Norco College
Technology Committee Meeting
12:50pm-1:50 p.m.
CSS 219
December 13, 2017

MINUTES

Present	Absent
Ruth Leal (Co-Chair)	Cathy Brotherton (CIS/BEIT)
Damon Nance (Library)	Kim K. Kamerin (AHWL)
Daniel Lambros (IMC)	Deven Fafard (ASNC)
Sergio Quiroz (ASNC)	
Daren Koch (Tutorial)	
Lenny Riley (DOI)	Guest
James Finley (CIS/GAM)	Ricardo Aguilera (TSS)
Janet Frewing (Math)	Mike Angeles (TSS)
Mitzi Sloniger (COMM)	Frank Martinez (TSS)
Vanessa Acosta (A&R)	

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

2. Consent Calendar- Ruth Leal

    a. October 19, 2017 Minutes were reviewed.
    b. November 9, 2017 Minutes were reviewed.

    Motion (Finley/Frewing). Two abstentions. Approved.

3. Technology Plan – Ruth

    a. Subcommittees Report - Ms. Leal provided an update regarding the subcommittees.

        i. Goal #6 – Phase II computers were not all installed in the summer as reported and an email has been sent to all of the users to see if their computer was replaced or still needs to be replaced. Responses are slow but the committee will continue to follow-up. TSS will use the computers in inventory which were purchased for this in last year's resource allocation process. TSS reported that there were 53 computers in the warehouse after installation of the podium computer project. The Phase II list was shared with Business Services and TSS in the September 2017. The committee will be updated on this in the spring. The Technology Principles and Guidelines were updated to reflect the prioritization process and new template approved by the Technology Committee. The committee reviewed the document.

Motion (Acosta/Sloniger). Approved.

b. Library Computers Recommendation

    i. It has been recommended by the Technology Support Services staff to upgrade 50 library student computer station computers due to lack of RAM and processor power. TSS determined that adding additional memory to these computers will not be sufficient to run the windows 10, office 2017, adobe creative suite, pro tools, and visual studio programs needed for the library student computer station computers. Library computers are heavily used since there exists no substantial computer commons for general student usage at Norco College. Usage statistics show 124,489 logins by students from December 2016 through December 2017! 38.04% of students who took the Norco College Technology Survey in 2015 indicated they accessed the computers in the library, and 31.73% in 2016. Student comments on the surveys indicated: "Computers in the library are slow"; "Many functions don't work on the computers in the library"; "the library are not up to date and they should really have AutoCAD and other Pro software n them. When I have one of those classes it is sometimes necessary to access a computer outside the classroom and we can't". The library is one of the only locations on campus that offers pay-per-print access, and students are averaging 1,000-1,500 prints a day from library student computer station computers.

    Motion (Sloniger/Finley). Approved.

c. Technology Requests Prioritization Lists – The final lists were sent via email on December 13, 2017. An e-vote commenced.

Motion (Kamerin/Frewing). Approved.

d. Work Order Process & Tech Support – TSS would like to review and update the Tech Request Forms with the committee to add to Footprints. The TSS staff feel it would be beneficial for the process and were on board in the initial stages. A discussion took place on the disconnect in implementation and it was decided on a plan to move forward. Ms. Vanessa Acosta will work with TSS staff on updating the form and will bring back to the committee for review and approval. A formal recommendation with the following information was discussed.

    i. Issues:

        1. Follow-up communication once work order is placed

        2. Priority system for work-orders (clear process published)

        3. Need for local tech support for faculty to contact

        4. Faculty do not have access to Footprints and phones are not in classrooms to call Help Desk

    ii. The proposed solutions to the challenges:

        1. Creating three categories for prioritization of work orders (instruction, impact to students, and operational) and within each of those categories would be two divisions (impacts instruction/ability

to teach class and does not impede ability to teach class but needs to be addressed for instructional purposes; impacts service to students/unable to serve students and does not impede service to students but needs to be addressed for quality of service to students; impedes ability to do job and does not impede job duties but needs to be addressed for impact to workload) and the prioritization would be in that order with the first categories' subdivision taking highest priority. ITAs would analyze the work and then move it to the correct prioritization after review. TSS will explore further a calendar option on Queue for status update to let the users know where they are in the process.

2. Need for 1 FT Help Desk Technical Support Staff at Norco College. The Technology Survey supports the need and demand for a live troubleshooting help desk to be local and accountable to Norco College. This person could take phone calls and emails from staff/faculty in order to troubleshoot and then place the work order with more definitive information to help the ITA resolve the issue more efficiently. This person would also be able to communicate with the user about progress and status as well as liaison to the technicians about availability, etc.

3. Add 1 FT ITA to assist with the increase in technology on campus and to provide better customer service and support.

4. Make aware to TSS and college administration that faculty do not have access to footprints and are unable to directly place work orders. If a Help Desk live person is not in place, TSS may want to consider another system to request service.

5. Live Tech Support – once per month have a tech in the CRC for example during college hour to handle walk-in requests for tech information on hardware/software and support of mobile devices. This would minimize calls for help desk and provide help for laptops. TSS reported that QuickFix will be starting January 4th during college hour to help. It was also discussed about the possibility of the help desk emailing staff if a classroom's technology is not working so that everyone is aware.

Motion (Sloniger/Frewing). Approved.

5. 25 Live – Leonard Riley

   a. No update.

5. Website – Leonard Riley

   a. Mr. Riley reported that he has been given access in the development site for SharePoint 2016.

Technology Projects – Dan Lambros

   a. TSS Update

Mr. Lambros reported that in Library 108 they are moving the instructor station and replacing the audiovisual equipment. He reported that the marquee sign in front of the college is leaving DSA at the end of December and construction is expected in spring. The sign will be on the corner of 3rd Street. Mr. Lambros mentioned that TSS is working on installing a surveillance system in Student Services and that they are no longer providing audiovisual carts for instructors at JFK. Norco College instructors will use JFK audiovisual equipment in the classroom. He also stated that they are looking at interactive projectors for math tutors in the STEM Center. New stage lighting is in the Theater (phase I of this project). Lastly, IMC is working on an updated quote to update the streaming system in CSS 217 to allow for the option of being mobile around campus.

6.　Open Forum

Adjourned: 1:50 p.m.

