

11500 ***Standard III.C: Technology Resources***
11501 *Technology resources are used to support student learning programs and services*
11502 *and to improve institutional effectiveness. Technology planning is integrated with*
11503 *institutional planning.*

11504
11505 ***Standard III.C.1***
11506 *The institution assures that any technology support it provides is designed to meet*
11507 *the needs of learning, teaching, college-wide communications, research, and*
11508 *operational systems.*

11509
11510 **Description**

11511 Planning for the technology needs of the college has been informed by the Education and
11512 Facilities Master Plan (EFMP) and the college Technology Plan, currently under review
11513 and revision by the newly re-established (Fall 2006) Technical Advisory Committee
11514 (TAC), a multi-constituent college committee.

11515
11516 Skyline College identifies technology needs through a variety of processes. The
11517 Education and Facilities Master Plan (EFMP) informs the technology needs for the
11518 college as it plans for expansion and addition of physical space to house instructional,
11519 student services and administrative programs. Two recent bond measures have resulted in
11520 new funding for the college. These Capital Improvement Projects (CIP1 and CIP2)
11521 include plans for improved and expanded technology to meet student needs. The first
11522 capital improvement project (CIP1) included input from the Builders Users Groups
11523 (BUG), faculty and staff who use those facilities scheduled for renovation and updating.
11524 The EFMP Committee, made up of representatives from all constituent groups, will also
11525 inform plans for CIP2, including the identification of technology needs.

11526
11527 In addition, the College's Technology Advisory Committee (TAC) identifies technology
11528 needs and determines technology services for the college, based on the Education and
11529 Facilities Master Plan. The Committee has developed a number of goals to identify and
11530 meet institutional technology needs to support student learning (TAC minutes, plan).

11531 Members of the Technology Advisory Committee also serve on the District Instructional
11532 Technology Council (DITC), providing a bridge between District and institutional
11533 technology services. DITC provides a forum for faculty, staff, and administrators from all
11534 three colleges to discuss, preview, introduce, and recommend technology products, view
11535 application demonstrations, and discuss pedagogy, as each relates to teaching and
11536 learning, using technology (<http://www.smccd.edu/accounts/ditc/>).

11537
11538 Network, computer services, and information systems staff are centralized under the
11539 direction of the Manager of Information Technology Support Services (ITS) at the
11540 District. Computer technical support staff located on Skyline's campus report to the
11541 District manager to ensure coordination and delivery of technology support. ITS
11542 technical staff support the District's network, telephone system, computers, and servers.
11543 An online work request system has been created to deal with immediate and long-range
11544 technical support needs (<http://www.smccd.edu/helpcenter/>). Computer support

11545 technicians at the District staff a Call Center help desk, from 8:30 a.m. to 6 p.m., Monday
11546 through Friday. Computer support technicians serviced over 2,400 work orders in the
11547 2005—2006 academic year, with a 96% positive feedback rate, indicated by client
11548 surveys sent out after each service (Manager, ITS).

11549
11550 The District has assigned three full-time computer support technicians to Skyline, who
11551 provide the following technical and instructional support services: computer/computer
11552 systems installation, configuration, maintenance, and repair; administration and
11553 management of instructional LAN; customer and help desk assistance; liaisons with the
11554 District ITS for network support services and administrative information systems.

11555

Self Evaluation

11557 The college meets the standard with respect to identifying technology needs of learning,
11558 teaching, college-wide communications, research, and operational systems. The
11559 reactivation of the Technology Advisory Committee will provide needed structure and
11560 organization to better identify and meet technology needs for the institution. However,
11561 the college does not have a system/process for evaluating the effectiveness of technology
11562 in meeting the range of teaching and learning needs. Some technology needs are indeed
11563 met, while others are not.

11564

11565 In the area of Computer Technical Support, hiring of a top-level manager (District
11566 Manager, ITS) to guide technical development and support has made a major difference
11567 in the college's ability to plan and implement technology expansion and upgrades
11568 throughout the campus. However, with the centralization of technology services to the
11569 District, the college has been allotted only three full-time computer support technicians.
11570 This number falls below the standard ratio of the number of technicians to the number of
11571 computers on campus (over 1,300 connected to nine servers).

11572

11573

Planning Agenda

11575 The Technology Advisory Committee will develop an annual report to assess
11576 effectiveness of technology in meeting institutional needs.

