



MSJC

MT. SAN JACINTO COLLEGE

Technology Plan





Mt. San Jacinto College Technology Master Plan

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The Mt. San Jacinto College (MSJC) Technology Master Plan is meant to provide a framework for the implementation of technology initiatives that directly support the College mission and Strategic Plan. The Technology Master Plan is intended to provide a roadmap for the next three years (2018-2021) that will guide and focus action for prioritization, resource allocation, and implementation of MSJC's technology initiatives.

MSJC actively practices a data-centered approach to continuous improvement of institutional priorities. In fall 2017, the Strategic Plan was approved by the MSJC Board of



Trustees and established institutional priorities, goals and objectives for the next three years (2017-2020). Technology resource allocation is vital to the successful implementation and sustainability of the solutions identified by the College community to meet Strategic Plan goals. The 2018-2021 Technology Master

Plan was developed through the Information, Communication and Technology Committee (ICTC) and the Educational Technology Committee (ETC). The Technology Master Plan recommends initiatives designed to improve sustainability of currently implemented technologies and support innovative technologies.

The 2018-2021 Technology Master Plan has four goals. The goals address the functional use of technology systems and resources across the College. Those four goals consist of the following:

- Goal 1: Maintain Satisfactory Service Levels for Technology Resources and Services
- Goal 2: Ensure Timely Access to Information
- Goal 3: Utilize a Sustainable Model for Technology Resources
- Goal 4: Promote a Safe and Secure Operating Environment

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- Information, Communication and Technology Committee
- Institutional Planning Committee
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Organization

MMSJC has historically maintained separate departments for the support of administrative technologies and academic technologies. Information Technology (IT) supports administrative technology resources. Academic Technology Services (ATS) supports academic technology resources critical for teaching and learning. Two separate participatory governance committees, the Information, Communication and Technology Committee (ICTC) and the Educational Technology Committee (ETC), exist to advise on matters related to administrative and academic technologies, respectively.

The Information, Communication and Technology Committee is charged with the following:

- Identify and evaluate district technology support resources.
- Develop, monitor, and update District Technology Master Plan.
- Perform continuous assessment of technology.
- Recommend goals and priorities and incorporate a process for continuous replacement and upgrading as appropriate.

The Educational Technology Committee is charged with the following:

- Address the evolving technology needs of Mt. San Jacinto College in a variety of areas related to the use of technology for instructional purposes.
- Act as the recommending body for curriculum, policies, procedures, systems and purchases that relate to distance education and technology used for teaching and learning.

The committees collaborate and ensure a close working relationship. Each committee maintains a standing agenda item to review meeting minutes of the other committee which strengthens communication and consistency in developing and implementing College technology recommendations.

Facilities and Staffing

ATS and IT maintain space for office, training, deployment, staging, data center, networking and storage.

ATS staff are distributed across seven office locations on three separate campuses. IT staff are distributed across two office locations on two campuses.

IT Staffing

#	Position	Service Locations	Annual Staff Hours Available	Est Time Sustaining Current Processes		Est Hours Available for New Initiatives	Role
				Percent	Hours		
1	Dean	All	1840	80%	1472	270	Policy
1	Associate Dean	All	1840	80%	1472	270	Student Information System and Imaging System Administration
1	Administrative Associate	All	1840	90%	1656	184	Clerical
1	Technical Project Coordinator	MVC	1840	40%	736	1,104	Project Coordination
2	Network Supervisor	SJC (1) MVC (1)	3680	75%	2760	920	System and Network Infrastructure and Security
1	Supervisor of Web Development & Application Security	All	1840	80%	1472	368	Application Security Administration and Auditing
2	Network Technician IV	SJC (1) MVC (1)	1840	80%	1472	368	Systems Analyst
3	Network Technician III	SJC (2) MVC (1)	5520	80%	4416	1104	Server, communications systems, and applications operations
3	Network Technician II	Helpdesk (1) SJC (1) MVC (1)	5520	90%	4968	552	Desktop computing support and helpdesk operations
3	Senior Programmer Analysts	All	5520	80%	4416	1104	Colleague, Reporting, and OnBase programming and application support
1	Software User Liaison	All	1880	80%	1504	376	Colleague, and OnBase application support
2	Systems Analyst, Information Technology Coordinator	All	3680	80%	2944	736	Colleague and OnBase application support, business process support, mandated reporting
21	Totals		36,800		29,346	7,454	

IT Physical Space Inventory

Location	Type	Offices	Cubicles	Staff Members	Square Footage
MVC	Office	4	10	15	1730
MVC	Storage	0	0	0	450
SJC	Office	1	6	5	788
SJC	Storage	0	0	0	140
TEC	Office	0	0	0	0
TEC	Storage	0	0	0	0
THEC	Office	0	0	0	0
THEC	Storage	0	0	0	0
SGPC	Office	0	0	0	0
SGPC	Storage	0	0	0	0