Next meeting will be February 15, 2018 in IT218

NORCO COLLEGE

77 Computers Replacement Refresh 2016/2017

Code	Equipment Type	Asset Tag No.	Serial No.	Purchase Date	Location	Owner
C	Computer	41215		02/22/10	CRC	Scoring Computer
C	Computer	41227		02/22/10	CRC	Scoring Computer
C	Lenovo Computer 4157CT0	41290	1S4157CTOMJDWX76	03/11/10	OC 110	Leonard Riley
C	Computer	41983	1S7484WUEMJLXB65	05/25/10	css 106	David DiLeo
C	Computer	41987	1S7484WUEMJPKY79	05/25/10	css 106	Keith Coleman
C	Computer	41984	IS7A54WVEJPKY61	05/25/10	css 106	Leona Crawford
C	Computer	41989	1S10B60008USMJ00RW61	05/25/10	css 107	Kimberly Bell
C	Computer	41981	MJLXB62	05/25/10	CSS 211	Steven Gonzalez
C	Computer	41979	MJPKY74	05/25/10	CSS 211	
C	Computer	41977	MJLXB58	05/25/10	CSS 211	Student Employee
C	Computer	41993	MJLXB85	05/25/10	CSS 212	EOPS Counselor
C	Lenovo Computer MTM7484WUT	041935	MJPFE82	05/30/10	CSS 207	Student Computer #2
C	Lenovo Computer MTM7484WUT	041924	MJPFE91	05/30/10	CSS 207	Student Computer #3
C	Lenovo Computer MTM7484WUT	41854	1S10B60008UTMJPFE83	05/30/10	css 106	DRC
C	Lenovo Computer MTM7484WUT	41911	MJPFE92	05/30/10	IT 200-J	Margarita Shirinian
C	Lenovo Computer MTM7484WUT	41926	MJPFF04	05/30/10	IT-200-O	Janet Frewing
C	Lenovo Computer MTM7484WUT	41815	MJPFF12	05/30/10	G131	Mitzi Sloniger
C	Lenovo Computer MTM7484WUT	41951	MJF7E06	05/30/10	ATEC 106	Gerald Cordier
C	Lenovo Computer MTM7484WUT	41905	MJPFF11	05/30/10	ATEC 102	Paul VanHulle
C	Lenovo Computer MTM7484WUT	41907	MJPEB5	05/30/10	ATEC 214	Joe Eckstein
C	Computer Lenovo MTM7484WUT	41914	MJPE70	05/30/10	Theater 201	
C	Computer Lenovo MTM7484WUT	41921	MJPFE70	05/30/10	ST 201 B	Charles Sternburg
C	Computer Lenovo MTM7484WUT	41939	MJPEE64	05/30/10	ST 201 C	Barbara Moore
C	Computer Lenovo MTM7484WUT	41936	MJPFE65	05/30/10	ST 201 A	Teresa Finnern
C	Computer Lenovo MTM7484WUT	41948	MJPEE61	05/30/10	HUM 119	
C	Computer Lenovo MTM7484WUT	41938	MJPFE66	05/30/10	HUM 120	Vacant
C	Computer Lenovo MTM7484WUT	41942	MJPFE68	05/30/10	IT 200-N	Patricia Worsham
C	Lenovo Computer MTM7484WUT	41847	MJPFF24	05/30/10	IT 200-L	Peggy Campo
C	Lenovo Computer MTM7484WUT	41908	MJPFF10	05/30/10	IT 200-F	Ana-Marie Olaerts
C	Lenovo MTM7484WUT COMPUTER	41913	MJPFE77	05/30/10	IT 200-C	Andres Elizalde
C	Lenovo Computer MTM7484WUT	41825	MJPFE71	05/30/10	IT 200-B	Mark Lewis
C	LENOVO Computer MTM7484WUT	41931	MJPFF13	05/30/10	OC 155	
C	LENOVO Computer MTM7484WUT	41934	MJPFF494	05/30/10	OC 161	Victor Goldbaum
C	Lenovo Tower 3853CT0	041687	MJPAF23	05/31/10	SSV212B	Susanna Galvez
C	Computer	41686	MJPAF24	05/31/10	Portable A-103	Miriam Alonso
C	Computer Tower M90P	42622	MJBFDY7	09/09/10	Portable A - 104	Bernice Delgado
C	Lenovo Tower M90P	042621	MJBFDY8	09/09/10	SSV212C	Sandra Buenrostro
C	Dell Laptop M4500	42670	DPN:CFGY2 A00 CET	09/30/10	CACT-11	Kevin Fleming
C	Tower M90P	042683	MJDDTX9	10/04/10	SSV212A	Hortencia Cuevas
C	Computer Tower M90P	42684	MJDDTY0	10/04/10	Norte Vista HS	UB- AUSD
C	HP Computer Lenovo M90P	42747	11S45K6476ZVJ5UD0760GW	10/23/10	IT 200	E. McDONALD
C	Lenovo Computer M90P	42746	71Y3514	10/23/10	B203	Diane Palmer
C	Computer	48491	MJNCWWM	12/23/10	Portable A-101	Eva Amezola
C	Lenovo Computer M90P	42930	MJKBZX5	01/12/11	Portable A-102	Rowana Thompson
C	Lenovo Computer M90P	42932	MJKBZXA	01/12/11	Portable A-106	Miriam Alonso
C	Dell Computer P190S	43049	MJP469	01/30/11	OC 112A	Energy Management
C	Lenovo CPU/MONITOR 5205CT0	43086	5205CTOMJMPZG6	03/01/11	CSS 205-A	
C	APPLE Laptop A1286	43103	C02FC72VDF8Y	04/07/11	IT 200-N	Patricia Worsham
C	Lenovo Laptop L512	44523	2598W9K	05/09/11	WEQ 9C	Beverly Wimer
C	Computer Lenovo M91P	044617	MJXAVR0	06/10/11	SSV 105	Maria Gonzalez
C	Lenovo Computer M91P	044630	MJXAVP8	06/10/11	SFS	Leticia Martinez
C	Lenovo Computer M91P	044629	MJXAVR4	06/10/11	SFS	
C	Lenovo Computer M91P	044616	MJXAVP7	06/10/11	SFS	
C	Lenovo Computer L2260PWD	044615	MJXAVR2	06/10/11	SSV 104	Cari Martinez
C	Lenovo Computer M91P	044628	MJXAVR1	06/10/11	SFS	Sheri Cologgi
C	Lenovo Computer M91P	044618	MJXAVR3	06/10/11	SSV 104	Scanner desk
C	LENOVO Computer MTM4524	44688	MJXAVR6	06/22/11	WEQ 9A	Tim Wallstrom
C	Tower	044417	MJXVRH1	07/15/11	Front Desk	LRC Staff
C	Tower	044416	MJXVPY5	07/15/11	Front Desk	LRC Staff
C	Lenovo CPU PC MTM7483WTD	044421	MJXVRH3	07/15/11	Kiosk	Kiosk
C	Lenovo CPU PC MTM7483WTD	044422	MJXVRB8	07/15/11	Kiosk	Kiosk
C	Computer	44708		07/15/11	CRC	Scoring Computer
C	All in One	48074	MJKRFRL	03/02/12	SSV222	Tanya Wilson
C	computer	48134	MJKRDHA	03/02/12	SSV200	CYNTHIA ACOSTA
C	COMPUTER	48136	MJKRDHC	03/02/12	SSV200	
C	COMPUTER	48133	MJKRDHX	03/02/12	SSV200	TABITHA MONTOYA
C	COMPUTER	48129	MJKRDHA	03/02/12	SSV200	
C	COMPUTER	48140	MJKRDGK	03/02/12	SSV200	HELP DESK -STUDENT EMPLOYEE
C	COMPTER	48131	MJKRDGL	03/02/12	SSV200	2ND DESK STUDENT EMPLOYEE
C	COMPUTER	48128	MJKRDGG	03/02/12	SSV200	PATTI BRUSCA
C	Computer	48118	MJKRDGR	03/06/12	LOBBY. 2nd floor	STUDENT SERVICES
C	Computer	48117	MJKRDHF	03/06/12	LOBBY. 2nd floor	STUDENT SERVICES
C	Computer	48116	MJKRDGH	03/06/12	LOBBY. 2nd floor	STUDENT SERVICES
C	Computer	48114	MJKRDGV	03/06/12	LOBBY. 2nd floor	STUDENT SERVICES
C	Computer	48115	MJKRDGY	03/06/12	LOBBY. 2nd floor	STUDENT SERVICES
C	Computer	48126	MJKRDGD	03/06/12	LOBBY. 2nd floor	STUDENT SERVICES
C	Computer	48141	MJKRDGX	03/06/12	LOBBY. 2nd floor	STUDENT SERVICES

