

# Information Technology Division

Respect • Teamwork • Visibility



## Area Plans, Goals and Objectives

*Outcome from the IT Management Retreat  
2005*





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## IT Mission Statement

Information Technology's mission is to commit to provision effective and equitable access to the modern technologies for the College family and the community. Due to the rapid changes in the technology area, it will be essential for Information Technology to keep abreast of technological advancements in order to accomplish its goals. College computing services as an institution wide resource must provide training of all College staff in the utilization of technology.

## IT Vision Statement

Provide the support, information, infrastructure and tools to achieve the highest level of technological literacy for our students, faculty and staff.

## IT Goals

- Goal 1** To place students first in everything we do
- Goal 2** Provide excellent customer service
- Goal 3** Provide on-going training
- Goal 4** Acquire, implement and maintain technology to support instructional and administrative needs
- Goal 5** Maintain the highest level of information security practices, process, and procedures
- Goal 6** Communicate the viability of information technology

If it's green, it's biology. If it stinks, it's chemistry. If it has numbers, it's math. If it doesn't work, it's technology.

*-Unknown*





# Office of the CIO/Vice President

*Fabiola Rubio*

## Networking/Telecommunications

*Griffin Canak*

### Short Term Goals

#### 1. Wrap-Up Microsoft Active Directory/Exchange Project

- A. Implement SMS (Systems Management Server) to allow IT to push updates and patches to desktops
- B. Deploy computer login w/ Acceptable Use Policy
- C. Remove Novell Servers
- D. Miscellaneous - Enforce password expiration, mailbox size limits, etc.
- E. Improve security by converting labs/libraries to unique ID's

#### 2. Wrap-Up Wireless Project

- A. Phase 4 – Fill in coverage, add Access Points as needed
- B. Develop policy for Access Points to connect to private network (WEP, MAC, etc.)
- C. Deploy AirMagnet software to find rogue AP's, monitor RF coverage

#### 3. Kick-Off Network Security Enhancement Project

- A. Deploy monitoring and intrusion detection tools
- B. Deploy Peer-to-Peer and other Content Filtering based on UserID
- C. Deploy a back-up firewall for redundancy
- D. Develop plan and budget requirements

#### 4. Kick-Off Web Page Redesign Project

- A. Develop new layouts for a user friendly, professionally looking interface
- B. Develop site map and web page Index
- C. Consistent look and feel across all web pages related to EPCC, including WebBanner, Luminis, WebCT, etc.





- D. Evaluate and deploy Content Management System
- E. MyEPCC information portal for students, staff and faculty
- F. Single login page tied with Microsoft's Active Directory
- G. Develop requirements for new add-on modules, e.g. File Management System
- H. Determine needs for web clustering, load balance, back-ups, etc.
- I. Develop plan for long-term maintenance including Departmental Content, STS Students, Hardware Maintenance

#### 5. Kick-Off Help Desk Improvement Project

- A. Evaluate current system including call volume, hours of operation, FTE's
- B. Determine requirements, evaluate and deploy new Help Desk Software
- C. Define Help Desk Procedures, including a tiered approach and how to escalate a problem, responsible persons, dispatch of MSU's
- D. Deploy Integrated Voice Response (IVR) system to better route and manage calls
- E. Develop a Self-Help and Knowledge Base System
- F. Develop Budget and Timelines/Phases

### Long Term Goals

1. **Begin a Voice over IP (VoIP) Pilot Project. This will require a few smaller preparatory projects including:**
  - A. Implementing Quality of Service (QoS) on the EPCC network, which will allow us to ensure that voice and video traffic have priority so voice calls aren't dropped
  - B. Upgrading Intermediate Distribution Facilities (IDF's) where necessary
  - C. Eventual full-scale deployment of VoIP across the entire college
2. **Begin an IDF Upgrade Project. This includes making sure that IDF's have UPS backups, deploying stackable network switches that support Power over Ethernet (PoE) and Quality of Service (QoS). Where necessary, cable and fiber may need to be installed/replaced, HVAC installed where necessary, new IDF's may need to be constructed, new electric circuits may be required, etc.**





