



**Technology Plan
2020-2023**

Crafton Hills College

Crafton Hills College is a place where students thrive. Since its opening in 1972, more than 100,000 people of different ages, interests, and backgrounds have attended CHC, drawn to the outstanding educational opportunities available to students interested in earning two-year associate degrees, transferring to four-year colleges and universities to obtain bachelor's degrees, career and technical education programs, and general education to increase job effectiveness or learn new skills.

CHC offers more than 50 majors in the liberal arts and sciences, vocations, and technical studies, and currently serves about 4,500 students. Students can receive multidisciplinary degrees, including Fine Arts, Health Sciences, Liberal Studies - Teacher Preparation, and Social Science, and the Fire Science and Emergency Medical Services-Paramedics programs are some of the finest community college programs in the state, with CHC the primary trainer for paramedics in San Bernardino and Riverside counties. CHC also has the distinction of being the top community college in the Inland Empire when it comes to degree/certificate completion rates and course retention/success rates.

Vision

Crafton Hills College will be the college of choice for students who seek deep learning, personal growth, a supportive community, and a beautiful collegiate setting.

Mission

The mission of Crafton Hills College is to advance the educational, career, and personal success of our diverse campus community through engagement and learning.

Institutional Values

Crafton Hills College values academic excellence, inclusiveness, creativity, and the advancement of each individual.

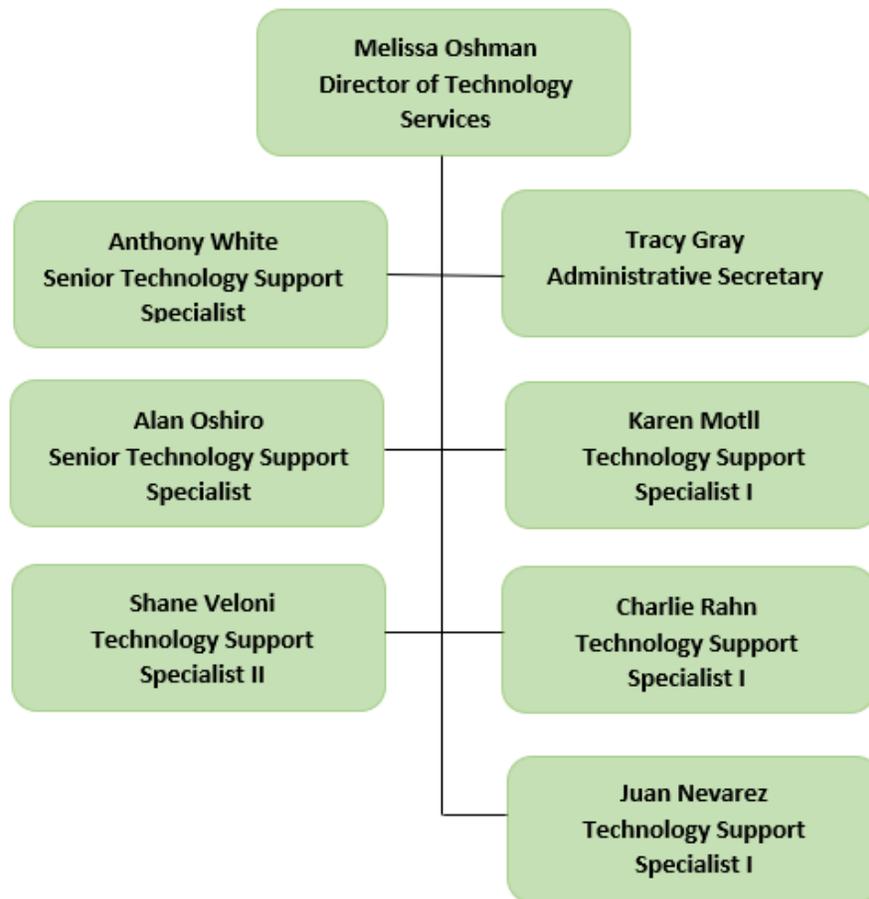
Educational Master Plan

The Educational Master Plan (EMP) offers direction to the Campus Technology Committee for the development of the Campus Technology Plan. The EMP defines nine areas of strategic direction. Promote Student Success, Build Campus Community, Develop Teaching & Learning Practices, Expand Access, Enhance Value to the surrounding community, Promote Effective Decision Making, Develop Programs & Services, Support Employee Growth, Optimize Resources. The Technology Plan takes great care to ensure that the goals & strategies align with the EMP.

Current State of Technology

Technology Services Organization

Crafton Hills College Technology Services Department is under the direction of the Vice President of Administrative Services. Department staff consists of Director of Technology Services, two Senior Technology Support Specialists, one Technology Support Specialist II, one full time and two part time Technology Support Specialist I, and an Administrative Secretary.