ATS Staffing

#	Position	Service Locations	Annual Staff Hours Available	Est Time Sustaining Current Processes		Est Hours Available for New Initiatives	Role
				Percent	Hours		
1	Dean	All	1840	80%	1472	270	Policy
1	Administrative Associate	All	1840	90%	1656	184	Clerical
1	Supervisor, Academic Technology Services	MVC (1)	1840	80%	1472	270	Supervisor of staff supporting desktop systems and classroom technologies; Server and network technology maintenance & support; Infrastructure & budget planning
1	Supervisor, Academic Technology Systems	SJC (1)	1840	80%	1472	270	Supervisor of staff supporting desktop systems, classroom technologies, and helpdesk; Computer systems planning, design, & support; Network technology planning & support; Budget planning
5	Network Technician III	SJC (1) MVC (2) DW(2)	9200	80%	7360	1350	Technology projects coordinator & field technician
5	Network Technician II	SJC (2) MVC (2) TEC/ THEC (1)	9200	80%	7360	1350	Field technician
1	Distance Education Network Coordinator	MVC (1)	9200	80%	7360	1350	Distance Education project coordinator
1	Helpdesk Coordinator	All	1840	80%	1472	270	1st tier support team lead & DE liaison
1	Helpdesk Tech	All	1840	80%	1472	270	1st tier support technician
1	AV Services Tech	All	874	80%	700	128	Audio-visual technology technician
15	Totals		30,314		24,436	3,908	

ATS Physical Space Inventory

Location	Room	Description	Staff Members	Square Footage
MVC	909	Offices/Storage	2	345
MVC	954	Offices/Storage	3	325
MVC	1002	Office/Storage	1	85
MVC	1004	Storage	0	30
MVC	1005	Offices	2	155
MVC	3025	Offices	1	85
MVC	Closet in 1019	Storage	0	65
SJC	154	Offices	7	785
SJC	158	Conference/Storage	0	128
TEC	209*	Office/Storage	0.5	92
THEC	235*	Office/Storage	0.5	90
			Total	2,185

*Swing offices used by Temecula sites support technician

Server Infrastructure

MMSJC has implemented virtual server infrastructures at both the San Jacinto Campus (SJC) and Menifee Valley Campus (MVC). The hardware supporting MSJC's enterprise applications is sized appropriately for the demand of the user community. MSJC's IT and ATS departments maintain monitoring on mission critical systems. The administrative server infrastructure at both SJC and MVC will reach end of life during the 2018-2021 Technology Master Plan. MVC's



server and storage infrastructure will reach end of life in 2018. SJC's server infrastructure will reach end of life in 2020. MSJC has developed technology reserves and maintains a recapitalization schedule for equipment for both IT and ATS. MSJC will continue to increase utilization of virtual private cloud hosting as well as cloud based software in order to reduce infrastructure costs, environmental risk, physical

risk, and equipment costs.

Demands on MSJC's network server topology continue to increase as categorical programs, information security requirements, and institutional initiatives expand. Goals and objectives contained within the Technology Master Plan related to the total cost of ownership, integrated planning, and adoption of cloud based technologies will support the long-term sustainability of MSJC's network server topology.

Enterprise Applications

MMSJC has implemented and maintains several enterprise platforms and applications designed to support identified educational and administrative business needs of the college. Below is a list of enterprise platforms and applications at MSJC:

Canvas

MSJC has adopted Canvas Learning Management System (LMS) as of Fall 2017. The Canvas LMS provides web-based classroom management tools for file hosting, communication, assessment and student performance monitoring. These tools are available to all scheduled courses, as well as campus clubs and organizations. Canvas hardware and software is hosted by Instructure. IT supports Single-Sign-On (SSO) authentication and Student Information System data exchange with Canvas. ATS provides technical support and training for Canvas users.

Colleague

MSJC has utilized Ellucian Colleague as a Student Information System since 1999. MSJC enjoys a mature implementation of software including admissions, registration, degree audit, financial aid, student planning, curriculum, student billing, webadvisor, and self-service. Many in-house software reports, subsystems, integrations, and changes to the as-delivered Colleague source code have been developed. A Colleague Application Software Team



(CAST) meets regularly, and is comprised of module leaders from across campus. Module leaders serve as resident experts for subsystem functionality, departmental training, subsystem setup parameters, troubleshooting, and reporting.

Galaxy

MSJC utilizes Riverside County Office of Education (RCOE) Galaxy software as the Financial Management System. Galaxy is hosted at RCOE and requires minimal support from IT. Support services for Galaxy include client

connectivity and reporting services integration between Galaxy and MSJC's data warehouse.

OnBase

MSJC utilizes Hyland's OnBase onpremise software for digital document management and as a document workflow engine. Enrollment Services, Financial Aid, and Payroll currently utilize this document management system. OnBase has the capacity to support institutional needs of the College for document management.

SARS

Various departments at MSJC utilize SARS suite of applications to manage student appointments for student support services. The Counseling department, EOPS, and DSPS utilize SARS to manage contact types for mandated state reporting. Custom integrations with Colleague have been developed to automate data imports to Colleague in order to support MIS reporting mandates. Additional enhancements related to SarsAlert, SarsCall, and Sars Anywhere have been requested and remain outstanding requests.

