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# Skyline College

## Technology Plan 2012 - 2015



*"To empower and transform a global community of learners." -- Skyline College Mission*



Classrooms



Networks



Computers



Support

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## Vision:

Skyline College has an integrated state-of-the-art information technology environment that:

- A. supports the College's mission "To empower and transform a global community of learners"
- B. creates an environment where accessible technology is used to enhance teaching and learning.
- C. streamlines administrative processes.
- D. provides timely and accurate information.
- E. improves communications.
- F. maintains a safe and secure environment for students and staff.
- G. is not limited by the campus borders or time.
- H. is a leader in innovative uses of technology to support learning and student services.
- I. technology supports educational access to non-traditional students



## Philosophy:

Skyline College enjoys an institutional culture that appreciates and respects the opportunities and solutions available in technology and online instruction. In doing so, Skyline College believes:

- technological resources should facilitate and enhance effective, as well as efficient work, teaching and learning.
- students, faculty and staff should have access to the technological tools that allow them to fully express the best they have to offer in their respective roles in the institution.
- technology serves a supporting role in facilitating the educational processes led by the faculty to connect to human history and broad areas of human knowledge and expressions of creativity.
- there should be an appropriate and planned, cost effective acquisition and allocation of resources that supports the infrastructure, hardware, software and development of faculty, staff and students in order to maximize the potential benefit of our technological resources.
- that effective and cost efficient institutional technology should complement and build on the pervasive technology that our students, faculty and staff possess.

**Goals:** (Correlated with College vision)

- 1) Utilize technology to enhance teaching and learning, provide accessibility, improve communications, and deliver instruction in a variety of modalities. (A), (B), (E), (F)
- 2) Provide universal access to technology across the campus environment by ensuring that assistive technology hardware and software for individuals with disabilities is integrated into the planning and delivery of all instruction and services including online instruction and services. (B), (D), (G)
- 3) Provide faculty and staff with training, support and access to technology resources to enhance teaching and learning activities and student support services. (A), (B) (E)
- 4) Provide secure, reliable, timely data in a format that can easily be accessed and analyzed by administrators and staff. (C), (D), (G)
- 5) Provide students with efficient and intuitive online student business services. These services will be available to students 24/7 from anywhere. Emphasis will be placed on student self-service. (C), (D), (G)
- 6) Work with the district ITS to develop a technological infrastructure to support faculty and staff development and increased access to learning and support opportunities using emergent and existent technologies for distance learning and other technology dependent innovations in teaching and learning. (A), (G), (H)
- 7) Develop a stable, long-term plan and funding source to meet the ongoing need for renewing and upgrading technology resources in campus computer laboratories and for faculty, staff and administrative functions. (A – H)
- 8) Continually assess effectiveness of technology programming and planning in meeting institutional needs. (A-H)
- 9) Utilize technology to ensure that the campus is a safe and secure environment. (F)
- 10) Facilitate communications with students, faculty, staff, alumni and the general public.(G), (E)
- 11) Include campus technology needs as an integral part of the campus planning and budgeting process. (A-H)
- 12) Provide the network infrastructure to support and enhance instruction and the College's administrative services. (A-H)
- 13) Maintain a vital Technology Advisory Committee (TAC) as defined in the College's Shared Governance Structure. (A-H)
- 14) Monitor educational trends and related research, evaluate emerging hardware and software tools, continue to assess faculty needs, and track student technology trends. (A-H)
- 15) Develop and support instructional and student services delivery system that provides all students with technological skills necessary to be successful in an increasingly technological society, and will provide equal and easy access to technology for all students in pursuit of their educational goals. (A-H)

## Campus Technology Environment

Technology resources are used throughout the College to support and increase the effectiveness of student learning outcomes, safety, and the quality of services provided to students. Skyline College in cooperation with the District provides a robust technology infrastructure and technology resources that include:

- 92 Smart classrooms and labs. 93% of all campus classrooms and labs are Smart. (Smart classrooms include: projectors, screens, sound systems, wireless internet, video players, and in most rooms document cameras)
- 100% of the campus has wireless Internet access
- 22 program specific instructional computer and drop-in labs
- 7 Student Services, Career and Transfer computer labs
- 2 Library based labs
- 20 Smart conference /meeting rooms
- An experimental Learning Space room equipment with the a variety of technologies for faculty to experiment with.
- 1388 campus computers
- 478 campus printers
- Campus-wide digital signage system
- Campus-wide security camera network
- Campus-wide Event Announcement System (EAS)
- Laptop computers for all full-time faculty and limited number of check-out laptop computers for part-time faculty
- Convenient faculty and staff access to printing
- A streaming internet radio system that is used to primarily broadcast College athletic events.
- A streaming internet video system that is used to broadcast College activities that have included guest speakers and graduation.
- A comprehensive set of administrative software services to assist with communication, budgeting, planning, and research.
- A comprehensive set of student enabling software services to assist with degree audit, scheduling, communications, on-line instruction, and paying of fees



## Administrative and Student Support Software and Services

Administrative technology is provided and supported by District ITS. Examples of the administrative services provided to the College by District ITS include:

- **Banner®** - The ERP system utilized at San Mateo CCD is SunGard Banner®. It was initially installed in 1991-92 and has undergone significant major upgrades over the years. Banner® is extensively used by all faculty, staff, and students and includes major modules for: student registration, faculty grading, transcript production, student accounts payable, financial accounting, budget development, purchasing, student financial aid, and payroll and human resources. The Banner® web interface, locally called WebSMART, is accessed by students and staff to conduct a variety of self-service tasks such as registration, payment of fees, faculty grading, etc. Mandated state and federal reporting is largely based on information residing in the Banner® database.
- Faculty and Staff **eMail** - ITS maintains a comprehensive unified messaging service for the staff of the colleges and District Office which includes voicemail and email. The system is based on Microsoft Exchange Server 2007 and Siemens Xpressions products. There are more than 3000 email accounts currently supported by the system. To reduce and control email spam, ITS is using Pure Message Spam filter.
- **Argos®** -The web based reporting tool used to provide users with a variety of reports and data extracts from the Banner® transactional or data warehouse Oracle databases is Argos®. It is a product licensed from Evisions, Inc., a company based in southern California. The application is also intended to provide end-users with the ability to more easily create ad-hoc reports.
- **Hyperion®** - Extensive enrollment statistics are available from the web-based Hyperion® dashboards. These academic term-based dashboards compare enrollment statistics against the same period in the semester to the previous year's registration cycle. The historical dashboard takes a snapshot of the enrollment statistics at various key points in time throughout the term. Decision makers throughout the institution access these reports for timely and accurate information throughout the term. The dashboards are built from the local data warehouse using the Hyperion® Developer Tool.
- **CCCApply®** - Students use CCCApply® to apply for admission and enrollment at any of the three colleges. The system is hosted by the vendor, XAP Corporation, and applications are downloaded automatically into Banner® throughout each day.
- **Banner® Document Management System** - BDMS is a comprehensive document imaging system that is tightly integrated with Banner®. It allows users to scan, index and retrieve documents in an efficient manner. Documents can be retrieved directly from Banner® or through Xtender's user interface. Student Services, the Financial Aid offices, Purchasing and Finance offices are all heavy users of document imaging to greatly reduce document storage and filing costs. As of January 2012, the system stores almost 1.4 million documents and 3.8 million images.
- **Degree Works** - Degree Works is a web-based academic advising and degree audit tool that the district implemented in 2011. Students and advisors are able to check academic

progress and receive advice on courses needed to satisfy requirements towards achieving academic goals. The system also provides an electronic education plan that is currently being implemented.

- **Tracdat** - is a web-based software that automates the assessment process by providing a structured framework for continuous quality improvement for both our instructional and non-instructional programs. The software uses multi-layered structure to handle various hierarchical levels of an organization.
- **SARS** - At all three colleges SARS Software Products are used for counseling appointments and record keeping to enhance student services. Currently supported products include: SARS-GRID, SARS-CALL, SARS-TRAK and eSARS. The SARS servers utilize an MS SQL Server database and are maintained and backed up in the data center. Interfaces between SARS and Banner® are supported by ITS.
- **GWAMAIL** - This is a locally developed application that is integrated into Banner® and was launched in the summer of 2007. GWAMAIL allows selected users to send email messages to targeted student populations.
- **Text Messaging** - Students are able to subscribe to receive important campus-wide emergency announcements via text message. Alert-U was contracted to provide this service.