3. **Project will likely have to be done in phases over several years. Develop a long term plan for upgrading network switches in the MDF's/IDF's in a cycle similar to what is done for desktop computers**
4. **NOC (Network Operations Center) construction and Disaster Recovery implementation for all Orion Partners to include Internet Back-Up. This will be an important first step in allowing Orion Partners to deploy other projects.**
5. **Improve college User/Identity Management (integrate identities and passwords between Banner, WebBanner, WebCT, Active Directory, etc.) This should allow Single Sign-On and will require changes in many systems.**





### Short Term Goals

#### 1. InfoSec Alerts.

- Prepare a fact sheet/reminder that the SSN conversion is now over two years in the past and that old paperwork and data files containing SSN should be reviewed for retention and destroyed or stored securely. Email to all administrators.
- Prepare a fact sheet/reminder for issue at the start of each semester which notes that, because of days off or holiday periods, security software will be out-of-date and both operating system and application software will need attention. All computer resources need to be updated for security and other software updates.

*Status:* Topics are under development. Will engage the Technology Resource Center to assist in the design of a template that will be recognizable or have an "identity" as a Information Security (important) notice. The template will be used for new and recurring topics. Note that, at some point in the future, IT will push down updates and changes when the desktop computer owner fails to properly maintain their own resources.

#### 2. Marketing Information Security.

- Sign up to present InfoSec topics and issues at Faculty Development and every other forum available.

**Status:** Presented twice for Spring '06. The subject was Risk Assessment Surveys but attendance was poor. Lesson(s) learned: 1) Choose topics with best public appeal for faculty. 2) If you want administrators, you must actively recruit their attendance, but understand that they are, very often, using this time to meet with their own departments and programs. 3) Take your program to the administrators and deliver it in their own environment.

- Start "brown bag" lunches at each campus.

*Status:* First trip will be to Mission del Paso. Campus Dean Rodriguez has offered to host.





### **3. Prepare an Access and Compliance Agreement policy and procedure.**

- EPCC needs a Board policy for “Access and Compliance Agreement” to advise those who access or have access to personal or institutional sensitive information as a part of their job responsibilities. This policy will require an implementing procedure. Compliance is the keyword for the year and next as legislation requires protection of personal, financial, and health information and everyone is talking about how to achieve compliance with the legislative specifications. The procedure should require new employees to be taught about privacy, confidentiality and compliance with legislation and College policy, procedure, and standards. Annual refresher reading of the confidentiality and compliance statement, managed at the departmental level would be mandatory. Each time the full-time, part-time, work-study, and STS employee, and, perhaps, vendors, read the compliance statement their acknowledgement will be recorded electronically. Consider engaging supervisors in the reporting of employees participating and those not participating in this mandatory activity.
- Develop a system to capture the individual's identification from their logon information, then record their acknowledgement of reading and understanding the Agreement. The ability to report back to supervisors, by organization unit, is important.

*Status:* The Payment Card Industry requirements necessitate another look at total requirement. How will we address procedural and operational requirements for HIPAA, GLBA, and a general privacy procedure? Task: Investigate the VCASSEL feature that disallows network use until certain electronic acknowledgments are completed. (This feature requires new users to read, know, and click acknowledgement of a page which describes confidentiality, privacy, and compliance). A secondary goal is to eliminate paper; especially forms that Personal would have to file!

Draft of the Access and Compliance Agreement will be ready for Leadership Team review and discussion by February 1<sup>st</sup>.

### **4. Develop Web-delivered orientations, awareness training and area-specific InfoSec education. Write the five hours of Information Security training promised for the IT Training Program. Publish to the IT/security/ web presence.**

*Status:* These need to be posted on the internal, private EPCC Web and not the public Web, visible to the planet. Since our Webmaster Team is overwhelmed, this cannot happen now. Stick with IT/Security web pages.





## **5. Develop the Information Security Committee. Build a committee to judge and approve or disapprove standards for the use of information technology resources.**

*Status:* The Information Security Committee has not been formed. I want to revisit both the function and the title. May decide to use it as “Risk Management” in lieu of “Information Security” or “Information Assurance.” Also, if the Records Management Task Force involves itself with Information Management, the role should, once again, be reconsidered because both will be looking at workflow and business processes. Decide by March 1<sup>st</sup>.

