Norco College
Technology Committee Meeting
12:50pm-1:50 p.m.
IT 218
March 17, 2016

MINUTES

Present	
Ruth Leal (Co-Chair)	Kim K. Kamerin (AHWL)
Damon Nance (Co-Chair)	Mark DeAsis (A&R)
Shirley MacGraw (Co-Chair)	Darren Koch (LRC)
Janet Frewing (Math)	Cathy Brotherton (CIS/BEIT)
Keith Coleman (DRC)	Ana Molina (Secretary)
William Diehl (A&R)	
Jefferson Tiangco (DOI)	
Deborah Tompsett-Makin (SBS)	
Christian Castillo (ASNC)	
Mitzi Sloniger (COMM)	Absent
Daniel Lambros (IMC)	Ladylyn Dominguez (SBS)
Sandra Martinez (SFS)	James Finley (CIS/GAM)
Thelma Montiel (ASNC)	

1.   Call to Order 12:50 p.m.

2.   Consent Calendar- Ruth Leal

     a. Motion (Tompsett-Makin / Martinez). Approve minutes for February 18, 2016. Approved. Two abstentions.

3.   Committee Business – Damon

     a. Membership

     Mr. Nance introduced Shirley McGraw as Co-Administrative Co-Chair.

     Motion (Kameron / DeAsis). Emile Bradshaw to Darren Koch and Ana Molina to William Diehl. Approved. No abstentions.

     Noted that the committee thanked Ana Molina for stepping up to be a voting member as well as taking minutes until we could secure another classified member. The committee appreciated her time and participation.

     Second motion (Kameron / DeAsis). To appoint William Diehl to DAST as

Technology Committee representative. Approved. No abstentions.

    b. Actionable Improvement Plan IIIB.1.
The Technology Committee is responsible for this item and plan to have a draft for the committee to review at the next meeting. Ms. McGraw is working on the initial draft.

    c. Spring Report to ISPC
The Technology Committee's semester report to ISPC was presented on March 16th. A copy is attached. The report was an update on the Technology Committee's action plans for the college's Strategic Plan and those items were reported specifically. Dr. Dieckmeyer commended the committee for all its work and recognized that the committee does a lot.

4. Technology Plan – Ruth

    a. Subcommittees Report

Ms. Leal provided an update regarding the subcommittees.

Goal #1 subcommittee is partnering with the Distance Ed Committee to offer three Blackboard workshops on March 16th, April 4th and May 11th. Distance Ed Committee sent an email promoting these workshops. Another technology training will be conducted by Jefferson Tiangco in the PDC on "TurningPoint Cloud" for the clickers on March 29th. The subcommittee has also launched "Lynda Video Series of the Week" starting February 26th that will rotate being sent to staff and faculty. In addition, this subcommittee is working on the recommendation to renew Lynda.com and this will be presented to committee members next month.

Goal #6 subcommittee is working to obtain an updated inventory list from Technology Support Services in order to prepare the 25% computer inventory Refresh Plan Recommendation that needs to be completed by the end of spring. Technology Support Services is checking the computers for a manufacture date when the purchase date is missing from the inventory database, as well as cross-checking the grants inventory list.

    b. 2015 Program Review Technology Requests
Ms. Leal provided an update regarding the technology program review requests. The lists were submitted to all three planning councils. The updated version was approved by committee members online with only one abstention, and in the Committee of the Whole on March 3rd. Ms. Leal thanked the committee members for participating.

5. ITSC Report – Shirley McGraw

   Ms. McGraw reported that they are moving forward with Office 365 and technology support services is switching everyone over to the new software. In addition, they are looking at our video conferencing system since it is very costly to the college. They are considering cost effective alternatives. The video conferencing system is currently available at three different locations: CSS*217, CSS*219, ST*107. OC*102 will be coming online soon.

   Mr. Diehl reported that the first Data Reporting Workgroup of DAST meeting discussed how data should be transmitted. They discussed administrative policies regarding the transmittal of data. The district is attempting to implement a state wide board policy and recommendation for data security. The district needs to modify board policy 2720A-I. .The policy needs to focus on the major areas of IT such as physical infrastructure, network communications, data use, data access, and data security classification. These modifications are based on the state standards and we are figuring out if we can implement them in our District. An issue that was brought up was about the first email that was sent district wide. This email included general recommendations about what not to do in regards to transmitting data. At the end of the email it mentioned a new policy for requesting data for individuals to follow. One of the questions that came up was if every email received requesting data needs to go through an approval process. Some people interpreted this email as being only data that is going to be going out on the web or sent to a third party. However, it may apply to internal requests. The scope of this approval process needs to be clarified. Additionally, the primary content of the meeting was to discuss the training that they are putting together. There are a series of online training and videos that they will be sending out to staff and faculty. They will be talking about emails, fishing, spam, encryption, privacy and general security issues. They will have about 20 courses and they will be offering one per month. An email will be sent out with links to watch the videos. Furthermore, they will be sending simulated fishing attempts to people to see how many individuals click on the email. Office 365 also has functions for file sharing and they are looking to start using these functions. They are also discussing policies for personal devices and discovery and litigation issues. Mr. Diehl encourages more representation on the committee from Norco College. Mr. Diehl will send all of the documents pertaining to this meeting to committee members as informational items.

6. Streaming Equipment Replacement Project-Dan Lambros
   It was reported in ITSC that RCC will be upgrading their streaming system and then will no longer carry the other two colleges. Mr. Lambros explained that we have a streaming system in CSS 217, and that we need to secure a contract that will support our own system. Media Site is currently our streaming system vendor and they suggested to go with a cloud based system since it is utilized for events only. A recorder will have to be purchased and an annual fee would need to be paid to a company that can host our server. Mr. Lambros will bring a quote to the next technology meeting.

7. Open forum

8. Next regular meeting on April 28, 2016

9. Adjourned at 1:50 p.m.

Norco College Actionable Improvement Plans
2014

II.A.2. Actionable Improvement Plan

The College will complete a Substantive Change Proposal and submit it for approval to the Accrediting Commission for Community and Junior Colleges.

II.B.2.d. Actionable Improvement Plan

The College will develop a system for maintaining records of student complaint/grievances.

III.B.1.a. Actionable Improvement Plan

The College will address the recommendations of the District Information Technology Audit and move toward decentralization of other technology support services from the District to the College.