11577 Additional resources will be sought to increase local computer technical support.

11578

Standard III.C.1.a

11580 ***Technology services, professional support, facilities, hardware and software are***
11581 ***designed to enhance the operation and effectiveness of the institution.***

11582

Description

11584 Decisions about technology services, professional support, facilities, hardware and
11585 software are made at both the District and College levels. The District Instructional
11586 Technology Committee (DITC) and the District Information Technology Services (ITS)
11587 keep pace with technology enhancements, identifying, implementing, and coordinating
11588 Districtwide technology services, including selection and installation of the District's
11589 equipment and software. These include:

11590

- 11591 • SunGard Banner databases (student, financial, human resources, financial aid)
- 11592 • Xtender document imaging system
- 11593 • MS Exchange
- 11594 • Web servers
- 11595 • Ad Astra scheduling system
- 11596 • SARS Grid and Call

11597

11598 At the College level, each year, Divisions submit requests for personnel, technology and
 11599 other support needs. These are then reviewed and prioritized by the College Budget
 11600 Committee, based on available funding. In the event that technology requests may be
 11601 funded through Instructional Equipment or TTIP funds, they are routed to those bodies
 11602 responsible for decision making in these areas. The Instructional Leadership Team
 11603 (instructional deans) has oversight of the state instructional and TTIP budget and makes
 11604 decisions regarding technology hardware and software to meet institutional needs.
 11605 Requests submitted by student services and instructional deans are reviewed and
 11606 prioritized by the ILT under the direction of the Vice President of Instruction and
 11607 forwarded to the President for approval.

11608

11609 Effective Fall 2006, the District established goals to increase and expand distance
 11610 education offerings. This initiative is spearheaded by the Vice Chancellor for Educational
 11611 Services and is coordinated through DITC. The District has sponsored two pilot projects
 11612 for faculty across the District to evaluate several course management systems, including
 11613 Moodle and eCollege. In addition, DITC is preparing for a discussion regarding ways in
 11614 which the District can increase FTES through the use of online instruction and distance
 11615 education.

11616

11617 In response to these District initiatives and to student demand, in recent years, Skyline
 11618 College has increased the number of online courses it offers. Since 2001—2002, the first
 11619 year online courses were offered at Skyline, enrollment jumped 248.2%, from 703 to
 11620 2,448 enrollments in 2005—2006 (Office of PRIE). The number of online offerings will
 11621 continue to increase.

11622

- 11623 www.ctlonline.net
- 11624 www.smccd.net/accounts/ditc
- 11625 http://www.smccd.edu/accounts/skypro/Ed%20Facilities%20Master%20Plan%2006/education_and_facilities_master.htm
- 11626 <http://www.smccd.edu/accounts/skypro/Ed%20Facilities%20Master%20Plan%2006/Skyline%20Education%20Plan%20Report%20vr3.pdf>

11629

11630 **Self Evaluation**

11631 Overall, technology resources support student learning programs and services at Skyline
 11632 and are used to enhance the operation and effectiveness of the institution.

11633

11634 However, the College does not yet have an infrastructure in place to support online
 11635 instruction. It is anticipated, however, that as the Education and Facilities Master Plan is
 11636 implemented, the appropriate infrastructure will be established to support distance

11637 education. DITC will also continue to provide a forum for faculty, staff, and
11638 administrators from all three colleges to meet to discuss, preview, introduce, and
11639 recommend distance education products, view application demonstrations, and discuss
11640 pedagogy as it relates to instructional technology.

11641

11642 **Evidence:**

11643 www.smccd.edu/accounts/ditc (DITC General Homepage)

11644 www.smccd.edu/accounts/ditc/meet.html

11645

11646 **Planning Agenda**

11647 The college will work with District technology groups to develop an infrastructure to
11648 support online instruction.

11649

11650 **Standard III.C.1.b**

11651 *The institution provides quality training in the effective application of its*
11652 *information technology to students and personnel.*

11653

11654 **Description**

11655 The majority of technology training for college personnel is coordinated through the
11656 District's Center for Teaching and Learning (CTL) which established centers at each of
11657 the three college campuses in 1996. The objectives of the SMCCCD Centers for
11658 Teaching and Learning are to:

- 11659
- 11660 • Provide Districtwide direction for the design, research, development and
11661 implementation of technology.
 - 11662 • Provide faculty with training and support to allow them to effectively use
11663 technology to enhance student centered learning.
 - 11664 • Provide staff and administrators with training and support to effectively complete
11665 tasks to enhance business processes.
 - 11666 • Provide central locations for people to exchange ideas and methods of using
11667 technology to enhance instruction and business processes.
 - 11668 • Maintain campus-based centers that provide employees with access to current
11669 computer hardware and software.
 - 11670 • Strive to maintain SMCCCD as a statewide leader in the development and use of
instructional technology.