*Note:* Committee or committees should be discussed. The scope of their oversight needs to be clearly defined. And is it oversight only? Does Banner have a Standards Committee or some form of advisory board? Security issues and responses to those issues should be left up to the whims of a committee, but implementation approaches, measurements and proposed sanctions can! Therefore, defining the scope and charter of this committee, especially in relation to other committees, advisory groups, or project teams, is requisite.

## **6. Energize IT staff to be more proactive with information security aspects of their jobs.**

- IT must be able to demonstrate compliance with and good InfoSec practices to the District. Meet with managers to map plans, with timelines, for implementing InfoSec actions and activities within IT.

*Status:* Meeting more regularly with Network Team and feeding information to the MSU Technicians. Incident handling is causing collaboration on a daily basis. Continue this. Encourage all to review InfoSec procedures and standards and provide comments, since they will be the operators for the procedures in most cases. Route InfoSec bulletins, best practices, guidance, and training material to help increase the level of InfoSec expertise on all IT teams.

## **7. Begin building the budget request list and item justifications.**

*Status:* Coordinate the list with the Network Team. Get demonstration packages. Evaluate and get quotes. Likely items include:

- Noticeboard awareness program
- Intrusion prevention/detection appliance
- Capability to store and analyze large amounts of collected log files





- Consider reconditioning the old backup storage system for use with the logging operation
- Hardware requirements for the Network Operations Center

#### **8. Other documentation:**

Finish the Incident Reporting and Response Procedure;  
Finish the Change Management Procedure;  
Finish the Business Continuity Planning Procedure.

#### **9. Training is required for all academic areas with their own servers. Instructional staff does not know how to harden their computers, nor do they understand the need to plug holes in the perimeter. Instructors want their students to access instructional servers through open, unprotected gateways in the firewall. Instructional server owners will have to begin properly managing access to their servers by creating real accounts for students. We can then establish protective measures for all traffic needing to pass through our perimeter.**

*Status:* Finish the IT standard requiring server hardening and access management for the academic areas with instructional servers. This standard is under review by the Leadership Team as it is the procedure and electronic form for requesting access via a firewall port.

#### **10. Compliment Departmental Initiatives:**

- Study the security enhancements in Banner Version 7.x to take full advantage of features.
- Begin the inclusion of specific Records Management requirements for Disaster Recovery and Business Continuity Planning.
- Review and understand each data system to identify real or potential vulnerabilities to be evaluated in risk assessments, risk surveys, and audits of our customers.
- Provide the list of information security considerations to be managed in Windows Server 2003 Group Policy, when fielded.
- Improve the Information Security web presence with updated threat information. Begin including mitigation measures for specific desktop risks. Provide input to the IT's web-based Knowledge Base and FAQs.
- Document standards, operating procedures, checklists and forms used in IT and InfoSec administration, management, and operations.





- Four IT procedures and four CIO standards are ready for discussion by the Leadership Team. Three more are being written.

*Procedures:*

Access Management – Employee Separations and Absences  
Hardening Servers Used for Instruction  
Data Use Agreement - Vendors  
Management of Information Resources – Servers  
Management of Information Resources – Network Devices

*Standards:*

Access Management – Dialup Server  
Life Cycle Management of Information Resources  
Port Access Request  
VPN Account Request

*Procedures and Standards In-Process:*

Log Capture, Monitoring and Reporting (Internal Procedure)  
Sanitation and Retirement of Mass Storage Media (Standard)  
Incident Handling by CIO and IT Staff (Internal Procedure)

## Long Term Goals

### **1. Develop plan for implementing Public Key Infrastructure (PKI), encrypted e-mail, and two-factor authentication.**

- Research the best products
- Research those who have implemented the software or the appliance
- Build an information library for the concept and the preferred vendors' approaches
- Call the IT primaries together
- Discuss the pros and cons of the concept and the possible solutions
- Prepare an implementation plan with budget
- Present to the IT Leadership Team





**2. Develop position requirement for a technical Network Security Specialist to assist with network equipment log file analysis and forensic examination of computers.**

- Begin measuring the volume of log file monitoring from all servers and networks
- Determine the best review points for each log file
- Research analysis software
- Decide if Server Team and Network Team will be performing this function
- Review EPCC vulnerabilities and reported incidents
- Take to Leadership Team and discuss District needs

**3. Begin information security audits (risk assessments/surveys) – announced and, eventually, unannounced. The objective is to visit every department at least once every two years. Actions include:**