In addition to administrative services, District ITS also provides several technology services in direct support for students. Examples the technology services to students:

- **WebSMART** - is the web interface to Banner® that enables students to register for classes, view grades, pay fees, request transcripts and apply for financial aid. WebSMART is supported by the Admissions and Records departments at the individual colleges.
- **WebAccess** - is a Course Management System that is the District's implementation of Moodle. WebAccess® is hosted offsite by Moodlerooms. Every faculty member that has a class assignment in Banner® automatically has a WebAccess® course(s) shell created for them. Faculty use of WebAccess® ranges from supplemental course information to providing a course completely online. WebAccess support is outsourced to a call center, AELearn, who have been a vital resource for us providing expertise and coverage we could not provide in-house without significant investment in additional staff. Issues that cannot be resolved by the support center are escalated to our Web Services Support Team.



- **MySmccd** - provides all students a @mysmccd.edu Google email account, calendaring and docs as part of the Google Apps for Education suite of products.
- **eSARS** - provides a self-service interface to the SARS-GRID appointment system. Students can make appointments for a variety of services, including: placement
- **Early Alert** – As part of a district initiative to increase student retention and success, a locally created software package was designed and implemented to enhance the ability for faculty to send students an “alert” message indicating the student needed additional support.
- **Electronic transcript interchange** - eTranscript California is the statewide internet-based system for requesting, transmitting, tracking, downloading, and viewing academic transcripts among authorized educational institutions and their trading partners. By implementing etranscripts we were able to save time, save money, reduce paper consumption, improve customer service to our students and reduce workload demands on our staff.
- **WebSchedule** – Provides students with a publically available web interface of the schedule of classes that is dynamic and searchable. Easily identifies courses that have open seats or waitlisted. In addition students can opt in to be notified when the next semester schedule is posted via email.

## Technology Work Plan 2012 - 2014

Administrative Technology						
Goal	Activity	Responsible	Budget \$	\$ Source	Due	Priority
1	Integration of Curricunet & TracDat	District, Skyline Academic Groups	?	?	SP 2014	1

General Technology						
Goal	Activity	Responsible	Budget \$	\$ Source	Due	Priority
1	Continue to maintain & <u>fund</u> Faculty/Staff Technology Replacement Schedule. For details see appendix B	Skyline CTTL, Deans, VPI, VPSS, & District ITS	\$120k Annually	Skyline College	Annual	1
2	Continue to maintain and <u>fund</u> Lab Replacement Schedule. For details see appendix C	Skyline CTTL, Deans, VPI, VPSS, and District ITS	\$250,00 Annually	District ITS	Annual	1
3	Continue to maintain and <u>fund</u> Smart Classroom & Conference Room Update Schedule	Skyline CTTL, Deans, VPI, VPSS, and District ITS	\$20k Annually	Skyline College	Annual	1
4	Expand cart based Smart Classroom capability to 11 classrooms at Pac Heights	Skyline CTTL, Deans, VPI, VPSS, and District ITS	\$75k	Skyline College	Sp 2013	1
5	Establish recommendation for minimum specifications for technology	Skyline TAC, Skyline ITS, District ITS	\$0	-	Sp 2013	1
6	Fully restore the Loan-to-Own program to include Mac, and tablets	Skyline Bookstore, Skyline TAC, and District ITS	?		Su 2013	2

<b>General Technology (Continued)</b>						
<b>Goal</b>	<b>Activity</b>	<b>Responsible</b>	<b>Budget \$</b>	<b>\$ Source</b>	<b>Due</b>	<b>Priority</b>
7	Continue to expand the College use of streaming video and radio technology to support College activities including athletics.	Skyline College at large	\$2,800 Annually	Skyline College	Annual	3
8	Maintain San Bruno Cable availability at key locations on campus. Maintain relationship with SB Cable by working cooperatively on community related projects .	Skyline CTTL, Skyline PIO, District ITS Contingency	\$2,000 Annually	Skyline College	Annual	1
9	Research and propose to District ITS an opt-in data Backup system for all College owned faculty and staff computers.	Skyline TAC, Skyline ITS, District ITS	\$3,000 initial investigat -ion allocation	Skyline Technol ogy Conting- ency Fund	Su 2013	1
10	Improve identity security by not having G numbers retained in WebAccess webpage after log-off.	District ITS	?		Su 2013	1
11	District ITS to support Mac OS upgrades in manner similar to Windows support for OS upgrades.	District ITS and Chancellors Council	\$30,000	District ITS	Su 2013	1
12	Upgrade digital signage servers to OS 10.8 and latest version of DS software.	Skyline ITS, Skyline Media	\$4200	Skyline Media Budget	Su 2013	1
13	Increase by 2 the numbers of digital signs on campus	Skyline ITS, Skyline Media	\$7000	Skyline Media Budget	Su 2013	3

