development Lead</i>	<i>CHC Technology Services</i>			
Obj 8.2	By June 2007, Crafton Hills College will have three fully functional computer classrooms/labs available for use by all instructors and students			
Benchmarks		6/05	6/06	6/07
To develop a strategy (locations, reservations, etc.) for the use of the three classroom/labs		100%		
To acquire funding for development of the classroom/lab (three open-reservable)		100%		
To develop a maintenance strategy for the three labs			100%	100%
<i>Development Responsibility</i>	<i>CHC Technology Services, District Computing Services, CHC Administrators</i>			
<i>Development Lead</i>	<i>CHC Technology Services</i>			

<b>Goal 9</b>	<b>Crafton Hills College will have a formal strategy for the deployment and appropriate disposal of technology.</b>			
Obj 9.1	By June 2007, Crafton Hills College will be fully implementing an obsolescence plan for campus technology.			
Benchmarks		6/05	6/06	6/07
Develop campus obsolescence plan for technology		100%		
Implement obsolescence plan for technology		100%		
Update, as necessary campus obsolescence plan for technology.			100%	100%
<i>Development Responsibility</i>	<i>CHC Technology Services, District Computing Services, CHC Administrators</i>			
<i>Development Lead</i>	<i>CHC Technology Services</i>			

Obj 9.2	By June 2007, Crafton Hills College will have established standards for computer and other technology configurations on the campus.			
Benchmarks		6/05	6/06	6/07
Develop standards for computers and software on the campus (faculty, staff, student use, & classroom/lab)		100%		
Develop formal standards for audio-visual technologies		100%		
Identify and develop standards for all non-computer, non-AV technologies on the campus			100%	
Fully Implement technology standards for the campus			100%	
Update, as necessary, formal technology standards.			100%	100%
<i>Development Responsibility</i>	<i>CHC Technology Services, District Computing Services, CHC Administrators</i>			
<i>Development Lead</i>	<i>CHC Technology Services</i>			

<b>Goal 10    Crafton Hills College will increase the technology services available to the campus.</b>				
Obj 10.1	By June 2007, Crafton Hills College will be prepared to open a fully functional, multi-use, technology resource area available for faculty, staff, and students.			
Benchmarks		6/05	6/06	6/07
Identify the functionality of the multi-use technology resource center.		100%		
Develop a strategy for opening the multi-use technology resource center.			100%	
Implement the strategy for opening the multi-use technology resource center				100%
<i>Development Responsibility</i>	<i>CHC Technology Services, CHC Administrators, CHC Teaching Aids</i>			
<i>Development Lead</i>	<i>CHC Technology Services</i>			

<b>Goal 11    Crafton Hills College will provide services to enhance the technology skill sets of faculty and staff</b>				
Obj 11.1	By June 2007, Crafton Hills College will have a formal skill and technology development plan for faculty and staff.			
Benchmarks		6/05	6/06	6/07
Formally identify the technology training needs of faculty and staff		100%	100%	100%
Develop training to specifically address training needs as identified by formal assessments.		100%	100%	100%
Develop and promote a lexicon of technology terms, definitions, etc. that will be distributed and used throughout the CHC campus.		100%	100%	100%

**Funding and Decision Making Goals, Objectives and Benchmarks (Goals 12 – 14)**

<b>Goal 12      Crafton Hills College will collaborate with other District entities to establish and maintain a single technology infrastructure for the District</b>					
Obj 12.1	By June 2007, a current, formal document outlining the fiscal and other responsibilities of Crafton Hills College, the District, and any other entities in regard to purchasing, maintaining, replacing, etc. hardware & software housed on the CHC campus will be fully developed and implemented.				
Benchmarks			6/05	6/06	6/07
Create formal document outlining responsibilities of District and CHC in regard to infrastructure hardware			100%	-	-
Maintain document outlining responsibilities of District and CHC in regard to infrastructure hardware			-	100%	100%
Create formal document outlining responsibilities of District and CHC in regard to infrastructure software			100%	-	-
Maintain document outlining responsibilities of District and CHC in regard to infrastructure software			-	100%	100%
<i>Development Responsibility</i>		<i>CHC Technology Services, District Computing Services, CHC Administrators</i>			
<i>Development Lead</i>		<i>CHC Technology Services</i>			
Obj 12.2	By June 2007, a formalized process designed to ensure that Crafton Hills College has equitable and meaningful involvement in District technology-related decisions will be implemented and evaluated on a yearly basis.				
Benchmarks			6/05	6/06	6/07
Develop process for communicating CHC technology needs to District Computing Services			100%	-	-
Develop process to ensure that CHC is included in all infrastructure discussions that may impact CHC			100%	-	-
Maintain processes to ensure CHC is included in all technology issues that may impact the campus				100%	100%
<i>Development Responsibility</i>		<i>CHC Technology Services, District Computing Services, CHC Administrators, CHC Office of Research and Planning</i>			
<i>Development Lead</i>		<i>CHC Technology Services</i>			

<b>Goal 13</b>	<b>Crafton Hills College will ensure ongoing funding and an equitable decision-making process for the college's technology infrastructure.</b>			
Obj. 13.1	By June 2007, Crafton Hills College will develop a funding structure which specifically addresses the purchasing, maintenance, upgrading, etc. of campus technology.			
Benchmarks		6/05	6/06	6/07
Establish a budget code for technology related expenditures		100%	-	-
Establish a protocol for funding and maintaining technology on the campus		100%	-	-
Develop and maintain a process for evaluating the funding needs of technology		100%	100%	100%
<i>Developmental Responsibility</i>	<i>CHC Planning Committee, CHC Technology Committee, District Computing Services, CHC President, CHC Technology Services, CHC Office of Research and Planning</i>			
<i>Development Lead</i>	<i>CHC Technology Planning Committee</i>			
Obj. 13.2	By June 2007, Crafton Hills College will implement, evaluate and amend as necessary a means to fund technology for the campus in a way that is equitable across all College programs and service areas.			
Benchmarks		6/05	6/06	6/07
Develop an equitable technology funding process		100%		
Implement an equitable technology funding process		75%	100%	100%
Evaluate the technology funding process		-	100%	100%
Amend as necessary the technology funding process		-	100%	100%
<i>Developmental Responsibility</i>	<i>CHC Planning Committee, CHC Technology Planning Committee, CHC Technology Services, District Computing Services, CHC President, CHC Office of Research and Planning</i>			
<i>Development Lead</i>	<i>?????</i>			
Obj. 13.3	By June 2007, Crafton Hills College will implement, evaluate and amend as necessary equitable procedures for deriving recommendations about new technology acquisitions proposed in annual unit-level planning documents.			
Benchmarks		6/05	6/06	6/07
Develop an equitable procedure for accepting, reviewing and prioritizing technology proposals		100%	-	-
Evaluate procedure for equitably accepting, reviewing and prioritizing technology proposals		-	100%	100%
Amend as necessary procedure for equitably accepting, reviewing and prioritizing technology proposals		-	100%	100%
<i>Developmental Responsibility</i>	<i>CHC Planning Committee, CHC Technology Planning Committee, CHC Technology Services, District Computing Services, CHC President, CHC Office of Research and Planning</i>			
<i>Development Lead</i>	<i>CHC Technology Planning Committee</i>			

<b>Goal 14 Crafton Hills College will develop comprehensive plans for the college's technology infrastructure</b>				
Obj. 14.1	By June 2007, Crafton Hills College will have implemented an obsolescence plan for campus technology..			
Benchmarks		6/05	6/06	6/07
Develop a obsolescence strategy and plan for campus technology workstations		100%	-	-
Implement technology obsolescence plan for campus technology workstations.		-	100%	100%
Evaluate and change as necessary the obsolescence plan for workstations based upon evaluation data			100%	100%
<i>Developmental Responsibility</i>	<i>CHC Technology Planning Committee, CHC Technology Services, CHC Planning Committee, CHC Administration, CHC Office of Research and Planning</i>			
<i>Developmental Lead</i>	<i>CHC Technology Services</i>			
Obj. 14.2	By June 2007, Crafton Hills College will develop, implement, evaluate, and support a migration plan for the College's networks and systems.			
Benchmarks		6/05	6/06	6/07
Develop a migration plan for the College's networks and systems.		100%	-	-
Implement migration plan for the College's networks and systems			100%	100%
Evaluate migration plan for the College's networks and systems			100%	100%
<i>Developmental Responsibility</i>	<i>CHC Technology Planning Committee, CHC Technology Services, District Computing Services, CHC Administration, CHC Office of Research and Planning</i>			
<i>Developmental Lead</i>	<i>CHC Technology Services</i>			

