2019-2025

Norco College Technology Plan

Norco College Technology Committee

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GOVERNANCE, TECHNOLOGY RESOURCES, AND PLANNING PROCESS

The Norco College Technology Committee is the shared governance committee that engages in discussions regarding all college technology matters. Its membership, decision-making process, scope and other items are defined in the *Technology Committee Role & Responsibilities* and the *Norco College Technology Principles and Guidelines.* The committee keeps abreast of technology needs and is responsible for creating, maintaining, and updating the Technology Plan, which it reviews annually and makes appropriate changes as needed, technology principles, guidelines, and procedures, as well as prioritizing allocation of technology resources.

Purpose Statement

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.

Meeting Dates and Time

The Technology Committee meets on the third Thursday of the month during college hour during the fall and spring semesters (except in November when it meets on the second Thursday due to the Thanksgiving Holiday).

Membership

The membership of the Technology Committee shall consist of seven faculty members as appointed by the Academic Senate, seven classified professional members as appointed by the California Schools Employees Association, two students appointed the Associated Students of Norco College, and two administrators appointed by the President's Cabinet. The Technology Committee has a classified professional co-chair appointed by CSEA and an administrative co-chair (non-voting unless to break a tie) appointed by the President's Cabinet and may opt to add a faculty co-chair appointed by the Academic Senate. The co-chairs must be members of the Technology Committee in order to serve.

Changes in composition must be in equal ratio (classified professional/faculty and student/ administrator) and approved by the two-thirds majority of the Technology Committee.

Committee Charge

1. Provide campus-wide technology plans, principles, guidelines, and procedures.
2. Determine and monitor campus software and hardware standards and inventory.
3. Prioritizes the allocation of technology resources.
4. Review all significant technology projects.
5. Recommend, monitor, and assess procedures for obtaining technology services.
6. Provide communication to the college community about district/college technology resources.

7. Assess how technology resources support institutional goals and improve student success, access, and equity.
8. Assess how technology support meets the needs of learning, teaching, college-wide communications, research, and operational systems.
9. Assure that technology planning is integrated with institutional planning.

Resource Allocation and Planning Process

The Technology Committee evaluates requests for resource allocation 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 outlined in the Technology Principles and Guidelines, which is aligned to the college's mission and strategic plan.

All technology requests from program review are submitted to the Technology Committee for review, recommendations, and prioritization. After recommendations and prioritizations are approved by the Committee, the prioritization lists are submitted to the college's main strategic planning council for consideration of acceptance before being forwarded to the President's Office. Items may be funded depending on budget, instructional equipment monies from the state, and/or grant funding.

The Norco College Technology Committee identifies and measures the college's technology needs and resources through program reviews, the Refresh Plan from the Technology Principles and Guidelines, and the annual technology surveys. The Technology Committee systematically plans for the replacement of technology infrastructure and equipment in alignment with the college's educational master plan and strategic plan which is focused on student learning, access, success, and equity.

TECHNOLOGY PRINCIPLES AND GUIDELINES

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 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, Projection Screens, Interactive Displays and Digital Signage Systems
- 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's 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 technology is standarized on using Extron and Creston control systems in classrooms and other spaces. NEC, Hitachi, or Panasonic Laser Lamp-less projects are the A/V standard.

V.   TECHNOLOGY LIFECYCLE

The 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 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 are based on the manufacturer's warranty period, which is five years on projectors and displays and three years for all control/switching systems. All audio systems are under a five year warranty cycle.

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 and

Instructional Media staff for computer or audiovisual equipment or to the Instructional Technology Specialist 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 components, additional software/hardware in order for the item to work properly, potential installation (if necessary), and infrastructure.

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 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.

REPLACEMENT OF TECHNOLOGY INFRASTRUCTURE AND EQUIPMENT

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 and Instructional Media staff to plan for the replacement, reassignment, and evaluation of technology resources.