Norco College
Technology Principles and uidelines

I.   PRINCIPLE STATEMENT

Norco College is committed to managing its technology resources in an organized, deliberative, and cost-effective manner.

II.   TECHNOLOGY GUIDELINES

Technology hardware and software are essential to the delivery of information in today's colleges and to the efficient management of those institutions. The Technology Strategic Plan calls for a systematic plan to maintain, upgrade, or replace technology or equipment to meet institutional needs. This process attaches funding to the planning of technology needs towards a Total Cost of Ownership model that includes redundancy and replacement funding.

Technology Total Cost of Ownership (TCO) is a structured approach to calculating the full costs associated with buying and using a technology asset or acquisition over its entire life cycle. Technology TCO takes the purchase cost of an item into account, hardware and software, but also considers infrastructure, installation, maintenance, repairs, training, and support as well as the future replacement of the item.

Typically, the term "technology" implies any device containing or operated by a computer chip. It is equipment, both hardware and software, targeted at directly or indirectly facilitating academic purposes and whose primary action is powered by electronic means or whose function is to assist or complement devices that can be described in the aforementioned fashion. This guideline applies to the following resources of the College, but is not necessarily limited to:

- Computers and computer peripherals (i.e. printers, scanners, docking stations)
- Mobile phones
- Video Screens and Displays
- Digital Video Players
- Computer Software and Applications
- Video Conferencing
- Fax Machines
- Internet, Wi-Fi, Servers, and Cloud Computing
- Mobile Applications
- Mobile Devices (i.e. tablets)
- Audio/Visual Equipment (i.e. projectors, sound system, public address system)

- Smart-boards
- Website
- Emergency Alert & Mass Notification System

III. OWNERSHIP

All technology equipment purchased by Norco College is owned by Norco College and RCCD. Technology purchased with grant funds is owned by Norco College unless specifically stated otherwise by the granting agency. Technology equipment may be assigned to a department, faculty, or staff member while he/she is employed by the College. Technology equipment must be returned to the issuing department upon end or termination of employment with the college or district.

IV. STANDARDIZATION OF TECHNOLOGY

Norco College current standardization of computer hardware purchases consists of a hardware platform for Macintosh and one for Windows systems. The College has standardized on Dell and Lenovo computers for the Windows platform and Apple computers for the Mac OS platform.

Audio Visual and other technology vary based on need, manufacturer availability and pricing, and infrastructure.

V. TECHNOLOGY LIFECYCLE

The college lifecycle for faculty and staff desktop workstations is four to five years. Student-facing academic use areas such as classrooms and lab computer/workstations are three to four years. Areas that require more contemporary technology may receive new computers more often than every three to four years. These lifecycles are to be established in consultation with Technology Support Services Computer Support staff and identified on the inventory/replacement schedule. Unique situations may be accommodated but require approval from the department chair/dean and vice president.

Audio Visual technology lifecycles vary depending on type of equipment. Classroom projectors have an average lifecycle of five years whereas digital signage, video displays, and sound systems to name a few have varying lifecycles.

VI. TECHNOLOGY REQUEST FORM

Requests for technology equipment, both hardware and software, may be submitted utilizing the Technology Request Form. The Technology Request Form must be sent to Technology Support Services Computer Support and Instructional Media staff for computer or audiovisual equipment or to the Dean of Instruction Office for Instructional Software for evaluation/review

of technical specifications and costs associated with the equipment` in order to be completed. The form will then be forwarded by the technology departments to the Technology Committee for review and comments as well as inventory purposes.

Initial costs should take into consideration of components, additional software/hardware in order for the item to work properly, potential installation (if necessary), and training.

Replacement funding for this technology equipment and/or recurring maintenance costs (if necessary) should be planned at the time of procurement. Costs for upgrades and training associated with upgrades should also be considered.

This process provides a path for the cyclical refurbishment of technology on campus. The Technology Request Form encompasses the initial as well as operating cost and determines if the technology fits the needs of the department as well as the institution in regards to industry standards and competition in the educational marketplace. This is the technology Total Cost of Ownership model.

The Technology Request Form will be reviewed annually by the Technology Committee with input from the technology departments for user satisfaction and effectiveness.

VII. TECHNOLOGY-RELATED DECISIONS IN THE STRATEGIC PLANNING PROCESS

The Technology Committee is a standing Strategic Planning committee that 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. As such, all issues involving technology planning and resources are discussed and vetted by the Technology Committee membership during monthly meetings that are announced college wide and open to all college personnel, students and interested community members. All attendees are encouraged to offer input and participate in the discussion. Any Strategic Planning committee, including standing committees of the Academic Senate, can submit an item that is technology related to the Technology Committee for review. If deemed necessary, certain Technology Committee decisions that are approved and/or forwarded may be agendized as informational or action items on one of the three Prioritization Planning Councils: Academic Planning Council; Business and Facilities Planning Council; or Student Services Planning Council. If deemed necessary, the item(s) may be agendized by the Institutional Strategic Planning Council and sent as a recommendation to the College President.

Approved by the Technology Committee on August 28, 2014; Revised on May 19, 2016

Norco College Replacement of Technology Infrastructure and Equipment Plan

As part of the Norco College Technology Principles and Guidelines, Norco College systematically plans for the replacement of technology infrastructure and equipment utilizing the strategic planning process. The Technology Committee coordinates with the Technology Support Services Computer Support staff and Instructional Media staff to plan for the replacement, reassignment, and evaluation of technology resources.

Mapping Technology Goals to the Strategic Plan:

The table below shows the alignment of the Technology Strategic Goals with the Strategic Goals of Norco College. The technology goals and strategies can be found in their entirety in the Implementation Grid within the Technology Strategic Plan.