SharePoint

MSJC maintains two instances of SharePoint that support the institutional website (www.msjc.edu) and internal collaboration.

Exchange

Microsoft Exchange software provides critical digital communications for the College. MSJC maintains an on premise instance at both SJC and MVC of an Exchange 2010 cluster for employee email communications.

Cisco Unity

The Cisco VoIP solution at MSJC has been in place for approximately 10 years. The solution is integrated with the Exchange email system to deliver notifications of voicemails. Additionally, this solution is integrated with the Active Directory authentication system.

Office365

MSJC provides Office 365 exchange accounts for all students. The solution is provided to MSJC free of charge as part of the annual Microsoft Campus Licensing Agreement through the California Community College Foundation. MSJC sends all official electronic communications to College provided student email accounts hosted in Office 365.

Regroup

Regroup Emergency Notification solution is the emergency communication tool for MSJC. The Information Technology department assists by maintaining the college community contacts phone numbers and email addresses, so that Public Information and Campus Safety departments can quickly and efficiently send out notifications and alerts to faculty, staff, and students.

Google Apps for Education

MSJC provides Google Apps for Education accounts to all employees. Google Apps for Education provides easy to use web-based productivity tools that are centrally managed by the IT department.

Avigilon

Surveillance video and access control software is maintained within MSJC's Avigilon system. The surveillance system contains more than one hundred cameras across all five sites. In 2016, MSJC engaged an engineering firm to provide a master plan for future deployment of additional cameras and supporting server resources. The Avigilon system currently satisfies College needs; future deployments of cameras will provide further security.

AeroHive

The wireless network and solution at MSJC underwent a major upgrade in 2017. The College engaged engineering services to design a robust wireless network for all five locations. SJC and MVC locations received all new single mode fiber, core switches, edge switches, and access points in order to maximize wireless network throughput and capacity. AeroHive is expected to satisfy College needs through the Technology Master Plan timeline.

VMWare

IT has standardized the virtual infrastructure on the VMWare platform. This platform provides reliability, security, resiliency, and intuitive functionality for the management of the virtual infrastructure. This software meets current IT needs.

Hyper-V

On this service platform, MSJC provides remote application and desktop services to students to support their learning needs. With

a catalog of available software (including productivity software, Adobe Creative Cloud, ArcGIS, networking, programming, web and SQL development software) students are able to continue their studies on demand, regardless of location and at their convenience. Instructional Servers are also run on the platform to assist in instruction.

SQL Server Reporting Services

SQL Server Reporting Services (SSRS) is utilized for distributing self-service access to reports generated from MSJC's data warehouse. SSRS provides access to formatted reports to employees that are authorized to obtain access. MSJC's data warehouse aggregates data from SarsGrid, Colleague, Winprism, and Galaxy in order to allow SSRS to satisfy the majority of College reporting needs.

Veeam

IT has standardized the Disaster Recovery solution on the Veeam platform. This platform provides reliability, security, resiliency, and intuitive functionality for the management of MSJC's disaster recovery plan across all five locations.

WinPrism

Bookstores at MSJC utilize a WinPrism solution. The Bookstore department, in coordination with Information Technology, has initiated an upgrade of hardware and software on this platform. The upgrade is expected to be completed for the start of the Spring 2018 term.

Elumen

MSJC utilizes Elumen's cloud-based solution to inventory, assess, and report course learning outcomes. The Office of Institutional Effectiveness manages operational support of the software and Information Technology manages authentication support for the software. This software meets MSJC's current needs.

Classroom and Lab Technology

Nearly 100 percent of MSJC instructional classroom spaces across five locations are outfitted with 'smart classroom' audio/visual technology. Smart classrooms include an internet connected computer workstation with overhead display through a digital projector. In 'computer classroom labs,' in addition to the 'smart classroom' audio/visual



technology, classrooms are outfitted with 1:1 student computer workstations. These student computer workstations have internet connectivity and are installed with software identified to meet learning outcomes of various programs of study. Across five locations, Classroom and Lab

Technology is at various stages of production use life cycle and allows for phased recapitalization. ATS has been funded through Resource Allocation Proposals (RAPs) for technology reserves to fund replacement of existing technologies. ATS maintains a recapitalization schedule for equipment.

Security

The College has standardized the disaster recovery solution for enterprise applications, as well as distributed application architectures for both SJC and MVC. MSJC has improved physical security of enterprise systems through the deployment of alarm systems, server room environmental monitoring, intrusion monitoring, and video surveillance. These systems are still substandard to adequately secure MSJC's technology resources and data.

Information and cyber security threats continue to be a serious concern for MSJC. The College maintains systems and procedures to mitigate these threats; however, the College will continually improve and adapt to emerging threats. The College will continue to formalize an Information Security Program, Information Security Training Program, and Incident Response Plans.