- Prepare audit (survey/assessment) packets
- Introduce the concept of Business Impact Analysis and Risk Assessments to all administrators
- Encourage administrators to schedule IS assistance visits or begin unannounced departmental/program surveys

**4. Build requirements (hardware, software, storage, backup, personnel resources, and training) for logging and log monitoring. (See Short Term Goal #6)**

**5. Develop and justify the security monitoring and analysis plan for the Network (and Security) Operations Center.**

**6. Develop means to mitigate risk assumed by the “virtual higher education environment.” Consider how to protect the College’s private network when the student body and faculty and conducting school other than on EPCC campuses. How can we support instructional labs when the labs are on campus and the students and instructor are at home?**





**Short Term Goals**

- 1. Implement Web Capp, Web for Admissions and Web for Financial Aid**
- 2. Cleaning House Enrollment/Degree Verify and loan locator, student tracker service**
- 3. Schedule training for Programming Staff on Visual Basic and .NET technology**
- 4. Implement AppWorx Scheduling System**
- 5. Install Sungard/SCT DiskXtender Data Manager**
- 6. Implement Evisions ARGOS adhoc report writer**
- 7. Kiosk Student Directory/Information Project (pilot VV campus)**

**Long Term Goals**

- 1. Implement Web Time Entry**
- 2. Expand Web for Employees**
- 3. Schedule Web Oracle Tracking (10g)**
- 4. Upgrade to Banner 7.x**
- 5. Implement Banner Imaging**
- 6. Implement SAS Module**
- 7. Implement Employee Evaluation System**
- 8. Implement Army Project**
- 9. Implement Title V (web status tools)**





## **Short Term Goals**

### **1. Help Desk Development**

- Review existing help desk software (in-house software)
- Review additional pre-qualified software that will benefit our area (web and knowledge-based)
- Define procedures
- Training in both technical and customer service
- Tiered approach (T1 customer service, T2 technical, T3 dispatch a technician)
- Review increasing of personnel
- Improve the phone system
- Evaluate the surveys
- Review the volume of calls
- Best practices
- Training

### **2. Web Page Development**

- Review existing software (Content Management)
- Review additional pre-qualified software (Net Nuke, Cold Fusion, Novus)
- Define procedures
- Training in both technical and customer service
- Consistent look
- Compatible with multiple browsers
- Home page integrated with current third party systems (Luminus, WebCT, Banner)
- Useful Intranet
- Back-up plans for hardware





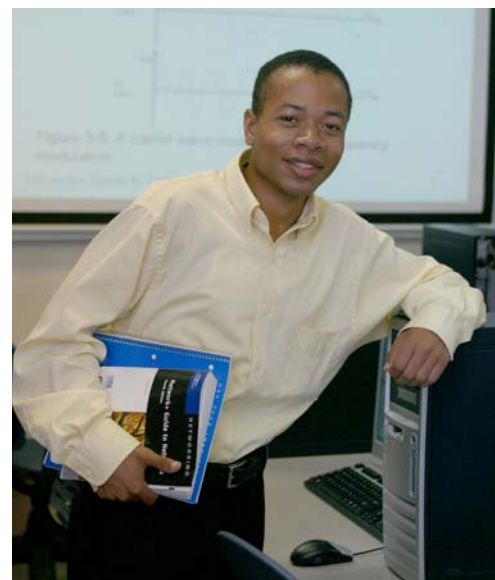
- Disaster Recovery Plan
- Review increasing of personnel
- Training

### 3. STS Program

- Partnerships (sharing resources)
- Expanding the program
- Train students in both technical and customer service
- Support registration hot lines
- CARES Line
- Rio Grande Freenet

### 4. District Operators

- Customer service training
- Extended hours of operation
- Automated billing





### Short Term Goals

1. **Active Directory/Outlook Migration - Complete the Desktop phase of the project.**
2. **PC Desktop Support – extend hours of on site coverage for the Northwest Campus.**
3. **Remote Desktop Support – Train PC technicians to resolve software related work orders utilizing remote desktop software. This process would serve in screening client related errors or assisting clients from a remote central site.**
4. **Develop a FAQ/Knowledge-based Web Page – Include MSU in the development of a knowledge-based web page for desktop support.**
5. **Certificate Trained PC System Specialist – Certify College technicians for HP and DELL desktop systems.**