III.B.2.a. Actionable Improvement Plan

The College will refine and develop a procedure for implementation of Total Cost of Ownership.

III.D.1.a. Actionable Improvement Plan

To further enhance communication, the College president will formally communicate annually the impact of resource allocation to support student learning.

2015 Norco College APC Annual Program Review Technology Requests - Recommendations by the Technology Committee

Dept.	Request	Justification	Equip Instructional/Non-Instructional	No.#	Total Cost	Recommendation (High/Medium/Low)	Recommendation Comments	Recommendation Action
AHWL	Professional Video Camera	Recording of in-class and public performances is a great tool for student assessment by instructors, and for peer review. If would also be a great tool for posting to our social media outlets: YouTube and Facebook. It would be specifically useful for MUC 1ABC, MUC 10, MUC 11, (and several MUC classes as well).	I	1	$2,500.00	Low	IMC recommends purchase of small video camera for $1k or checking out the video camera (2 available) IMC has for faculty use. IMC now has 2 checkout video cameras. Need criteria information.	Contact IMC to checkout video camera.
AHWL	Better computer connection to projector in ATEC 211	Unreliability of connection hampers effective teaching/learning, and is a safety hazard due to cords in teacher's area	I	1	Did not provide	IMC Repair Issue. IMC will follow-up on this request.		
AHWL	Computer in HUM 101	Computer currently in HUM 101 is incredibly slow and can't be practically used for instruction because of the time needed to load and display content.	I	1	$1,800.00	Medium	Needs to be replaced, computer 5 yrs old per Micro.	
AHWL	Replace student laptops in Language Lab Classroom	Current laptops are 5 years old	I	32	$12,800.00	Medium	Needs to be replaced, computer 5 yrs old per Micro.	
BEIT	Lynda.com subscription is an essential tool used for keeping up-to-date for training of staff.	This cost has been covered for both CIS and GAM through Perkins grant funds and this last year was covered by Norco College. During 2014/2015 Norco College provided this tool for all staff and students. There is no assurance it will be covered next year. This tool is a must-have for faculty to need to stay abreast of changes that are on-going in software	N	5	$1,875.00	Medium	Lynda.com already in place and used by 2477 users. Recommended by Technology Committee at $25k. Funded only through June 30, 2016.	
BEIT	SchoolVue	SchoolVue is an essential tool used for used in our Learning Lab and classrooms. It allows us to direct and monitor student terminals in both lecture and lab environment.	I	Not provided	$3,000.00	Medium	Instructional need per Micro. Should already be covered by existing budget. This is not new. It is currently used and a very important aspect of teaching with computer skills.	
BEIT	Camtasia/SnagIt	Camtasia/SnagIt is a tool provided for faculty to enhance their lecture and course tool preparation.	I	Not provided	$175.00	Medium	Instructional need per Micro. Should already be covered by existing budget. Not a new purchase. It is a renewing of existing license.	
BEIT	Two Desktop computers for CIS faculty offices in ATEC building	Computers in the offices of Cathy Brotherton and John Coverdale are older than, and significantly below the performance of, computers in the CIS labs and LRC. Lack of hard drive space and power make these computers ineffective for the combined use of Microsoft Office and Adobe Creative Cloud applications. Possibly more recent computers may be available in current inventory as a result of upgrades to the LRC and ATEC 118.	I	2	$5,000.00	High	Needs to be replaced, computer 5 yrs old per Micro. We teach software that demands newer computers. Computers part of 25% oldest computers in inventory.	4th High Priority Recommendation. Replace as part of 25% of oldest computers on campus.
BEIT	Upgrades to computers in LRC	In the meeting of the LRC Transition Task Force, it was agreed that with reduced lab hours, it would be desirable to maximize the use of the LRC for independent student work, peer tutoring and group activities. To most effectively use this space, the 32 computers on the CIS side of the lab will need to be upgraded to parity with the newer computers in the GAM lab. Notwithstanding the LRC transition this upgrade that would need to happen in the not-distant future during the ordinary technology replacement cycle. Moving this upgrade	I	32	$80,000.00	High	Needs to be replaced, computer 5 yrs old per Micro.	1st High Priority Recommendation.
BEIT	Replace computers in IT 208	Due to the growth in both MUC and GAM, additional classroom space is required to serve students pursuing certificates and degrees in the 6 new game development programs. These are high end computers to be used for industry quality 3D modeling, animation and rendering. The cost is estimated. We are in the process of obtaining quotes.	I	30	$60,000.00	Medium	Computers are 2 yrs old. NIT 202 needs to be replaced too… Same age with IT 208. Per Grants, there is not additional funding for replacement computers.	
BEIT	Computer and Phone for new Game Art Faculty	A new Full-Time Game Art Faculty will need a computer and phone for the faculty office. The estimate was provided by Beth Gomez.	N	1	$1,500.00	Low	Faculty is low on list to be hired.	
BEIT	Replace 30 Computers in the LRC	Because the LRC now requires greater flexibility due to the recent changes in lab structure, existing computers that were previously only suited for handling CIS department related tasks will need to be upgraded to accommodate the higher technical demands of the games development classes. The current lab environment is divided into two nearly equal parts between CIS and GAM disciplines. These lab computers are scheduled as attached to courses, but neither side has enough machines individually to handle an entire classroom of students. This is not so much of a problem for CIS students, but since GAM	I	30	$60,000.00	High	Needs to be replaced, computer 5 yrs old per Micro. High student usage area.	2nd High Priority Recommendation.