Support Services

Support services related to technology resources encapsulate several functions and services. Components of this category include the following:

- Helpdesk and support staff availability
- Self help solutions
- Service catalogs
- Service level agreements



- Staff customer service
- Website usability, currency, relevancy, accessibility, and navigation
- Website content governance
- Breadth of device support
- Application/Systems usability, currency, relevancy, accessibility, and navigation
- Staff and customer training opportunities
- Website content
- Customer satisfaction channels
- Technical project scoping, implementation, and assessment

The technology departments at MSJC will continue to improve support services and meet the technology support expectations of employees and students. A theme in the 2018-2021 Technology Master Plan is to focus on revising policies and procedures in an effort to improve transparency of project prioritization, improve customer feedback channels, integrate

IT and ATS assessments of customer feedback, increase training opportunities, improve access to helpdesk support services, and improve website content usability and reliability. In addition, IT and ATS will review customer feedback in an effort to assess the relevancy of technology solutions for the College.

Campus Locations



1 San Geronimo Pass Campus
3144 W. Westward Avenue | Banning, CA 92220
951.922.1327



2 San Jacinto Campus
1499 N. State Street | San Jacinto, CA 92583
951.487.6752



3 Menifee Valley Campus
28237 La Piedra Road | Menifee, CA 92584
951.672.6752

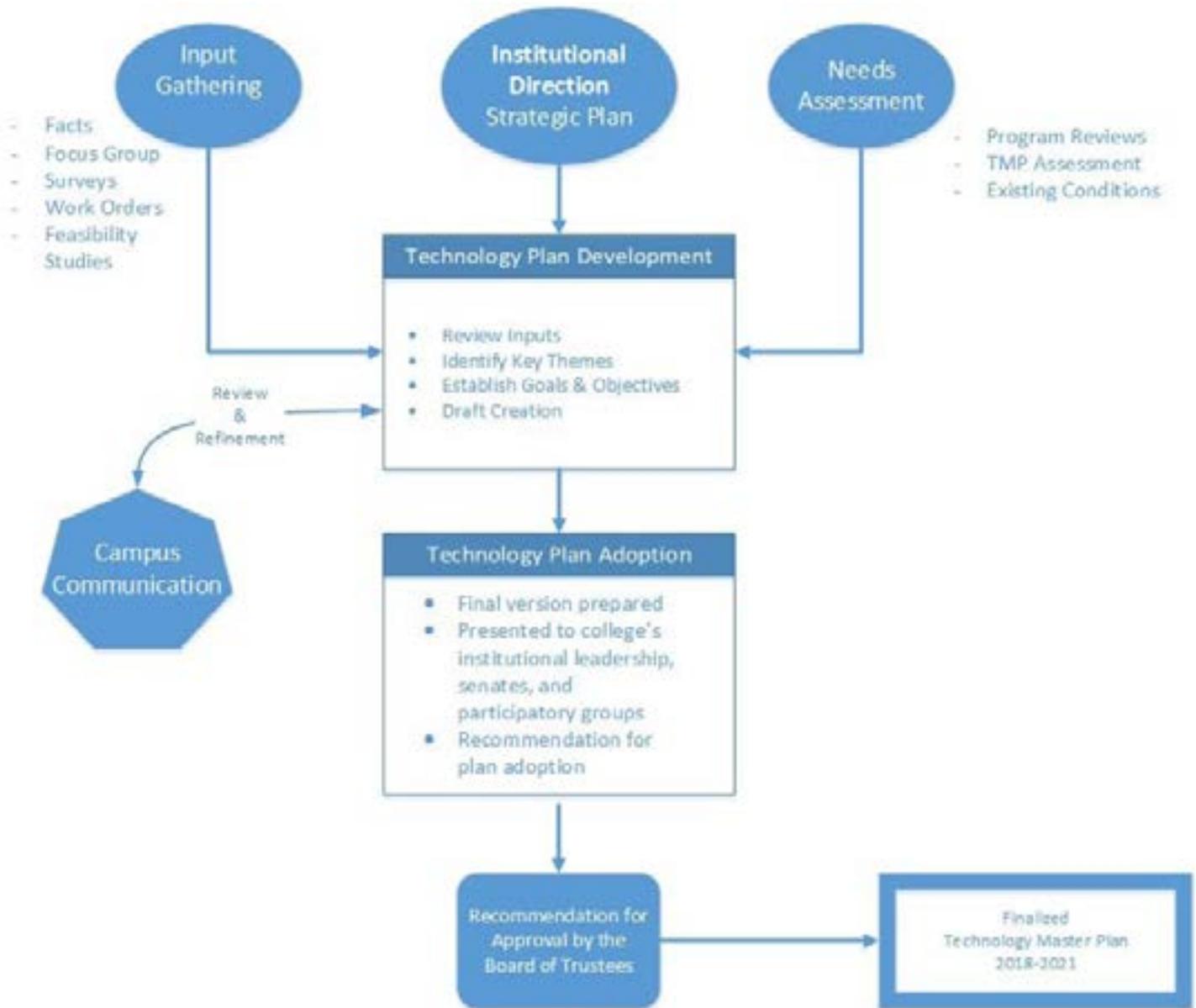


4 Temecula Education Complex
23447 Encorprise Circle West | Temecula, CA 92590
951.506.6752



5 Temecula Higher Education Center
43200 Business Park Drive | Temecula, CA 92590
951.506.6752

Process Overview Diagram



Technology Master Plan Inputs

M SJC utilized several methods for gathering information regarding accessibility, reliability, and adequacy of supported administrative and academic technologies. For consideration of the 2018-2021 Technology Master Plan, assessments of technology resources were based on data from the following sources:

Focus Groups

In summer 2017, Institutional Effectiveness, IT, and ATS departments hosted focus groups to gather input from faculty, staff, students, and administrators regarding the adequacy of technology, as well as the future needs of technology at MSJC.