<b>General Technology (Continued)</b>						
<b>Goal</b>	<b>Activity</b>	<b>Responsible</b>	<b>Budget \$</b>	<b>\$ Source</b>	<b>Due</b>	<b>Priority</b>
14	Replace projector in gym. Projector is 6-years old. It is used for special events in gym.	Skyline ITS, Skyline media	\$12,000	Skyline Technol- ogy Conting- ency Fund	F2103	3
15	Convert Loma Chica CDC classroom to a smart classroom. The projector has been purchased. Still pending is installation, document camera, and audio	Skyline ITS	\$7000 . Projector already purchase d	Skyline		1

<b>Campus Network Technology</b>						
<b>Goal</b>	<b>Activity</b>	<b>Responsible</b>	<b>Budget \$</b>	<b>\$ Source</b>	<b>Due</b>	<b>Priority</b>
1	Expand Wireless Access in Pac Heights. Upgrade and increase the number of WAPs	District ITS	\$10,000	District	Sp2013	1
2	Improve strength and reliability of wireless access throughout campus especially gathering areas	District ITS	?		Ongoing	3
3	Improve cell phone coverage for the major cell phone providers in 80% of the College's indoor spaces	District ITS, Skyline ITS	TBD	TBD	S2013	1
4	Establish performance baselines for wired, wireless, and cell phone networks	District ITS, Skyline ITS, Skyline	\$0	-	Su2013	1

<b>Campus Network Technology (Continued)</b>						
5	Increase wired network performance to Gigabit at least 30% of campus wired Admin Connections. This can be a phased in program over multiple years	District ITS	?	?	Su2014	3
6	Improve wireless performance in building 7A labs 1 <sup>st</sup> and 2 <sup>nd</sup> floor	District ITS	\$15,000	District ITS	Sp2013	1
7	Analyze and address reported problems with wireless in Bldg. 7	District ITS Skyline ITS	?	?	Su2013	1

<b>Technology Training</b>						
<b>Goal</b>	<b>Activity</b>	<b>Responsible</b>	<b>Budget \$</b>	<b>\$ Source</b>	<b>Due</b>	<b>Priority</b>
1	Technology training is the responsibility of the Skyline College Center for Transformative Teaching & Learning . For a complete list of the workshops available refer to the CTTL website <a href="http://skylinecttl.org">http://skylinecttl.org</a>	Skyline College Center for Transformative Teaching Learning	?	?	SP 2014	1

<b>Online Activities non Distance Ed</b>						
<b>Goal</b>	<b>Activity</b>	<b>Responsible</b>	<b>Budget \$</b>	<b>\$ Source</b>	<b>Due</b>	<b>Priority</b>
1	Increase Skyline faculty use of WebAccess from 40% in fall 2012 to 60%.	Skyline CTTL	\$0	-	F 2013	1
2	Participate with the District to consider and select options for upgrading WebAccess to Moodle 2.X.	Skyline CTTL District ITS	This upgrade can have significant budget implications	?	F 2013	1
3	Create a common faculty homepage for Skyline faculty. A task force needs to be assembled to determine how best to have a high level web page for faculty and what information needs to be included	Skyline CTTL, District ITS Web Services	?	?	Su 2013	2
4	Determine a strategy for Skyline's uses of iTunes U for the future.	Skyline CTTL	\$0	-	F 2013	3
5	Develop 1 iBook/course as a pilot and share results with campus community	Skyline CTTL	\$4000	Skyline CTTL	F 2013	3

<b>Accessibility</b>						
<b>Goal</b>	<b>Activity</b>	<b>Responsible</b>	<b>Budget \$</b>	<b>\$ Source</b>	<b>Due</b>	<b>Priority</b>
1	Create a more global approach to accessibility on campus.	Skyline College Disabilities Resource Center	?	?	SP 2014	1

**2012 - 2013****Proposed Annual Technology Budget**

It is the responsibility of the Technology Advisory Committee to develop and put forward a realistic budget to support campus technology and complete the activities listed in the Technology Work Plan. It is the responsibility of the Vice-President of Instruction to bring the proposed budget allocation to the various College councils and committees for approval.