BEIT	Computers for IT 124	The computers in IT 124 are now seven years old and are obsolete. They really need to be replaced and are very slow. Kevin Fleming and I have been talking about adding larger tables into IT 124 which would allow for more students to work in the middle of the classroom.	I	30	$60,000.00	Request reviewed and approved by Technology Committee in spring 2015 and fullfiled by inventory in December 2015.		
COMM	New Computer or Laptop for Discipline.	The sole full-time discipline member at Norco College is also the District Discipline Facilitator. The current college-provided computer is both out-of-date, and plagued with viruses. Most of the files were corrupted. While the Help Desk has been very supportive in trying to solve the problems, the discipline member/District Facilitator cannot adequately perform the duties of the job without current technology.	I	1	Unknown. Depends on the college district/vendor	Request fulfilled by inventory in 2014 Program Review Cycle.		
COMM	Computer	Replacement/upgrade of faculty office computer - memory and speed - for instructional technology demands of course content (Journalism).	I	1	1,000	Per department chair, request is no longer needed due to class not being offered at this time.		
M&S	Addition of wireless printer for ST 207 lab	Did Not Provide	I	1	$300.00	Low	Micro highly recommends a wired network printer not wireless for the classroom and lab environment. There will be some impediments of having a wireless printer in our current wired network infrastructure.	
M&S	Six additional laptop computers to replace missing laptops in ST 207.	Did Not Provide	N	6	$4,800.00	Low	Questions regarding if the missing laptops have been reported? Need information on the age of the remaining laptops.	
M&S	Annual site license for Wavefunction, Inc. chemical modeling software program called SPARTAN Student Model. This is being listed as technology because it is neither a consumable material or supply good nor capital equipment.	We currently have a one-year site license for this program. It is a valuable addition to laboratory organic chemistry and contrasts chemical modeling (calculations of energy states, stability, physical traits, reactivity, etc.) for virtually any compound as opposed to more traditional chem lab experiment that are performed to learn about handing equipment, chemicals, understand basic reactions and syntheses while working with real chemicals. By having some lab sessions be about chemical modeling, the cost of chemicals can be held down some with no loss in the students' learning opportunities.	I	1	$2,250.00	Low	Need information as to whether the listed cost for the annual subscription only or does it include the initial cost of the software and what does the annual subscription provide.	
M&S	The printer, photocopier in ATEC 219 are very old. The laser printer needs to be replaced. The copier needs to be replaced.	Did Not Provide	I	Did not provide	Did not provide	Low	Micro recommends that the printer needs to be replaced with a network printer.	
M&S	Faculty Computers – All 9/8 faculty members	All computers are very old, many approaching 10 years old. The department lacks the funds to replace computer equipment on a regular basis and some faculty members have been fortunate enough to receive hand-me-down computers from departments with greater technology needs and/or grants but even those are aging now	N	Did Not Provide	See technology plan	High	Majority of the computers are end-of-life and part of the 25% oldest computers on campus. Need to be replaced per Technology Plan Refresh. Vital due to increasing number of students needing college math and developmental math courses.	3rd High Priority Recommendation. Replace as part of 25% of oldest computers on campus.
M&S	Classroom projectors	Current classroom projectors are not well suited for mathematics instruction, placing the projection in the center of the board and leaving small areas on either side of the whiteboard for use. New projectors would be placed above the whiteboard and project down immediately onto the board near the sides so instructors can efficiently utilize the rest of the board in conjunction with the projection. (See also Program Review for Library/Learning Rescoures, 2014 – ITEM: Replacement Projectors)	I	Did Not Provide	Detailed Prices available on Library/Learning Resources Program Review 2014	Medium	IMC needs information as to which buildings and rooms these projectors need to be installed. Currently, STEM 125 and 127 have these side projectors installed. Information needed for IMC to provide a quote. Valuable to increase student success.	
SBS	Office equipment for new hire:Computer desk bookcase phone	New Hire requires these things to fulfill contract	N	1	$4,000.00	Low	Need criteria information. Committee reviewed the computer only.	
SBS	Camtasia Software	To enhance online class "lecture" and develop slides/presentation for various Counseling topics.	I	1	$ 161.69	Low	License if for PCs only. Reserve Professional Development Center instead which is equipped with Camtasia software.	Reserve PDC for Camtasia use.
SBS	Computer, Desk, Bookcase & Phone for new faculty	Did not list	N	1	$4,000.00	Low	Need criteria information. Committee reviewed the computer only.	
SBS	Desktop computer with Office 2010. Much older computer	Older Computer, slower.	N	1	$1,200.00	Low	Few details provided. Computer purchased on 5/30/10.	
SBS	Replacement of lectern computer in IT 122	The computer frequently will not access the internet sites and it is very slow. Almost all political science courses are held in this room so the computer has a high usage.	I	1	$1,200.00	High		5th High Priority Recommendation.

SBS	Replacement for overhead projector device for PowerPoints in IT 122	Conmtinuous flickering of light even with bulb change is distracting to students and decreases learning.	I	1	$4,500.00	Per IMC, projector replaced in summer 2015.	
SBS	New Full-Time Faculty Equipment (computer, desk, bookcase, phone)	All newly hired full-time faculty need equipment to fulfill work responsibilities.	I	1 set	$4,000	Low	Need criteria information. Committee reviewed the computer only.	
SBS	Six lab top for student use (rank1)	Did not provide	I	6	$6,000.00	Low	Need criteria information.	
SBS	Statistics program	Students will research practically (Rank1)	I	1	$15,000.00	Low	Need criteria information.	