11671 The CTL at Skyline has grown and been relocated to a new building on the first floor of
11672 Building 2. It serves the college by providing a place where Skyline faculty and staff can
11673 access high-end computer equipment, software applications and tools, and receive
11674 consulting assistance to develop web-based courses and web pages, and participate in
11675 computer application workshops pertaining to multi-media presentations. These
11676 workshops include training in the Microsoft Office Suite (Word, PowerPoint, Excel), and
11677 I-movie.

11678

11679 The CTL is equipped with adequate equipment and resources for faculty and staff
11680 including

- 11681
- 11682 Nine Dell GX 240
- 11683 One Dell GX 260
- 11684 One Dell GX 150
- 11685 One Macintosh G4 1.42GHZ, 1GB memory
- 11686 One Macintosh G4 733MHZ, 384MB memory
- 11687 One Macintosh G4 1.25GHZ, 512MB memory
- 11688 One Macintosh G4 733MHZ, 512MB memory
- 11689 One Epson Scanner
- 11690 One HP LaserJet 4200 Printer
- 11691 One Epson Stylus Color C80 Printer
- 11692
- 11693 The CTL offers a wide array of workshops and training sessions to meet faculty and staff
- 11694 needs. WebSMART and Websavvy provide online assistance to faculty and staff who use
- 11695 technology in their day-to-day operations. Each year an annual report is developed
- 11696 summarizing the various workshops and training sessions offered. (Evidence: See CTL
- 11697 Annual Reports)
- 11698
- 11699 During 2002-03, the District implemented a managed hiring plan in order to avoid
- 11700 personnel layoffs. CTL played a key role in providing training for staff who had to retrain
- 11701 for other jobs in the District, e.g. to increase their knowledge of software programs and
- 11702 Banner software.
- 11703
- 11704 In addition to training offered through CTL, staff and faculty may apply for professional
- 11705 development funds to upgrade skills in technology areas. New faculty may participate in
- 11706 a District training, Boot Up Camp, which familiarizes them with available instructional
- 11707 technology as well as operational processes, such as accessing WebSmart or email
- 11708 functions.
- 11709
- 11710 Technology training needs for students are carried out through curricular offerings in the
- 11711 Business and Science, Math, & Technology divisions. (Evidence: College Catalog and
- 11712 Schedule). The Business Division offers courses in a variety of software applications and
- 11713 are available during the day, evening, and on Saturdays in a variety of formats, including
- 11714 semester-length, short-term and online courses. The Business Division has an active
- 11715 advisory committee, made up of community and business partners, who inform the
- 11716 division regarding technology needs for students entering the workforce. In response, the
- 11717 Business Division has expanded course offerings to meet changing technology needs.
- 11718 SMT [?]
- 11719
- 11720 Training needs for college personnel are identified through the District Instructional
- 11721 Technology Committee, the Centers for Teaching and Learning, and personnel requests;
- 11722 and for students, through Program Review of curricular needs and input from advisory
- 11723 groups.
- 11724
- 11725 **Self Evaluation**
- 11726 This standard is met. The college is well served by the training provided by CTL. Deans

11727 and supervisors are encouraged to provide opportunities for participation by classified
11728 staff and faculty in training sessions and workshops to increase their effectiveness in
11729 using technology to carry out their daily work operations and teaching assignments. The
11730 course offerings for students are sufficient.

11731
11732 However, one area of concern is that classified staff, due to their work schedules, do not
11733 have as much opportunity as they would like to take advantage of the workshops offered
11734 through CTL. In addition, there is interest in different levels of training (e.g. beginning,
11735 intermediate, advanced) to best respond to individual needs. Finally, there is an interest in
11736 further training for classified staff in how to save documents, transfer files, print
11737 documents, create PDF forms, and complete file backup (CTL survey).

11738

11739 **Planning Agenda**

11740 CTL and curricular offerings will continue to be modified and expanded, especially with
11741 regard to flexible scheduling, to meet personnel and student needs.