Appendix A  
Technology Planning Committee Membership (2004-2007)

President, CHC	Gloria Harrison
Vice President, Instruction CHC	Dr. Susan Shodahl
Vice President, Administrative Services CHC	Laurens Thurman
Coordinator Technology Services CHC	Ted Phillips (Chair)
Director, Office of Research & Planning CHC	Virginia Moran
Director, Admissions and Records CHC	Joe Cabrales
Dean, Counseling & Matriculation CHC	Kirsten Colvey
Network Enterprise Specialist CHC	Wayne Bogh
Dept. Network Specialist CHC	Gino Barabani
Learning Center Director CHC	Damaris Matthews
Office Assistant, Student Senate CHC	Miriam Williams
CHC Faculty	T.L. Brink
CHC Faculty	Richard Hogrefe
CHC Faculty	Catherine Pace-Pequeno
CHC Student Senate	Joshua Hellman
Director, Distributed Education (SBCCD)	Glen Kuck
Director, Computing Services (SBCCD)	Ron Keith

Appendix B  
Timeline / Checklist (2004 – 2007)

**Projects to be Completed in 2004**

Goal	Obj	Benchmark	Due	Complete
1	1.1	Install and implement upgraded wireless system at CHC	12/04	
1	1.1	Install and implement DS3 connection at CHC	12/04	
1	1.1	Install and implement improved phone system (VOIP) at CHC	12/04	

**Projects to be Completed in 2005**

Goal	Obj	Benchmark	Due	Complete
1	1.1	Develop a strategy for communicating the communications infrastructure needs of CHC with the District	6/05	
2	2.1	Develop a consistent funding strategy for maintaining the CHC communications infrastructure	6/05	
2	2.2	Develop matrix of required upgrades, replacement schedules, etc. for CHC communications backbone	6/05	
2	2.2	Implement communications infrastructure maintenance matrix fro the CHC backbone	6/05	
2	2.3	Increase vertical fiber runs in library from server room to 3 <sup>rd</sup> floor	6/05	
2	2.3	Increase vertical fiber runs in LADM building	6/05	
3	3.1	Conduct needs assessment regarding wireless connectivity on the CHC campus	6/05	
3	3.1	Based upon needs assessment, develop priorities for wireless network connectivity on the CHC campus	6/05	
4	4.1	90% of students have district supplied email accounts	6/05	
4	4.1	90% of faculty (including PT) will have district supplied email accounts	6/05	
4	4.1	90% of staff will have district supplied email accounts	6/05	
4	4.2	90% of students will have appropriate campus and district network permissions	6/05	
4	4.2	90% of CHC faculty (including PT) will have appropriate campus and district permissions	6/05	

<b>Goal</b>	<b>Obj</b>	<b>Benchmark</b>	<b>Due</b>	<b>Complete</b>
4	4.2	90% of CHC staff will have appropriate campus and district permissions	6/05	
4	4.3	Develop accessible workstation standards	6/05	
4	4.3	1% of campus open area workstations adhere to accessible standards	6/05	
4	4.3	1% of campus computer classrooms/labs adhere to accessible standards	6/05	
4	4.4	Develop computer/user ratio guidelines for all categories of computer users at CHC	6/05	
4	4.4	Achieve 90% of student/cpu ratio guidelines for CHC campus	6/05	
4	4.4	Achieve 90% of instructor computer ratio guidelines for CHC campus	6/05	
4	4.4	Achieve 90% of staff computer ratio guidelines for CHC campus	6/05	
4	4.4	Increase the number of campus supported classrooms/labs by 1	6/05	
4	4.5	Develop a process for departments to present online information on the CHC web site	6/05	
4	4.5	50% of CHC departments present online content	6/05	
5	5.1	Develop an evaluation methodology for determining the effectiveness of the CHC web site for end users	6/05	
5	5.3	Develop a methodology for maintaining the accuracy of the CHC web site	6/05	
6	6.1	Determine the scope of end-user support the college will provide to end-users	6/05	
6	6.1	Implement 80% end-user support during the campus 'brick-and-mortar' operational hours	6/05	
6	6.2	Develop a strategy for delivering face-to-face support services into the online environment	6/05	
6	6.3	Develop scope of training for CHC stakeholders to effectively use the CHC online environment	6/05	
7	7.2	Identify the roles of district organizations in regard to the CHC online environment	6/05	
7	7.3	Identify CHC online priorities	6/05	
8	8.1	Develop a strategy (locations, reservations, etc.) for the use of the three computer classroom/labs	6/05	
8	8.1	Acquire funding for development of third classroom/lab	6/05	
8	8.2	Develop standards and procedures for use of five types of computer classrooms/labs on campus	6/05	
9	9.1	Develop campus obsolescence plan for technology	6/05	

<b>Goal</b>	<b>Obj</b>	<b>Benchmark</b>	<b>Due</b>	<b>Complete</b>
9	9.1	Implement obsolescence plan for technology	6/05	
9	9.2	Develop standards for computers and software on the campus	6/05	
9	9.2	Develop formal standards for audio-visual technologies on the campus	6/05	
10	10.1	Identify the functionality of the multi-use technology resource center	6/05	
12	12.1	Create formal document outlining responsibilities of District and CHC in regard to infrastructure hardware	6/05	
12	12.1	Create formal document outlining responsibilities of District and CHC in regard to infrastructure software	6/05	
12	12.2	Develop process for communicating CHC technology needs to District Computing Services	6/05	
12	12.2	Develop process to ensure that CHC is included in all infrastructure discussions that may impact CHC	6/05	
13	13.1	Establish a budget code for technology related expenditures	6/05	
13	13.1	Establish a protocol for funding and maintaining technology on the campus	6/05	
13	13.2	Develop an equitable technology funding process	6/05	
13	13.1	Implement the equitable technology funding process for 75% of technology related fundings	6/05	
13	13.3	Develop an equitable procedure for accepting, reviewing, and prioritizing technology proposals	6/05	
14	14.1	Develop an obsolescence strategy and plan for campus technology workstations	6/05	
14	14.2	Develop a migration plan for CHC's networks and systems	6/05	

### **Projects to be Completed in 2006**

<b>Goal</b>	<b>Obj</b>	<b>Benchmark</b>	<b>Due</b>	<b>Complete</b>
4	4.1	95% of students have district supplied email accounts	6/06	
4	4.1	90% of faculty (including PT) will have district supplied email accounts	6/06	
4	4.1	95% of staff will have district supplied email accounts	6/06	
4	4.2	95% of students will have appropriate campus and district network permissions	6/06	

<b>Goal</b>	<b>Obj</b>	<b>Benchmark</b>	<b>Due</b>	<b>Complete</b>
4	4.2	95% of CHC faculty (including PT) will have appropriate campus and district permissions	6/06	
4	4.2	95% of CHC staff will have appropriate campus and district permissions	6/06	
4	4.3	3% of campus open area workstations adhere to accessible standards	6/06	
4	4.3	3% of campus computer classrooms/labs adhere to accessible standards	6/06	
4	4.4	Achieve 95% of student/cpu ratio guidelines for CHC campus	6/06	
4	4.4	Achieve 95% of instructor computer ratio guidelines for CHC campus	6/06	
4	4.4	Achieve 95% of staff computer ratio guidelines for CHC campus	6/06	
4	4.4	Increase the number of campus supported classrooms/labs by 1	6/06	
4	4.5	75% of CHC departments present online content	6/06	
5	5.1	Implement methodology for maintaining the accuracy of the CHC web site	6/06	
5	5.2	Obtain a 50% dedicated resource for development and maintenance of the CHC web site	6/06	
6	6.1	Implement 90% end-user support during the campus 'brick-and-mortar' operational hours	6/06	
6	6.2	Implement the delivery of 60% of face-to-face support service into the online environment	6/06	
6	6.3	Implement strategy for training 50% of CHC stakeholders to be effective users of the CHC online environment	6/06	
8	8.2	Implement standards and procedures for computer classrooms/labs on campus	6/06	
9	9.2	Identify and develop standards for all non-computer, non-AV technologies on the campus	6/06	
9	9.2	Fully implement technology standards for the campus	6/06	
10	10.1	Develop strategy for opening the multi-use technology resource center	6/06	