Facilities

Crafton Hills College has approximately 1500 computers available to students, faculty and staff. There are open computer labs throughout campus with 184 computers available for student use. Classrooms are equipped with a computer, projector, audio, and document camera. Staff and full-time faculty have a computer assigned to them. Network copiers/printers are available to faculty, staff, and students throughout the campus. Adjunct faculty have access to computers and network copiers/printers in 3 designated workspaces on campus. Technology-based courses such as Computer Information Systems courses have 4 labs exclusively for their use. These labs include 3 Microsoft Windows based labs and an Apple Mac lab. The hardware and software in are evaluated periodically and upgraded to meet industry standards.

New Construction or Facilities Renovations

District facilities in cooperation with district and campus IT departments will review standards for new classrooms, offices, and other meeting spaces.

The Technology Planning Process

The purpose of the Technology Planning process is to connect institutional priorities with technology goals. The planning process and plan ensures the following:

- The Technology Plan is in support of the SBCCD & Crafton Hills College’s vision, mission and goals
- Collaboration with district and college staff, faculty and students
- Alignment with SBCCD Strategic Plan and CHC Educational Master Plan
- The technology needs of faculty, staff, students, and daily operations of CHC are met

The CHC Technology Plan is a three-year plan designed to provide direction for technology at Crafton Hills College. This plan is reviewed annually, accomplishments are reported and along with the SBCCD strategic plan and CHC Educational Master Plan, is used to shape the technology priorities of CHC.

The CHC Technology Planning Committee is charged with using research and evidence to develop and oversee a comprehensive technology plan for the college, identifying, and troubleshooting technology issues at a strategic level, and evaluating technology opportunities.

Committee Members

Melissa Oshman.....	CHC Director of Technology Services
Nicholas Reichert.....	CHC Tutoring Coordinator
Van Muse.....	Dean Instruction
Anthony White.....	Senior Technology Support Specialist
Alan Oshiro.....	Senior Technology Support Specialist
Brandi Bailes.....	Instructor Mathematics
Kristina Heilgeist.....	Schedule/Catalog Data Specialist
Kristi Simonson.....	Web Developer
Larry Cook.....	Director of Facilities
Jeremy Sims.....	Director of Technology Services, TESS
Luke Bixler.....	Chief Technology Officer
Joe Cabrales.....	Dean Student Services
Frank Madrid.....	Instructor Computer Science
Gwendolyn DiPonio.....	Full-time professor
Krista Ivy.....	Librarian
Frances Rodriguez.....	CHC student
Suzanne Delahanty.....	Alternative Media & Assistive Technology Specialist

Goals and Supporting Strategies

CHC Technology Services Goal:	Strategy	Supporting Documentation	Alignment to CHC EMP	Alignment to SBCCD Strategic Plan
Goal 1: Maintain a secure technology infrastructure to support the needs of students, faculty, & staff to support campus operations	Replace all campus computers at a minimum of every 5 years.	Replacement Budget, POs, Computer Inventory	Promote Student Success, Develop Teaching & Learning Practices, Develop Programs & Expand Services, Optimize Resources	Student Success, Enrollment & Access, District Operational Systems
	Ensure all computer, A/V and networking equipment is purchased based on the appropriate established Technology standard	Published technology standards, POs		
	Purchase and install IT Infrastructure equipment as identified as an IT Infrastructure need, including smart classroom equipment & security systems.	IT Infrastructure needs assessment, POs, Project plans		
	Survey and seek input from Faculty, students and staff to understand instructional and departmental IT needs.	Completed surveys, Meeting attendance		
	Maintain standard security software on all campus computers, laptops, and servers.	Security software logs		
	Develop & maintain a Disaster Recovery Plan.	DR Plan		
	Provide adequate technology support staff.	Org Chart		
Goal 2: Provide appropriate technology access & resources to every student.	Work collaboratively with DSPS to keep computer labs up to date with appropriate assistive technology tools.	DSPS Software list & image	Promote Student Success, Develop Teaching & Learning Practices, Expand Access, Enhance Value to Surrounding Community, Develop Programs & Expand Services,	Student Success, Enrollment & Access, District Operational Systems
	Ensure all computing equipment has appropriate assistive technology installed	Computer image including assistive tech software		
	Expand & maintain a wireless infrastructure to support BYOD.	WAP Inventory		

	Work collaboratively with student services to provide appropriate technology & support for diverse course delivery methods.	Technology Inventory, course offerings	Optimize Resources	
Goal 3: Provide technology professional development to support teaching & learning, departmental and operational needs.	Utilize and promote the Vision Resource Center to all faculty and staff.	Website links	Develop Teaching & Learning Practices, Support Employee Growth, Optimize Resources	Student Success, District Operational Systems
	Work collaboratively with the Professional Development office to provide technology training as needed.	PD offerings		
	Maintain a Technology Services department webpage with just-in-time Technology support & information for faculty, staff and students.	Technology Website		
	Provide training to technology staff as new technologies are implemented.	POs, Training agendas/completion certificates		
	Work collaboratively with TESS and assist with providing training as new technology systems are implemented.	Meeting minutes, sign in sheets		
Goal 4: Continually evaluate and improve technology services throughout CHC.	Monitor & evaluate customer feedback to ensure timely, appropriate technology & services are in place.	Completed customer service survey, submitted surveys	Promote Student Success, Build Campus Community, Promote Effective Decision Making, Optimize Resources	Student Success, District Operational Systems
	Research, evaluate and implement innovative technology solutions	Completed implementations		
	Research and implement a cashless printing solution for students	Papercut reports		
	Collaborate with TESS and Valley College to create efficiencies throughout Technology Services district-wide.	Meeting minutes		
	Collaborate with TESS and Valley College to create Technology standards and best practices.	Meeting minutes, published standards		