2015 Norco College BFPC Annual Program Review Technology Requests - Recommendations by the Technology Committee

Dept.	Request	Justification	Equip Instructional/Non-Instructional	No.#	Total Cost	Recommendation (High/Medium/Low)	Recommendation Comments	Recommendation Action
Library	Replacement Computers for Library Staff/Reference Desk	Computers for the Circulation desk staff, Library Technical Assistants, and Library Reference Desk are at end of life and beginning to fail.	N	8	$ 9,500.00	High	Recommend replacement per Micro. 041928, 041941, 041945, 041949 (Circulation desk); 041929 (Reference desk) purchased 5/30/10; 041233 (Miguel Castro) purchased 2/22/10; 041920 (Chris Poole) purchased 5/30/10; 033866 (Library Print Server) purchased 4/5/07 *Part of 25% Oldest Computers	5th High Priority Recommendation. Part of 25% oldest computers on campus.
Library	Replacement Computer for Library Student/Public Catalog Station	Computer for locating books in the Library Catalog is old (Gateway) and beginning to fail.	N	1	$ 1,200.00	High	Recommend replacement per Micro. Asset Tag #031408; purchased 1/11/06 *Part of 25% Oldest Computers	6th High Priority Recommendation. Part of 25% oldest computers on campus.
CTE	Instructional software required for classes: Unity, Fusion 5, Game Maker, Unity Pro, Z-Brush, Adobe Suite, and Quia	Our Title V "Portal to the Future" grant is ending 15Fall and much of our industry-grade gaming software is categorically supported. It needs to be institutionalized to support our 7 Game Development certificates and degrees. Software includes: Unity, Fusion 5, Game Maker, Unity Pro, Z-Brush, Adobe Suite, and Quia.	I		$ 45,597.00	Medium	Instructional need per Micro.	
DOI	Color Copier/Scanner	The five members of the unit require the ability to scan documents. Seven members require the ability to print in color. The existing printer is at end of life.	N	1	$ 8,500.00	Low	Recommend replacement per Micro. Asset Tag#020873; not in inventory; old asset tag number	
STEM	Server for Copy Machine	We need a server for the copy machine in STEM 117. This is the copier for the students and it is currently on the server located in the NOC. Due to its location we may experience problems when students try to print.	N	1	$ 12,000.00	Low	Micro has questions on this request.	
TSS	Upgrade AV Equipment in ATEC 109	Replace all A/V systems in this classroom. Replacement will include a smart lectern, doc camera, new projector, new audio system and cabling will be up to date.	I		$ 20,000.00	High	Need to provide a quote and installation is required. 7 years old per IMC. Instructional Need.	4th High Priority Recommendation.
TSS	Upgrade AV Equipment in ATEC 114	Replace all A/V systems in this classroom. Replacement will include a smart lectern, doc camera, new projector, new audio system and cabling will be up to date.	I		$ 60,000.00	High	Need to provide a quote and installation is required. 7 years old per IMC. Instructional Need.	4th High Priority Recommendation.
TSS	Upgrade AV Equipment in ATEC 118	Replace all A/V systems in this classroom. Replacement will include a smart lectern, doc camera, new projector, new audio system and cabling will be up to date.	I		$ 20,000.00	High	Need to provide a quote and installation is required. 7 years old per IMC. Instructional Need.	4th High Priority Recommendation.
TSS	Upgrade AV Equipment in ATEC 119	Replace all A/V systems in this classroom. Replacement will include a smart lectern, doc camera, new projector, new audio system and cabling will be up to date.	I		$ 20,000.00	High	Need to provide a quote and installation is required. 7 years old per IMC. Instructional Need.	4th High Priority Recommendation.
TSS	Technology Recommendation Refresh Plan for 77 Computers, 46 Printers, 64 Monitors	Per the Technology Strategic Plan and Replacement of Technology Insfrastructure & Equipment Refresh Plan, 25% of the computer inventory is recommended to be replaced based on age and programmatic needs. This is the 25% recommendation made by the Technology Committee	N		$ 139,850.00	High	Recommend replacement per Micro. Oldest computer items in inventory. Replace oldest computers based on staggered refresh plan per strategic plan and accreditation.	1st High Priority Recommendation. Oldest Computers on campus (25% per the Refresh Plan)
TSS	Projectors for JFK	Replace old projectors in media carts for JFK/Norco College evening instructional use. Projectors have already reached their end of life.	I	7	2000 per unit	High	9 years old per IMC. Instructional Need.	2nd High Priority Recommendation.
Facilities	Tablet	To use for meeting minutes and to work on off-site locations.	N	1		Low	Few details provided.	
TSS	Upgrade all Projectors in IT Building	Replace End of Life Projection systems for all classrooms. Current projectors are losing color quality and brightness rapidly. $1,000 per year for lamps.	I	22	3000 per unit	High	Need to provide a quote and installation is required. 6 years old per IMC. Instructional Need.	3rd High Priority Recommendation.
TSS	Purchase new projector for CSS 217 Board Room	Purchase new projector for CSS 217 Board Room. Current system is approaching end of life.	N	1	$ 6,000.00	Medium	Need to provide a quote and installation is required. 5 years old oer IMC.	
TSS	Cordless Microphones	Purchase new wireless mirophone systems for IMC, AV Norco College events.	N	4	2500 per unit	Medium		

TSS	BYOD Hardware in all Conference Rooms	Upgrade Technology for non-instructional spaces in conferences rooms. This system is to keep current with new technology systems that will allow all mobile and desktop systems to connect and present on the A/V systems.	N	6	2500 per unit	Medium	Need to provide a quote and installation is required.	
TSS	Microsoft Surface Pro 3		N	4		Low	TCO not provided.	
TSS	Lenovo Thinkpad X1		N	1		Low	Need criteria information. TCO not provided.	
TSS	Dell Precision Workstations	Upgrade TSS equipment	N	6		Low	Asset tag numbers 52402; 52401; 52404; 52403; Newer tag numbers; purchase date not in inventory but purchased with Operations Center in 2013; TCO not provided.	
TSS	3TB External Hard Drives		N	4		Low	TCO not provided. Need criteria information.	

2015 Norco College SSPC Annual Program Review Technology Requests - Recommendations by the Technology Committee

Dept.	Request	Justification	Equip Instructional/Non-Instructional	No.#	Total Cost	Recommendation (High/Medium/Low)	Recommendation Comments	Recommendation Action
Assessment	New Computer workstations (27)	Currently, the Assessment Center is administering the web-based placement test on computers that are at least 4 years old. It is highly recommended by the manufacture to replace computers when they have reached the maximum efficiency which is about 3-4 years.	N	25	$30,093.12	High	Recommend replacement - computer age 4 yrs old per Micro.	High Priority Recommendation.
SSS	Bluemen 10.0 Technical Support Software		N		$1,890.00	Low	Need criteria information.	
SSS Rise	Bluemen 10.0 Technical Support Software		N		$300.00	Low	Need criteria information.	
T3P	Desktop Computers		N	5	$10,000.00	Low	Micro has questions on this request. Need criteria information.	
T3P	Printer		N	1	$400.00	Low	Micro has questions on this request. Need criteria information.	
A&R	Secondary Monitors and Articulating Arms (3)	To provide an efficient means of reviewing documents in areas of duplicate file merge, research, and statistical analysis.	N	3	$1200.00	Low		
A&R	Large Copy Machine	Current copy machine is approximately (10) years old. It requires constant repairs and malfunctions frequently.	N	1	$9,000.00	Medium		
CalWORKs	Lenovo Desktop Computer	Replace the All-in-One for the Asst. Dean. Current all-in-one is not functioning properly	N	1	$1600.00	Medium	Recommend replacement - computer age 4 yrs old per Micro.	
Counseling	Web Cams w/ Mic (3) w/3year onsite warranty	Web Cams w/ Mic are needed for all Full-time Counselors in order to facilitate online counseling appointments. Currently 2 full-time counselors do not have a Web Cam with Mic. We are hiring an additional SSSP	N	3	$150.00	Low	Need quote from IMC.	
Counseling	Camtasia Software	To enhance online class "lecture" and develop slides/presentation for various Counseling topics	I	1	$161.69	Low	Use Camtasia in Professional Development Center.	Reserve PDC to use Camtasia.
Counseling	SARs TRAK	As the Counseling Dept increases outreach and provides counseling services at other locations on the Norco College campus, SARS TRAK will allow for accurate data collection regarding student's use of counseling services. SARS•TRAK is a student self-serve check-in/check-out system for measuring students' use of college services, such as advising and counseling services. A PC at each site prompts students to record their arrivals, reasons for their visits, and departures. Students can enter their ID numbers using a keyboard, touch screen, or scanning device, such as a	N	1	$9,520.00	Medium		
DRC	Desktop workstations for staff (8)	The DRC staff are currently utilizing desktops and accompanying monitors that are over five years old. The staff are reporting that the machines are slowing down and need to be replaced during the 2015-16 academic year to reduce the possibility of a hard drive crash. The estimated number of workstations includes those for future staff (director, counselor, staff)	N	8	$10056.00	Medium	Recommend replacement. Purchase date of current staff computers are 5/25/10.	
EOPS	Desktop workstations with Printers	The EOPS/CARE staff are currently utilizing desktops and accompanying monitors that are over five years old. The staff are reporting that the machines are slowing down and need to be replaced during the 2015-16 academic year to reduce the possibility of a hard drive crash. The estimated number of workstations includes those for future staff (director	N	2	$3443.64	Medium	Purchase date of current staff computers are 5/25/10.	