## Projects to be Completed in 2007

Goal	Obj	Benchmark	Due	Complete
3	3.1	Develop strategy and migration plan for developing wireless connectivity on the CHC campus	6/07	
3	3.1	Implement strategy for wireless connectivity on the CHC campus	6/07	
4	4.1	99% of students have district supplied email accounts	6/07	
4	3.1	99% of faculty (including PT) will have district supplied email accounts	6/07	
4	4.1	99% of staff will have district supplied email accounts	6/07	
4	4.2	99% of students will have appropriate campus and district network permissions	6/07	
4	4.2	99% of CHC faculty (including PT) will have appropriate campus and district permissions	6/07	
4	4.2	90% of CHC staff will have appropriate campus and district permissions	6/07	
4	4.3	5% of campus open area workstations adhere to accessible standards	6/07	
4	4.3	5% of campus computer classrooms/labs adhere to accessible standards	6/07	
4	4.4	Achieve 100% of student/cpu ratio guidelines for CHC campus	6/07	
4	4.4	Achieve 100% of instructor computer ratio guidelines for CHC campus	6/07	
4	4.4	Achieve 100% of staff computer ratio guidelines for CHC campus	6/07	
4	4.4	Increase the number of campus supported classrooms/labs by 1	6/07	
4	4.5	90% of CHC departments present online content	6/07	
5	5.2	Obtain a 100% resource dedicated to the development and maintenance of the CHC web site	6/07	
6	6.1	Implement 100% end-user support during the campus 'brick-and-mortar' operational hours	6/07	
6	6.1	Implement 24/7 end-user support for technology	6/07	
6	6.2	Implement the delivery of 90% of face-to-face support service into the online environment	6/07	
6	6.3	Implement strategy for training 100% of CHC stakeholders to be effective users of the CHC online environment	6/07	
10	10.1	Implement the strategy for opening the multi-use technology resource center	6/07	

## Ongoing Projects 2005-2007

Goal	Obj	Benchmark	Begins
<b>2005</b>			
2	2.1	Identify and incorporate infrastructure requirements for planned campus expansion into funding strategy	6/05
2	2.1	Identify and incorporate infrastructure requirements for planned campus expansion into backbone matrix	6/05
6	6.1	Define and maintain scope of responsibilities of a dedicated resource for CHC web site development	6/05
6	6.2	Identify face-to-face support services to be delivered online	6/05
7	7.1	Evaluate and update as necessary the “Administrative Guidelines for Computer Use at Crafton Hills College”	6/05
7	7.1	Fully implement the “Administrative Guidelines for Computer Use at Crafton Hills College”	6/05
7	7.2	Publish roles and responsibilities of District organizations in regard to CHC online environment	6/05
7	7.3	Develop ongoing strategies for communicating CHC online priorities internally and to other District entities	6/05
7	7.3	Implement communication strategies of CHC online priorities internally and to other District entities	6/05
9	9.3	Formally identify technology training needs of CHC faculty and staff	6/05
9	9.3	Develop training to specifically address training needs of CHC faculty and staff as identified by formal assessments	6/05
9	9.3	Develop and promote a lexicon of technology terms that will be distributed and used on the CHC campus	6/05
13	13.1	Develop and maintain a process for evaluating the funding needs of CHC technology	6/05
<b>2006</b>			
2	2.2	Evaluate and change as necessary the CHC communications infrastructure maintenance matrix	6/06
2	2.3	Evaluate and recommend as necessary vertical fiber runs on the CHC campus	6/06
4	4.3	Maintain and update as necessary the ‘accessible’ workstations standards	6/06
4	4.4	Maintain and update as necessary the computer/user ratio guidelines for the CHC campus	6/06
5	5.1	Maintain and update the methodology for determining effectiveness of the CHC web site	6/06

<b>Goal</b>	<b>Obj</b>	<b>Benchmark</b>	<b>Begins</b>
5	5.1	Implement methodology for maintaining the accuracy of the CHC web site	6/06
5	5.2	Develop and maintain strategies for obtaining a dedicated resource for CHC website development	6/06
6	6.2	Update as necessary face-to-face support services to be delivered online	6/06
6	6.2	Update as necessary strategy for delivering face-to-face support services to be delivered into the online environment	6/06
7	7.2	Update, yearly, roles and responsibilities of District organizations in regard to the CHC online environment	6/06
8	8.1	Develop and update maintenance strategy for three campus computer labs/classrooms	6/06
9	9.1	Update as necessary campus obsolescence plan for technology	6/06
9	9.2	Update as necessary formal technology standards	6/06
12	12.1	Maintain document outlining responsibilities of District and CHC in regard to infrastructure hardware	6/06
12	12.1	Maintain document outlining responsibilities of District and CHC in regard to infrastructure software	6/06
12	12.2	Maintain processes to ensure CHC is included in all technology issues that may impact the campus	6/06
13	13.2	Evaluate the CHC technology funding process	6/06
13	13.2	Amend as necessary the CHC technology funding process	6/06
13	13.3	Evaluate procedure for equitably accepting, reviewing, and prioritizing technology proposals	6/06
13	13.3	Amend as necessary procedure for equitably accepting, reviewing and prioritizing CHC technology proposals	6/06
14	14.1	Implement technology obsolescence plan for campus technology workstations	6/06
14	14.1	Evaluate and change as necessary the obsolescence plan for workstations based upon evaluation data	6/06
14	14.2	Implement migration plan for CHC networks and systems	6/06
14	14.2	Evaluate migration plan for CHC networks and systems	6/06

**2007**

3	3.1	Evaluate and modify as necessary the strategy for implementing wireless connectivity on the CHC campus	6/07
8	8.2	Maintain and update computer classrooms/labs according to developed standards	6/07

## **Summary of the July 15, 2004 Meeting**

In attendance: Ted Phillips (chair), Joe Cabrales, Catherine Pace-Pequeno, Gino Barabani, Betty Byron

The Technology Planning Committee met to go over the most current draft of the Technology Plan. The plan was not altered in substance, but typographical changes and slight wording changes were made.

# Crafton Hills College Technology Plan 2004 – 2007

## Plan Overview

This strategic technology plan is intended to cover the period of time from approximately September 2004 to June 2007. Prior to the development of the 2004-2007 Technology Plan, Crafton Hills College (CHC) has developed two other such plans.

## History

(1995-2000)

The first technology plan of record developed for Crafton Hills College, the "*Five Year Plan for Reaching the Top of the Technology Curve in Computer Assisted Instruction (1995-2000)*" was primarily developed and driven by campus personnel to address what was termed a technology 'deficit' on the campus. At the time, according to the document, apparently many campus areas felt their programs were deteriorating as a direct result of a lack of available technology for office, instructional, and service functions.

To address this deficit, the major focus of this first technology plan was to increase the numbers of computers and related technologies on the campus. The plan also addressed the need to develop a more robust underlying communications infrastructure (network) and to develop positions of responsibility for maintaining both the campus technology and its infrastructure. Basic levels of training and skill development in the use of technology tools for faculty and staff were also included in this plan.

This plan was created primarily by a committee of Crafton Hills College personnel who had a keen interest in the development of technology on the campus. In a historical context, this plan was created at a time (mid-1990's) when dramatic increases in the availability of technology resources, including the maturing of the World Wide Web and the Windows 95 operating system, were becoming readily available to educational institutions because of a general increase in the power of computers, the lowering of technology prices, and expanded acceptance of technology in the work place. These were the boom years of recent past for technology and, like many other educational organizations, Crafton Hills College was faced with an almost overnight need to dramatically improve its technology infrastructure to meet the challenges of the coming technology explosion of the late 1990's, or quickly fall behind the technology curve. In retrospect, this plan did indeed provide a foundation of technology infrastructure necessary to move the campus forward technologically and showed a great deal of vision by those responsible for creating it.

(2001-2004)

The second technology plan created by the college, "*Crafton Hills College Information Technology Strategic Plan 2001-2004*," plan was developed to provide direction for the college in the three years subsequent to the first plan and expanded on the goals set out in that original planning document. Additionally, this second plan added a more robust training component for faculty and staff, as well as the desire to develop more stable funding resources for technology on the campus. Specifically, a line item for technology funding was suggested by the plan to ensure continued expansion and maintenance of the campus technology infrastructure would occur.