The table following 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 Plan.
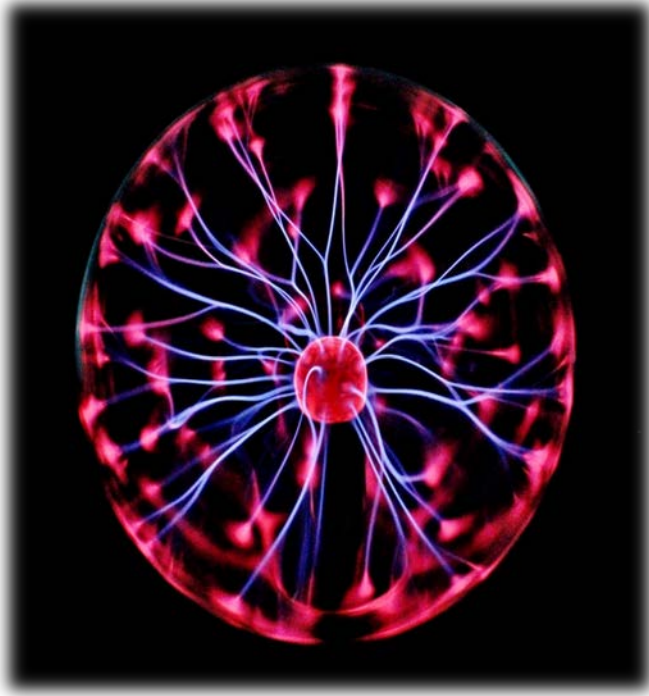
	Expand college access by increasing both headcount and full-time equivalent students (FTES).	Implement Guided Pathways	Close all student equity gaps.	Implement PD around GP and equity framework; foster a culture of ongoing improvement.	Reduce working poverty and the skills gap.	Pursue, develop, and sustain collaborative partnerships.	Become the regional college of choice by offering a comprehensive range of programs that prepare students for the future and meet employer workforce needs.	Develop institutional effectiveness, integrated planning systems, and governance structures to support ongoing development and continuous improvement as we become a comprehensive.	Expand Norco College workforce to support a comprehensive college and develop/sustain an excellent workplace culture.	Build a comprehensive and inspiring campus integrated into the region that serves as a destination for education, commerce, life and the arts.	Implement professional, intuitive, and technology-enhanced systems.	Develop innovative and diversified resources to build and sustain a comprehensive college and achieve its visionary goals.
Develop a plan for technology-related training opportunities and support for faculty, staff, and students to improve technology literacy				X	X		X	X				
Use technology to provide and enhance student learning and support services enabling greater student success, access, and equity	X	X	X	X								
Through reviews of annual technology surveys, the needs can be assessed and responded to in the resource allocation and recommendation processes.									X		X	X
Review and update the Technology Plan and associated documents annually to maintain a living document that stays abreast of changes in technology and processes.										X	X	X
Develop budget priorities for technology resources in order to sustain and enhance mission-critical technologies in times of economic scarcity and for resource allocation. Continue to evaluate and develop processes, including Total Cost of Ownership.								X				X

VIII.   TECHNOLOGY REFRESH 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 remains up-to-date.

a.   Standard Office Technology: This category includes all faculty and staff workstations, laptops, and tablets, printers, 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.   A/V Systems and Equipment: Items in this category include A/V projectors, Displays, Media Switching/Management Systems, large format displays, web conferencing, and audio, control, and lighting systems. The replacement lifecycle is between 3-5 years.

c.   Special use items: This category includes specialized equipment, such as large screen multimedia computers, internet servers, and switches, or other unique configurations. The replacement for these items will be evaluated on a case by case basis, with no standard replacement period, although a lifecycle between 3-5 years is expected.

d.   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 require-ments for the user's job.

e.   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. Equip-ment 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 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 staff located at Norco College. The equipment cannot be passed from one user to the next without being formally reassigned.

Technology Support Services 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 any applicable 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 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, location, and asset tag number to which the equipment has been assigned. Departments responsible for managing grant funds must also maintain a separate equipment inventory list which 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 prior written approval from the grant manager. A software inventory list is provided and maintained by the Instructional Technology Specialist. 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.

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 staff and Instructional Media staff to plan for replacement, reassignment, and evaluation of technology resources.

XII.   PROGRAM REVIEW REQUESTS FOR TECHNOLOGY COMMITTEE

As part of program review/resource requests, 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 and Facilities Planning Council webpage).
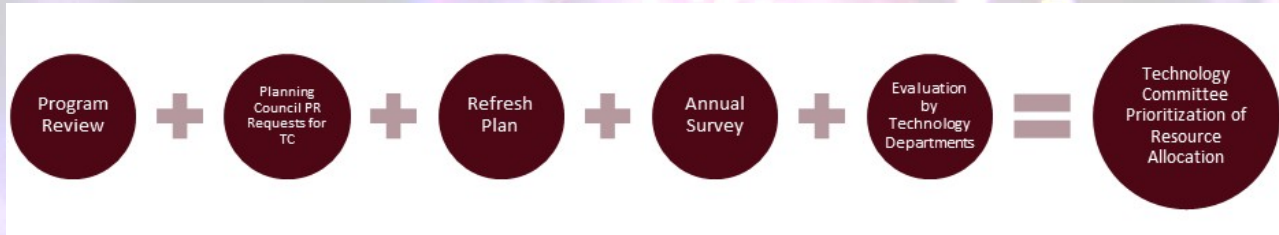
XIII.   PROGRAM REVIEW PROCESS

All technology requests from program review are gathered by the planning councils, Business and Facilities Planning Council and Student Services Planning Council, and Academic Affairs Planning Subcommittee 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. 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 planning councils and subcommittee for information.