### Long Term Goals

1. **PC Desktop Support – Upgrade desktop support for the Mission del Paso Campus by extending hours of on site coverage.**
2. **Certificate Trained PC System Specialist – Certify College technicians for HP printers to reduce labor cost on out of warranty printers.**
3. **Computer Operations – Implement and involve computer operators in the maintenance phase of the Appworx job scheduling software.**





# Office of the Associate Vice President

## Instructional Resources and Technology

*Jenny Giron*

### Short Term Goals

#### **Goal 1: Improve services in the various departmental areas of Instructional Resources and Technology**

- Objective 1: Ensure all of the departmental areas of Instructional Resources and Technology adhere to established goals and objectives
- Objective 2: Provide effective student and instructional technology services to all areas of the College district
- Objective 3: Develop and implement an assessment instrument to evaluate services in each of the departmental areas
- Objective 4: Increase staff support in Academic Computing Services, Instructional Media Services, and the Technology Resource Center to accommodate increased services

#### **Goal 2: Identify and develop a full online degree program by Fall 2006**

- Objective 1: AVP and Distance Education Director will work with appropriate Deans, Faculty and Curriculum Manager to develop and implement an online degree program
- Objective 2: Provide the appropriate online training and support services to faculty identified to teach online courses
- Objective 3: Identify and coordinate appropriate student services for distance learners in the online degree program
- Objective 4: AVP and Distance Education Office will develop a marketing plan for online degree program





### **Goal 3: To establish an Instructional Television Planning Committee**

- Objective 1: Instructional Television Planning Committee will develop a Plan of Action to identify production of instructional, training and other relevant materials.
- Objective 2: Instructional Planning Committee will develop a formalized internship program for EPCC students

## **Long Term Goals**

### **Goal 1: Integrate instructional technologies throughout the College District**

- Objective 1: Further develop the existing distance education offerings and develop a more programmatic approach
- Objective 2: Continue to develop and implement instructional technology training for all faculty and staff
- Objective 3: Continue to refine the training program for faculty teaching online courses and establish a certification process
- Objective 4: Fully implement the Centralized Training Repository district-wide
- Objective 5: Center for Instructional Telecommunication Director will identify and produce a minimum of two instructional television videos and shows by Fall 2006
- Objective 6: Academic Computing Services will increase assistance to students in the new instructional technologies available, i.e., Luminis, WebCt, etc.

### **Goal 2: Develop and implement appropriate distance education offerings and services for the Orion Project by Spring 2006**

- Objective 1: Assist the CIO/Vice President, Information Technology in identifying the appropriate programs and services to deliver via the Orion Project
- Objective 2: Market the offerings and services of the Orion Project throughout the College service area and other appropriate regional areas





## **Academic Computing Services**

*Raymundo Vilca*

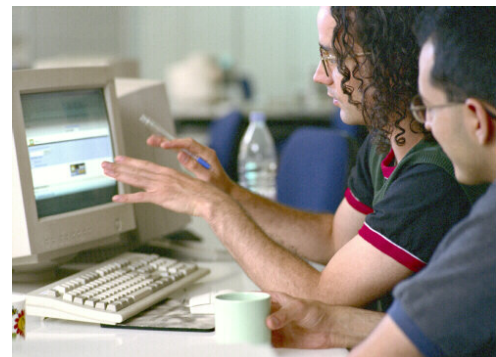
### **Short Term Goals**

#### **Goal 1: Establish Consistency in the Following Areas:**

- A. Revise, document, and distribute internal ACS polices and procedures across all labs. Verify that each lab is using the same format.
  - 1. Create official, formal internal ACS Policies and Procedures Handbook for department and staff.
  - 2. Distribute ACS Policies and Procedures Handbook to all labs.
  - 3. Communicate and train staff on internal ACS Policies and Procedures Handbook.
  - 4. Ensure staff acknowledges and adheres to the ACS Policies and Procedures Handbook.
- B. Ensure ACS process and guidelines are exercised and practiced by all ACS personnel on a constant basis.
- C. Ensure ACS Lab Specialist roles & responsibilities are clarified, communicated, and practiced by Lab Specialists on a constant basis.
- D. Ensure ACS Lab Assistant roles & responsibilities are clarified, communicated, and practiced by Lab Assistants on a constant basis.