Item	Description	Requested Amount	Funding Source		Approved
			Skyline	District	
Faculty & Staff Computers	Computers for faculty, staff, & administrators based on 4-year replacement cycle.	\$120,000	\$120,000	\$0	
Faculty & Staff Printers	Office printer replacement as needed. Toner is <b>not</b> included.	\$20,000	\$20,000	\$0	
Smart Classrooms	Replace dated/defective projectors, amplifiers, screens, bulb replacement and Doc cameras	\$20,000	\$20,000	\$0	
Instructional Lab Replacement	Replacement of instructional lab computers, printers, projectors	\$250,000	\$0	\$250,000	
Pacific Heights Upgrade	Addition of 13 Rover carts with projectors, sound, and document cameras. <b>One Time Only</b>	\$70,000	\$70,000	\$0	
Bldg. 1 Rm. 319 Upgrade	New monitor and Apple TV . <b>One Time Only</b>	\$8,200	\$8,200	\$0	
Unforeseen new hires technology	Computer, phone, and printer for office	\$15,000	\$15,000	\$0	
CTTL Technology	Various items	\$30,000	\$30,000	\$0	
Veterans Center	Computers, Phone, Color network printer, BW printer, Blu-ray Player, <b>One Time Only</b>	\$6,500	\$6,500	\$0	
Campus Cable TV	Annual Subscription fee for 25 San Bruno Cable outlets	\$2,000	\$2,000	\$0	
Internet Radio	Internet radio streaming service. FastServ.com	\$800	\$800	\$0	
Streaming Internet TV	Annual Subscription to Ustream for streaming video broadcasts	\$2,000	\$2,000	\$0	
Contingency fund	Fund for emergency replacements, unexpected repairs, unplanned program addition, experimentation, and theft.	\$40,000	\$40,000	<b>\$0</b>	
Media	Lamps, supplies, Digital Signage, & equipment	\$12,000	12,000		
<b>TOTALS</b>		<b>\$606,500.</b>	<b>\$356,500.</b>	<b>\$250,000.</b>	

# Appendices

## Appendix A

### Outcomes of 2009 – 2012 Technology Plan Activities

Administrative Technology Activities	Timeline	Outcome
<p><b>Banner 8 Upgrade Move</b> Sungard is scheduled to release version 8 of Banner in the 4th quarter of 2008. This update to Banner will be implemented by the District Office. Skyline College representatives will work with District ITS staff to ensure that the new features are appropriate and that the upgrade occurs with minimum disruption to campus business.</p>	Completion – mid-2009	<p>A successful upgrade to Banner 8 was completed by District ITS October 2011.</p> <p>Banner continues to be upgraded and modified to meet SMCCD needs by ITS</p>
<p><b>CCC Trans</b> District has agreed to proceed with the State Chancellor's Office initiative for the CCCTRANS project (electronic transcript interchange). Skyline College Student Services representatives will work with District to ensure that this project is consistent with Skyline College needs.</p>	Completion Spring 2009	CCCTRANS now named eTranscript California was successfully implemented November 2009. Since that date Skyline has sent over 15,000 transcripts.
<p><b>Enrollment Management</b> Enrollment Management continues to be a critical element for Skyline College. Recruiting, retaining students, and growing enrollment is one of the key functions that are supported through a number of technologies and services such as WebSMART, GWAMAIL, Emergency Text Messaging, Waitlists, electronic Schedule Bills, Early Alert, Hyperion dashboards, etc. Skyline representatives will continue to direct the District in their ongoing support and enhancements of these technologies and services.</p>	Ongoing	District ITS Continues to work with the College to improve enrollment management technology tools
<p><b>Online Degree Audit System</b> An online, self-service web-based degree audit system will assist Skyline students in making informed decisions about course selection. As part of the Online Degree Audit System, District ITS is also developing a Class Schedule development module. Skyline College will work with the District to ensure that the system is consistent with Skyline student needs.</p>	Completion Fall 2009	In June 2010, the District successfully implemented <b>Degree Works</b> . <b>Degree Works</b> is a web based program for students and counselors to check academic progress, receive advice on courses needed to satisfy requirements towards achieving academic goals, and provide an electronic education plan.