Department	Item	Justification		Qty		Cost	Priority	Notes	
EOPS	iPad and appropriate accessories	The EOPS/CARE office is in need of an upgraded tablet for staff use for taking meeting minutes at EOPS/CARE staff meetings and advisory committee meetings, store program related documents, and for providing program related presentations (power points).	N	1	$	892.00	Low	Need criteria information.	
JFK	Laptop	To provide access for onsite counseling, advising, and enrollment follow up at the JFK Middle College High School location.	N	1	$	2,600.00		Being purchased with Middle College Grant.	
Outreach	Surface Pro 3 Laptop Computer	Utilize it to conduct off-site outreach presentations, College/Job Fairs and special events. This would help us go prepared as needed for presentations.	N	1	$	1,835.99	Low		
Outreach	BEM Wireless Kickstand Mini Portable Projector	Utilize it with the laptop during off site Outreach presentations. When invited to events, schools struggle to provide equipment for presentations. This would help us go prepared as needed for presentations.	N	1	$	594.00	Low		
Outreach	Lenovo Desktop Computer	The computer assigned to this position/office is the old computer from the Asst. Dean of CalWORKs. It is outdated.	N	1	$	1,600.00	Low		
Puente	Laptop for hourly worker	The hourly worker does not have a workstation nor a computer so the laptop would be vital since this position requires use of a computer.	N	1	$	1,000.00	Low	Need criteria information.	
Student Employment	Electronic Timesheets	This area processes over 6000 paper timesheets each year. It is costly because departments also have to keep a copy and the number of timesheets printed doubles. The margin of error increases with manual timesheets. With the increasing number of student employees hired at Norco, it makes sense to infuse technology. Electronic timesheets can deliver improved accuracy of payroll data, simplify data entry, electronic signatures would also save time for supervisors that have to sign dozens of timesheets for their area. It would save money, time, efficiency, and benefit all departments. (One time purchase cost).	N	1	$	10,000.00	Low	Need criteria information to evaluate.	
Student Employment	Fax Machine	This area deals with high volume of very confidential faxes that come through for payroll, hiring purposes, employment verifications.	N	1	$	400.00	Low	Need criteria information. Recommend using scanning/email instead of outdated technology.	
Student Employment	Lenovo 3554-CTO M72h All-In-One w/3year onsite warranty	Current computer keeps crashing. It's 4 years old.	N	1	$	1,000.00	Low	Need criteria information.	
SFS	Computers (5)	These computers are needed for staff to work efficiently. Our current computers are approximately 5 years old.	N	5	$	5,000.00	Medium	Asset Tag#044629, 44617, 44630, 44616, 44628: all purchased 6/10/11	
Transfer	iPad Air 2	Utilize for digital sign-in at workshops and transfer fairs. For Transfer Center staff to utilize at conferences, meetings. To send text updates to students, and appointment reminders to student, and used to conduct student surveys. Department student employees are utilizing current mobile device (iPad mini) at on campus information tables for appointment registration.	N	1	$	500.00	Low		
Veterans	Secondary Monitors and Articulating Arms	To provide an efficient means of processing VA certifications as I currently have to switch from Norco College's UIWEB software to the Department of Veterans Affairs VAONCE software.	N		$	1,500.00	Low		
Veterans	iPad	The use of a mobile device is needed for taking notes while attending VA workshops/meetings. To assisting veterans/dependents.	N	1	$	700.00	Low	Need criteria information.	

Streaming Equipment Replacement project

System Requirements

Any streaming solution needs to provide the following feature set in order to meet the current needs of our faculty, students, staff, and administrators.

- Able to reach all devices (PC, Mac, iPhone, iPad, Android) both on and off campus with both live and on-demand video streams
- Stream standard videos in a standards based format
- Utilize adaptive bit rate streams to address the variety of network connections accessing system
- System transcodes videos to various formats to reach all platforms without requiring individual administration of each video stream.
- Provide lecture capture in classroom without requiring changes to instruction methodology
    - Able to capture all content instructor presents to students during a lecture (PC, Doc Cam, DVD/Blu-ray video, streamed video, etc.)
- Allow users to create and upload their own content from all platforms
- Ability to ingest previously recorded content in any format
- Recorded content needs to be editable in an easy to use format for all platforms
- Easily integrate Closed Captioning for all streamed content to ensure 508 compliance
- Allow users or system administrators to control security of streamed content
- Restrict the ability of users to redistribute content to protect intellectual property rights as well as licensing rights for other videos.
- Provide analytics of streamed content
- Allow scheduling of streaming recordings
- A single integrated solution for all aspects of the system, no need to utilize a third party software or hardware solution
- Allow users to search for materials they want to view
- Ability to easily integrate into a room control system

System Evaluations

The five major providers of streaming media solutions for education are Echo360, Kaltura, Mediasite, Microsoft Azure, and Wowza. Each system was evaluated to see if it met the above requirements list as well as for costs for an on premises and cloud based implementation of the solution. Typical replacement of hardware should be done on a six year cycle so that was used as a baseline for comparisons sake.

