Introduction
Both the College of Marin Technology Plan 2012-2017 and Strategic Plan 2012-2015 specify that regular reports on progress with design and implementation of campus technology initiatives be produced. More specifically, quarterly reports and an annual report are to be provided to the Technology Planning Committee, to the Planning & Resource Allocation Committee, and the campus community at large.

Due to a number of factors outlined below, this report will serve both as the annual report for 2012-13 and the first and second quarter reports for the 2013-14 academic year. This report contains updates on staffing in the IT area, a summary of progress made on technology initiatives to date, and a look ahead to next steps. The next quarterly report will be produced in March, 2014. That will be followed by the 2013-14 annual report/fourth quarter report in June. This will put the IT reporting cycle back on track.

Staffing/Personnel Update
In early 2013 an IT supervisor was hired to assist the IT director with a variety of management responsibilities. Discussions about
reengineering positions/position descriptions within the media services area began. The College’s incentivized retirement program then led to the retirement of the College’s network administrator and the vice president to which IT reported (plus the impending December retirements of two media services staff). Shortly thereafter, the College tragically lost the IT director, who passed away from illness during the summer of 2013.

In response to these tumultuous events, the President assigned the vice president of student services to provide temporary leadership for IT. Virtual Information Executives (VIE) was contracted with in late July to provide expertise, project management, and leadership to augment the expanded temporary role of the IT supervisor. VIE’s on-site consultant will continue to perform these tasks until the new IT director is hired.

Additionally, the search for a new network administrator/engineer was successfully completed in September and the revision of the IT director position description to Chief Information Officer/Director of Information Technology was approved in October. The priority deadline for applications is December 1, 2013. The anticipated start date for the new CIO is mid-February, 2014. An interim vice president of finance and operations is now in place and the transfer of IT to this position from the vice president of student services is anticipated to occur after the hiring of the CIO.
The process of revising position descriptions continues. This reorganization is hoped to be implemented soon after the beginning of the new year. Additional discussions about the future of classroom technology and support are just beginning and will continue throughout the remainder of the academic year.

**Technology Plan Progress**

The Strategic Plan calls for the Technology Planning Committee to revisit and revise as appropriate the Technology Plan during the 2013-14 academic year. This process is just now underway in the TPC and will likely dominate discussion throughout spring term. Now is the ideal time to revisit the plan, as a number of major infrastructure projects are either complete, nearing completion, or approved and under way. The remaining items within the Technology Plan can now be verified and prioritized in the context of a more stable, sustainable IT infrastructure.

It is important to note that the IT infrastructure has been the major focus during the past six months. Four significant projects were approved by the Board of Trustees in September: A completely new server environment, with fail over back up; the update and build-out of the campus network and wireless; replacement of the campus voice mail system; and a structured computer replacement plan via lease agreement with Hewlett Packard. These projects also include improvements to how the
network is configured and improvements to security and access. These projects not only result in new equipment throughout the campus' infrastructure, but also a stable environment from which to build a more robust ability to support the many—and quickly evolving—technology wants and needs of faculty, students, and staff.

It should also be noted that in 2012 the College commissioned a report on IT structure and effectiveness from WTC Consultants. That report, available via the College’s web page, reinforces many of the needs outlined in the Technology Plan. Additionally, it offers a number of suggestions on how to effectively address a variety of technology-related issues beyond hardware, software, and infrastructure improvement.

Most notably, the report calls for the establishment of a group to address information systems data integrity and process improvement. This fall the College convened the Banner User Group to fulfill the intent of this recommendation. The BUG has a number of significant initiatives underway. They include:

- Online Interactive Petitions – combined 18 forms into one paperless interactive process
- Automation of Waitlist – no more 72 hour window
- Students will be able to change their major in portal once per semester
- Instant Admissions and Welcome letters
- Online appointment scheduling through eSARS
Online transcript ordering
Banner recruitment module implementation
myCOM Student Portal User work group
Financial Aid application downloads automated
FLAC Automation – HR/Academic Affairs
Bursar policy/procedure & staffing implementation
Conversion of Community Education from Banner
MIS Data Elements—Student Success Data File creation per SB 1456

The following section outlines updates on projects and initiatives in the Technology Plan. Projects and initiatives from the Technology Plan that are complete include:

II.A.1 Degree Works has been implemented and is being used by the Counseling Department. A plan to fully engage students is being implemented.

II.B.1 The Moodle learning management system has been integrated and training and assistance for students and instructors is readily available.

II.C.3 Microsoft Office 2010 has been installed on most computers across campus. Upon implementation of II.C.1 in the coming months all computers will have up-to-date software.

III.A.2 The Employee Self-Service Portal has been implemented.
Projects and initiatives from the Technology Plan that are underway include:

II.A.6 Integration into MARINet is scheduled for July of 2014.

II.B.2 The Student Domain is still not accessible on all computers, but the student domain will become a subset of the marin domain—thus eliminating the myriad issues relating to the student domain—as part of the server replacement (II.D.1) and computer replacement (II.C.1) projects.

II.B.7 Implementation of a campus-wide, web-based print management system is underway. Go-Print, through Discovery Office Systems, is first being implemented in the LRC and will be complete by the start of Spring Term 2014. Additional locations are being researched.