Program Review

IT and ATS participate in robust Program Review and Annual Assessment processes. All MSJC technology team members provide input into Program Review and Annual Assessments, including assessment of current technology resources and recommendations for technology innovations, projects, recapitalization, and resource allocation.

Helpdesk Work Orders

IT and ATS utilize helpdesk software that allows for reporting and assessment of trends of technology deficiencies and requests.

Security Feasibility Study

In spring 2016, MSJC engaged P2S Engineering to conduct a security feasibility study to assess the state of technology supporting physical security at MSJC and provide recommendations for improvement.

Technology Standards

In coordination with ICTC and ETC, MSJC has developed a technology standards document to identify minimum standards for classroom, network, and office technology.

Technology Recapitalization Schedule

IT and ATS maintain technology equipment inventories and lifecycle recapitalization schedules for infrastructure and technology resources.

Website Assessment

In 2015-2016, MSJC engaged the services of California State University San Marcos' students to conduct a survey of MSJC students, staff, and faculty regarding responsiveness and functionality of MSJC's institutional website.

Wireless Network Design

In 2016-2017, MSJC engaged P2S Engineering to perform a wireless network survey and provide engineering plans to satisfy the needs of academic technologies, student wireless access, administrative technologies, campus safety, and public events.

Technology Master Plan Themes

Based on input and assessments noted in the prior section, two major themes emerged when evaluating the needs of technology resources to support the Strategic Plan. The two themes identified are the following:

- Support Services
- Information Security

The emphasis of the 2018-2021 Technology Master Plan will be in the themes of Support Services and Information Security.

Authoring of the Technology Master Plan

The 2018-2021 Technology Master Plan was a collaborative process between the ICTC, ETC, IT and ATS department staff and faculty.



Approval of the Technology Master Plan

In an effort to be inclusive of all constituencies, iterative drafts of the Technology Master Plan were disseminated through the College's participatory governance structure for review and adoption (see Chapter 6 and Appendix A).

Implementation of the Technology Master Plan

Embedded in the 2018-2021 Technology Master Plan are objectives to enhance the integration of technology planning with the Strategic Plan. Action plans will be developed in coordination with department and divisional heads to scope, prioritize, implement, and maintain projects associated with each objective.

Assessment of the Technology Master Plan

In an effort to continually improve the technology planning process for subsequent technology master plans, ICTC will be engaged in assessing the effectiveness of the planning process for the 2018-2021 Technology Master Plan. Findings and recommendations identified through the assessment will be utilized in the development of subsequent technology master plans (see Appendix C).

The following goals and objectives have been identified as the priorities for the Technology Master Plan in support of the Strategic Plan:

Goal 1: Maintain Satisfactory Service Levels for Technology Resources and Services

- Objective 1.1: Improve customer satisfaction feedback channels to supporting technology departments.
- Objective 1.2: Implement a common call center for all technology helpdesk requests for visitors, students, faculty, staff, supervisors, and administrators.
- Objective 1.3: Document and publish a service level agreement for identifying satisfactory service levels for technology services.
- Objective 1.4: Improve user experience for stakeholders utilizing technology resources.



- Objective 1.5: Implement a comprehensive training program addressing current and evolving needs for employees.

- Objective 1.6: Implement a technology support center on all campuses.



Goal 2: Ensure Timely Access to Information

- Objective 2.1: Utilize data to identify and mitigate inefficiencies in workflow processes and enterprise solutions.
- Objective 2.2: Disseminate information to students through mobile applications accessible in various mobile formats.
- Objective 2.3: Create a single point of access for employees and students to login to receive aggregated relevant information.
- Objective 2.4: Improve the user online experience with MSJC web services.
- Objective 2.5: Continuously expand access to business intelligence tools to support decision-making and strategic planning.
- Objective 2.6: Improve website usability, accessibility and reliability.

Goal 3: Utilize a Sustainable Model for Technology Resources

- Objective 3.1: Utilize a transparent and trackable process for technology resource allocation from request, approval, prioritization, implementation, support, and assessment.
- Objective 3.2: Establish a recapitalization process for technology; including, but not limited to, client devices, media devices, network equipment, technology security equipment, and software maintenance.
- Objective 3.3: Extend mission critical technology services to a virtual private cloud in order to increase resource uptime and availability.