Echo 360

Echo360 meets almost all of the above qualifications with a few notable exceptions. It does not allow users to ingest all types of video and audio formats most notably MPG and WAV. Those are standard video and audio formats and any content utilizing that format would have to be converted by TSS. Their primary focus is their learning tools which allow the faculty to pose in video quizzes to assess learning. These tools are different from any LMS tools and would need to be created by the faculty for each video. Also these tools do not link in to the LMS so the faculty would have to find a way to integrate these assessments with any LMS or face to face assessments. Additionally, the system does not easily integrate into a room control system. While there are some programmable user interfaces that provide a GUI for the instructor to interact with a webpage on the hardware encoder they are not reliable. The Echo 360 hardware encoders are only warrantied for 2 years after purchase which can present issues as the system ages. Their system is only cloud based and they do not offer an on premises solution.

Echo 360 Costs

Echo 360			
Annual Licensing fee	1	$155,000	$155,000
Hardware encoders for lecture capture	9	$3,295	$29,655
Extended Warranty for encoders	9	$1,000	$9,000
One time installation fee	1	$3,000	$3,000
First year total cost			**$196,655**
Annual cost			**$155,000**
Cost for six years			**$971,655**

Echo 360's model is based on a combination of FTES, and hours of streaming. For our tier of students and hours of content we would have an initial first year cost of $195,655 with an annual cost of $155,000. This bundle covers 10,000 hours of streaming content. If we stream more than 10,000 hours of content then we would be charged $3,000 for another incremental streaming bundle which would cover another 10,000 hours. Our costs would vary annually based on our FTES and the hours we stream. But if everything remains steady then the cost over six years would be $971,655.

Kaltura

Kaltura is an open source solution whose licensing model requires you to separately license individual pieces of their product and they partner with Echo 360 to provide lecture capture which is not integrated into their platform. For our model we would need to license their video capture software, video portal, video search, streaming to mobile devices, LMS integration, support, maintenance, and storage(if using the cloud solution). Their primary focus is streaming live events for major media companies and not education. The partnership with Echo 360 in order to provide lecture capture would not only increase the costs significantly, the college would be faced with the same room integration issues presented by Echo 360. The Echo 360 system does not easily integrate into a room control system. While there are some programmable user interfaces that provide a GUI for the instructor to interact with a webpage on the hardware encoder they are not reliable. Kaltura's system can be either cloud based or an on premises solution. With the on-premises solution you pay the same licensing costs but would also need to pay for servers and storage arrays to support the product. Additionally, there would be the added costs of paying for the Echo 360 lecture capture solution.

Kaltura SAAS Costs

Kaltura			
Annual Licensing fee	1	$85,090	$85,090
One time training fee	1	$16,325	$16,325
First year total cost			$101,415
Annual cost			$85,090
Cost for six years			$526,865

Echo 360			
Annual Licensing fee	1	$155,000	$155,000
Hardware encoders for lecture capture	9	$3,295	$29,655
Extended Warranty for encoders	9	$1,000	$9,000
One time installation fee	1	$3,000	$3,000
First year total cost			$196,655
Annual cost			$155,000
Cost for six years			$971,655
Total cost for Kaltura system for six years			$1,498,520

The above costs are based on Kaltura's Software As A Solution service and you pay for each software piece as well as the cloud storage. For all of the pieces of the software we would need to license including a blackboard integration module, we would have an initial first year cost of $298,070 for both the Kaltura and Echo 360 system combined. The lecture capture and media system would then have an annual cost of $240,090. Our costs for the Echo 360 lecture capture piece would vary annually based on our FTES and the hours we stream. But if everything remains steady then the cost over six years for both systems would be $1,498,520.

Mediasite

Mediasite meets all of the streaming requirements and their primary focus is on education. They provide streaming for both standard videos and lecture capture. Their system can be either cloud based or an on premises solution. With the on-premises solution you pay the same licensing costs but would also need to pay for servers and storage arrays to support the product.

Mediasite Costs

Mediasite Cloud			
Annual Licensing fee	1	$30,350.00	$30,350
Cloud hosting and storage fee	12	$3,779.13	$45,350
Replacement of EOL Encoders	5	$5,000.00	$25,000
One time installation fee	1	$2,000.00	$2,000
First year total cost			**$102,700**
Annual cost			**$75,700**
Cost for six years			**$481,197**

Mediasite On-Premises			
Annual Licensing fee	1	$30,350	$30,350
Server replacement	1	$186,133.34	$186,133
Storage array replacement	1	$69,795.49	$69,795
backup implementation	1	$10,400.00	$10,400
Replacement of EOL Encoders	5	$5,000.00	$25,000
First year total cost			**$321,679**
Annual cost			**$30,350**
Cost for six years			**$473,429**

*The annual maintenance cost is currently allocated in the TSS Budget.

Mediasite's Cloud model is based on a combination of server storage, and hours of streaming per month. For our tier of data storage and hours of streaming we would have an initial first year cost of $102,700 and an annual cost of $75,700. This bundle covers 10TB of storage space and 1,000 hours of streaming per month. If we stream more than 1,000 hours we would have to add additional hours or storage to accommodate that need. The cost of the addition would vary based on the number of hours added and the amount of storage added. Our costs would vary annually based on our storage and the hours we stream. But if everything remains steady then the cost over six years for the cloud implementation would be $481,197.

The on premises solution for Mediasite would allow us Mediasite's software but the storage and management would be done locally. There would be no cost changes for increases to hours in streaming or increases in storage usage. For our system the initial first year cost would be $323,679 with an annual cost of $30,350. Over six years our total costs would be $473,429.

Microsoft Azure

Microsoft Azure is primarily a cloud storage solution. They do not provide streaming services so we would have to partner with another vendor, either Mediasite, Wowza, or a combination of the two to provide the lecture capture and streaming that is required as part of the streaming services we provide. In consulting with Mediasite on Azure they indicated that they have tested running the Mediasite services on Azure servers and experienced issues with the services running correctly. Mediasite is currently testing with Azure as an alternative hosting solution they can provide but they could not provide a timeframe for implementation. Additionally, if we tried to pursue making Mediasite run on Azure they could not guarantee support as they know there are issues with their software running on Azure. Wowza is similar to Mediasite in this respect in that they have had users attempt to use the software on Azure and while some have made it work they recommend other cloud storage solutions.