II.D.3 The upgrade of cable and network infrastructure has been approved, equipment is being procured, and a project plan is in place.

II.D.2 The Wi-Fi network build-out/upgrade has been approved, equipment is being procured, and a project plan is in place. Wireless will be complete in Austin Center by the end of Fall Term and all other locations will be complete by the end of the academic year.

II.D.1 The Server Infrastructure has been approved for replacement, equipment is on site, installation is occurring in November, and migration of systems, etc. will occur during the winter break.
II.C.1 A structured replacement process for Faculty and Staff Computers has been approved and funded. The College has entered into lease agreements with Hewlett Packard and Apple to replace approximately 550 computers. All faculty and staff will receive new machines, all classrooms will receive new machines, and all computer labs will have machines from 2010 or newer. The first shipment will arrive in December and deployment will begin thereafter. The deployment process will be completed during Spring Term. This project also includes upgrades to the campus threat management system and improved inventory and other systems.

II.B.8 To begin addressing equipping some additional “smart” classrooms with technology, all classroom computers will be replaced per II.C.1. Additional classrooms for inclusion in the “smart” category are being determined.

II.D.4 Funding for the Voice Mail System is approved. The project will be completed during Spring Term.

II.A.9 A subcommittee of the Banner User Group is meeting to determine and implement updates and improvements to the MyCom portal.

II.A.7 Implementation of a third-party Web Content Management System is being researched. This research will likely lead to the development of a Request for Qualifications and Request for Proposals, leading to the selection of a new CMS.
II.C.4 Various workshops and training opportunities have been offered to faculty and staff to increase their knowledge of, and skill using, technology resources.

II.C.5 Other Training Workshops have been and will be offered to faculty and staff.

II.C.6 Research into possible assistive technology enhancements is in progress. The newly-hired Assistive Technology Specialist in DSPS will lead these efforts in conjunction with IT staff.

II.A.5 While a date for implementation of Banner Faculty Load and Automated Compensation (FLAC) has not yet been determined, IT and HR staff are now discussing the benefits of FLAC. If benefits are determined to be significant, an implementation plan in conjunction with the Banner User Group will be produced.

II.A.4 The Banner Document Imaging System is being researched. Banner User Group members have consulted with IT staff at DeAnza College to learn how they implemented this module. Current planning includes deployment of this system in the Financial Aid Office in 2014.

II.A.8 Migration to a single campus identification card is now actively being researched via the recently issued RFP for a student aid disbursement vendor. The RFP calls for the use of a debit card for these functions. The request also asks potential vendors to describe how they might approach having this card act as a ‘one card’ for the campus.
Projects and initiatives from the Technology Plan yet to be undertaken—and possibly in need of further discussion via the process outlined above—include:

II.A.3 Research into the usefulness of Banner Enterprise Data Warehouse is being carried out. This Banner module may not be necessary to accomplish the College’s needs in this area.

II.B.4 Minimum standards for Student Lab computers have been established. Program review will detail additional enhancement requests. A structured replacement plan is in effect via the replacement of employee and classroom computers (all lab computers will now be 2010 vintage or newer), but more analysis is needed to determine whether this approach is sustainable moving forward.

II.B.5 The inventory of student lab software needs to also include projections of what software may be needed in the future. A plan to support and sustain evolving needs of faculty and students needs to be developed.

II.B.6 Student computer lab management software will be facilitated by the server/network/computer upgrades now underway.

II.B.3. II.B.10, II.C.2 Plans for implementation of Virtual Desktop technology for student access, classroom instruction, and staff and faculty will be made once the server/network/computer upgrades now underway are completed.
II.B.11 A process for replacement of non-computer instructional technology has not been established. Providing recommendations on how to create a sustainable process needs to be a priority of the TPC.

II.D.5 The replacement of aging teleconferencing equipment has not been resolved. Research on usage and feasibility of a variety of emerging technologies is required.

II.A.10 The feasibility of an “opt out” to the emergency response system to replace the current “opt in” system has yet to be determined.

II.B.9 The development of quick response processes for classroom technology problems will be a topic of discussion with the media service staff in the coming months. Questions about what technology to support (overhead projectors, VCR’s, and other outdated equipment may need to be phased out) and how to more effectively troubleshoot and resolve issues (both remotely and in person) will be answered and recommendations on a path forward that supports faculty and student needs will be included in the discussion.

II.B.1 Research into new classroom technologies is ongoing, but not methodical. Recommendations on how to proceed should come from discussions between the IT staff and the TPC.

**Next Steps**
The next annual report, due in June, 2014, will include a newly prioritized list of initiatives yet to be accomplished. It will be
based on the Technology Planning Committee’s work to revisit and revise as necessary the Technology Plan, as called for in the Strategic Plan. The 2013-14 report will also include updates on projects currently underway, as well as the personnel items referenced in this report.

**Appendices/Attachments**

CIO Position Description

Presentation to the Board of Trustees, September 2013

Project Charters
  - Server Replacement
  - Network/Wireless
  - Computer Replacement
  - Voice Mail Replacement
  - Print Management Solution

VIE Updates