Norco College Technology Goals	Increase student achievement and success	Improve the quality of student life	Increase student access	Create effective community partnerships	Strengthen student learning	Demonstrate effective planning processes	Strengthen our commitment to our employees
Make technology a priority at Norco College through training & support for faculty, staff, & students	X		X		X		X
Develop and continue to update a technology strategic plan for a college-based model		X	X		X	X	
Identify external and internal funding sources and maximize District IT funds for technology	X	X	X	X	X	X	
Provide tools for online students about effective use of the learning management system and online resources	X		X	X	X		
Provide tools for online faculty about online pedagogy and effective use of the learning management system	X		X		X		X
Create technology use and structure models and incorporate best practices in our use of technology college-wide	X	X		X	X	X	
Respond to the technology needs of the Norco College community	X		X	X	X		X

VIII. TECHNOLOGY REPLACEMENT PLAN

Technology plays a critical role in the College's educational mission and to sustain it the following replacement plan is recommended to ensure that computers and other technology on campus remain up-to-date.

a. *Standard Office Technology*: This category includes all faculty and staff workstations, laptops, and tablets as well as computer peripheral devices, such as a keyboard, mouse, scanner, printer, etc. The computers in this category will generally be configured to run

office software, such as word processing and spreadsheets. It is recommended that all standard office technology be replaced every four (4) years.

b. *Special Use Items*: Items in this category would include specialized equipment, such as large screen multimedia computers, internet servers and switches, projectors, digital signage, video displays, automation servers, or other unique configurations. The replacement cycle for these items will be evaluated on a case-by-case basis, with no standard replacement period, although a life-cycle of between 3-5 years is expected.

c. *Replacements Out of Cycle*: Faculty and staff workstation replacements before this four-year period are permissible, if either of the following conditions is met:
    i. The workstation is *out of warranty and repair is not feasible*; or
    ii. There is *adequate justification* that the workstation does not meet the requirements for the user's job.

d. *Requests for Replacements Out of Cycle*: Requests for workstation replacements outside of the four-year refresh cycle must be submitted in writing utilizing the Technology Request Form. These requests should identify the workstation user, as well as the justification for the replacement.

IX. STAGGERED REPLACEMENT

To ensure equitable balance between all areas of the College, allocation of technology resources is a representative and participatory process linked to the College's planning and budgeting process. Norco College maximizes grants and Perkins funding as well as the college budget to fund technology resources.

In order to control costs and minimize disruption to the College's operations, only a portion (approximately 25%) of the computer inventory is recommended to be refreshed every year. Equipment will be replaced based on age and program needs. As a result, the need to request new computer equipment will decrease unless there are programmatic or personnel changes.

a. Age of the Equipment. The first criteria that will be considered are the age of the equipment. Under this criterion, replacement equipment is determined as a result of the annual inventory that identifies the oldest equipment on campus.

b. Programmatic Needs. With regard to this criterion, technology resources, including technology refresh resources, are allocated based on priority needs. Needs are determined through the College's prioritization and ranking process which is part of the program review process, based on the programs, projects or initiatives correlation to the Technology Strategic Plan which is directly linked with the College's Strategic Plan, and classified as high, medium, or low priority.

i. *High Priority*. High priority initiatives are typically mission critical, required by code or law, essential to insure privacy, security and safety, or are driven by economic factors.

ii. *Medium or Low Priority*. Medium or low priority initiatives and programs are prompted by the need to stay competitive, improve efficiency, add value, create opportunities, improve services, and respond to the demand for more services.

X. REASSIGNMENT/DISPOSAL OF TECHNOLOGY EQUIPMENT BEING REPLACED

When technology equipment is scheduled to be replaced or reassigned, the equipment in question must be returned to the Technology Support Services Computer Support staff located at Norco College. The equipment cannot be passed from one user to the next without being formally reassigned.

Micro Computer Support staff will evaluate returned technology equipment to determine its remaining life and appropriateness to be reassigned on campus and provide a report to the Technology Committee for possible reassignment. Technology equipment that does not meet reassignment standards will be disposed of in compliance with the RCCD Board Policy 6550 Disposal of Surplus Personal Property and federal grant regulations.

Technology equipment that is deemed appropriate for reassignment may be reassigned as requested on the Technology Request Form or based on the areas in need designated by the annual inventory list and lifecycles. Equipment in good working condition purchased with federal grant funds must first be offered to another federally funded grant program at the home campus, or the district. If the receiving department has no use for the equipment, then it can be reassigned to any department or staff member. Equipment in good working condition purchased with department funds must first be offered to be reassigned within said department prior to being reassigned to another department or staff member.

XI. ANNUAL INVENTORY

Technology Support Services Computer Support and Instructional Media staff is responsible for maintaining custodial records of all inventoried technology equipment and related peripheral equipment on campus, including the person/department to which the equipment has been assigned. Departments responsible for managing grant funds must also maintain a separate equipment inventory list and it must be updated on an annual basis. Technology Support Services shall assist these departments with maintaining an inventory list for federal compliance purposes. Only staff from these departments may transfer technology equipment from one office to another. Technology equipment purchased with grant funds shall not be transferred to other locations without first notifying the grant director. All inventory information will be kept up-to-date and provided to the Technology Committee on an annual basis in fall and spring.

This inventory is vital information for the Technology Use Model which helps plan for consistent updates, maintenance, replacement and purchases of all technology.

Norco College Program Review Technology Requests Process

The Technology Committee systematically plans for the replacement of technology and equipment. As part of this process, the Committee coordinates with the department/discipline to ensure that the

technology meets the programmatic needs of the department/discipline, the Technology Support Services Computer Support staff and Instructional Media staff to plan for replacement, reassignment, and evaluation of technology resources, and the Grants Department for possible funding.

XII. Program Review Requests for Technology Committee

As part of program review, the requestor completes the *Planning Council Program Review Requests for Technology Committee*, which provides data such as the asset tag number to determine age and lifecycle, programmatic needs questions, and total cost of ownership (which can be obtained by utilizing the *Technology Total Cost of Ownership Form* located on the Technology Committee webpage or the *Total Cost of Ownership Spreadsheet* on the Business & Facilities Planning Council webpage).

XIII. Program Review Process

All technology requests from program review are gathered by the three planning councils, Business & Facilities Planning Council, Student Services Planning Council, and Academic Planning Council and forwarded to the Technology Committee for recommendations and prioritization. After review, recommendations, and prioritizations are approved by the Committee, the prioritization lists are submitted to the Institutional Strategic Planning Council for consideration and acceptance before being forwarded to the President's Office. ISPC does not reorder the prioritization work done by the Technology Committee but approves to accept the work and the list remains separate of equipment lists. The lists are then sent to the three planning councils for information.

Upon approval from the President's Cabinet, the Technology Committee works with the requestors of their approved program review technology requests to complete the full Technology Request Form which includes information as to the desired reassignment of the current equipment and the programmatic needs to determine the new equipment to be purchased prior to purchasing taking place. The Technology Request Form is utilized by the Technology Support Services Computer Support staff and Instructional Media staff to purchase the approved requests.

In submitting its annual program review, the requestor may use the *Technology Total Cost of Ownership Form* to provide specific TCO data in the section of the program review that lists resource requests. The form contains sections detailing the initial cost of the resource as well as the total operating costs for the item. This enables the College to make informed decisions about whether or not to grant particular requests.