Microsoft Azure Costs

Microsoft Azure			
Cloud hosting and storage fee	1	$3,925.84	$3,926
Monthly total cost			$3,926
Annual cost			$47,110.08
Cost for six years			$282,660

Mediasite Cloud			
Annual Licensing fee	1	$30,350.00	$30,350
Replacement of EOL Encoders	5	$5,000.00	$25,000
First year total cost			$55,350

Annual cost			**$30,350**
Cost for six years			**$207,100**

Total cost with lecture capture solution			**$489,760**

Microsoft Azure is a storage company and by themselves they do not meet the streaming requirements listed. In order to provide streaming services we would have to partner with a streaming software provider to meet our system requirements. As a cloud hosting service, Azure's model is based on storage space, bandwidth utilization, and CDN (Content Distribution Network). The bundle quoted covers 6 virtual servers, 10 TB of storage, 500 GB of bandwidth, and 10 TB of CDN usage. The costs would vary as our storage increased as well as when our bandwidth utilization increased. But if everything remains steady then the cost over six years for the cloud implementation with partnering with a streaming service would be $489,760.

Wowza

Wowza is a software solution whose licensing model requires you to separately license individual pieces of their product. In order to utilize the software pieces you would have to either partner with a Cloud service provider such as Amazon Web Services, or Azure or provide your own server and storage on-site. They do not provide lecture capture in any format and we would have to explore individually licensing another product, either Echo 360 or Mediasite for lecture capture. For our model we would need to license their Wowza Streaming Engine, Wowza Cloud Platform, Wowza Transcoder, Wowza nDVR, Wowza GoCoder, and Wowza DRM and storage (if using the cloud solution). Their primary focus is streaming live events and you have to create an additional portal to handle on-demand streaming. Since Wowza does not provide lecture capture we would have to partner with another party in order to do lecture capture. Their system can be either cloud based or an on premises solution. With the on-premises solution you pay the same licensing costs but would also need to pay for servers and storage arrays to support the product. Additionally, there would be the added costs of paying for the lecture capture solution.

Wowza Costs

Wowza Cloud			
Licensing fee per Wowza Streaming Engine	6	$65	$390
Cloud hosting and storage fee	1	$3,925.84	$3,926
Streaming processing - first 10 hours	10	$6.00	$60
Streaming processing - 11-30 hours	20	$5.50	$110
Streaming processing - 31-50	20	$5.00	$100
Streaming processing - 51-100	50	$4.50	$225

Streaming processing - 101-200	100	$3.50	$350
Streaming processing - 200+	800	$3.00	$2,400
Network Usage - first 100GB	100	$0.10	$10
Network Usage - 101–1,000 GB	900	$0.09	$81
Network Usage - 1,001–2,500 GB	1500	$0.09	$128
Network Usage - 2,501–10,000 GB of overage	7500	$0.08	$578
Recording Usage - first 1000GB	1000	$0.10	$100
Recording Usage - 1,001–5,000 GB	4000	$0.09	$360
Monthly total cost			**$8,816**
Annual cost			**$105,796.08**
Cost for six years			**$634,776**

Mediasite On-Premises			
Annual Licensing fee	1	$30,350	$30,350
Server replacement	1	$186,133.34	$186,133
Storage array replacement	1	$69,795.49	$69,795
backup implementation	1	$10,400.00	$10,400
Replacement of EOL Encoders	5	$5,000.00	$25,000
First year total cost			**$321,679**
Annual cost			**$30,350**
Cost for six years			**$473,429**

Total cost with lecture capture solution			**$1,108,205**

*The annual maintenance cost is currently allocated in the TSS Budget.

Wowza's model is based on a monthly licensing fee for the server software, cloud hosting fees, streaming processing per hour, network usage per GB of utilization, and recording per GB of usage. For our system we would have a monthly cost of $8816 with a yearly cost of $105,796. Our costs would vary monthly based on our streaming processing, network usage and recording per GB. But if everything remains steady then the cost over six years would be $634,776. If you include the costs of a lecture capture system, the overall costs for six years $1,108,205.

Overall systems evaluation

Mediasite is the only streaming solution that meets all of our requirements and is the least costly solution both cloud based and on premises. In reviewing the costs of replacing the system the on premises solution costs dropped significantly and is the least expensive of all of the solutions reviewed.
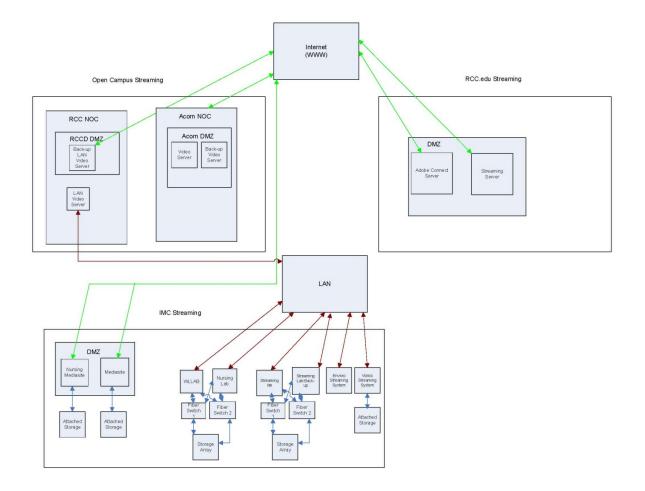
Mediasite Instructional Improvement

Since RCC began using Mediasite in 2004 for the Nursing FLEX program the usage has steadily grown and faculty have seen student success improve in classes utilize it for lecture capture. Most recently Kathy Nabours in Math began using Mediasite to support her online only Math 35 class. Before using Mediasite her success rate for her online class was 28.9%. Midway through this semester the online only success rate is 62.5 %. ADJ students have seen an improvement as well but we do not have success rate statistics available from 2011 which is the last year that ADJ was offered without Mediasite.

Cloud concerns

Information Services reviewed some of the requirements from the cloud service providers to determine if there would be any foreseeable network issues. In reviewing the requirements a lot of the services want to establish inbound (from the internet to the local RCC network) network connections in order to pull the streams from the encoders. As this would create security holes in the network those connections would be denied and the streams would fail. Additionally, as the network is experiencing lag issues with outbound connections, those issues would just be exacerbated by moving the streaming services to the cloud.