11742

11743 ***Standard III.C.1.c***

11744 ***The institution systematically plans, acquires, maintains, and upgrades or replaces***
11745 ***technology infrastructure and equipment to meet institutional needs.***

11746

11747 **Description**

11748 The District's Information Technology Services provides support for the following
11749 services at the college and District Office:

11750

11751 During the Fall 2005 semester, the District undertook two major projects to improve the
11752 network services at each college. The first project was to work with a Siemens network
11753 engineer to assist the ITS staff to completely redesign the network architecture to
11754 improve performance and reliability in preparation for the installation of the new voice-
11755 over-IP telephone system. To implement this redesign, all network equipment was
11756 replaced with new Cisco switches and routers. This network equipment has a life-time
11757 warranty from Cisco, and in addition ITS stocks spare switches to allow immediate
11758 replacement of any failed unit.

11759

11760 The second major initiative was to replace the wide-area network (WAN) connections
11761 from the District Office to Skyline College. Previously, the WAN connections only
11762 provided 20MB/s of bandwidth to the college. The new Opt-E-Man connections now
11763 provide Skyline with up to 500MB/s of bandwidth. In addition, the District acquired a
11764 silver service level agreement from AT&T to ensure maximum reliability for this
11765 network service.

11766

11767 To maintain network security the colleges of the District have deployed a multi-tiered
11768 approach. There are Cisco Pix firewalls installed at each college to provide protection to
11769 the network. The District has a multi-year agreement with McAfee to provide anti-virus
11770 protection for all desktops and Windows Servers including the servers supporting
11771 Microsoft Exchange 2003 for email services. Also installed are redundant anti-spam
11772 servers to control email spam.

11773

11774 To provide more widespread and easy access to internet services, ITS has deployed Cisco
11775 wireless access points in most high-traffic areas on all three campuses. This project was
11776 completed at the end of the Fall 2006 semester.

11777

11778 In addition, each college participates in the Microsoft Campus License Agreement, which
11779 allows them to install the most current releases of the Windows operating system, Office
11780 and several other products.

11781

11782 Using Measure A Bond funds, a new telephone system was purchased and installed in
11783 2005. The system is a Siemens HiPath 4000 with a node located at each college. More
11784 than 2000 voice-over-IP (VoIP) telephones were installed and the system provides the
11785 following functionality:

- 11786 • Tight integration with Microsoft Exchange 2003 and Active Directory to
11787 provide unified messaging i.e. managing voicemail, email and fax messages
11788 from either the telephone or from Outlook
- 11789 • Survivability modules have been installed to continue to provide telephone
11790 services when one or more components in the system might fail
- 11791 • Fax server capabilities built into system to provide fax capabilities from
11792 individual PC's.
- 11793 • Each wiring closet that supports VoIP telephones is equipped with an
11794 uninterruptible power supply to provide 4 hours of runtime for the telephones in
11795 the event of a power outage
- 11796 • Enhanced E911 services for safety and security of faculty, staff and students.
11797 ITS has in place a comprehensive backup strategy to insure that all server-based
11798 data is recoverable. The backups are picked up by an off-site storage
11799 company on a weekly basis. The backups include:
 - 11800 ○ SunGard Banner databases (student, financial, human resources,
11801 financial aid)
 - 11802 ○ Xtender document imaging system
 - 11803 ○ MS Exchange
 - 11804 ○ Web servers
 - 11805 ○ Ad Astra scheduling system
 - 11806 ○ SARS Grid and Call

11807

11808 However, faculty and staff are responsible for backing up their own data on their desktop
11809 systems. ITS is currently evaluating alternatives to provide network storage to make the
11810 backup process for staff faster and easier.

11811

11812 To improve reliability of those services that are hosted by ITS from the computer center,
11813 the District is issuing an RFP to acquire an emergency generator to provide electrical
11814 power for at least 36 hours. It is anticipated that this unit will be installed by the end the
11815 year.

11816

11817 **Self Evaluation**

11818 This standard is met. (Note from Steering Committee: Provide justification for planning

11819 agenda item here.)

11820

11821 **Planning agenda**

11822 Complete purchase of emergency generator.

11823

11824 *Standard III.C.1.d*

11825 *The distribution and utilization of technology resources support the development,*
11826 *maintenance, and enhancement of its programs and services.*

11827

11828 **Description**

11829 The institution make decisions about the use and distribution of its technology resources
11830 based on information received from a number of technology or technology-related
11831 committees, including the District Instructional Technology Council (DITC), District
11832 Information Technology Services (ITS), the re-established Technology Advisory
11833 Committee, the Center for Teaching and Learning (CTL), the Enrollment Services
11834 Committee (ESC), and the Instructional Leadership Team (ILT).