Developed primarily by the contract agency the district employs as its District Computing Services (Collegis), but with input from the college, this plan moved to generally expand the technology support services now being offered by the district and college to its employees. Once again, a training component was included into the plan and a great deal of emphasis was placed on developing more effective and efficient ways for our students to interact with the college remotely, using the technology available to the campus. Online registration is but one example of the initiatives implemented by this kind of focus in the plan. The desire to ensure that all permanent employees had computer technology readily available to them on an individual basis was also a priority. Finally, the expansion and maintenance of the district and campus communications infrastructure was firmly established as a necessary part of moving the college towards becoming a more technology dependent organization...a necessity if the college and district were to offer the kinds of programs and services our students and surrounding community were expecting to see coming from the campus.

### 2004-2007

This document, the third iteration of formal technology planning for the campus, continues to build upon the two previous technology plans and provides direction for the purpose of planning and funding technology on the campus for the next three to three and a half years. This plan focuses on four major areas: Communications Infrastructure, Online Resources, Campus Systems and Workflow, Funding and Decision Making. The plan was primarily developed by campus employees, however, students, and personnel from District Computing Services and the Office of Distributed Education were also regular participants in the process. Members of these later constituencies were also members of both the full Technology Planning Committee and the various workgroups that developed the plan.

### Participants

The Technology Planning Committee was constructed to include the full range of constituencies on the CHC campus and to ensure District technology related entities were involved in the plan from the outset. The membership of the Technology Planning Committee identifying both position and name can be found in Appendix A. It is hoped that this comprehensive group, or one of similar makeup, will become the norm for technology planning development and participation in technology related decisions in the future. It is intended that this committee will continue as a planning entity throughout implementation of the plan. Additionally, all members of the Crafton Hills College community have been encouraged to participate in all levels of the plan's development and, to date, many who are not officially members of the Technology Planning Committee have been consistent and active members in the planning process.

### Process

Beginning with an organizational meeting in late January 2004, the Technology Planning Committee met throughout the spring and summer to develop and finalize this latest technology plan. Unlike plans of the past, this plan is considered fluid (a living document) and will be consistently evaluated and altered as appropriate to incorporate new technologies as well as the fast-changing technology needs of the campus into its structure. For that reason, obtaining the most recently published version of the plan (either hard copy or from the CHC website) is

essential if the plan is being used to establish funding priorities, strategic project development, etc.

Prior to the actual development of the plan's goals, objectives and benchmarks, the first Technology Planning Committee working meeting focused on developing the underlying principles which would guide the decisions of the committee. The result of this work resulted in five principles that would guide development of the plan. Those five principles, in priority order are:

1. Functionality of the campus communications infrastructure
2. Impact upon the greatest number of students and staff
3. Student access which is high-tech and high-touch
4. Consideration of total cost of ownership in all proposals
5. Impact upon existing programs and departments

Development of the initial plan occurred through the efforts of four work groups assigned to consider and recommend planning for each of their respective areas of focus. These work groups: Communications Infrastructure, Online Resources, Campus Systems and Workflow, and Funding and Decision Making, were charged with looking at specific areas of need and met to develop the goals, objectives, and benchmarks found in the pages which follow. Once each work group had developed and agreed to the goals, objectives, and benchmarks in their respective areas, these plans were brought forward to the full Technology Planning Committee for consideration, editing, enhancement, etc., or approval. When the full Technology Planning Committee requested further work on the goals and objectives, the work groups went back to the table to integrate those items into their planning goals. Though this process took time, the end result was a strategic technology plan developed by consensus, and by those most impacted by its vision and recommendations...CHC stakeholders.

### Areas of Focus

The CHC Technology Plan is focused on four areas: Communications Infrastructure, Online Resources, Campus Systems and Workflow, and Funding and Decision Making. Though these areas were worked on separately, and their appearance may be as distinct areas, in truth each of these focal areas impacts and intermixes with the others. This is an especially important distinction in the area of technology planning because of the integrative nature of technology communication systems.

### Communications Infrastructure

The Communications Infrastructure portion of the technology plan focuses on the following: the design, implementation, and maintenance of the physical and electronic plant, allowing the flow of voice and data within and outside the campus.

### Online Resources

The Online Resources portion of the technology plan focuses on the following: the CHC website as well as technology needs related to the CHC distributed education program.

### Campus Systems and Workflow

The Campus Systems and Workflow portion of the technology plan focuses on the following: the audio visual equipment, and personal computers attached to the campus network and any personal computers needed to fully participate in appropriate academic and administrative functions.

### Funding and Decision Making

The Funding and Decision Making portion of the technology plan focuses on the following: The planning and ongoing budgeting of technology related initiatives and programs, including obsolescence and maintenance related technology items.

The goals, objectives and benchmarks established for each of these area are listed below.

**Communications Infrastructure Goals, Objectives and Benchmarks (Goals 1 – 3)**

<b>Goal 1</b>	<b>Crafton Hills College will increase the level of connectivity with District Computing Services</b>			
Obj 1.1	By June 2007, Crafton Hills College will install and implement either upgrades or new installations which enhance direct communication with the District’s information systems.			
Benchmarks		12/04	6/05	6/06
Install and implement upgraded wireless system (18GZ) at Crafton Hills College		100%	-	-
Install and implement DS3 connection at Crafton Hills College		100%	-	-
Install and implement improved phone system (VOIP) at Crafton Hills College		100%	-	-
Develop a strategy for communicating the communications infrastructure needs of CHC with the district			100%	-
<i>Development Responsibility</i>	<i>CHC Technology Services, District Computing Services, CHC Administrators</i>			
<i>Development Lead</i>	<i>CHC Technology Services</i>			
<b>Goal 2.</b>	<b>Crafton Hills College will maintain its existing communications backbone to support present and future needs.</b>			
Obj. 2.1	By June 2007, Crafton Hills College will develop a funding structure which specifically addresses the purchasing, maintenance, upgrading, etc. of the college backbone now and in the future..			
Benchmarks		6/05	6/06	6/07
Develop a consistent funding strategy for maintaining the CHC communications infrastructure.		100%	-	-
Identify and incorporate infrastructure requirements for planned campus expansion into funding strategy.		100%	100%	100%
<i>Development Responsibility</i>	<i>CHC Technology Services, District Computing Services, CHC Administrators</i>			
<i>Developmental Lead</i>	<i>CHC President</i>			
Obj. 2.2	By June 2007, Crafton Hills College will implement, evaluate and amend as necessary a plan for maintaining, upgrading, and replacing the functional components of the CHC communications infrastructure (backbone).			
Benchmarks		6/05	6/06	6/07
Develop matrix of required upgrades, replacement schedules, etc. of the CHC communications backbone.		100%	-	-
Implement communications infrastructure maintenance matrix for the CHC backbone.		100%	-	-
Evaluate and change as necessary the CHC communications infrastructure maintenance matrix			100%	100%
Identify and incorporate infrastructure requirements for planned campus expansion into backbone matrix.		100%	100%	100%
<i>Developmental Responsibility</i>	<i>CHC Technology Services, District Computing Services, CHC Administrators</i>			
<i>Development Lead</i>	<i>CHC Technology Services</i>			

Obj. 2.3	By June 2007, Crafton Hills College will increase vertical fiber runs in key buildings			
Benchmarks		6/05	6/06	6/07
Increase vertical fiber runs in library from server room to 3 <sup>rd</sup> floor.		100%	-	-
Increase vertical fiber runs in LADM building.		100%	-	-
Evaluate and recommend as necessary vertical fiber runs on the CHC campus.			100%	100%
<i>Developmental Responsibility</i>	<i>CHC Technology Services, District Computing Services, CHC President</i>			
<i>Development Lead</i>	<i>CHC Technology Services</i>			