Current Issue

Streaming services throughout the District are currently provided by IMC Riverside, Web Development, and Open Campus. The servers, storage arrays, and encoders that support each of these three areas is beyond the end of it service life. In several cases the equipment items are no longer supported by the vendor and a failure will cause a major disruption in these services. In order to maintain the current silo streaming system, the server, storage arrays, and encoders supporting each area would need to be replaced at triple the cost listed in the IT audit report. The central issue of having three separate service areas support streaming is that it can lead to confusion amongst students, faculty, staff, and administration as to where they go to for these services. Additionally there are licensing issues, and duplicated costs associated with running three separate systems.

Recommended Solution

In order to help alleviate these issues, it was recommended in the 2010 IT Audit Report that streaming services be consolidated under one umbrella. That recommendation was supported by the IT Audit Implementation Committee in their final report in 2011. The benefits of consolidating all streaming offerings for the colleges and district under one umbrella are:

- Better service to students, faculty, staff, and administration by consolidating all streaming content into one web location
- Ability to reach all devices (iPhone, iPad, PC, Mac, Android, phones) regardless of platform
- Centralized licensing and copyright considerations for content
- Ability for users to create and upload their own content
- Budgetary savings by eliminating servers/hosting/support for three different streaming operations
- Annual budgetary savings for maintenance and energy

Estimated Cost and Timeline

The servers and storage arrays that support the universal streaming system are end of life and need to be replaced. Additionally, the storage arrays need to be expanded to accommodate the increased content from all areas of the district. The overall cost of the project is approximately $475,429 with a six to twelve month timeline for implementation and consolidation. Once the new system is up and running it will have a life cycle of five to six years at which time another equipment replacement would be necessary. The current system was funded via a combination of grants and RCC college allocation over ten years ago.

Cost Breakdown

Mediasite On-Premises			
Annual Licensing fee	1	$30,350	$30,350
Server replacement	1	$186,133.34	$186,133
Storage array replacement	1	$69,795.49	$69,795
backup implementation	1	$10,400.00	$10,400
Replacement of EOL Encoders	5	$5,000.00	$25,000
First year total cost			**$321,679**
Annual cost			**$30,350**
Cost for six years			**$473,429**

*The annual maintenance cost is currently allocated in the TSS Budget.

Viewing statistics

Mediasite

Fall 2014

Total Views: 2778

Live Views: 146

On-Demand Views: 2632

Total Time Watched: 2054Hrs, 11Minutes, 57seconds

Spring 2015 to date May 4, 2105

Total Views: 1968

Live Views: 90

On-Demand Views: 1878

Total Time Watched: 1108Hrs, 46Minutes, 20seconds

Windows Media

Spring 2015 to date May 4, 2105

Total Views: 11571

Total Time Watched: 10463Hrs

Due to the antiquated nature of the system it is difficult to pull statistics of viewing.

TECHNOLOGY COMMITTEE REPORT
SPRING 2016

COMMITTEE STATEMENT OF PURPOSE

The Norco College Technology Committee provides recommendations for the strategic direction, implementation and sustainability of technology resources throughout the college used to support student learning programs and services and improve institutional effectiveness consistent with the college's mission.

STRATEGIC GOALS AND OBJECTIVES:

GOAL 5, OBJECTIVE 5: INCREASE THE NUMBER OF FACULTY DEVELOPMENT WORKSHOPS FOCUSING ON PEDAGOGY EACH ACADEMIC YEAR

Technology Training

- Lynda.com is available to the faculty at Norco College for FREE! Technology training that is convenient with a variety of topics that faculty can use for professional development. Currently 50 full-time and 54 part-time faculty have Lynda.com accounts.
- New for spring: Lynda Video Series of the Week. The first in the series was aimed at faculty with the topic "WordPress in the Classroom." A lynda.com video was sent to nor-faculty that provides them training on WordPress.
- The committee is collaborating with the Distance Education Committee in presenting three Blackboard training workshops provided by Open Campus on March 16th, April 4th and May 11th in the Professional Development Center.

GOAL 6, OBJECTIVE 4: INSTITUTIONALIZE THE CURRENT TECHNOLOGY PLAN

Technology Recommendations in Strategic Planning

- The process of technology requests from program review and the evaluation/recommendation by the Technology Committee is documented in the *Technology Principles and Guidelines* and is part of strategic planning.
- Based on the Refresh Plan in the *Replacement of Technology Infrastructure and Equipment Plan*, the committee makes an annual recommendation of approximately 25% of the computer inventory to be refreshed.
- The committee conducts an annual technology survey in spring to gather input from the college community on technology and is used as a basis for training and resource recommendations.

GOAL 7: PROVIDE PROFESSIONAL DEVELOPMENT ACTIVITIES FOR ALL EMPLOYEES

Technology Resources

- Lynda.com is funded by the college through June 30, 2016 and 85 staff have accounts to access the technology training resource.
- The committee conducted several Learn with Lynda workshops for staff in summer 2015 that were well attended. The committee is planning technology workshop(s) for staff again this summer.

HOW DOES THE COMMITTEE ALIGN WITH NORCO'S COLLEGE MISSION?

- The committee provides educational opportunities for faculty, staff, and students through Lynda.com online technology training and employees through face to face technology workshops.
- The committee continues to research and discuss the creative application of emerging technologies for the college.
- The committee systematically assesses technology resources and uses the results of evaluation as the basis of recommendations for technology to support student learning.

ACCREDITATION:

- Actionable Improvement Plan – III.B.1.a. "The College will address the recommendations of the District Information Technology Audit and move toward decentralization of other technology support services from the District to the College."
    - District Information Technology Audit being addressed in ITSC
    - Micro Computer Support was decentralized in summer 2015 and 2.5 FTE staff were assigned to Norco College

2015-2016 COMMITTEE MEMBERS:

Christian Castillo, ASNC student

Thelma Montiel, ASNC student

Cathy Brotherton

Janet Frewing

Keith Coleman

Daniel Lambros

Ladylyn Dominguez

Sandra Martinez

James Finley

Jefferson Tiangco

Kim Kamerin

Deborah Tompsett-Makin

Mark DeAsis

Mitzi Sloniger

Emile Bradshaw

Ruth Leal (Co-Chair)

Damon Nance/Shirley McGraw (Co-Chair)

Ana Molina (Member/Secretary)