Administrative Technology Activities	Timeline	Outcome
<p><b>Curriculum Development and Course Approval Need</b>                      An electronic system with the ability to track where courses approval process would greatly enhance the process of creating new courses. Skyline, along with the District Office, CSM and Cañada, will evaluate third party products for curriculum management.</p>	<p>Completed 2011</p>	<p>After investigation and consultation the District along with the Colleges implemented Curricunet and TracDat. As of fall 2012 both programs are being incorporated in the curriculum process.</p>
<p><b>Identity Protection</b>                      District ITS continuously assess the District strategies for insuring the privacy of information and protection of the identity of students, faculty, staff, and administrators.</p>		<p>Several improvements have been made to District software to insure privacy of information.</p>

General Technology Activities	Timeline	Outcomes
<p>Create multiple technology access points for students in pursuit of their educational goals and for staff/faculty/administrators to enhance their effectiveness.</p> <ul style="list-style-type: none"> <li>• Continue to deploy wireless access throughout the campus with the goal of providing ubiquitous 802.11n access for students and staff. (See Campus Network Activities)</li> <li>• Continue to provide students with efficient and intuitive online student self-service business services. These services will be available 24/7. (See Administrative Technology Activities)</li> <li>• Continue to expand the number of computers available to students in nonproprietary areas such as the <i>Internet Café</i>.</li> <li>• Continue to utilize web technologies to place as much instruction online as practical.</li> </ul>	<p>Completed 2011</p> <p>Ongoing</p> <p>No longer valid</p> <p>Ongoing</p>	<p>The District has successfully completed wireless deployment that provides coverage to 100% of the campus.</p>
<p>Develop a centralized library of campus software licenses and installed base.</p>	<p>Ongoing</p>	<p>Completed 2010. District maintains a database of general software.</p>
<p>Develop a plan for the updating of software across the campus. The plan will include a schedule and budget This plan will take into account the compatibility of software, equipment, operating systems, and instructional schedule. The plan must also include the regular review of the relevance of software before license renewal.</p>	<p>Sept. 2009</p>	<p>Completed fall 2012</p>

General Technology Activities	Timeline	Outcomes
Work with District ITS to develop an equipment replacement plan that will ensure that faculty, students, and staff have access to technology that meets or exceeds District minimum standards. The plan will include a predictable schedule of when equipment needs to be replaced, the projected cost of equipment replacement, and identification of potential budget sources to be determined.	Ongoing <i>Annual report each January beginning January 2010</i>	Completed fall 2012
The Skyline Technology Advisory Committee, in coordination with District ITS, will determine and publish minimum standards for supported technology. These standards will be reviewed annually. These standards will be the basis for determining the equipment replacement schedule.	<i>Annually each May</i>	Ongoing
Work with District ITS computer support to implement an online inventory of technology on the Skyline campus.	September 2008	Completed 2010. District ITS maintains a database of all campus technology
Work with District ITS to implement a student email system.	Fall 2008	Completed 2009. MySMCCD
Develop a "green" perspective in the planning, implementing and disposing of technology.	Ongoing	
Continue to seek opportunities for partnerships and agreements to assist faculty, staff, and administrators to obtain technology at the best possible prices. Examples of this would be the Loan-to-Own program and the Community College Foundation's Microsoft agreement for the purchase of software.	Ongoing	Loan-to-Own program was discontinued in 2008. It has been partially restored 2012
Work with the District Human Resources Department to periodically assess the ergonomic safety of technology and associated furniture. Include ergonomic consideration in planning of new and remodeled facilities.	Ongoing	

Campus Network Activities	Timeline	Outcomes
<p><b>Completed Move to the 2009 – 2012 Activity Report</b>            Work with the District to develop a plan for the continued deployment of wireless access throughout the campus and nearby facilities. The goal is to provide at a minimum ubiquitous 802.11n access for students and staff.</p>	Completion 2010	Completed 2011
<p>Work with District ITS to benchmark expected network performance as it relates to Banner services, local network performance, and Internet.</p>	Completion Sp. 2010	No action taken
<p>Work with District ITS to develop a College capability to originate real-time and asynchronous streaming video and audio. These services will be used to support instruction, provide information to the public and expand the audience for campus activities such as athletics.</p>		College began implementation of an internet radio stream in 2011. College has begun single camera live streams of campus events spring 2012
<p>Engage District ITS to develop a secure data backup system that will allow faculty and staff to backup documents to a secure server. Document backup will be voluntary. The backup system should be incremental and seamless to users.</p>	Fall 2009	No action taken