Upon approval from the President, Technology Support Services and IMC work with the requestors of their approved program review technology requests to complete the purchases. Information such as the reassignment of the current equipment and the asset tag number with information on the purchases will be reported by Technology Support Services to the Technology Committee at a regular meeting.

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.

Program Review **+** Planning Council PR Requests for TC **+** Refresh Plan **+** Annual Survey **+** Evaluation by Technology Departments **=** Technology Committee Prioritization of Resource Allocation

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).

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.

Technology Use Model
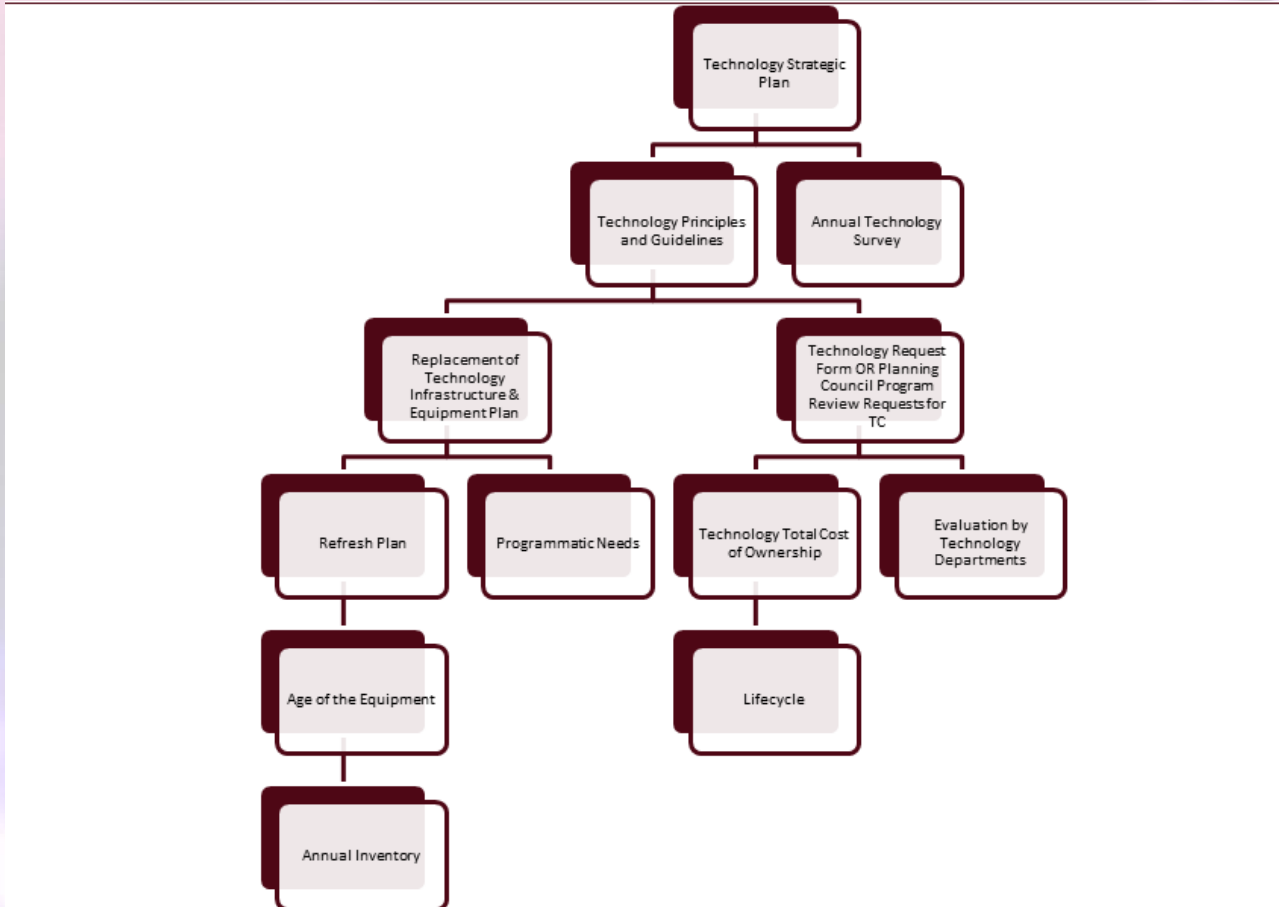
RCCD INFORMATION TECHNOLOGY