#### **Goal 2: Increase District-Wide Academic Computing Services**

- 1. Hire additional ACS personnel.
- 2. Increase hours of operation.





## Long Term Goals

### Goal 1: Improve the Perception of ACS by Implementing the Following:

- A. Revise ACS Mission Statement
  - 1. Create official ACS Mission Statement.
  - 2. Communicate and train staff on ACS Mission Statement.
  - 3. Ensure staff personnel acknowledge and adhere to the ACS Mission Statement.
- B. Establish a consistent voice for the department by interacting and communicating with faculty, administration, and students on ACS's mission and services.
  - 1. By using various mediums of communication such as memos, newsletters, and e-mail, convey a consistent theme that ACS manager is present and ready to serve and support the students, faculty, and administration.
  - 2. Implement student/faculty feedback surveys evaluating district-wide ACS Lab services.
  - 3. Based on survey results, develop tactical initiatives that will improve the support and services of ACS Labs.
- C. Build and cultivate relationships with faculty and administration by participating on committees, projects, and/or other related events.
  - 1. Participate on committees, throughout the district, that will contribute to the objective.
  - 2. Proactively engage on strategic and tactical projects involving faculty and administration.
  - 3. Attend EPCC events that cultivate and foster working relationships.
- D. Create an informational presence for students and faculty by establishing a department web site incorporating abundant information on ACS.
  - 1. Create department web site with the assistance from IT.
  - 2. Incorporate ACS Mission Statement.
  - 3. Include ACS Policies and Procedures Handbook.
  - 4. Upload tool tips, hours of operations, important notices and other relevant information for students, faculty, and staff.





**Short Term Goals**

**Goal 1: Complete LCD Projector Project 2004-2005**

- A. Assign remote controls to IMS Department or ACS Labs to distribute for faculty to use in room.
  - 1. Remote needed to start and stop LCD projector

**Goal 2: Gather LCD Projector Needs District-Wide for Classrooms and Labs for 2005-2006 IT Committee Fund Request**

- A. Meet with all the Campus Deans for list of rooms requiring LCD projectors in the classrooms.
  - 1. Equipment needed for classroom use along with their computers or IMS media carts.
- B. Get quotes from Physical Plan and vendors to prepare a budget for this project.
  - 1. Need cost for electrical installation, poles, ceiling bracket, mounts, projectors, cabling, projector installation, wall plates, etc.
- C. Develop an estimated budget to complete project.
  - 1. Submit budget request to IT Committee for funding, unless it will be funded by the separate departments.
- D. Create implementation schedule for District-wide installation. Need to determine best down time to install the equipment without interrupting classes.

**Goal 3: Research Smart Conference Room Equipment to Plan for ASC Projected Conference Rooms to be Built in the Near Future**

- A. Research equipment that best represents what the College is striving to achieve.
  - 1. With the right equipment and software, the rooms will be fully functional for all possible technological needs.





- B. Contact potential vendors for demonstration to administration of proposed equipment.
  - 1. This will ensure we are on the right track in the development of these conference rooms.
- C. Submit proposed equipment cost estimates for review.
  - 1. Need funding to complete project
- D. Develop plan for implementation of cabling and installations of equipment.
  - 1. This will insure a smooth planned install

#### **Goal 4: Increase District-Wide Instructional Media Services**

- A. Hire additional IMS Personnel
- B. Increase hours of operation

### **Long Term Goals**

#### **Goal 1: Develop Smart Class Rooms for District-Wide Classrooms**

- A. Assess current technology available to determine the best mode of action.
  - 1. If the equipment currently at the Media Services is adequate for start-up the cost for initial integration will be minimal.
- B. Research and evaluate equipment necessary for a true smart class room (control panel, software, cabinet, etc.).
  - 1. This will make the implementation easier for faculty to use the new technology in the classroom and access learning materials.
- C. Determine best method of securing the equipment installed.
  - 1. This will deter or slow any attempts for theft.
- D. Develop a feasible budget and schedule for purchase and installation of equipment.
  - 1. Budget will be presented to the IT Committee for approval.