Instructional Technology Activities	Timeline	Outcomes
<p>Require that all courses have an up-to-date instructional support website. The minimum course website will include course outline and grading criteria.</p>	Fall 2010	No action
<p>Encourage and support faculty to use technology as a means to provide alternate delivery of instruction and enhance instruction.</p>	Ongoing	
<p>Increase Skyline's presence in the SMCCD iTunes U site. <a href="http://smccd.edu/itunesu/">http://smccd.edu/itunesu/</a></p>	Ongoing	Very little increase
<p>Through TAC, develop a set of recommended minimum technology qualifications for new full-time faculty hires. These minimum technology qualifications will be recommended for inclusion in all job announcements.</p>	June 2009	No action
<p>Through TAC, annually review the technology used in Skyline's smart classrooms and make recommendations for maintaining or changing technology.</p>	Annually	On-going
<p>Through TAC, perform annual assessments of campus lab utilization.</p>	Annually	No action

Instructional Technology Activities	Timeline	Outcomes
Determine the feasibility the implementation of more flexible computer labs that can accommodate multiple disciplines. Consideration will be given to both technology and furniture.	Sept. 2009	No action
Work with the District planning /construction processes to ensure that the present and future instructional technology needs of the faculty, staff, and students are addressed in any new construction or facility remodeling projects.	Ongoing	Addressed in District Construction standards that are continually being updated.

Training and Development Activities	Timeline	Outcomes
<p>Skyline College is committed to the revitalization of the Center for Teaching and Learning as a comprehensive and integrated resource for faculty and staff.</p> <p>This new revitalized center will -</p> <ul style="list-style-type: none"> <li>• provide professional development services and flex activities.</li> <li>• make available links (more than just web) to expert resources in teaching and learning.</li> <li>• host regular presentations on current issues in teaching and learning.</li> <li>• encourage and support the use of technology to enhance instruction</li> <li>• reinstitute comprehensive orientation programs for new faculty.</li> <li>• perform regular faculty and staff interest surveys.</li> <li>• coordinate the delivery of customized workshops upon request.</li> <li>• perform regular evaluations of the effectiveness of this center.</li> <li>• serve as the hub for support of the Skyline Distance Education program</li> </ul>		In Fall 2012 Skyline began implementation of CTTL

Training and Development Activities	Timeline	Outcomes
<p>Skyline College is committed to the revitalization of the Center for Teaching and Learning as a comprehensive and integrated resource for faculty and staff.</p> <p>This new revitalized center will -</p> <ul style="list-style-type: none"> <li>• provide professional development services and flex activities.</li> <li>• make available links (more than just web) to expert resources in teaching and learning.</li> <li>• host regular presentations on current issues in teaching and learning.</li> <li>• encourage and support the use of technology to enhance instruction</li> <li>• reinstitute comprehensive orientation programs for new faculty.</li> <li>• perform regular faculty and staff interest surveys.</li> <li>• coordinate the delivery of customized workshops upon request.</li> <li>• perform regular evaluations of the effectiveness of this center.</li> <li>• serve as the hub for support of the Skyline Distance Education program</li> </ul>		<p>In Fall 2012 Skyline began implementation of CTTL</p>

Campus Security Technology Activities	Timeline	Outcomes
<p>The District will install an Event Announcement System (EAS) in Skyline buildings 3, 6, 8, &amp; 7A. The EAS system control center will be located in the College Security Office. This system is intended for making emergency announcements inside campus buildings.</p>	<p>Jan. 2009</p>	<p>Completed 2011. 90% campus coverage inside and out.</p>
<p>The College in cooperation with the District will determine the feasibility of further expansion of the EAS to other campus buildings.</p>	<p>Jan. 2010</p>	<p>Completed 2011. Additional building and outside locations were activated</p>
<p>The District will complete the installation of a campus wide video surveillance system. The system monitoring will be in the College Security Office</p>	<p>Jan. 2010</p>	<p>Completed. Continually being evaluated.</p>

## Appendix B

### Faculty Staff 4-Year Computer Replacement Schedule

#### Guiding Principles

- The use of technology by all Skyline faculty and staff is critical to realizing the vision of Skyline College.
- All full-time faculty and staff will have **one** state-of-the-art computer and **one** task appropriate monitor that will allow them to complete their tasks in an efficient manner.
- All full-time faculty and staff will have convenient access to black and white printing.
- Part-time faculty and staff will have access to quality computers and black and white printers in offices conveniently located around campus.