11835

11836 To ensure that faculty, students and staff have high-performance and reliable access to
11837 internet services, the District has installed a dedicated DS-3 (40MB/s) connection to
11838 CENIC at each of the three colleges. As part of the network design, the capability exists
11839 to implement a manual failover in the event one of these DS-3's should fail for an
11840 extended period of time.

11841

11842 Technology resources are well distributed throughout the college to serve the
11843 development, maintenance, and enhancement of its programs and services. Numerous
11844 technological advancements have taken place at the College in both instructional and
11845 student services areas over the past years, including:

11846

- 11847 • the addition of Smart classrooms and conference rooms in renovated Building 8--
11848 Business and Language Arts, and new Building 7A--Science Annex, all of which
11849 are equipped with data projectors and multi-media presentation consoles
- 11850 • use of technology in the delivery of student services, e.g. online applications for
11851 admissions, financial aid, electronic counseling services, expanded webpages for
11852 students to access information about courses, programs and services
- 11853 • implementation of the Ad-Astra course scheduling software
- 11854 • upgrades/enhancements of the District software, SunGard Banner and web
11855 services, which provide faculty and staff with detailed online information,
11856 including the ability to obtain detailed course and student data used in research,
11857 planning and program review; faculty access to course rosters and course-related
11858 information
- 11859 • use of SARS Grid and SARS Call software
- 11860 • continuous improvements and expanded features of WebSMART for student
11861 access to records, including transcripts, placement test scores, class schedule,
11862 catalog, etc.
- 11863 • At the District level, upgrades to the District software system, Banner and
11864 WebSMART, to enhance technology resources for faculty, staff and students.

- 11865 • New resource management software (Web+ Center) in place.
- 11866
- 11867 Computer labs and/or stations are available throughout the college in the following
- 11868 locations to support teaching and learning, and student services.
- 11869 • Learning Center Labs (for use by the general student population in connection
- 11870 with coursework in any discipline)
- 11871 • Writing and Reading Lab (located in the Learning Center)
- 11872 • English as a Second Language Lab (located in the Learning Center)
- 11873 • Accounting Lab (Business Division)
- 11874 • Computer Applications and Office Technology Labs (2) (Business Division)
- 11875 • Journalism Lab (Language Arts Division)
- 11876 • Speech Lab (Language Arts Division)
- 11877 • MESA Lab (Science, Math, Technology Division)
- 11878 • Science classrooms (Science, Math, Technology Division)
- 11879 • Physics Lab (Science, Math, Technology Division)
- 11880 • Photography classroom (Creative Arts, Social Sciences Division)
- 11881 • Electronic classrooms (2) (Science, Math, Technology Division)
- 11882 • Telecommunications Lab (Science, Math, Technology Division)
- 11883 • Library
- 11884 • Centers for Advanced Learning & Technology (CALT) Microcomputer labs (5)
- 11885 for classroom or drop-in use
- 11886 • Cosmetology classroom (Business Division)
- 11887 • DSP&S classroom
- 11888 • Chestnut Center (off-campus location)
- 11889 • Assistive technology available in The Learning Center, the Microcomputer labs,
- 11890 the library, and the DSP&S classroom.

11891
 11892 In addition, students have access to computers in various locations to access Internet
 11893 services or other college services. These are located in the new Student and Community
 11894 Center Cyber Café, the One-Stop for Student Services, and the Career and Transfer
 11895 centers.

11896
 11897 Media Services provides an important function in ordering, purchasing, maintaining,
 11898 monitoring, and distributing technological materials and equipment to students and
 11899 faculty to enhance the teaching/learning process. Media Services is a central location for
 11900 housing audio-visual equipment as well as Smart Carts, which are equipped with PC or
 11901 Mac computers.

11902
 11903 The Media Center's holdings include 1012 videotapes, 231 CD-ROM applications, an
 11904 Instructors' Reserve section containing over 525 videos, 127 textbooks, and 880 English
 11905 and foreign language audiocassette tapes. There are 26 student media workstations
 11906 dedicated to the use of audio-visual materials. These stations include 11 VCR/DVD/TV
 11907 monitor systems, including 2 group video viewing stations, 1 slide projector, and 6
 11908 CD/cassette tape stereo-sound systems. The Media Center houses and circulates all of the
 11909 CD-ROMS used at the 81 PC stations available to students in The Learning Center. In

11910 addition there are 2 HP Scanners and 3 HP LaserJet Printers.