Goal 4: Promote a Safe and Secure Operating Environment

- Objective 4.1: Adopt an Information Security Board Policy and Administrative Procedure.
- Objective 4.2: Adopt a District Data Classification standard.
- Objective 4.3: Implement a District Information Security training program.
- Objective 4.4: Adopt a sustainable District Information Security Plan and program.
- Objective 4.5: Develop an implementation and sustainability plan for technologies supporting physical security.
- Objective 4.6: Identify secured facilities for receiving, storing, staging, and deploying of technology equipment.



Technology Master Plan Oversight

Educational Technology Committee

- Dr. Del Helms, *Co-Chair*
- Micah Orloff, *Co-Chair*
- Nick Abbondanza
- Herb Alarcon
- Jason Bader
- Taylor Baldwin
- Shelley Excell-Wertman
- Laura Fegel
- Kelly Granche
- Damien Greathouse
- Josh Hartman
- Andreea Mardichian
- Sherri Moore
- Marlon Nance
- Jody Palmer
- Milt Reyes
- Rickianne Rycraft
- Aaron Stafford
- Dr. Carlos Tovares
- Samson Wakjira
- Adrienne Walker
- Stephanie Velona
- Soohyun Sun

Information, Communication and Technology Committee

- Bil Bergin, *Co-Chair*
- Brian Orlauski, *Co-Chair*
- Anthony Sanchez, *Co-Chair*
- Nick Abbondanza

- Justin Bennett
- Stephanie Cason
- Marcus Castellanos
- Damien Greathouse
- Joyce Johnson
- Fred Madore
- Cindy Nance
- Micah Orloff
- Patrick Ramaker
- Anthony Raya
- Milt Reyes
- Clyde Salyards
- Vanessa Sheldon
- Aaron Stafford
- Katherine Stratton

Institutional Planning Committee

- Dr. Roger Schultz, *Chair*
- Justin Bennett
- Dr. Rudolph Besikof
- Ted Blake
- Marcus Castellanos
- Dr. John Colson
- Fred Frontino
- Beth Gomez
- Paul Hert
- Tim Lampley
- Jill Lanphere
- Janice Levasseur
- Elizabeth Mascaro
- Tyler Mendel
- Nik Mesaris
- Brandon Moore

- Dr. Rhonda Nishimoto
- Brian Orlauski
- Tamara Smith
- Jeannine Stokes
- Katherine Stratton
- Rebecca Teague
- Kevin Valero

Office of Institutional Effectiveness, Planning and Research

- Brandon Moore, *Executive Dean of Institutional Effectiveness, Assessment and Student Success*
- Rebecca Teague, *Dean of Planning, Institutional Effectiveness and Grants/Accreditation Liaison*
- Nik Mesaris, *Director of Institutional Research*
- Stephen Sandstrom, *Sr. Research Analyst*
- Fernando Gutierrez, *Research Analyst*
- Paul Hert, *Program Review and Assessment Coordinator*
- Jill Lanphere, *Executive Assistant*
- Tabitha Lawler, *Administrative Associate III*

Academic Senate

- Dr. Rhonda Nishimoto, *Executive Senate President/MVC Site Council President*
- Tamara Smith, *Executive Senate Vice President/SJC Site Council President*
- Janice Levasseur, *Executive Senate Correspondence Secretary/MVC Site Council Vice President*
- Julie Freeman, *Executive Senate Appointment Secretary/SJC Site Council Vice President*
- Jesslyn Lopez, *Executive Senate MVC*

Associate Faculty Representative/MVC Site Council Associate Faculty Representative

- David Smith, *Executive Senate SJC Associate Faculty Representative/SJC Site Council Associate Faculty Representative*
- Lyndsey Tone, *SJC Site Council Secretary*
- Morgan Hoodenpyle, *MVC Site Council Secretary*
- Jennifer Borton, *SJC Site Council Senator*
- Payden Ackerman, *SJC Site Council Senator*
- Anjeanette Oberg, *MVC Site Council Senator*
- Dr. Jim Decker, *MVC Site Council Senator*
- Christine Abriam, *Administrative Associate*

Classified Senate

- Timothy Lampley, *President*
- Julie Baker, *Vice President*
- Elizabeth Mascaro, *Past President*
- Belen Kirejian, *Treasurer*
- Erika Martin, *Secretary*
- Dawn Bridge, *Senator-at-large*
- Janet Brandenburg, *Senator-at-large*
- Diane Morales, *Senator-at-large*
- Esmeralda Bravo, *Senator-at-large*
- Kristin Rodriguez-Gomez, *Senator-at-large*

Business Services Leadership

- Beth Gomez, *Vice President of Business Services*
- Jennifer Marrs, *Executive Assistant*
- Brian Orlauski, *Dean of Information Technology*
- Katherine Stratton, *Interim Associate Dean of Information Technology*
- Julie Venable, *Dean of Administrative*

Services/Controller

- Gail Jensen, *Director of Budget and Accounting*
- Kara McGee, *Director of Support Services and Risk Management*

- Susan Loomis, *Dean of Student Services*
- Dolores Smith, *Dean of Student Services*
- Tom Spillman, *Dean of Student Services*
- Patrick Springer, *Dean of Physical Education and Athletics*