- E. Assess and prioritize implementation schedule for maximum the success of project completion.
  - 1. This will ensure that all the priority classrooms are completed in a timely manner.
- F. Create a schedule to train staff and faculty in the proper use of smart class rooms.
  - 1. This will ensure all the key people are fully trained and the transition is completed smoothly.

### **Goal 2: Upgrade Equipment in all IMS Office and Classrooms**

- A. Assess equipment that must be replaced by priority (very old, out-of-order, out-dated, damaged).
  - 1. Out-dated equipment is not used by faculty and it is not feasible to repair old equipment.
- B. Research for best replacement models of old and worn equipment.
  - 1. It is best to replace the equipment with the state-of-the-art technology whenever possible.
- C. Develop budget to purchase replacements and gather quotes.
  - 1. Needed to present to the IT Committee for funding if IMS budget cannot fund the purchase.

### **Goal 3: Purchase New Equipment for District-Wide IMS Offices to Provide Adequate Media Support to Faculty, Staff, and Administration**

- A. Research audio visual equipment to accommodate campus based needs and requests.
  - 1. Some campuses do not have enough media carts to accommodate all the faculty requests.
- B. Develop budget and gather quotes to purchase new equipment identified.
  - 1. Present to IT Committee for funding if IMS budget cannot fund the purchase.





## Short Term Goals

### **Goal 1: To Bring the Technology Resource Center Training to Faculty and Staff and to Produce Useable Materials to Support Their Daily Activities.**

A. Develop comprehensive training schedule to include hands-on and online training offered throughout the academic year

1. MS Outlook

- Migration
- Outlook basics
- SPAM Filters
- Outlook Tip of the Day
- Develop online tutorials
- Clinics and individual assistance



2. Performance Evaluation System

- Online tutorial
- Clinics and individual assistance

3. Content Management System

- Hands-on training sessions

B. Classmate and Grade Guide

1. Quick reference guide
2. Clinics and individual sessions

C. MS Office

1. Implement SAM

D. Luminis Training for Faculty

E. WebCT Training for Online Teaching

1. Develop course development and design standards
2. Online faculty round table discussions





F. Mini-Lessons

1. Minimum of one per month on a wide range of topics

G. HorizonLive

H. Teleconferences

1. Starlink
2. Leadership Series

**Goal 2: Publicize Technology Resource Center Activities**

- A. All College Newsletters will include a Technology Resource Center news column or article
- G. Develop Technology Resource Center website with all training information, tutorials, frequently asked questions, etc.

**Long Term Goals**

**Goal 1: Continue to Develop and Implement the Centralized Training Repository**

- A. Complete and have in full production by the end of the fiscal year

**Goal 2: Continue to Research and Acquire Faculty and Staff Oriented Software**

- A. Ensure we have a regular maintenance schedule for all software and equipment

**Goal 3: Continue to Improve the Technology Resource Center at All Locations**

- A. Design room layout for the Transmountain Campus location
- B. Identify and purchase equipment needed to ensure for efficient training centers at all locations
- C. Procure the adequate staffing for all three centers
- D. Reorganize and identify a Manager for the Technology Resource Center(s)





### Short Term Goals

#### 1. Luminis Data Integration Suite

- Installation
- Integration with WebCT CE 4.1, Banner and Luminis for data exchange
- Implement Single Sign-On through Luminis to WebCT and Banner Web

#### 2. Community marketing for Distance Education programs

- La Fe Clinic and County of El Paso - follow up and expand
- Identify new community Distance Education partners
- Identify enrollment opportunities for new community Distance Education partners
- Enroll new community Distance Education partners

#### 3. Distance Education staff training

- Video Conferencing program
- Instructional Television program
- Internet, Dual Credit and the Virtual College of Texas programs

#### 4. Online faculty certification

- Developed with the Technology Resource Center and the Curriculum office

#### 5. WebCT Use for Staff Training

Purchase an additional WebCT Server

- Train Staff Course Developers
- Identify Pilot - Possible Pilots:
  - Sexual Harassment and EEO training – Pilot
  - New Faculty Orientation
  - New Employee Orientation
  - Information Security





## **6. Prepare Distance Education Presentation for the Re-Organization Task Force**

## **7. Develop Distance Education brochure**

## **8. Hire new Distance Education staff**

- Clerk II
- Program Assistant - upgrade to coordinator if additional funding is identified
- Technical Coordinator