11911

11912 Some of the functions of Media Services personnel are to

- 11913 • purchase, process, maintain and circulate non-print library media materials to
- 11914 faculty and students.
- 11915 • purchase instructional technology equipment, including DVDs, digital/video
- 11916 cameras, and overhead projectors.
- 11917 • maintain and deliver mobile multimedia carts (4 PC and 3 Macs) for
- 11918 classroom use.
- 11919 • train staff and faculty on how to operate equipment, such as PC/Mac Carts,
- 11920 and Smart classroom technological equipment, including LCD
- 11921 projectors/DVDs/VHS/video cameras.
- 11922 • distribute laptops and instruct faculty/personnel how to use them.
- 11923 • maintain all media equipment throughout the campus.
- 11924 • set up sound system for special events anywhere on campus.
- 11925 • process media request forms for faculty.
- 11926 • provide audio tape duplication.
- 11927 • troubleshoot emergency calls from faculty having problems operating media
- 11928 equipment.
- 11929 • repair small electronics.

11930

11931 Media Services staff consists of one full-time senior library/media technician and one
11932 part-time evening media services technician, and a full-time electronics and media repair
11933 technician, supervised by the District. The Media Center relies heavily on student
11934 assistants, including federally-funded work study students.

11935

11936 The college has reached its goal of having a PC or Mac computer connected to e-
11937 mail/online and the Internet in every faculty office. A collaboration of the District
11938 bookstores and vendors has created a loan to own program for faculty and staff to
11939 purchase personal computers with no interest loans.

11940

11941 At present the College has over 1,300 PCs and Apple Macintoshes on campus and nine
11942 servers. The current average hardware specifications are Pentium III, 900 Mhz to 1000
11943 Mhz, 128MB to 512MB RAM, 20GB to 40GB hard drive, 100mb network card, and
11944 Windows XP operating system for PCs, and I-Mac, 266 Mhz to 350 Mhz, 64 MB to 256
11945 MB, and 6GB hard drive for the Macintoshes.

11946

11947 The following adaptive equipment and software are also available in The Learning
11948 Center: 1 HP Scanjet 5200C Scanner, 1 HP LaserJet 4100N Printer, 1 Dell GX 150, 1
11949 Dell GX 240 TLC, Panasonic and Aladdin Genie and Telesensory Xerox (text-
11950 enlarging), special monitor, and software programs such as JAWS and ZoomText and
11951 adjustable table.

11952

11953 **Self Evaluation**

11954 Most areas of the institution are well served by available technology resources. There is
11955 a sufficient number of computers to support instructional programs and student services

11956 needs. However, limited fiscal resources for technology services, hardware and software
11957 have severely affected certain, specific areas of the college:

- 11958
- 11959 • In the Telecommunications classrooms, there are old US Mach computers, which
11960 are not able to run the most up to date software - Windows XP.
- 11961 • The CALT microcomputer labs are in need of equipment and software upgrades.
11962 All hard drives in the microcomputer classrooms, a total of 108, need to be
11963 upgraded from 18.6GB. In addition six printers need to be upgraded. There has
11964 been a reduction in staffing in the microcomputer lab since the time of the last
11965 accreditation, resulting in fewer staff to assist students, particularly in the evening,
11966 and there is no longer assistance on Saturdays. There is no budget for equipment
11967 repair or necessary upgrades.
- 11968 • Even though the videotape collection has 152 more videotapes than reported in
11969 the last Accreditation visit, that number is well below the minimum video
11970 collection size of 1.250 titles for a community college with the number of FTES
11971 that Skyline has (between 5,000-6,999), as recommended by the American
11972 Library Association (ALA).
- 11973 • Media Services does not have sufficient personnel to serve the entire college
11974 community efficiently and effectively.
- 11975

11976 The student services survey revealed that many students are pleased that they had access
11977 to computers and computer labs on campus because they don't have computers at home.
11978 There was a number of comments about the need to have more computers in the library
11979 and more time to use them. Many students commented on the lack of available computers
11980 and that some of the labs had old computers and outdated software which hindered
11981 learning and preparation for entering the workforce.