The process provides a path for the cyclical refurbishment of technology on campus. The technology requests for resource allocation are evaluated based on the initial as well as the operating costs of a technology item, how well the item fits the needs of the unit and the

College, how fully it meets industry standards, and how competitive it is in the educational marketplace. This is the technology Total Cost of Ownership model.

XIV. Purchases

Technology equipment purchases may be made using the Technology Request Form and submitted to the College's technology department (computer / instructional media / software) for evaluation/review of technical specifications and costs associated with the equipment. The completed request form is then forwarded to the Technology Committee for review and comments as well as inventory purposes. The total cost of ownership for the item is calculated on the basis of the information provided in the form, which is returned to the requesting unit.

XV. Determining Priority Level and Prioritization

Based on the information received from the *Program Review Requests for Technology Committee* for each technology request, the Technology Committee uses the criteria stated in the *Replacement of Technology Infrastructure and Equipment Plan* to evaluate the requests and determine priority level (high, medium, low) and recommended action, such as replacing with an item in inventory or notification of grant funding to meet a particular need, as well as prioritization.

The criteria are Age/Lifecycle, Programmatic Needs, Total Cost of Ownership, and Evaluation Report by the Technology Department(s).

XVI. Evaluation of Process

This process was implemented in the fall 2014 program review process. It is designed to facilitate sound resource allocation decisions and will be evaluated annually by the Technology Committee and modified as necessary. The Request Forms will also be reviewed annually with input from the College's technology department regarding user satisfaction and effectiveness.

Approved by the Technology Committee on May 21, 2015; Revised on May 19, 2016

50 Library Student Computer Station Computers

It has been recommended by the Technology Support Services staff to upgrade 50 library student computer station computers due to lack of RAM and processor power. TSS determined that adding additional memory to these computes will not be sufficient to run the windows 10, office 2017, adobe creative suite, pro tools, and visual studio programs needed for the library student computer station computers. Library computers are heavily used since there exists no substantial computer commons for general student usage at Norco College. Usage statistics show 124,489 logins by students from December 2016 through December 2017! 38.04% of students who took the Norco College Technology Survey in 2015 indicated they accessed the computers in the library, and 31.73% in 2016. Student comments on the surveys indicated: "Computers in the library are slow"; "Many functions don't work on the computers in the library"; "the library are not up to date and they should really have AutoCAD and other Pro software n them. When I have one of those classes it is sometimes necessary to access a computer outside the classroom and we can't". The library is one of the only locations on campus that offers pay-per-print access, and students are averaging 1,000-1,500 prints a day from library student computer station computers.

2017 Norco College APC Annual Program Review Technology Requests Prioritization List by the Technology Committee

Dept.	Request	Justification	Instructional/ Non-Instructional	# of Items	Total Cost	New/Replacement	Recommendation (High/Medium/Low)	Reviewer Comments	Recommended Action
AHWL- Music	Business Class Color Printer	Needed for programs, flyers, tickets, CD art mock ups, presale fundraising forms, advertising sales forms, and other course and program specific applications.	N	1	$ 697.00	New	Low-2		
AHWL- Music Industry Studies	Logic Software	Needed for MIS 3, MIS 4, and MIS 7 courses; particularly MIS 7. Specialized music production software. Most widely used DAW 2nd to Pro Tools. 3 faculty and approximately 100 students per year will directly benefit from this equipment/technology.	I	35	$ 4,500.00	New	Medium-13	Benefits/Impacts students	
AHWL- Music Industry Studies	60" or larger Flat-screen Television for studio with cabling and adapter to connect to computer	Big screenTV would allow more students to see details of sessions and mixing in progress in the the Recording Studio. 3 faculty and approximately 70 students per year will directly benefit from this equipment/technology.	I	1	$ 7,220.00	New	Medium-10	Benefits/Impacts students	
AHWL- World Languages	Replace student laptops in Language Lab	Current laptops were purchased in 2011	I	32				The laptops were replaced twice. Once in spring 2017 due to laptops purchased that did not fit the drawers and then again in fall 2017.	
BEIT- Business, Management, Marketing	New Computer and Printer for Rex Beck	Rex's computer has not been replaced since who knows when. Faculty in Business need to have up to date equipment in order to effectively use the many and varied programs and applications that are used in our industry.	N	1	$ 2,388.52	Replacement	Low-3	Asset tag is #065941. Purchase date in inventory is 6/30/16. Lifecycle still efficient.	Computer was replaced in 2016.
BEIT- CIS/CSC & CAT	IT-127 New instructor terminal	The current computer does not adequately run all the software needed for this classroom. It takes 5-10 minutes to boot and it does not allow the instructor to use SchoolVue to demonstrate on the student's machines.	I	1				In summer 2017, TSS removed old software and updated the drivers for the current computer and it runs well now. Request no longer needed per CIS faculty.	
BEIT- GAME Simulation and Game Development	Wacom Tablets	All of our art centric courses are centered around the use of technology to complete artistic tasks. Wacom tablets undergo a great deal of wear and tear given the fact that they are drawing surfaces that degrade in quality over the years. Wacom tablets are also frequently updated by the manufacturer. As such, it is critical that we upgrade and replace defective ones.	I	30	$ 2,600.00	Replacement	High -1	Benefits/Impacts students	
BEIT- GAME- Simulation and Game Development	Printer for IT 125	The printer in this classroom is broken. The cost to repair it is $250. The cost of a new, networked printer is $800.	I	1	$ 800.00	Replacement	Medium-5		
BEIT- GAME- Simulation and Game Development	Printer for ATEC 118	The printer is old, loud and breaks frequently. So far it has been repaired, but the classroom is frequently without a printer.	I	1	$ 3,800.00	Replacement	Medium-6		
BEIT- Manufacturing/ Machine Shop Tecn/Supply Chain Tech/Electronics	Software for the CMM Machine	This software will be used in ENE 52, MAN 38, 39 and 56. A coordinate measuring machine (CMM) is a device for measuring the physical geometrical characteristics of an object. This machine may be manually controlled by an operator or it may be computer controlled. Measurements are defined by a probe attached to the third moving axis of this machine. We have the machine but it no longer works because the current version works with windows XP. How many students/Staff/ departments will directly benefit from this equipment/ technology? ENE 52, MAN 38, 39 and 56 students will be using this machine. Most of these classes have about 20 students in them.	I	1	$ 30,000.00	NEW	Medium-7		
BEIT- Manufacturing/ Machine Shop Tecn/Supply Chain Tech/Electronics	Fluid SIM Software	This software is used in MAN-60 and 64 and most of these classes have about 20 students in them. This software shows the simulation of many fluid power topics. It also has the ability to show the students how PLCs can control fluid power systems. We have been using this software for many years and the version is the same age as the industrial technology building.	I	1	$ 300.00	Replacement	Medium-4		
BEIT- Manufacturing/ Machine Shop Tecn/Supply Chain Tech/Electronics	Upgrades to the computers in CACT 2	Replacement will soon be needed and these computers are quite slow. The new computers should have more ram better processing speeds and at least five of these computers have floppy disk in them since some of the CNC machines still use floppy disk.	I	26	$ 2,000.00	Replacement	High-3	Benefits/Impacts students.	
BEIT- Manufacturing/ Machine Shop Tecn/Supply Chain Tech/Electronics	A better licensing server to run the Mastercam and Solidworks	We are constantly having the licensing that runs Mastercam and Solidworks break down.	I	1	Did not provide	NEW	Low-5		
COMM -Library	Proposed library platform	The district libraries share one Integrated Library System (ILS). Migrating to this platform provides a one-stop search feature integrating books, articles, and multimedia. The California Community College System is looking to implement a state-wide ILS for all libraries.	I	1	$ 600,000.00	New	Medium-12		
M&S -Anatomy & Physiology	Rooms ST 211 & ST 207. Goal to purchase a college license for the Visible Body software. This would allow students to visualize the human body in 3-D images that can be manipulated.	Improvement of instruction: For a course sequence like AMY 2A and 2B it is impossible to use human cadavers unless they have been dissected in a Gross Anatomy class; which we don't offer in our district. Otherwise, the human specimen is too time consuming for a class that combines anatomy and physiology. This is directly benefit the faculty and the students. In the near future virtual dissections will become the preferred method for lecture laboratory analysis of the human body.	I	Did not provide	Did not provide	NEW	Low-4		
M&S -Anatomy & Physiology	For room ST 207: Goal is to purchase 32 upgraded laptops with functional batteries to replace current laptops.	These laptop computers are used in virtual physiology experimental labs in physiology. Current ST 207 laptops have reached the end of their service life but can be transferred to ST 211 and repurposed.	I	32	$ 6,000.00	Replacement	Low-1		