<b>Goal 3</b>	<b>Crafton Hills College will enhance its communications infrastructure to include wireless network connectivity.</b>			
Obj. 3.1	By June 2007, Crafton Hills College will implement a wireless network functionality on the campus.			
Benchmarks		6/05	6/06	6/07
Conduct needs assessment regarding wireless network connectivity on the CHC campus		100%	-	-
Based upon needs assessment, develop priorities for wireless network connectivity on the CHC campus		100%	-	-
Develop a strategy and migration plan for developing wireless connectivity on the CHC campus			50%	100%
Implement strategy for wireless connectivity on the CHC campus				100%
Evaluate and modify as necessary the strategy for implementing wireless connectivity on the CHC campus.				100%
<i>Developmental Responsibility</i>	<i>CHC Technology Planning Committee, CHC Technology Services, CHC Planning Committee, CHC Administration, CHC Office of Research and Planning</i>			
<i>Developmental Lead</i>	<i>CHC Technology Services</i>			

**Online Resources Goals, Objectives and Benchmarks (Goals 4 – 7)**

<b>Goal 4</b>	<b>Crafton Hills College will provide basic online functionality to students, employees and the community.</b>			
Obj. 4.1	By June 2007, 99% of Crafton Hills College Students, Faculty and Staff will have district supplied email accounts at the beginning of each semester.			
Benchmarks		6/05	6/06	6/07
Students will have district supplied email accounts		90%	95%	99%
CHC Faculty (including part-time) will have district supplied email accounts		90%	95%	99%
Staff will have district supplied email accounts		90%	95%	99%
<i>Development Responsibility:</i>	<i>District Computing Services, A&amp;R, HR, Technology Services (CHC), Counseling</i>			
<i>Development Lead:</i>	<i>District Computing Services</i>			

Obj. 4.2	By June 2007, 99% of Crafton Hills College Students, Faculty and Staff will have the permissions necessary to access campus and district network services appropriate to their needs at the beginning of each semester.			
Benchmarks		6/05	6/06	6/07
Students will have the appropriate campus and district network permissions		90%	95%	99%
CHC Faculty (including part-time) will have the appropriate campus and district network permissions		90%	95%	99%
Staff will have the appropriate campus and district network permissions		90%	95%	99%
<i>Development Responsibility:</i>	<i>District Computing Services, Technology Services (CHC)</i>			
<i>Development Lead:</i>	<i>District Computing Services</i>			
Obj. 4.3	By June 2007, 5% of the computer workstations available to students on campus will be configured as 'accessible' workstations			
Benchmarks		6/05	6/06	6/07
Develop 'accessible' workstation standards		100%	-	-
Maintain and update as necessary the 'accessible' workstation standards		-	100%	100%
Implement 'accessible' workstations in open areas		1%	3%	5%
Implement 'accessible' workstations in computer classrooms/labs		1%	3%	5%
<i>Development Responsibility:</i>	<i>CHC Planning Committee, DSP&amp;S, CHC Technology Services</i>			
<i>Development Lead:</i>	<i>DSP&amp;S, Technology Services</i>			
Obj. 4.4	By June 2007, Crafton Hills College will increase the number of computer workstations for all categories of computer users on campus to obtain an acceptable computer/user ratio.			
Benchmarks		6/05	6/06	6/07
Develop computer/user ratio guidelines for all categories of computer users on the CHC campus.		100%	-	-
Maintain and update as necessary the computer/user ratio guidelines for the CHC campus.		-	100%	100%
Achieve the number student computers available according to computer/user ratio guidelines.		90%	95%	100%
Achieve the number of instructor computers available to according to established ratio guidelines		90%	95%	100%
Achieve the number of staff computers available according to established ratio guidelines		90%	95%	100%
Increase the number of campus computer supported classrooms/labs by 3		1	1	1
<i>Development Responsibility:</i>	<i>CHC Planning Committee, CHC Technology Services</i>			
<i>Development Lead:</i>	<i>CHC Planning Committee</i>			

Obj. 4.5	By June 2007, 90% of Crafton Hills College departments and Disciplines will have forms and other important resources specific to their areas presented on the CHC Web Site.		
Benchmarks	6/05	6/06	6/07
Develop a process for departments to present online information on the CHC Web Site	100%	100%	100%
Departments present content on the CHC Web Site	50%	75%	90%
<i>Development Responsibility:</i>	<i>CHC VP's, Individual Department/Disciplines, CHC Technology Services, District Computing Services, CHC Web Development Team,</i>		
<i>Development Lead:</i>	<i>CHC Web Development Team</i>		

<b>Goal 5</b>	<b>Crafton Hills College will provide the support necessary to ensure that end-users can function effectively in the CHC online environment</b>		
Obj. 5.1	By June 2007, Crafton Hills College will develop a method for evaluating and responding to the usability/effectiveness of the college web site from students, faculty, staff, and the community.		
Benchmarks	6/05	6/06	6/07
Develop an evaluation methodology for determining the effectiveness of the CHC web site for end users.	100%	-	-
Maintain and update the methodology for determining the effectiveness of the CHC web site for end users	-	100%	100%
Develop a methodology for maintaining the accuracy of the CHC web site	100%		
Implement methodology for maintaining the accuracy of the CHC web site		100%	100%
<i>Development Responsibility:</i>	<i>CHC Web Development Team, Research and Planning, District Computing Services,</i>		
<i>Development Lead:</i>	<i>CHC Web Development Team</i>		
Obj. 5.2	By June 2007, Crafton Hills College will assign web site development and maintenance responsibilities to a dedicated resource.		
Benchmarks	6/05	6/06	6/07
Define the scope/responsibilities of a dedicated resource for CHC web site development and maintenance	100%	100%	100%
Develop strategies for obtaining a dedicated resource for CHC web site development and maintenance	-	100%	100%
Obtain a dedicated resource for development and maintenance of the CHC web site	-	50%	100%
<i>Development Responsibility:</i>	<i>CHC Web Development Team, CHC Planning Committee, CHC President</i>		
<i>Development Lead:</i>	<i>CHC Web Development Team</i>		

<b>Goal 6</b>	<b>Crafton Hills College will provide the support necessary to ensure that end-users can function effectively in the CHC online environment</b>			
Obj. 6.1	By June 2007, Crafton Hills College will provide 24/7 end-user support for the CHC online environment			
Benchmarks		6/05	6/06	6/07
Determine the scope of end-user support the college will provide to end-users		100%	-	-
Implement end-user support during the campus' "brick and mortar" operational hours		80%	90%	100%
Implement end-user support 24/7		-	-	100%
<i>Development Responsibility:</i>		<i>CHC Technology Services, District Computing Services, CHC Administration</i>		
<i>Development Lead:</i>		<i>CHC Technology Services</i>		
Obj. 6.2	By June 2007, Crafton Hills College will provide an online equivalent to 90% of its face-to-face support services			
Benchmarks		6/05	6/06	6/07
Identify face-to-face support services to be delivered online		100%	100%	100%
Develop a strategy for delivering face-to-face support services into the online environment		100%		
Update as necessary face-to-face support services to be delivered online		-	100%	100%
Update as necessary strategy for delivering face-to-face support services into the online environment				
Implement online equivalents to face-to-face support services		-	60%	90%
<i>Development Responsibility:</i>		<i>CHC Administrators, CHC Web Development Team, District Computing Services</i>		
<i>Development Lead:</i>		<i>CHC Web Development Team</i>		
Obj. 6.3	By June 2007, Crafton Hills College will provide training to students, faculty and staff to help them effectively navigate the CHC online environment			
Benchmarks		6/05	6/06	6/07
Develop scope of training for CHC stakeholders to effectively use the CHC online environment		100%	-	-
Develop strategy for training CHC stakeholders to effectively navigate the CHC online environment		100%	100%	100%
Implement training to CHC Stakeholders to help them effectively navigate the CHC online environment		-	50%-	100%
<i>Development Responsibility:</i>		<i>CHC Technology Services, District Computing Services, CHC Student Services, Instruction Office</i>		
<i>Development Lead:</i>		<i>CHC Technology Services</i>		