11982 **Planning Agenda**

- 11983
- 11984 • Additional resources will be sought to develop a comprehensive inventory and
11985 replacement cycle for all computer equipment, software and licenses
- 11986 • Develop an online ordering system for media equipment.
- 11987 • Explore funding to increase video/DVD holdings.
- 11988 • Explore funding to hire one additional full-time day Media Services staff member.
- 11989
- 11990
- 11991

11992 **Standard III.C.2**

11993 *Technology planning is integrated with institutional planning. The institution*
11994 *systematically assesses the effective use of technology resources and uses the results of*
11995 *evaluation as the basis for improvement.*

11996 **Description**

11997
11998 Technology is integrated with institutional planning. The Institutional Planning Council
11999 (IPC) and the Education and Facilities Master Plan Committee (EFMP) are responsible
12000 for ensuring that technology resources are incorporated into the planning efforts. All
12001 capital improvement projects include a technology infrastructure that will meet faculty

12002 and student needs and keep pace with technological changes. The newest buildings on
12003 campus, the new Student Union and Science Annex, are equipped with Smart classrooms,
12004 wireless hubs and state of the art equipment. In addition, all classrooms in renovated
12005 Building 8 are Smart classrooms.

12006
12007 The program review process and development of the three year work plans provide a
12008 vehicle for faculty and staff in instructional and student services divisions to identify their
12009 personnel and technology needs. These requests are then forwarded to the College
12010 Budget Committee (CBC), the body responsible for reviewing and prioritizing budget
12011 requests. In addition, the Instructional Leadership Team (ILT) is responsible for
12012 allocating the Instructional Equipment funds. Instructional and student services deans
12013 develop technology request which are forwarded to the ILT. These are then reviewed and
12014 prioritized and forwarded to the President for final approval.

12015
12016

12017 **Self Evaluation**

12018 Systematic assessment of the effective use of technology resources is needed.

12019

12020 **Planning Agenda**

12021 The Technology Advisory Committee will develop an annual report to assess
12022 effectiveness of technology in meeting institutional needs.

12023

12024 **EVIDENCE RESOURCES:**

12025

12026 III.C.1.a. Loan to Own
12027 http://ctlonline.net/support/loan_to_own.html

12028

12029

12030 III.C.1.a. CTL Home Page
12031 www.ctlonline.net

12032

12033 III.C.1.a. District Instructional Technology Council (DITC)
12034 <http://www.smccd.net/accounts/ditc/>

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12037 III.C.1.a. Education & Facilities Master Planning Project
12038 [http://www.smccd.edu/accounts/skypro/Ed%20Facilities%20Master%20Pl](http://www.smccd.edu/accounts/skypro/Ed%20Facilities%20Master%20Plan%2006/education_and_facilities_master.htm)
12039 [an%2006/education_and_facilities_master.htm](http://www.smccd.edu/accounts/skypro/Ed%20Facilities%20Master%20Plan%2006/education_and_facilities_master.htm)

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12041 III.C.1.a. Education Master Plan 2006 .pdf
12042 [http://www.smccd.edu/accounts/skypro/ed_master_plan](http://www.smccd.edu/accounts/skypro/ed_master_plan_06/education_and_facilities_master.htm)
12043 [06/education_and_facilities_master.htm](http://www.smccd.edu/accounts/skypro/ed_master_plan_06/education_and_facilities_master.htm)
12044 [www.smccd.edu/accounts/skypro/e](http://www.smccd.edu/accounts/skypro/education_and_facilities_master.htm)
12045 [d%20facilities%20master%20plan%2006/skyline%20education%20plan%2](http://www.smccd.edu/accounts/skypro/education_and_facilities_master.htm)
12046 [0report%20vr3.pdf](http://www.smccd.edu/accounts/skypro/education_and_facilities_master.htm)