Area	Item	Description	I/N	Qty	Cost	Type	Priority	Notes	Recommendation
M&S - Biology, Health Science & Microbiology	New laptop computers (replacements) for IT 128	Current computers are failing. This affects 40 students each semester	I	40	$ 2,400.00	Replacement	Medium-15		
M&S - Biology, Health Science & Microbiology	New computer and software update for ELISA plate reader	This equipment is 10 years old. The software needs a current computer system to run properly. This affects/benefits 60 students each semester.	I	1	$ 2,000.00	Replacement	Medium-16		
M&S - Kinesiology	Desktop Computers *Faculty (Wallstrom) Classroom (WEQ 3&8)	Both desktop computers are very slow starting and running. Both computers freeze up and have difficulty loading software that is necessary for classroom preparation and/or classroom instruction. This directly benefits 2000 students per year.	I	3	Will need to be negotiated	Replacement	Medium -3		
M&S - Kinesiology	Clicker Technology	Number of students to benefit (college wide) is uncertain. Within Kinesiology, approximately 650 students on a yearly basis. Turning Technology has been utilized by instructors' campus-wide for approximately 6 years. In order to transition to Turning Point Cloud a contract will be necessary to gain the benefits of a license. The older Turning Point technology is no longer compatible with the new computers. Unless arrangements are made, we will lose access to this interactive classroom	I	1	$ 1,331.80	Replacement		Request no longer needed per Kinesiology faculty.	
M&S - Mathematics	Change orientation of data projector in LIB 108	In the current configuration, the data projector in LIB 108 is pointed toward the smaller white board. Because there are a lot of Math classes in LIB 108, it is better to have more white board space -- which LIB 108 does have, but it's on an inaccessible wall. Re-orienting the data projector is required to utilize this longer white board space. This affects/benefits up to 400 students and 10 faculty per semester.	I	n/a	Did not provide	Replacement	Medium-17	IMC is currently working on design quotes for this classroom.	
M&S - Mathematics	Update the document camera in the following classrooms: ATEC 204, ATEC 210, and ATEC 211	The current document cameras are mostly inaccessible and hard to straighten; when used, too much time is spent on adjusting the camera and the writing surface material. This affects/benefits up to 1,200 students and 30 faculty per semester.	I	Did not provide	Did not provide	Replacement	Medium-18	These requests are on the IMC program review already. This is a duplicate request. IMC will provide the necessary quotes.	
M&S - Mathematics	Classroom Projector/screen placement	The total numbers of how much this affects/benefits students and faculty per semester is unknown. 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.	I		Did not provide	Replacement	Medium-19	These requests are on the IMC program review already. This is a duplicate request. IMC will provide the necessary quotes.	
SBS -History	Update office computer	Office computer for Stephany Kyriakos is old and out of date.	N	1	DID NOT SUBMIT A REPORT	Replacement	Medium-13	Asset tag #38113 Lenovo Computer 6075CT0 purchased 1/9/09. This computer is part of Phase I and should have been replaced in summer 2016.	Recommend replacing this computer with the computers in the warehouse since it was supposed to be replaced in summer 2016.
SBS -Political Science	Laptop computer	Needed for online, hybrid, and web enhanced classes. Allows for technology to be used in the classroom even if JFK classrooms do not allow for their computers to have internet access. This will directly benefit 250-300 students per semester.	I	1	$ 250.00	NEW	Medium-11		
SBS -Political Science	Shredder	Needed to responsibly dispose of already proctored exams and appropriate essay assignments. This will directly beneift all members of the POLS faculty.	N	1	$ 2,000.00	NEW	Low-6		
SBS -Political Science	IT 121 Computer Replacement	The computer frequently will not access the internet and is extremely slow. Very difficult to use media resources which is detrimental to student learning. Almost all POLS courses are held in this room, so it has high usage by the department. This will benefit hundreds of POLS students a semester and other departments.	I	1	$ 4,500.00			Request no longer needed. Per faculty, the computer has been replaced.	
SBS -Political Science	Replacement of overhead projector in ITT 122	Flickering of light and yellow discoloration even after repeated requests for cleaning and replacement of bulb changes. Students assert that this is distracting, difficult to read, and decreases student learning. This will benefit hundreds of POLS students a semester and other departments using IT 121.	I	1	$ 700.00	Replacement	High -2	Projector was repalced 2 years ago. All other A/V systems will need to be replaced as well. This is on the IMC program review as well.	If funded, ifrastructure and installation is needed. A quote needs to be provided by IMC
SBS -Political Science	Computer Tablets: utilization for POLS discussion groups	Distance education and use in hybrid courses and simulations in face-to-face courses. This will benefit over 250 or more POLS students a semester.	I	2	$ 649.00	NEW	Medium-9		
SBS - Psychology	Poll Everywhere	PollEverywhere.com is a live interactive audience participation tool that allows professors to engage students in class in real time. Using this tool allows professors to create questions for live interaction in class, invite students to respond using any web enabled device, and display the results in real time. This encourages student participation and enriches the classroom experience. Students can get immediate feedback about their understanding of concepts and engage in retrieval practice during class. This will benefit all PSY students and faculty each semester.	I	1	$ 4,000.00	NEW	Medium-14	New pricing: $42/month billed annually ($504 total: up to 100 students, 2 instructors simultaneously) - This level is acceptable to requesting faculty and entered by their request. Additional options available for college-wide use.	
AAI	Laptops for Student Checkout & Cart (Library)	Technology Committee has recommended laptops be purchased for the library to add to student computer access and flexibility of location for studying.	I	25	$28,000	NEW	High-4	Benefits/Impacts students. This purchase will provide additional computer access for students in their main location for computer access as stated in the previous Technology Surveys.	Recommend purchase. If purchased, a quotation for a laptop cart will be provided by IMC
AAISS	Streaming System Replacement	Current streaming system is at end of life. Streaming is used to broadcast events and trainings held in CSS 217. A new streaming system with mobile capabilities could be used to highlight events like graduation, concerts, etc throughout the college and stream to YouTube.	I	1	$ 23,000.00	Replacement	Medium -2		
AAISS	Digital Signage Kiosk (Library)	Library could list more and updated information more efficiently for students in a digital format as opposed to the current static signage.	I	1	$ 4,000.00	New	Medium-8		
AAISS	Interactive Projectors for Library Study Rooms	Library study rooms were checked out by students 10, 044 times for group study purposes during the 16/17 academic year. Interactive projectors would enable student study sessions to use technology to maximize effectiveness and increase student success.	I	7	$ 42,000.00	New	Medium -1		