Instructional Deans

- Dr. Jeremy Brown, *Dean of Instruction, Arts, Humanities and Social Sciences, Menifee Valley Campus*
- Dr. Jamail Carter, *Dean of Instructional Support Services*
- Martha Crawford, *Interim Associate Dean of Instructional Support Services*
- Marc Donnhauser, *Dean of Instruction, Math and Science, Menifee Valley Campus*
- Mark Fields, *Associate Dean of Career & Technical Education, Menifee Valley Campus*
- Dr. Jeffrey Holmes, *Associate Dean of Career & Technical Education, San Jacinto Campus*
- Joyce Johnson, *Dean of Instruction, Career & Technical Education and Nursing & Allied Health*
- Micah Orloff, *Dean of Instruction, Academic Computing, Technology and Distance Education*
- Patrick Springer, *Dean of Physical Education and Athletics*
- Dr. Carlos Tovaes, *Dean of Instruction, Academic Programs, San Jacinto Campus*

Student Services Leadership

- Jared Davis, *Interim Dean of Student Services - Counseling*

Student Government Association

- Corbie Adams, *President*
- Jody Palmer, *Vice President SJC*
- Spencer Pellegrini, *Vice President MVC*

California School Employees Association

- Ed Saucedo, *President*

Faculty Association

- Karen Cranney, *President*

President's Office Staff

- Kristen Grimes

Academic Technology Services Staff

- Justin Ballou
- Jorge Bautista

Information Technology Staff

- Robert Holman
- John Medure
- Chris Platt
- Dennis Rollins
- Cheryl Smith
- Lon Smith

Technology Master Plan Retreat Participants

- Nick Abbondanza
- Angela Barbera
- Jorge Bautista
- Bil Bergin

- Jennifer Burleson
- David Candelaria
- Michael Caputo
- Stephanie Cason
- Tammy Cunningham
- Jared Davis
- Steven Del Castillo
- Tina Elm
- William Farrar
- Shartelle Fears
- Staci Ferris
- Todd Franco
- Damien Greathouse
- Del Helms
- Slava Kovalchuk
- Fred Madore
- Alan Marsala
- Brandon Moore
- Cheri Naish
- Justin Naish
- Rhonda Nishimoto
- Micah Orloff
- Patrick Ramaker
- Nick Reeves
- Milt Reyes
- Anthony Sanchez
- Tatiana Somers
- Aaron Stafford
- Aurianna Stirling
- Katherine Stratton
- Rebecca Teague
- Brian Twitty
- Judd Wagner
- Elizabeth Worthington

Appendix A

Technology Master Plan Review and Adoption Schedule

Body	Date	Purpose
ICTC	08/2017	First Read
Executive Cabinet	08/2017	First Read
ETC	08/2017	First Read
Institutional Effectiveness	08/2017	First Read
ICTC	09/2017	Second Read
ETC	09/2017	Second Read
Institutional Effectiveness	09/2017	Second Read
Executive Cabinet	09/2017	Second Read
IPC	09/2017	First Read
ICTC	10/2017	Recommendation
SGA	10/2017	First Read
ETC	10/2017	Recommendation
IPC	10/2017	Recommendation
Classified Senate	10/2017	First Read
SGA	11/2017	Recommendation
Executive Cabinet	11/2017	Third Read
Academic Senate	11/2017	First
Classified Senate	11/2017	Recommendation
Academic Senate	12/2017	Recommendation
Executive Cabinet	12/2017	Recommendation
College Council	12/2017	Recommendation
Board of Trustees	01/2018	First Read
Board of Trustees	02/2018	Approval

Appendix B

Document Change Log

Document Version	User	Role	Date	Notes
Version 2017.1	Brian Orlauski	Dean Info Tech	08/10/2017	Initial Document Creation
Version 2017.2	Brian Orlauski	Dean Info Tech	08/26/2017	Draft 1
Version 2017.3	Anthony Sanchez	ICTC Classified Co-Chair	08/29/2017	Technology resource relevancy assessment
Version 2017.4	Stephanie Cason	Web Coordinator	08/31/2017	Website objective (added 2.6)
Version 2017.5	Rebecca League	Dean of Inst Effectiveness	08/31/2017	General Review and Edits
Version 2017.6	Brian Orlauski	Dean Info Tech	09/05/2017	Added Appendices
Version 2017.7	Micah Orloff	Dean Acad Tech	09/05/2017	Academic Enterprise Applications and Classroom and Lab Tech
Version 2017.8	Aaron Stafford	Supervisor of Web Development and Application Security	09/06/2017	General Review and Edits
Version 2017.9	Katherine Stratton	Interim Associate Dean of Info Tech	09/06/2017	General Review, Edits, added development process overview
Version 2017.10	Aaron Stafford	Supervisor of Web Development and Application Security	9/8/2017	General Review and Edits
Version 2017.11	Cindy Nance	Faculty, Geoscience	9/10/2017	District replaced with College or MSJC and words in sentences rearranged for Active Voice (fewer words) - removed excessive/inaccurate use of "the" (singular with plural nouns)
Version 2017.12	Justin Bennett	Network Technology Supervisor	9/12/2017	General Review and Edits
Version 2017.13	Damien Greathouse	ATS Supervisor	9/12/2017	Added sections for ATS staffing and inventory (to be completed by ATS) also updated Hyper-V description