The management, maintenance, and operation of the college's technological infrastructure and equipment are handled by the RCCD Information Technology department. IT is organized to support the development, improvement, and maintenance of IT systems including enterprise software applications, networks, and the district internet connection. IT oversees the security and safety of the district-wide technology infrastructure and supporting components through monitoring, firewall, and security software on all computers to ensure a safe, reliable, and accessible network for Norco College. RCCD, through the Information Technology Strategy Council (ITSC) maintains the District Strategic Technology Plan and Security Plan which coordinates and communicates with Norco College through its Technology Committee representatives. Through ITSC, Norco College Technology Committee representatives participate in the prioritization of resource allocation of technology resources for the district.

SAFETY, INFORMATION SECURITY, AND DISASTER RECOVERY

RCCD IT, through its District Strategic Technology Plan provides for reliability, disaster recovery, privacy and security for critical college and district functions including the emergency mass notification system, network and storage systems, industry data security standards to protect critical data, a stable and redundant network and communications infrastructure as well as safety, information security and disaster recovery plans for emergency preparedness.

WEBSITE

Norco College maintains a website to provide information to students and the college community about programs and services. In alignment with RCCD AP 3725: Establishing and Maintaining Web Page Accessibility, the college follows Section 508 of the Americans with Disabilities Act (ADA) that determines the technology practices for disability-related compliance for the website. The website was updated in 2018 to include mobile friendly features and to ensure compliance with Section 508. The Norco College Technology Committee continues to receive regular reports on the website and receives feedback from its annual Technology Survey for feedback to continuously improve the site for student success, access, and equity.

STAFFING

Norco College provides technology services, support, and resources to enhance and support teaching and learning for the college through staff of the Technology Support Services Department and Instructional Media Center. Technology Support Services collaborates with the Riverside Community College District Information Technology Department to ensure a reliable technology infrastructure to support the college. TSS and IMC provide tutorials, technical assistance, installations, repairs, and maintenance of technology hardware and software on campus and in support of remote operations off-campus. These include the provision of and support for a variety of desktop and laptop computers, printers, tablets, and multimedia services, including multiple visual displays on campus.

TSS and IT collaborate with Help Desk Services offered at the District working with TSS to complete tech-nology repair requests and troubleshooting. This system is based on a dedicated phone and email system and response system that provides technical assistance through RCCD and/or Norco College TSS staff. The District and College utilize a software system to develop, organize, and assign IT-based workorder to TSS.

YEARLY REVIEW AND UPDATE

Annually, the Technology Committee will review, measure, and update the strategic goals and objectives, principles and guidelines, rubrics, and other planning items to continually improve technology to enhance teach and learning to maximize student success through the Guided Pathways. The Technology Plan is a living document that can and will be updated to align with industry standards, college strategic goals and objectives, and continuous improvement of technology planning and resource allocation.

Review of 2013-2016 Technology Plan Initiatives

	Specific Initiatives	Results
Make technology a priority at Norco College through training & support for faculty, staff, and students.	Develop a plan for implementing training workshops and trainers. Increase attendance in technology training workshops by 5% each year by group. Increase user satisfaction of workshop content and online tutorials by 3% each year.	Technology workshops are a standardized component in Staff Development Day professional development work-shops and offered during Flex Day trainings. Lynda.com was rolled out in 2014 for faculty, staff, and students. User satisfaction remains high.
Develop and continue to update a technology strategic plan for a college-based model.	Develop governance process for a college-based technology model. Develop the communication strands within a college-based technology model.	Developed the purpose and roles/responsibilities of the Technology Committee members. Developed the Technology Principles and Guidelines to outline the process. Institutionalized Technology Committee in Joint Resource Allocation Prioritization Process. Fall and spring reports to ISPC.
Identify external and internal funding sources and maximize district IT funds for technology.	Become familiar with available funding sources and associated protocols for application and acquisition. Identify internal funding sources for allocation of technology needs. Maximize district IT funds. Prioritize technology across administrative program reviews utilizing metrics on Criteria Template.	Coordinated with Grants to identify funding for technology needs as part of the resource allocation program review process. Liaison from the Technology Committee to ITSC, the district's technology council, to relay college technology needs to the district. Created prioritization process where Technology Committee prioritizes all technology needs in the program review process.