<b>Goal 7</b>	<b>Crafton Hills College will establish norms, guidelines, and processes for end-user use of the CHC online environment.</b>				
Obj. 7.1	By June 2007, Crafton Hills college will fully implement “Administrative Guidelines for Computer Use at Crafton Hills College.”				
Benchmarks			6/05	6/06	6/07
Evaluate and update, as necessary, the current “Administrative Guidelines for Computer Use at Crafton Hills College.”			100%	100%	100%
Fully Implement the “Administrative Guidelines for Computer Use at Crafton Hills College.”			100%	100%	100%
<i>Development Responsibility:</i>		<i>District Computing Services, A&amp;R, HR, Technology Services (CHC), Counseling</i>			
<i>Development Lead:</i>		<i>District Computing Services</i>			
Obj. 7.2	By June 2007, Crafton Hills College will publish the roles and responsibilities of District organizations regard to the CHC online environment.				
Benchmarks			6/05	6/06	6/07
Identify roles and responsibilities of district organizations in regard to the CHC online environment			100	-	-
Publish roles and responsibilities of district organizations in regard to the CHC online environment			100%	100%	100%
Update, yearly, roles and responsibilities of district organizations in regard to the CHC online environment			-	100%	100%
<i>Development Responsibility:</i>		<i>District Computing Services, CHC Technology Services, CHC &amp; District Administrations</i>			
<i>Development Lead:</i>		<i>CHC Technology Services</i>			
Obj. 7.3	By June 2007, Crafton Hills College will develop a formalized process for ensuring that the online priorities of Crafton Hills College are effectively communicated internally and to other District entities.				
Benchmarks			6/05	6/06	6/07
Identify CHC online priorities			100%	-	-
Develop strategies for communicating CHC online priorities internally and to other District entities			100%	100%	100%
Implement communication of CHC online priorities internally and to other District entities			100%	100%	100%
<i>Development Responsibility:</i>		<i>CHC Planning Committee, CHC Technology Services, District Computing Services, CHC Web Development Team</i>			
<i>Development Lead:</i>		<i>DSP&amp;S, Technology Services</i>			

**Campus Workstations and Workflow Goals, Objectives and Benchmarks (Goals 8 – 11)**

<b>Goal 8</b>	<b>Crafton Hills College will provide adequate numbers of computer classrooms and labs for instructor and student use.</b>			
Obj 8.1	By June 2007, Crafton Hills College will have three fully functional computer classrooms/labs available for use by all instructors and students			
Benchmarks		6/05	6/06	6/07
To develop a strategy (locations, reservations, etc.) for the use of the three classroom/labs		100%		
To acquire funding for development of the third classroom/lab (2 now exist)		100%		
To develop a maintenance strategy for the three labs			100%	100%
<i>Development Responsibility</i>		<i>CHC Technology Services, District Computing Services, CHC Administrators</i>		
<i>Development Lead</i>		<i>CHC Technology Services</i>		
Obj 8.2	By June 2007, Crafton Hills College will have established standards and procedures for several types of computer classroom/labs available for instruction and student use throughout the campus			
Benchmarks		6/05	6/06	6/07
Develop standards and procedures for the use of five types of computer classroom/labs on campus (open, open/reservable-long term, open/reservable-short term, specialty, smart)		100%		
Implement standards and procedures for computer classroom/labs on campus			100%	
Maintain classrooms/labs according developed standards and update standards as necessary				100%
<i>Development Responsibility</i>		<i>CHC Technology Services, District Computing Services, CHC Administrators</i>		
<i>Development Lead</i>		<i>CHC Technology Services</i>		

<b>Goal 9</b>	<b>Crafton Hills College will have a formal strategy for the deployment and disposal of technology.</b>			
Obj 9.1	By June 2007, Crafton Hills College will be fully implementing an obsolescence plan for campus technology.			
Benchmarks		6/05	6/06	6/07
Develop campus obsolescence plan for technology		100%		
Implement obsolescence plan for technology		100%		
Update, as necessary campus obsolescence plan for technology.			100%	100%
<i>Development Responsibility</i>		<i>CHC Technology Services, District Computing Services, CHC Administrators</i>		
<i>Development Lead</i>		<i>CHC Technology Services</i>		

<b>Obj 9.2</b>	By June 2007, Crafton Hills College will have established standards for computer and other technology configurations on the campus.			
<b>Benchmarks</b>		6/05	6/06	6/07
Develop standards for computers and software on the campus (faculty, staff, student use, & classroom/lab)		100%		
Develop formal standards for audio-visual technologies		100%		
Identify and develop standards for all non-computer, non-AV technologies on the campus			100%	
Fully Implement technology standards for the campus			100%	
Update, as necessary, formal technology standards.			100%	100%
<i>Development Responsibility</i>	<i>CHC Technology Services, District Computing Services, CHC Administrators</i>			
<i>Development Lead</i>	<i>CHC Technology Services</i>			

<b>Goal 10</b>	<b>Crafton Hills College will increase the technology services available to the campus.</b>			
<b>Obj 10.1</b>	By June 2007, Crafton Hills College will be prepared to open a fully functional, multi-use, technology resource area available for faculty, staff, and students.			
<b>Benchmarks</b>		6/05	6/06	6/07
Identify the functionality of the multi-use technology resource center.		100%		
Develop a strategy for opening the multi-use technology resource center.			100%	
Implement the strategy for opening the multi-use technology resource center				100%
<i>Development Responsibility</i>	<i>CHC Technology Services, CHC Administrators, CHC Teaching Aids</i>			
<i>Development Lead</i>	<i>CHC Technology Services</i>			

<b>Goal 11</b>	<b>Crafton Hills College will provide services to enhance the technology skill sets of faculty and staff</b>			
<b>Obj 11.1</b>	By June 2007, Crafton Hills College will have a formal skill and technology development plan for faculty and staff.			
<b>Benchmarks</b>		6/05	6/06	6/07
Formally identify the technology training needs of faculty and staff		100%	100%	100%
Develop training to specifically address training needs as identified by formal assessments.		100%	100%	100%
Develop and promote a lexicon of technology terms, definitions, etc. that will be distributed and used throughout the CHC campus.		100%	100%	100%

**Funding and Decision Making Goals, Objectives and Benchmarks (Goals 12 – 14)**

<b>Goal 12</b>	<b>Crafton Hills College will collaborate with other District entities to establish and maintain a single technology infrastructure for the District</b>				
Obj 12.1	By June 2007, a current, formal document outlining the fiscal and other responsibilities of Crafton Hills College, the District, and any other entities in regard to purchasing, maintaining, replacing, etc. hardware & software housed on the CHC campus will be fully developed and implemented.				
Benchmarks			6/05	6/06	6/07
Create formal document outlining responsibilities of District and CHC in regard to infrastructure hardware			100%	-	-
Maintain document outlining responsibilities of District and CHC in regard to infrastructure hardware			-	100%	100%
Create formal document outlining responsibilities of District and CHC in regard to infrastructure software			100%	-	-
Maintain document outlining responsibilities of District and CHC in regard to infrastructure software			-	100%	100%
<i>Development Responsibility</i>	<i>CHC Technology Services, District Computing Services, CHC Administrators</i>				
<i>Development Lead</i>	<i>CHC Technology Services</i>				
Obj 12.2	By June 2007, a formalized process designed to ensure that Crafton Hills College has equitable and meaningful involvement in District technology-related decisions will be implemented and evaluated on a yearly basis.				
Benchmarks			6/05	6/06	6/07
Develop process for communicating CHC technology needs to District Computing Services			100%	-	-
Develop process to ensure that CHC is included in all infrastructure discussions that may impact CHC			100%	-	-
Maintain processes to ensure CHC is included in all technology issues that may impact the campus				100%	100%
<i>Development Responsibility</i>	<i>CHC Technology Services, District Computing Services, CHC Administrators, CHC Office of Research and Planning</i>				
<i>Development Lead</i>	<i>CHC Technology Services</i>				