Goal 5: Improve the relationship between Technology Services and CHC students.	Work collaboratively with Student Life to provide information to students on Technology resources.	Published information	Promote Student Success, Build Campus Community, Optimize Resources	Student Success, Enrollment & Access, District Operational Systems
	Work collaboratively with TESS to provide technical documentation and support to all students.	Information posted on website, completed work orders		

Technology Refresh Plan

The following refresh model is recommended to provide consistent quality and reliability of technology tools throughout Crafton Hills College. Funding for the Technology Refresh Plan is evaluated on a regular basis by District and Campus IT staff.

Equipment	Replacement Cycle
Student Computers	5 years
Staff Computers/Laptops	5 years
Network Copiers/Printers	5 years (lease)
Network Infrastructure	8 years; or as needed
Classroom Audio Visual equipment	10 years; or as needed
Servers/storage	7-10 years; or as needed

Hardware Standards

The following standards will be updated at minimum yearly by the Technology Services Department to ensure that all new technology equipment purchases will perform effectively throughout the expected life of the device.

Category	Staff	Student	Laptop	Mac
Model	Optiplex 7770 AIO	OptiPlex 5270 AIO	Lattitude 550 XCTO	Apple iMac
Processor	Intel® Core™ i5-9500	Intel® Core™ i5-9500	Intel® Core™ i5-8265U	Core i5 3GHz
Operating System	Windows 10 Pro 64bit	Windows 10 Pro 64bit	Windows 10 Pro 64bit	macOS
Memory	8GB	8GB	8GB	8 GB
Hard Drive	256GB SATA SSD	256GB SATA SSD	M.2 128GB SSD	1 TB

All devices are purchased with a 5-year ProSupport Next Business day Onsite Service warranty to ensure device components can be replaced under warranty in a timely manner for the duration of the life of the device. Crafton Hills College is primarily Windows-based. Exceptions are made to purchase Mac computers based on instructional need. All campus technology purchases will be evaluated through the Technology Services department to ensure functionality and sustainability.

Accessibility

Accommodating students, faculty and staff with disabilities and special needs is an important service throughout Crafton Hills College. Crafton has a computer lab, Technology Success Center, and Library computers where students with verified disabilities can learn to access the latest adapted hardware and software technologies. These technologies allow students to increase productivity, work independently, and foster academic success in their regular college curriculum. Available hardware and software includes:

JAWS

JAWS is a comprehensive screen reading program that helps people who are low-vision or blind complete tasks such as browsing the web, sending and reading email, utilizing spreadsheets, and accessing databases.

Kurzweil 3000

Kurzweil 3000 is web-based scanning/reading software that makes printed or electronic text accessible to those with visual impairments or assists those who find text to speech a helpful learning aid. The application turns text into synthesized speech and includes speech to text functionality, as well as writing tools and templates, and much more.

ZoomText

ZoomText is a program that magnifies the computer screen for students with low vision. This program can also speak to the user as he or she works.

Learning Ally

Learning Ally's accessible educational resources help struggling readers with learning disabilities like dyslexia or visual impairments to achieve their personal best.

Dragon Naturally Speaking

Dragon Naturally Speaking is a voice recognition program that makes it possible to write text and to control most application and workstation functions with your voice.

Read & Write

- Helps students get started with writing research papers.
- Includes a dictionary and picture dictionary.
- includes a Vocabulary List Builder, Verb Checker, and Sounds like/Confusable words; e.g., write and right.
- Assists with proof reading papers.
- Reads aloud your papers, PDF's, websites and anything on your computer screen.
- Allows you to save your Text files as audio .MP3 files.

Portable FM Listening Devices

Available for students with hearing loss

Echo Smart Pens

Echo smart pens record and playback your audio notes

E-Reader Pens

E-Reader pens scan and read aloud physical books

Specialized Training

Specialized training using Microsoft 365 apps is offered. Microsoft 365 offers many tools that can assist students with audio, verbal, mobility, visual or reading disabilities

Disaster Recovery & Backup

The Technology Services Department uses a UPS (uninterrupted power supply) battery backup for the on-site Data Center to allow operation in the event of a power failure. Additionally, backup generators for the Data Center startup after a power failure. The Technology Services offices are designated as the Command Center for the campus in the event of an emergency.

All server operating system is patched on a regular, ongoing basis. Physical access to the Data Center, MDF, and IDF closets are restricted to ensure safety and security of hardware, software, and information. Backups are performed weekly on all mission critical servers, with incremental backups performed daily.