Provide tools for online students about effective use of the learning man-agement system and online resources.	Create an interactive training module and host a webpage with resources for online students.	Coordinated with Distance Ed Committee and Online Campus for tools and resources for Blackboard and now Canvas.
Provide tools for online faculty about online peda-gogy and effective use of the learning management system.	Provide training opportunities and refresher workshop for learning management system.	The training opportunities are offered by the Online Campus and a Canvas training liaison.
Create Technology Use and Structure Models and Incorpo-rate best practices in our use of technology college-wide.	Create a technology use model. Make recommendations for technology structure/strategic model. Task the technology committee with staying abreast of current best practices.	Created the Equipment Refresh Plan and prioritization process in the Technology Principles and Guidelines. Technology Support Services computer and IMC staff make monthly reports to the Technology Committee on technology.
Respond to the technology needs of the Norco College community.	Develop and implement survey instrument to identify the tech-nology needs and training of the community.	Developed the Technology Annual Survey which is administered each spring to all faculty, staff, and students. It has become the benchmark for decision-making in resource allocation. Standard practice of Technology Committee to review at first meeting in fall. Results are shared with ISPC each fall.

STRATEGIC GOALS

The purpose of the Strategic Goals section of this document is to give a brief overview of the technology focus in each of the listed areas. In the next section are specific strategic objectives that will fall under one or more of the strategic goals listed in this section.

1. ## Provide Technology Training and Support for the College Community
   Develop a plan for technology-related training opportunities and support for faculty, staff, and students to improve technology literacy.

2. ## Support Instruction and Student Learning with Technology
   Use technology to provide and enhance student learning and support services enabling greater student success, access, and equity.

3. ## Measure and Respond to Technology Needs
   Through reviews of annual technology surveys, the needs can be assessed and responded to in the resource allocation and recommendation processes.

4. ## Maintain an Integrated Technology Plan
   Review and update the Technology Plan and associated documents annually to maintain a living document that stays abreast of changes in technology and processes.

5. ## Develop Technology Budget Priorities
   Develop budget priorities for technology resources in order to sustain and enhance mission-critical technologies in times of economic scarcity and for resource allocation. Continue to evaluate and develop processes, including Total Cost of Ownership.

2019-2025 STRATEGIC OBJECTIVES TABLE

Objective	Activities
Develop a plan for technology-related training opportunities and support for faculty, staff, and students to improve technology literacy *(Strategic Goal 1)*	1. Technology workshops for faculty, staff, and students 2. Online tutorial technology training
Use technology to provide and enhance student learning and support services enabling greater student success, access, and equity. *(Strategic Goal 2)*	1. Refresh plan 2. Maintenance Plan 3. Technical Support
Through reviews of annual technology surveys, the needs can be assessed and responded to in the resource allocation and recommendation processes. *(Strategic Goal 3)*	1. Annual Technology Survey 2. Lynda.com (LinkedIn Learning) User Survey 3. Program Review Resource Allocation Prioritization 4. Technology Resource Allocation outside of Program Review
Review and update the Technology Plan and associated documents annually to maintain a living document that stays abreast of changes in technology and processes. *(Strategic Goal 4)*	1. Technology Committee review of Technology Plan and documents 2. TSS and IMC monthly reports 3. Membership on ITSC
Develop budget priorities for technology resources in order to sustain and enhance mission-critical technologies in times of economic scarcity and for resource allocation. Continue to evaluate and develop processes, including Total Cost of Ownership. *(Strategic Goal 5)*	1. Staggered Refresh 2. Technology Recommendations 3. Technology Budget

ADDITIONAL GOVERNANCE AND COMMITTEES

Information Technology Strategy Council

The District-Wide Information Technology Strategy Council was established to look at all technology projects at each college in the district and what resources are involved in making those projects a reality. Two members of the Norco College Technology Committee serve as members on the District's Information Technology Strategy Council in order to voice the needs of the college and act as a liaison to the college's technology committee. These representatives do not need to be voting members of the Technology Committee but may serve in a liaison role. All votes and positions made by the representatives at ITSC are voted and approved by the Technology Committee beforehand. ITSC prioritizes technology needs and resources for the Riverside Community College District that impacts the infrastructure for Norco College.

Accreditation Standard III.C Committee

The Technology Committee serves as the Standard III.C Committee utilizing the member's expertise in the areas of technology resources, planning, assessment and more.