<b>Goal 13</b>	<b>Crafton Hills College will ensure ongoing funding and an equitable decision-making process for the college's technology infrastructure.</b>			
Obj. 13.1	By June 2007, Crafton Hills College will develop a funding structure which specifically addresses the purchasing, maintenance, upgrading, etc. of campus technology.			
Benchmarks		6/05	6/06	6/07
Establish a budget code for technology related expenditures		100%	-	-
Establish a protocol for funding and maintaining technology on the campus		100%	-	-
Develop and maintain a process for evaluating the funding needs of technology		100%	100%	100%
<i>Developmental Responsibility</i>	<i>CHC Planning Committee, CHC Technology Committee, District Computing Services, CHC President, CHC Technology Services, CHC Office of Research and Planning</i>			
<i>Development Lead</i>	<i>CHC Technology Planning Committee</i>			
Obj. 13.2	By June 2007, Crafton Hills College will implement, evaluate and amend as necessary a means to fund technology for the campus in a way that is equitable across all College programs and service areas.			
Benchmarks		6/05	6/06	6/07
Develop an equitable technology funding process		100%		
Implement an equitable technology funding process		75%	100%	100%
Evaluate the technology funding process		-	100%	100%
Amend as necessary the technology funding process		-	100%	100%
<i>Developmental Responsibility</i>	<i>CHC Planning Committee, CHC Technology Planning Committee, CHC Technology Services, District Computing Services, CHC President, CHC Office of Research and Planning</i>			
<i>Development Lead</i>	<i>?????</i>			
Obj. 13.3	By June 2007, Crafton Hills College will implement, evaluate and amend as necessary equitable procedures for deriving recommendations about new technology acquisitions proposed in annual unit-level planning documents.			
Benchmarks		6/05	6/06	6/07
Develop an equitable procedure for accepting, reviewing and prioritizing technology proposals		100%	-	-
Evaluate procedure for equitably accepting, reviewing and prioritizing technology proposals		-	100%	100%
Amend as necessary procedure for equitably accepting, reviewing and prioritizing technology proposals		-	100%	100%
<i>Developmental Responsibility</i>	<i>CHC Planning Committee, CHC Technology Planning Committee, CHC Technology Services, District Computing Services, CHC President, CHC Office of Research and Planning</i>			
<i>Development Lead</i>	<i>CHC Technology Planning Committee</i>			

<b>Goal 14</b>		<b>Crafton Hills College will develop comprehensive plans for the college's technology infrastructure</b>			
Obj. 14.1	By June 2007, Crafton Hills College will have implemented an obsolescence plan for campus technology..				
Benchmarks		6/05	6/06	6/07	
Develop a obsolescence strategy and plan for campus technology workstations		100%	-	-	
Implement technology obsolescence plan for campus technology workstations.		-	100%	100%	
Evaluate and change as necessary the obsolescence plan for workstations based upon evaluation data			100%	100%	
<i>Developmental Responsibility</i>	<i>CHC Technology Planning Committee, CHC Technology Services, CHC Planning Committee, CHC Administration, CHC Office of Research and Planning</i>				
<i>Developmental Lead</i>	<i>CHC Technology Services</i>				
Obj. 14.2	By June 2007, Crafton Hills College will develop, implement, evaluate, and support a migration plan for the College's networks and systems.				
Benchmarks		6/05	6/06	6/07	
Develop a migration plan for the College's networks and systems.		100%	-	-	
Implement migration plan for the College's networks and systems			100%	100%	
Evaluate migration plan for the College's networks and systems			100%	100%	
<i>Developmental Responsibility</i>	<i>CHC Technology Planning Committee, CHC Technology Services, District Computing Services, CHC Administration, CHC Office of Research and Planning</i>				
<i>Developmental Lead</i>	<i>CHC Technology Services</i>				

Appendix A  
Technology Planning Committee Membership (2004-2007)

President, CHC	Gloria Harrison
Vice President, Instruction CHC	Dr. Susan Shodahl
Vice President, Administrative Services CHC	Laurens Thurman
Coordinator Technology Services CHC	Ted Phillips (Chair)
Director, Office of Research & Planning CHC	Virginia Moran
Director, Admissions and Records CHC	Joe Cabrales
Dean, Counseling & Matriculation CHC	Kirsten Colvey
Network Enterprise Specialist CHC	Wayne Bogh
Dept. Network Specialist CHC	Gino Barabani
Learning Center Director CHC	Damaris Matthews
Office Assistant, Student Senate CHC	Miriam Williams
CHC Faculty	T.L. Brink
CHC Faculty	Richard Hogrefe
CHC Faculty	Catherine Pace-Pequeno
CHC Student Senate	Joshua Hellman
Director, Distributed Education (SBCCD)	Glen Kuck
Director, Computing Services (SBCCD)	Ron Keith

Appendix B  
Timeline / Checklist (2004 – 2007)

**Projects to be Completed in 2004**

Goal	Obj	Benchmark	Due	Complete
1	1.1	Install and implement upgraded wireless system at CHC	12/04	
1	1.1	Install and implement DS3 connection at CHC	12/04	
1	1.1	Install and implement improved phone system (VOIP) at CHC	12/04	

**Projects to be Completed in 2005**

Goal	Obj	Benchmark	Due	Complete
1	1.1	Develop a strategy for communicating the communications infrastructure needs of CHC with the District	6/05	
2	2.1	Develop a consistent funding strategy for maintaining the CHC communications infrastructure	6/05	
2	2.2	Develop matrix of required upgrades, replacement schedules, etc. for CHC communications backbone	6/05	
2	2.2	Implement communications infrastructure maintenance matrix fro the CHC backbone	6/05	
2	2.3	Increase vertical fiber runs in library from server room to 3 <sup>rd</sup> floor	6/05	
2	2.3	Increase vertical fiber runs in LADM building	6/05	
3	3.1	Conduct needs assessment regarding wireless connectivity on the CHC campus	6/05	
3	3.1	Based upon needs assessment, develop priorities for wireless network connectivity on the CHC campus	6/05	
4	4.1	90% of students have district supplied email accounts	6/05	
4	4.1	90% of faculty (including PT) will have district supplied email accounts	6/05	
4	4.1	90% of staff will have district supplied email accounts	6/05	
4	4.2	90% of students will have appropriate campus and district network permissions	6/05	
4	4.2	90% of CHC faculty (including PT) will have appropriate campus and district permissions	6/05	

<b>Goal</b>	<b>Obj</b>	<b>Benchmark</b>	<b>Due</b>	<b>Complete</b>
4	4.2	90% of CHC staff will have appropriate campus and district permissions	6/05	
4	4.3	Develop accessible workstation standards	6/05	
4	4.3	1% of campus open area workstations adhere to accessible standards	6/05	
4	4.3	1% of campus computer classrooms/labs adhere to accessible standards	6/05	
4	4.4	Develop computer/user ratio guidelines for all categories of computer users at CHC	6/05	
4	4.4	Achieve 90% of student/cpu ratio guidelines for CHC campus	6/05	
4	4.4	Achieve 90% of instructor computer ratio guidelines for CHC campus	6/05	
4	4.4	Achieve 90% of staff computer ratio guidelines for CHC campus	6/05	
4	4.4	Increase the number of campus supported classrooms/labs by 1	6/05	
4	4.5	Develop a process for departments to present online information on the CHC web site	6/05	
4	4.5	50% of CHC departments present online content	6/05	
5	5.1	Develop an evaluation methodology for determining the effectiveness of the CHC web site for end users	6/05	
5	5.3	Develop a methodology for maintaining the accuracy of the CHC web site	6/05	
6	6.1	Determine the scope of end-user support the college will provide to end-users	6/05	
6	6.1	Implement 80% end-user support during the campus 'brick-and-mortar' operational hours	6/05	
6	6.2	Develop a strategy for delivering face-to-face support services into the online environment	6/05	
6	6.3	Develop scope of training for CHC stakeholders to effectively use the CHC online environment	6/05	
7	7.2	Identify the roles of district organizations in regard to the CHC online environment	6/05	
7	7.3	Identify CHC online priorities	6/05	
8	8.1	Develop a strategy (locations, reservations, etc.) for the use of the three computer classroom/labs	6/05	
8	8.1	Acquire funding for development of third classroom/lab	6/05	
8	8.2	Develop standards and procedures for use of five types of computer classrooms/labs on campus	6/05	
9	9.1	Develop campus obsolescence plan for technology	6/05	

<b>Goal</b>	<b>Obj</b>	<b>Benchmark</b>	<b>Due</b>	<b>Complete</b>
9	9.1	Implement obsolescence plan for technology	6/05	
9	9.2	Develop standards for computers and software on the campus	6/05	
9	9.2	Develop formal standards for audio-visual technologies on the campus	6/05	
10	10.1	Identify the functionality of the multi-use technology resource center	6/05	
12	12.1	Create formal document outlining responsibilities of District and CHC in regard to infrastructure hardware	6/05	
12	12.1	Create formal document outlining responsibilities of District and CHC in regard to infrastructure software	6/05	
12	12.2	Develop process for communicating CHC technology needs to District Computing Services	6/05	
12	12.2	Develop process to ensure that CHC is included in all infrastructure discussions that may impact CHC	6/05	
13	13.1	Establish a budget code for technology related expenditures	6/05	
13	13.1	Establish a protocol for funding and maintaining technology on the campus	6/05	
13	13.2	Develop an equitable technology funding process	6/05	
13	13.1	Implement the equitable technology funding process for 75% of technology related fundings	6/05	
13	13.3	Develop an equitable procedure for accepting, reviewing, and prioritizing technology proposals	6/05	
14	14.1	Develop an obsolescence strategy and plan for campus technology workstations	6/05	
14	14.2	Develop a migration plan for CHC's networks and systems	6/05	

