

Technology Plan
2026-2029

Crafton Hills College

Crafton Hills College is a place where students thrive. Since its opening in 1972, learners of all ages, interests and backgrounds have passed through the doors of CHC, taking advantage of this first step to higher learning. As new businesses and industries settle in this region, CHC continues to increase in importance as a source for a college education and employee training.

CHC offers more than 50 majors in the liberal arts and sciences, vocations, and technical studies, and currently serves approximately 6,200 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

To empower the people who study here, the people who work here, and the people who live in our community through education, engagement, and innovation.

Mission

The Crafton Hills College mission is to change lives. We seek to inspire our students, support our colleagues, and embrace our community through a learning environment that is transformational. Crafton Hills College welcomes everyone and is committed to working with students from diverse backgrounds. The College has an exceptional learning environment built on a tradition of excellence, a talented faculty, a driven student body, a committed staff, with passionate leadership and community support.

Institutional Values

Crafton Hills College relies on the following values to support our vision and mission: Respect, Integrity, Diversity & Inclusion, Innovation, Leadership, and Sustainability.

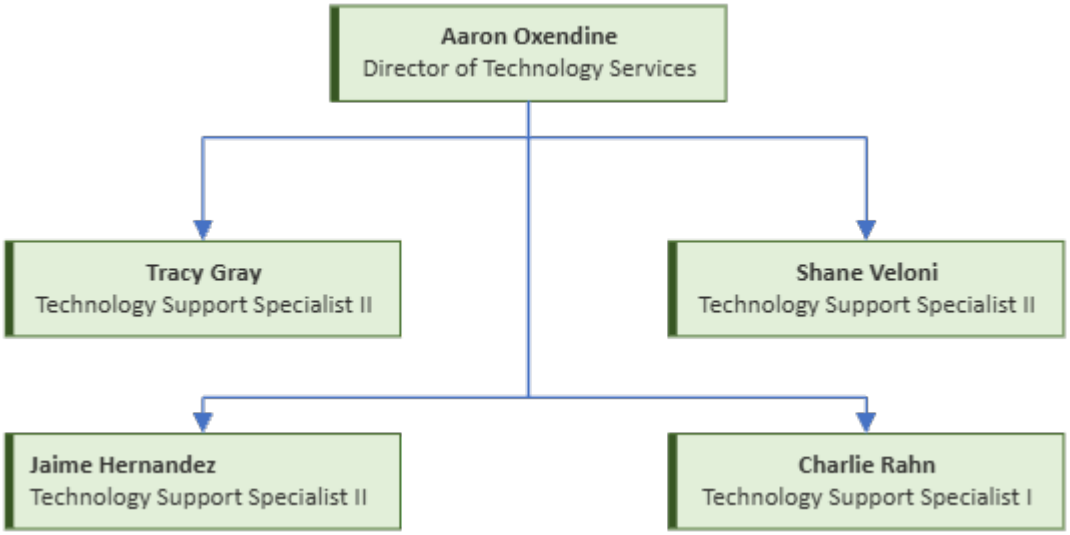
Educational Master Plan

The Educational Master Plan (EMP) offers direction to the Campus Technology Committee for the development of the Campus Technology Plan. The EMP defines five areas of strategic direction: increase student enrollment; engage in practices that prioritize and promote inclusivity, equity, anti-racism, and human sustainability; increase student success and equity; develop a campus culture that engages students, employees, and the broader community; and foster and support inquiry, accountability, and campus sustainability. 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 District Chief Technology Officer. Department staff consists of Director of Technology Services, three Technology Support Specialist II, and one Technology Support Specialist I.



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 Membership

The CHC Technology Planning Committee should be composed of a representative cross-section of the campus community to ensure broad perspective, informed decision-making, and institutional alignment.

The following positions are recommended for membership of the committee:

CHC Campus Director of Technology Services
Dean-Instruction
Director of Distance Education
CHC Web Developer
District Director of Technology Services
Chief Technology Officer
Dean-Student Services
Instructor(s)
CHC Student Senate representative(s)
Alternative Media & Assistive Technology Specialist
CSEA Union Member
Institutional Advancement Representative

This membership list should be reviewed at the beginning of each school year to ensure that the campus community is properly represented.

Goals and Supporting Strategies

The following are the CHC Campus Educational Master Plan (EMP) Strategic Directions:

1. Increase Student Enrollment
2. Engage in Practices that Prioritize and Promote Inclusivity, Equity, Anti-Racism, and Human Sustainability
3. Increase Student Success and Equity
4. Develop a Campus Culture that Engages Students, Employees, and the Broader Community
5. Foster and Support Inquiry, Accountability, and Campus Sustainability

Proposed Strategies for Campus Technology Plan to support EMP Strategic Directions:

1. Replace all campus computers at minimum of every 5 years. Aligned to Strategic Directions: 3, 5
2. Ensure all computers, A/V and networking equipment is purchased based on the appropriate established technology standards. Aligned to Strategic Directions: 3, 5
3. Survey and seek input from faculty, students, and staff to understand instructional and department IT needs. Aligned to Strategic Directions: 2, 3, 4, 5
4. Maintain standard software on all campus computers, including security software. Aligned to Strategic Directions: 5
5. Ensure operating system, driver, and BIOS updates are done in a timely manner for all computers. Aligned to Strategic Directions: 3, 5
6. Develop and maintain a Disaster Recovery Plan. Aligned to Strategic Directions: 5
7. Ensure all computing equipment has appropriate assistive technology installed. Aligned to Strategic Directions: 2, 3
8. Develop a student technology assistance plan. Aligned to Strategic Directions: 1, 3
9. Maintain a Technology Services department webpage. Aligned to Strategic Directions: 4, 5
10. Provide training to technology staff as new technologies are implemented. Aligned to Strategic Directions: 2, 5
11. Work collaboratively with TESS and assist with providing training as new technology software and systems are implemented. Aligned to Strategic Directions: 2, 4
12. Monitor and evaluate customer feedback to ensure timely, appropriate technology and services are in place. Aligned to Strategic Directions: 5
13. Research, evaluate and implement innovative technology solutions. Aligned to Strategic Directions: 3, 4, 5
14. Continually collaborate with TESS and SB Valley College to create efficiencies throughout Technology Services district-wide. Aligned to Strategic Directions: 3, 5
15. Continually collaborate with TESS and SB Valley College to create technology standards and best practices. Aligned to Strategic Directions: 3, 5
16. Work collaboratively with Student Life to provide information to students on technology resources. Aligned to Strategic Directions: 3

17. Continually collaborate with TESS and SB Valley College to provide technical documentation and support to all students. Aligned to Strategic Directions: 3, 4
18. Ensure campuswide Wi-Fi density, redundancy and performance. Aligned to Strategic Directions: 3
19. Expand campuswide digital communication through the installation and maintenance of digital signage in high-traffic areas, including existing facilities and new construction to provide timely information about campus events, student resources, important announcements, and emergency notifications. Aligned to Strategic Directions: 2, 3, 4

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. When purchasing new equipment, the latest model version and processor generation should be ordered.

Category	Staff Desktop-shared	Staff Laptop	Student Desktop	Mac
Model	Dell Optiplex AIO	Dell Latitude – 14 inch	Dell OptiPlex AIO	Apple iMac
Processor	Intel® Core™ i5	Intel® Core™ i7	Intel® Core™ i5	Apple M Series
Operating System	Windows 11 Pro	Windows 11 Pro	Windows 11 Pro	macOS
Memory	16 GB	16 GB	16 GB	16 GB
Hard Drive	512GB SSD	512GB SSD	512GB SSD	512GB SSD

All devices are purchased with at least a 3-year service warranty to ensure device components can be repaired or replaced under warranty in a timely manner. Crafton Hills College is primarily Windows-based. Exceptions are made to purchase Mac computers based on pedagogical need. All campus technology purchases will be evaluated through the Technology Services department to ensure functionality, compatibility, and sustainability.

Accessibility

Crafton Hills College is committed to supporting students, faculty, and staff with disabilities through accessible technology and appropriate support services. Student Accessibility Services (SAS) supports students with disabilities by helping them access the accommodations, resources, and assistive technology they need to participate in their education. The Alternative Media & Assistive Technology Specialist within SAS provides training on assistive technology, helping students learn to use specialized software, hardware, and built-in accessibility features to access course materials, complete academic tasks, and increase their independence and academic success. Assistive technology is available in designated campus computer labs and Library computers, with tools and resources that support a range of accessibility needs. Assistive Technology available includes:

JAWS

JAWS is a screen reader that converts on-screen text and interface information into speech or braille output. It supports students who are blind or have low vision by helping them navigate websites, use applications, read documents, and complete academic tasks.

Fusion

Fusion combines the JAWS screen reader with ZoomText screen magnification and visual enhancements. It is designed primarily for people with low vision who benefit from both spoken or braille output and enlarged on-screen content, allowing them to choose or combine access methods based on their needs.

Jamworks

Jamworks is an AI-powered lecture recording and note-taking tool that helps students record class sessions, review key moments, and organize lecture information into notes and study materials. It may support students with disabilities that affect attention, memory, processing spoken information, or note-taking, including students who benefit from revisiting lecture content at their own pace.

ZoomText

ZoomText is a screen magnification program that enlarges on-screen content and offers visual enhancements and speech output. It supports students with low vision who need assistance seeing, navigating, and interacting with computer content.

Kurzweil 3000

Kurzweil 3000 provides text-to-speech, reading, scanning, and writing support for digital and printed materials. It may benefit students with dyslexia, other reading disabilities, visual impairments, or disabilities that affect reading, writing, and written expression.

Learning Ally

Learning Ally provides a library of human-narrated audiobooks and accessible educational materials. It may support students with dyslexia, other reading disabilities, or visual impairments who benefit from listening to course readings rather than relying solely on printed text.

Portable FM Listening Devices

Portable FM listening devices transmit a speaker's voice directly to a student's receiver, helping reduce the effects of background noise and distance. They may support students who are deaf or hard of hearing, particularly those who have difficulty understanding speech in classrooms or other group settings.

Livescribe Echo Smart Pens

Echo Smart Pens record audio while students take handwritten notes and allow them to replay the corresponding audio by tapping their notes. They may benefit students with learning disabilities, attention-related disabilities, or other conditions that make listening, processing spoken information, and taking notes simultaneously more difficult.

E-Reader Pens

E-reader pens scan printed text and read it aloud, allowing users to access selected text without manually typing or scanning an entire page. They may support students with dyslexia, other reading disabilities, or visual impairments who benefit from text-to-speech access to printed materials.

Specialized Training

Training on built-in accessibility features in Windows, macOS, iOS, and iPadOS, as well as Microsoft 365 applications. Topics may include screen readers, magnification, text-to-speech, dictation, captions, voice control, and other tools that can help students with visual, hearing, mobility, learning, or other disabilities access digital content and complete tasks more independently.

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 to power the Data Center and the MDF startup after a power failure. The Technology Services offices are designated as a Command Center for the campus in the event of an emergency.

All server operating systems are 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.