

STANDARD IIIC TECHNOLOGY RESOURCES



❖ III.C.1 Technology services, professional support, facilities, hardware, and software are appropriate

❖ III.C.2 The institution continuously plans for, updates and replaces technology to ensure its

❖ III.C.3 The institution assures that technology

❖ III.C.4 The institution provides appropriate instruction and support for faculty, staff, students, and administrators, in the effective use of

❖ III.C.5 The institution has policies and procedures that guide the appropriate use of technology in the teaching and learning processes.

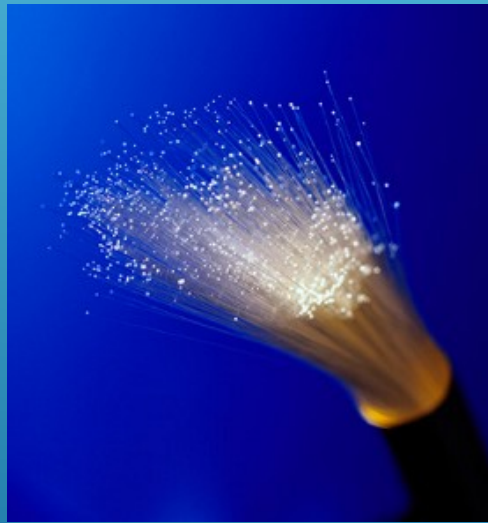
III.C.1

❖ III.C.1 Technology services, professional support, facilities, hardware, and software are appropriate and adequate to support the institution's management and operational functions, academic programs, teaching and learning, and support services.

- ❖ Local campus IT and LACCD, District IT
- ❖ Local IT maintain and keep equipment updated, front line support
- ❖ LACCD IT supports district wide infrastructure and systems

III.C.1

PROJECTS:



III.C.1

ACTIONABLE IMPROVEMENT PLANS

- ❖ Improved process for using user survey data when assessing technology needs and revising plans
- ❖ Comprehensive disaster recovery plan
- ❖ Update both LAMC Technology Master Plan and Technology Replacement Plan

III.C.2

❖ III.C.2 The institution continuously plans for, updates and replaces technology to ensure its technological infrastructure, quality and capacity are adequate to support its mission, operations, programs, and services.

TECHNOLOGY PLANS

- ❖ LACCD Technology Strategic Plan
- ❖ LAMC Technology Master Plan
- ❖ LAMC Technology Replacement Plan

COLLEGE PLANS

- ❖ Education Master Plan
- ❖ Facilities Master Plan

III.C.2

RECENT REPLACEMENTS/UPDATES:

- ❖ 170 VDI workstations in the LRC/Library
- ❖ Upgrading student information system to PeopleSoft
- ❖ Changing campus learning management system to Canvas

FUTURE UPDATES:

- ❖ Phone system upgrades and notification system
- ❖ Campus Wireless Network upgrade

III.C.3

ACCESS

- ❖ Single Sign-on, central
- ❖ New SIS student portal
- ❖ Office 365 cloud services

SAFETY & SECURITY

- ❖ Security cameras
- ❖ Mass notification
- ❖ Enterprise firewall systems

❖ III.C.3 The institution assures that technology resources at all locations where it offers courses, programs, and services are implemented and maintained to assure reliable access, safety, and security.

III.C.3

RELIABILITY

- ❖ N+1 redundancy model
- ❖ Critical systems are replicated across two data centers
- ❖ Virtual Machine technologies for servers and desktops
- ❖ Data center UPS batteries
- ❖ Redundant fiber optic ring

III.C.4

TRAINING ACTIVITIES:

- ❖ Eagle's Nest (Office 365, Etudes/Canvas)
- ❖ Technology Flex Activities
- ❖ Microsoft IT Academy
- ❖ DE Certification provided for all online instructors
- ❖ IT staff regularly attend conferences

❖ III.C.4 The institution provides appropriate instruction and support for faculty, staff, students, and administrators, in the effective use of technology and technology systems related to its programs, services, and institutional operations.

III.C.4

ACTIONABLE IMPROVEMENT PLAN

- ❖ Base future training activities on feedback from the campus community through surveys

III.C.5

POLICIES & PROCEDURES

❖ III.C.5 The institution has policies and procedures that guide the appropriate use of technology in the teaching and learning processes.

- ❖ LACCD district policies followed for email, systems, distance education
- ❖ District Technology Council, recommends and oversees network policies and standard
- ❖ Policy E-105 followed for student privacy rights in accordance with FERPA
- ❖ Shared governance provides input for those affected by policies

III.C

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- ❖ III.C.3 The institution assures that technology resources at all locations where it offers courses, programs, and services are implemented and maintained to assure reliable access, safety, and security.
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QUESTIONS?