2017 Norco College BFPC Annual Program Review Technology Requests Prioritization List by the Technology Committee

Dept.	Request	Justification	Instructional/ Non-Instructional	# of Items	Total Cost	New/Replacement	Recommendation (High/Medium/Low)	Reviewer Comments	Recommended Action
TSS	Microsoft Surface Books		non-instructional	5	$15000.00	new	Low-7	Need more detail.	
TSS	Microsoft Surface Pro 4		non-instructional	5	$7,500.00	new	Low-9	Need more detail.	
TSS	MAC Books/Laptops		non-instructional	5	$15,000	new	Low-12	Need more detail.	
TSS	Apple IPAD Pros		non-instructional	5	$5,000	new	Low-10	Need more detail.	
TSS	2TB Portable Hard Drives		non-instructional	5	$1,500	new	Low-4	Need more detail.	
TSS	MACPROs		non-instructional	5	$8,000	new	Low-11	Need more detail.	
TSS	Pro Tech Tool Kits		non-instructional	5	$350	new	Low-6	Need more detail.	
TSS	Cisco Network Switches		non-instructional	2	$2,000	new	Low-5	Need more detail.	
TSS	4K Computer Monitors		non-instructional	13	$7,800	new	Low-8	Need more detail.	
TSS	Library Classrooms A/V System upgrade (108,109,110,121). Updated by JR using data provided by DL.		Instructional	4	$60,000	New	Medium-6	Need more detail.	
TSS	Theater 101 Classroom A/V System upgrade. Updated by JR using data provided by DL.		Instructional	1	$25,000	New	Medium-2	Need more detail.	
TSS	WEQ2 Classroom A/V System upgrade (W2, W3, W4, W5,W6, W7). Updated by JR using data provided by DL.		Instructional	1	$60,000	New	Medium-1	Need more detail.	
TSS	CSS217 Projection System upgrade		Instructional	1	$30,000	New	Medium-4	Need more detail.	
TSS	IT 101 and IT 11 7 A/V cabling infrastructure upgrade		Instructional	1	$30,000	New	Medium-9	Need more detail.	
TSS	Conference Rooms Video Conferencing System upgrade (ST 107,IT 218, CSS 219 and CSS 216). Updated by JR using data provided by DL.		Instructional	5	$100,000	New	Medium-7	Need more detail.	
TSS	IMC Wireless Microphone System for Events		Instructional	1	$4,000	New	Low-1	Need more detail.	
TSS	IMC Portable Sound System		Instructional	1	$3,000	New	Low-2	Need more detail.	
TSS	Applied Technology Classroom A/V Technology (ATEC 109, 210 and 211)		Instructional	1	$45,000	New	Medium-3	Need more detail.	
TSS	Humanities Classroom A/V Technology Upgrade		Instructional	1	$30,000	New	Medium-5	Need more detail.	
TSS	IMC portable projection system with screen (2) for college-wide events		Instructional	2	$10,000	New	Medium-6	Need more detail.	
TSS	CSS Video Wall A/V Technology Upgrade		Instructional	1	$80,000	New	Medium-8	Need more detail.	
TSS	Increase in IMC EMD budget line for projector lamps		Instructional		$10,000	New	Low-3	Need more detail.	
Facilities	iPad for EMS Control	Improve maintenance efficiency. Access EMS system using iPad so that heating/cooling system can be accessed anywhere on/off campus to address the issue in a timely manner. Also, allows for continuous monitoring.	N	2	$1,000	New	Medium-10		
Technology Committee	Computer Replacement Lab Refresh Plan Phase II	As part of Norco College's Technology Strategic Plan, the replacement of lab computers are in a refresh cycle of phases. Two labs were part of Phase I and were not funded as part of the resource allocation process in 2016/2017. Therefore, the Technology Committee included IT121 and CACT in the Phase II recommendation.	I	178	$232,000	Replacement	High -1	IT 121 computers efficiency per Micro is Fall 2013 and CACT Spring 2017. IT 202 and IT 208 efficiency is Fall 2018. ATEC 109 efficiency is Winter 2018. IT121 and CACT2 should be in Priority 1 and IT202, IT208 and AT109 should be in next priority.	Recommend purchasing new computers for these labs that provide instruction.

Technology Committee	Computer Replacement Office Refresh Plan Phase III	As part of Norco College's Technology Strategic Plan, the replacement of office computers for faculty and staff are in a refresh cycle of phases. The Technology Committee recommended a shortened phase for 2018 of 18 computers.	N	18	$ 23,400.00	Replacement	High -2	Student benefit/impact. As part of accreditation, Norco College has a refresh plan and this is Phase III to replace old, outdated computers as part of the refresh cycle.	Recommend purchasing new computers for this student area and adjunct faculty use.