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- 12048 III.C.1.a. **Acceptable Use Policy EVIDENCE**
 12049 <http://www.smccd.edu/accounts/skylib/accept-use-policy.htm>
 12050 <http://www.csub.edu/InfoRes/UsePolicies.htm>
 12051
 12052 III.C.1.a. CALT - Microcomputer Lab
 12053 www.smccd.edu/accounts/skycalt/
 12054
 12055 III.C.1.a. www.smccd.edu/accounts/ditc (DITC General Homepage)
 12056 www.smccd.edu/accounts/ditc/meet.html
 12057
 12058
 12059 III.C.1.a. SEE TECHNOLOGY ADVISORY COMMITTEE (TAC) GOALS,
 12060 DRAFT ATTACHMENT (2006-2007 GOALS)
 12061 III.C.1.a. TECHNOLOGY ADVISORY COMMITTEE AGENDA & SUMMERY
 12062 OF MEETING (SEE HARD COPY 10/03/06)
 12063 III.C.1.a. SKYLINE COLLEGE TECHNOLOGY PLAN, (1998)
 12064 III.C.1.a. SKYLINE COLLEGE TECHNOLOGY PLAN 2005 DRAFT #1
 12065
 12066
 12067 III.C.1.b. Bootup Camp Schedule
 12068 <http://www.smccd.net/accounts/bootupcamp/schedule.html>
 12069
 12070 Bootup Camp FAQs
 12071 <http://www.smccd.net/accounts/bootupcamp/faq.html>
 12072
 12073 Bootup Camp List
 12074 <http://www.smccd.net/accounts/bootupcamp/topiclist.html>
 12075
 12076 Bootup Camp Eligibility
 12077 <http://www.smccd.net/accounts/bootupcamp/eligibility.html>
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 12079 Bootup Camp Attendees
 12080 <http://www.smccd.net/accounts/bootupcamp/attendees.html>
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 12082
 12083 III.C.1.b. WebReady
 12084 <http://www.smccd.net/accounts/webready/>
 12085
 12086 Websavvy
 12087 <http://www.smccd.net/accounts/ctl/websavvy/assign.html>
 12088
 12089
 12090 III.C.1.c. From Student Campus Climate Survey
 12091 [http://www.smccd.edu/accounts/skypro/Surveys%20&%20Focus%20Gro](http://www.smccd.edu/accounts/skypro/Surveys%20&%20Focus%20Group%20Studies/Noel%20Levitz%20-%20Spring%202006/Executive%20Summary%20Student%20Survey.pdf)
 12092 [up%20Studies/Noel%20Levitz%20-](http://www.smccd.edu/accounts/skypro/Surveys%20&%20Focus%20Group%20Studies/Noel%20Levitz%20-%20Spring%202006/Executive%20Summary%20Student%20Survey.pdf)
 12093 [%20Spring%202006/Executive%20Summary%20Student%20Survey.pdf](http://www.smccd.edu/accounts/skypro/Surveys%20&%20Focus%20Group%20Studies/Noel%20Levitz%20-%20Spring%202006/Executive%20Summary%20Student%20Survey.pdf)

12094	
12095	ADDITIONAL WEB-SITE RESOURCES
12096	
12097	STUDENT COMPUTER USAGE SURVEY (Office of Planning &
12098	Research)
12099	www.smccd.edu/accounts/skypro/Surveys%20&%20Focus%20Group%20Studies/comuse.html
12100	
12101	
12102	FACILITIES MASTER PLAN FINAL REPORT
12103	www.smccd.edu/accounts/skypro/Ed%20Facilities%20Master%20Plan%2006/MasterPlan_final_report_081406.pdf
12104	
12105	
12106	DISTANCE EDUCATION
12107	www.smccd.edu/accounts/skypro/Ed%20facilities%20Master%20Plan%2006/Skyline%20Education%20Plan%20Report%20vr3.pdf
12108	
12109	
12110	REPORTS ON RESULTS OF 1998-99 FACULTY INSTITUTIONAL
12111	SURVEY
12112	www.smccd.edu/accounts/skypro/Surveys%20&%20Focus%20Group%20Studies/HERI99.pdf
12113	
12114	
12115	SKYLINE COLLEGE CLASSIFIED STAFF INSTITUTIONAL
12116	SURVEY RESULTS, FALL 2000
12117	www.smccd.edu/accounts/skypro/Surveys%20&%20Focus%20Group%20Studies/class00.html
12118	
12119	
12120	
12121	STUDENT PERCEPTION OF SKYLINE COLLEGE (Office of Research
12122	& Planning)
12123	www.smccd.edu/accounts/skypro/research6/2000stu/00stuprc.html#top
12124	
12125	STUDENT GROWTH THROUGH EDUCATIONAL EXPERIENCES
12126	(Office Of Planning & Research)
12127	www.smccd.edu/accounts/skypro/research6/2000stu/00stugrow.html#top
12128	
12129	2006 EDUCATION MASTER PLAN – TOP 10 RECOMMENDED
12130	INITIATIVES
12131	http://www.skylinecollege.edu/skynotes/pdf_Files/Educational%20Master%20Plan%20Recommendations.pdf
12132	