## **9. Orion Project**

- Expanded Program Opportunities
- Identify Degree/Certificate to be piloted Fall 2006 - potentials are
- Teaching Degree, Criminal Justice Degree, Fire Technology Certification
- Complete development of first semester courses
- Schedule for delivery

## **10. Incentives to Recruit Distance Education faculty**

- 20 notebook computers issued to Distance Education faculty September 2005
- Revised online faculty training
- Monthly online faculty meetings
- Training
- Expert information sharing and "How To's" in a roundtable format
- Faculty presentations
- Proposed Exemplary Course Process – Cal State Chico
- Purchase 20 additional faculty notebook computers as incentives
- Purchase 40 Wireless Notebook Computers and 2 Wireless Carts for the VV ATC and RG video conferencing classrooms to complete the enhancement of the video conferencing classrooms to also function as "Smart Classrooms"

## **11. Develop DE course standards**

- Internet
- Instructional Television
- Video Conferencing





## **12. 3d Holographic Projection Project**

- Purchase 3d Max Studio file conversion software
- Develop a plan to recruit and train faculty to develop 3d objects
- Hire a part-time lab assistant
- Set a goal for developing a number of 3d objects

## **13. Improve efficiency of Distance Education Dual Credit student processing**

## **14. Develop a Distance Education marketing package including, handouts and presentations for community and business groups to include the advantages and benefits of each type of Distance Education delivery.**

## **15. Delegate more to the Program and Technical Coordinators to assist in the conduct of the operational activities of the Distance Education department.**

## **16. Work with the Distance Education Coordinators to identify new trends and ideas for growth opportunities and develop an action plan to implement these ideas for program improvement.**

- Require coordinators to regularly read and report on ongoing trends and activities in distance education; and make recommendations to improve the EPCC distance education program.

## **17. Survey faculty and students to determine the effectiveness of the online Distance Education orientation. Use the survey results to revise and improve the orientation.**

## **18. Recruit faculty to convert or develop the remaining Science and Humanities Online courses needed for the general "AA" degree.**

- Purchase online lab software as needed

## **19. VCT Task Force**

- Develop process based on new SACS guidelines
- Document new processes and support roles





## Long Term Goals

### 1. Orion Project

- Expanded Program Opportunities
- Complete development of remaining courses and schedule delivery for Fall 20076 pilot
- Video conferencing Improvements
- Enable QOS and recommend purchase and installation of Cisco ML Sonet Cards

### 2. Incentives to Recruit Distance Education faculty

- Discounted Internet Access
- Teaching Stipends

### 3. 3d Holographic Projection Project

- Evaluate the quality of the developed 3d objects and revise training and support
- Make quality 3d objects available to the 3dh partnership community

### 4. Develop a separate Distance Education class schedule

### 5. CE 6.0 Migration

- Amend Existing Contract or publish an RFP for a new contract for support services
- Upgrade Application and Database Licenses
- Training – Distance Education and Technology Resource Center Support Staff; Faculty and College Staff
- Course Migration
- Integration with Banner and Luminis
- Establish a Single ID for Sign-On
- Publicize Availability

### 6. Update and complete documentation of internal Distance Education program support activities and processes.





## **Short Term Goals**

### **Goal 1: Operate a full digital television production and broadcast facility**

- A. To complete a television equipment digital plan
- B. To request funds and implement the plan
- C. To purchase and install all equipment as per digital plan
- D. To have all production staff trained in digital format

### **Goal 2: Transfer all analog video material to digital format**

- A. To develop a procedure for transferring and cataloging materials ongoing project
- B. To design a work station for duplicating and cataloging video materials
- C. To design a work station for the printing of DVD materials
- D. To identify funds for the purchase of Laser Disc material

### **Goal 3: Plan for relocation of CIT staff and equipment to ASC**

- A. Identify and prioritize areas to be relocated
- B. Work with KCOS to share broadcast room while move is conducted
- C. Work with KCOS for the sharing of engineering staff

### **Goal 4: Improve communication through video programs**

- A. To form a committee for the purpose of recommending (purchase or produce) television material for broadcast
- B. To continue the Education and Occupational Programs DVD production for marketing and information distribution to potential students
- C. To continue cable collaborative projects and increase participation