2017 Norco College SSPC Annual Program Review Technology Requests Prioritization List by the Technology Committee

Dept.	Request	Justification	Instructional/Non-Instructional	# of Items	Total Cost	New/Replacement	Recommendation (High/Medium/Low)	Reviewer Comments	Recommended Action
A&R	All in One Fax Machine	A&R fax machine is over 10 years old and no longer feeds properly.	N	1	$330.00	replacement	Medium-10		
A&R	QLESS	A queue management system to eliminate lines in service areas. Text feature sends reminders to students minutes before they need to meet with a representative. System can be installed in multiple departments with a single purchase.	N	1	$10,000.00	new	Medium-11		
A&R	Network Printer	Existing printer continues to malfunction and is over 5 years old.	N	1	$960.00	replacement	Medium-8	~5 years, Tag #:036777: HP Printer 4250TN purchased 3/24/08. Printer is 9 years old.	
Counseling	Dedicated shared server for use exclusively by counseling department	As counseling of Norco College students continues to increase in emphasis, it is essential that all counseling faculty and staff are able to operate from the same resources and information. Due to the expanded nature of operations, a dedicated server location, accessible by on and off-campus personnel will allow for a more smooth and consistent	N	1	Unkwn	New	Low-3	TSS recommends the department should consult Network about this need.	
Counseling	Computers (Lenovo) - 16	The heavily used student workstations in the counseling area that require access to web-based technology need to be replaced.	N	16	$19,400.00	Replacement	Medium-1	This item has been updated. Six computers were already updated, however there are still five that have not been upgraded and that are over three years old. Asset tag #48125, 48123, 48119, 48120, 48121 purchased 3/6/12.They state that 6 computers were updated and 5 more need to be. This request is for 16 computers. Student benefit/impact.	5 computers all five years old. Need to revise total cost to reflect only five computers needed.
EOPS	Ipad Pro 10.5" (64gb) w/Apple Care.	EOPS Counselor will use this device for EOPS/CARE related duties.	N	1	$810.97	New	Low-2	Micro recommends a laptop instead of iPad. Recommend a regular laptop instead of Ipads. Laptops are more sturdy and would be more compatible with other schools technology requirements.	
EOPS	Ipad Pro 10.5" keyboard cover.	This is an essential accessory for functionality and protection of the device.	N	1	$140.02	New	Low-4	This goes with the iPad request. See note on that request.	
EOPS	Lenovo Desktop Workstation	Should an EOPS/CARE Specialist be hired, a desktop workstation is needed.	N	1	$1212.49	New	Medium-7	If this person has been hired this is important. There is no info on whether this position was filled.	
Student Employment	Electronic Time Sheets	Handling nearly 300 students time sheets on a monthly basis is extremely time consuming and archaic. Both RCC and MVC have also lobbied to get electronic time sheets. The roadblock is at the district level with Information Technology. However, we need to find a way to get them on board so we can move save time, human resources, and be more accurate in the way we operate Student Employment Services.	N	1	$30,000.00	New	Medium-5	There are things not filled in and would it take extra setup from IT department. Student benefit/impact.	
Student Life	Copy and Printing Machine	ASNC received a hand-me-down copy machine from Student Services about 5 years ago. We are grateful for it; however, over the past two years, the machine is constantly in need of repairs and servicing. It jams often and the warranty is no longer valid. The repairman has suggested on several occasions that it needs to be replaced.	N	1	$7,500.00	New	Medium-3	It was reported that the copy machine may be 12 years old, but not exactly sure. It was given to ASNC in 2012 from the VP of Student Services. Equipment # 7696; Serial # 95002795	
UB Centennial	Desktop Computer	Upward Bound would like to request one desktop computer to take to Centennial High School. We have a second office at the site and we currently have been using the same computer for the last 6 years.	N	1	$1,500.00	Replacement	High -3	RCCD Tag:044141 M91p Lenovo Desktop ThinkCentre purchased 9/29/11. Computer is six years old. Information was not in inventory. After researched it was noted the purchase date. Computer is out of date and needs to be replaced.	Recommend purchase.
UB Corona	Desktop Computer	Upward Bound would like to request one desktop computer to take to Corona High School. We have an office at the site. We're on our third used replacement computer.	N	1	$1500.00	NEW	Medium-2	There is currently no RCCD computer at the high school. Corona H.S. provided a laptop. Even though this is a new purchase it seems it is as important as the one for UB Centennial (above).	
UB Norte Vista	Desktop Computer	Upward Bound would like to request one desktop computer to take to Norte Vista High School. We have a second office at the site and we currently have been using the same computer for the last 6 years.	N	1	$1500.00	Replacement	High -2	RCCD Tag: 042684; purchased 10/4/10. Computer was part of Phase II and should have been replaced in summer 2017.	The computer is 7 years old and should be replaced with the computers in inventory that were purchased for Phase II.
Veterans	Computers/Monitors	5 Computers are needed to facilitate Veteran Student usage for classwork. An additional 3 Computers are needed for Veteran Resource Center staff to facilitate the necessasry timeline involved with veteran student benefits. All computers need printing availibility. Currently out of the 3 student computers in the VRC, only one is able to print.	N	8	$37000.00	Replacement (6) & New (2)	High - 1	Asset tag 44032, 44017 , 44027 are all Dell Precision T1600 8/11/2011; and 48113, 48137, 48110 were purchased 3/26/12. Computers are 5 and 6 years old. 5 year old computers were repurposed from STEM classroom and not in inventory. 6 year old computers purchased as part of Measure C but information was not in inventory. Updated inventory now.	Recommend purchase.
Veterans	Printers	2 Printers are needed to facilitate the needs of the VRC. One printer is needed for student use. The other printer is needed for VRC Staff which utilizes confidential record keeping of students.	N	2	$8,865.00	new	Medium-6	Student benefit/impact.	

Veterans	Phones	4 phones are needed to assist the VRC staff with helping veteran students with information on using the benefits.	N	4	$1125.00	new	Low-1	Student benefit/impact.	
SS Admin	Surface Pro Laptops (5)	New dual enrollment staff to work off-site at various high school locations.	N	5	$8,905.00	New	Medium-9	Micro recommends a laptop instead of iPad. Recommend a regular laptop instead of Ipads. Laptops are more sturdy and would be more compatible with other schools technology requirements.	
SS Admin	Computer Laptop (5)	New dual enrollment staff to work off-site at various high school locations.	N	5	$5,855.00	New	Medium-4		

Work Order Process & Tech Support Recommendation

Issues that were brought forth at the last Technology Committee meeting and follow-up conversations are:

1. Follow-up communication once work order is placed

2. Priority system for work-orders (clear process published)

3. Need for local tech support for faculty to contact

4. Faculty do not have access to Footprints and phones are not in classrooms to call Help Desk

The subcommittee met and discussed solutions to the challenges:

1. Creating three categories for prioritization of work orders (instruction, impact to students, and operational) and within each of those categories would be two divisions (impacts instruction/ability to teach class and does not impede ability to teach class but needs to be addressed for instructional purposes; impacts service to students/unable to serve students and does not impede service to students but needs to be addressed for quality of service to students; impedes ability to do job and does not impede job duties but needs to be addressed for impact to workload) and the prioritization would be in that order with the first categories' subdivision taking highest priority. ITAs would analyze the work and then move it to the correct prioritization after review.
2. Need for 1 FT Help Desk Technical Support Staff at Norco College. The Technology Survey supports the need and demand for a live troubleshooting help desk to be local and accountable to Norco College. This person could take phone calls and emails from staff/faculty in order to troubleshoot and then place the work order with more definitive information to help the ITA resolve the issue more efficiently. This person would also be able to communicate with the user about progress and status as well as liaison to the technicians about availability, etc.
3. Add 1 FT ITA to assist with the increase in technology on campus and to provide better customer service and support.
4. Make aware to TSS and college administration that faculty do not have access to footprints and are unable to directly place work orders. If a Help Desk live person is not in place, TSS may want to consider another system to request service.
5. Live Tech Support – once per month have a tech in the CRC for example during college hour to handle walk-in requests for tech information on hardware/software and support of mobile devices. This would minimize calls for help desk and provide help for laptops.