### **Projects to be Completed in 2006**

<b>Goal</b>	<b>Obj</b>	<b>Benchmark</b>	<b>Due</b>	<b>Complete</b>
4	4.1	95% of students have district supplied email accounts	6/06	
4	4.1	90% of faculty (including PT) will have district supplied email accounts	6/06	
4	4.1	95% of staff will have district supplied email accounts	6/06	
4	4.2	95% of students will have appropriate campus and district network permissions	6/06	

<b>Goal</b>	<b>Obj</b>	<b>Benchmark</b>	<b>Due</b>	<b>Complete</b>
4	4.2	95% of CHC faculty (including PT) will have appropriate campus and district permissions	6/06	
4	4.2	95% of CHC staff will have appropriate campus and district permissions	6/06	
4	4.3	3% of campus open area workstations adhere to accessible standards	6/06	
4	4.3	3% of campus computer classrooms/labs adhere to accessible standards	6/06	
4	4.4	Achieve 95% of student/cpu ratio guidelines for CHC campus	6/06	
4	4.4	Achieve 95% of instructor computer ratio guidelines for CHC campus	6/06	
4	4.4	Achieve 95% of staff computer ratio guidelines for CHC campus	6/06	
4	4.4	Increase the number of campus supported classrooms/labs by 1	6/06	
4	4.5	75% of CHC departments present online content	6/06	
5	5.1	Implement methodology for maintaining the accuracy of the CHC web site	6/06	
5	5.2	Obtain a 50% dedicated resource for development and maintenance of the CHC web site	6/06	
6	6.1	Implement 90% end-user support during the campus 'brick-and-mortar' operational hours	6/06	
6	6.2	Implement the delivery of 60% of face-to-face support service into the online environment	6/06	
6	6.3	Implement strategy for training 50% of CHC stakeholders to be effective users of the CHC online environment	6/06	
8	8.2	Implement standards and procedures for computer classrooms/labs on campus	6/06	
9	9.2	Identify and develop standards for all non-computer, non-AV technologies on the campus	6/06	
9	9.2	Fully implement technology standards for the campus	6/06	
10	10.1	Develop strategy for opening the multi-use technology resource center	6/06	

## Projects to be Completed in 2007

Goal	Obj	Benchmark	Due	Complete
3	3.1	Develop strategy and migration plan for developing wireless connectivity on the CHC campus	6/07	
3	3.1	Implement strategy for wireless connectivity on the CHC campus	6/07	
4	4.1	99% of students have district supplied email accounts	6/07	
4	3.1	99% of faculty (including PT) will have district supplied email accounts	6/07	
4	4.1	99% of staff will have district supplied email accounts	6/07	
4	4.2	99% of students will have appropriate campus and district network permissions	6/07	
4	4.2	99% of CHC faculty (including PT) will have appropriate campus and district permissions	6/07	
4	4.2	90% of CHC staff will have appropriate campus and district permissions	6/07	
4	4.3	5% of campus open area workstations adhere to accessible standards	6/07	
4	4.3	5% of campus computer classrooms/labs adhere to accessible standards	6/07	
4	4.4	Achieve 100% of student/cpu ratio guidelines for CHC campus	6/07	
4	4.4	Achieve 100% of instructor computer ratio guidelines for CHC campus	6/07	
4	4.4	Achieve 100% of staff computer ratio guidelines for CHC campus	6/07	
4	4.4	Increase the number of campus supported classrooms/labs by 1	6/07	
4	4.5	90% of CHC departments present online content	6/07	
5	5.2	Obtain a 100% resource dedicated to the development and maintenance of the CHC web site	6/07	
6	6.1	Implement 100% end-user support during the campus 'brick-and-mortar' operational hours	6/07	
6	6.1	Implement 24/7 end-user support for technology	6/07	
6	6.2	Implement the delivery of 90% of face-to-face support service into the online environment	6/07	
6	6.3	Implement strategy for training 100% of CHC stakeholders to be effective users of the CHC online environment	6/07	
10	10.1	Implement the strategy for opening the multi-use technology resource center	6/07	

## Ongoing Projects 2005-2007

Goal	Obj	Benchmark	Begins
<b>2005</b>			
2	2.1	Identify and incorporate infrastructure requirements for planned campus expansion into funding strategy	6/05
2	2.1	Identify and incorporate infrastructure requirements for planned campus expansion into backbone matrix	6/05
6	6.1	Define and maintain scope of responsibilities of a dedicated resource for CHC web site development	6/05
6	6.2	Identify face-to-face support services to be delivered online	6/05
7	7.1	Evaluate and update as necessary the “Administrative Guidelines for Computer Use at Crafton Hills College”	6/05
7	7.1	Fully implement the “Administrative Guidelines for Computer Use at Crafton Hills College”	6/05
7	7.2	Publish roles and responsibilities of District organizations in regard to CHC online environment	6/05
7	7.3	Develop ongoing strategies for communicating CHC online priorities internally and to other District entities	6/05
7	7.3	Implement communication strategies of CHC online priorities internally and to other District entities	6/05
9	9.3	Formally identify technology training needs of CHC faculty and staff	6/05
9	9.3	Develop training to specifically address training needs of CHC faculty and staff as identified by formal assessments	6/05
9	9.3	Develop and promote a lexicon of technology terms that will be distributed and used on the CHC campus	6/05
13	13.1	Develop and maintain a process for evaluating the funding needs of CHC technology	6/05
<b>2006</b>			
2	2.2	Evaluate and change as necessary the CHC communications infrastructure maintenance matrix	6/06
2	2.3	Evaluate and recommend as necessary vertical fiber runs on the CHC campus	6/06
4	4.3	Maintain and update as necessary the ‘accessible’ workstations standards	6/06
4	4.4	Maintain and update as necessary the computer/user ratio guidelines for the CHC campus	6/06
5	5.1	Maintain and update the methodology for determining effectiveness of the CHC web site	6/06

<b>Goal</b>	<b>Obj</b>	<b>Benchmark</b>	<b>Begins</b>
5	5.1	Implement methodology for maintaining the accuracy of the CHC web site	6/06
5	5.2	Develop and maintain strategies for obtaining a dedicated resource for CHC website development	6/06
6	6.2	Update as necessary face-to-face support services to be delivered online	6/06
6	6.2	Update as necessary strategy for delivering face-to-face support services to be delivered into the online environment	6/06
7	7.2	Update, yearly, roles and responsibilities of District organizations in regard to the CHC online environment	6/06
8	8.1	Develop and update maintenance strategy for three campus computer labs/classrooms	6/06
9	9.1	Update as necessary campus obsolescence plan for technology	6/06
9	9.2	Update as necessary formal technology standards	6/06
12	12.1	Maintain document outlining responsibilities of District and CHC in regard to infrastructure hardware	6/06
12	12.1	Maintain document outlining responsibilities of District and CHC in regard to infrastructure software	6/06
12	12.2	Maintain processes to ensure CHC is included in all technology issues that may impact the campus	6/06
13	13.2	Evaluate the CHC technology funding process	6/06
13	13.2	Amend as necessary the CHC technology funding process	6/06
13	13.3	Evaluate procedure for equitably accepting, reviewing, and prioritizing technology proposals	6/06
13	13.3	Amend as necessary procedure for equitably accepting, reviewing and prioritizing CHC technology proposals	6/06
14	14.1	Implement technology obsolescence plan for campus technology workstations	6/06
14	14.1	Evaluate and change as necessary the obsolescence plan for workstations based upon evaluation data	6/06
14	14.2	Implement migration plan for CHC networks and systems	6/06
14	14.2	Evaluate migration plan for CHC networks and systems	6/06

## **2007**

3	3.1	Evaluate and modify as necessary the strategy for implementing wireless connectivity on the CHC campus	6/07
8	8.2	Maintain and update computer classrooms/labs according to developed standards	6/07