Document Version	User	Role	Date	Notes
Version 2017.14	Milt Reyes	ATS Supervisor	09/13/17	Included tables for ATS staffing and physical space inventory; Corrected AIS office count
Version 2017.15	Brian Orlauski	Dean Info Tech	09/16/2017	Incorporated comments from staff review. Draft for IPC
Version 2017.16	Damien Greathouse	ATS Supervisor	9/27/2017	Removed Travis Rose from Appendix A - Corrected various names in Appendix A
Version 2017.17	Brian Orlauski	Dean Info Tech	10/04/2017	Updated the review and adoption schedule. Draft for SGA
Version 2017.18	Damien Greathouse	AIS Supervisor	10/5/2017	Updated AIS Staffing and Physical Space.
Version 2017.19	Damien Greathouse	ATS Supervisor	10/24/2017	Added Distance Education Network Coordinator
Version 2017.20	Brian Orlauski	Dean Info Tech	10/24/2017	ETC Recommends Approval
Version 2017.21	Brian Orlauski	Dean of Info Tech	10/27/2017	SGA Recommends Approval
Version 2017.22	Brian Orlauski	Dean of Info Tech	11/01/2017	ICTC Recommends Approval
Version 2017.23	Brian Orlauski	Dean of Info Tech	11/07/2017	Academic Site Council (MVC and SJC) Recommends to Executive Senate for Consideration
Version 2017.24	Anjeanette Oberg	Faculty	11/08/2017	Updated for grammatical errors. Added Jesslyn Lopez as reviewer
Version 2017.25	Brian Orlauski	Dean of Info Tech	11/21/2017	Executive Senate Recommends Approval
Version 2017.26	Brian Orlauski	Dean of Info Tech	12/11/2017	College Council Recommends Approval
Version 2017.27	Brian Orlauski	Dean of Info Tech	12/12/2017	IPC Recommends Approval
Version 2017.28	Brian Orlauski	Dean of Info Tech	12/20/2017	Classified Senate Recommends Approval

Appendix C

Assessment of 2011-2015 Technology Master Plan

The 2011-2015 Technology Master Plan contained seven goals and thirty objectives. Of those thirty objectives, eleven objectives have completed action plans and thirteen have action plans that have a status of “In Progress”. The assessment team has made nine specific recommendations based on assessment of the Technology Master Plan that shall be noted in the development of the 2015-2018 Technology Master Plan in order to improve the strategic and operational effectiveness of the integrated planning process for Mt. San Jacinto College.

The critical components of core network infrastructure that were at risk of near-term failure for the Meniffee Valley Campus and San Jacinto Campus at the outset of the 2011-2015 Technology Master Plan were procured and deployed prior to the development of the 2018-2021 Technology Master Plan.

In 2015, ICTC at MSJC, in cooperation with the ETC, conducted an assessment of the prior Technology Master Plan. The assessment used both qualitative and quantitative measures to analyze the effectiveness of the Technology Master Plan as well as opportunities to improve the efficacy of the 2018-2021 Technology Master Plan. The recommendations developed from that assessment included the following:

- Recommendation 1: Consult Institutional Planning Committee to ensure continuity

between the Strategic Plan and Technology Master Plan.

- Recommendation 2: Survey Administrators and Department Faculty Chairs for incorporation of their technology needs as documented in Unit Plans and Program Reviews.
- Recommendation 3: Ensure the Technology Master Plan initiatives are aligned with Institutional goals and/or Educational Master Plan goals.
- Recommendation 4: Ensure each objective contained within the Technology Master Plan has an associated action plan.
- Recommendation 5: Define an estimated budget for each action plan.
- Recommendation 6: Define measurable outcomes when applicable.
- Recommendation 7: Combine administrative and instructional technology into the Technology Master Plan while removing the departmental goals and departmental learning outcomes from future versions of the document.
- Recommendation 8: Develop the Technology Master Plan such that it informs the Strategic Plan.
- Recommendation 9: Ensure the Technology Master Plan contains annual milestones for inclusion in the Institutional Strategic Plan.

These identified recommendations were designed to improve the representation of academic technology in the Technology Master Plan as well as improve effective execution of the

Technology Master Plan. These recommendations have been incorporated into the development of this iteration of the Technology Master Plan. For example, in alignment with recommendations 1, 3, 7, 8, and 9, the 2018-2021 Technology Master Plan has been developed under the advisement of the ICTC, ETC, and IPC Participatory Governance committees. Additionally, specific themes and goals identified within the 2018-2021 Technology Master Plan are designed to improve the integration of technology planning within institutional planning framework. Recommendations 5 and 6 will be incorporated into action plans developed to satisfy the Technology Master Plan objectives.