#### Schedule Placement Criteria. (In priority)

1. Faculty or staff unable to efficiently perform tasks as a result of an outdated computer.
2. Computer is 4 or more years old
3. Computer has a history of more than usual number of work orders.
4. Staff or faculty member wants a new computer.

<b>Faculty and Staff Computer Replacement Schedule F2012/SP2013</b>			
<b>Division</b>	<b>Last Name</b>	<b>First Name</b>	<b>Replacement Date</b>
Student Services	Acidera	Jeffrey	12/01/2012
SMT	Araica	Daisy	12/01/2012
Business	Auto Teacher Station	Skyline	12/01/2012
SMT	Bates	Alec	12/01/2012
Soc. Sci/CA	Bell	Rosemary	12/01/2012
LA/LR	Bell	Rachel	12/01/2012
Soc. Sci/CA	Bestock	Donna	12/01/2012
Student Services	Biederman	Donald	12/01/2012
Soc. Sci/CA	Brenner	Eric	12/01/2012
Business	Bus. Division General Use PC Laptop 1	Skyline College	12/01/2012
Student Services	Campillo	Carla	12/01/2012
Student Services	Carroll	Sheldon	12/01/2012
SMT	Carter	Pat	12/01/2012
SMT	Case	Christine	12/01/2012
LA/LR	Castro	Luciano	12/01/2012
Business	Cervantes	Alma	12/01/2012
PE/Athletics/Dance	Chandler	Chip	12/01/2012
Business	Classroom 8202	Skyline	12/01/2012
Business	Co-Op Coordinators	Skyline	12/01/2012
Soc. Sci/CA	Colombetti	Carlos	12/01/2012
SMT	Crawford	Judith	12/01/2012
Soc. Sci/CA	Daley	Barbara	12/01/2012
Business	del Castillo-Brown	Teresita	12/01/2012
Soc. Sci/CA	Driscoll	Carol	12/01/2012
Student Services	Elliott	Donna	12/01/2012
SMT	Erskine	Alice	12/01/2012
Business	Escalambre	Richard	12/01/2012
LA/LR	Feinbulum	Kathleen	12/01/2012
Student Services	Financial Aide		12/01/2012
Soc. Sci/CA	Fitzpatrick	Kathy	12/01/2012
PE/Athletics/Dance	Fosberg	Jan	12/01/2012
LA/LR	Floro	Nina	01/01/2012
SMT	Freedman	Jon	12/01/2012
SMT	Ghanma	Mousa	12/01/2012
PE/Athletics/Dance	Fitzgerald	Mike	01/01/2015
Student Services	Gonzalez	Pablo	12/01/2012
Student Services	Heimberg	Roseangela	12/01/2012
Student Services	Hermosillo	Imelda	12/01/2012
Student Services	horseshoe	skyline college	12/01/2012
LA/LR	Kaplan-Biegel	Nancy	12/01/2012

<b>Faculty and Staff Computer Replacement Schedule F2012/SP2013</b>			
Soc. Sci/CA	Kirkpatrick	Sandra	12/01/2012
Student Services	Kisich	Linda	12/01/2012
SMT	Leach	Evan	12/01/2012
Soc. Sci/CA	Masare	Johannes	12/01/2012
Student Services	Mendoza	Patricia (Patty)	12/01/2012
Soc. Sci/CA	Merrill	Jennifer	12/01/2012
SMT	Michelitsch	Melissa	12/01/2012
Business	Ming	Dan	12/01/2012
SMT	Moss	Cindy	12/01/2012
Business	Muller-Moseley	Claire	12/01/2012
LA/LR	Nicol	Garrett	12/01/2012
PE/Athletics/Dance	Nomicos	Dino	12/01/2012
LA/LR	Peix	Manny	12/01/2012
Business	Phelps	Graciela	12/01/2012
SMT	Rivera-Contreras	Joaquin	12/01/2012
Business	Rizzo	Clydie	12/01/2012
Business	Robinson	Calvin	12/01/2012
Business	Roumbanis	Christine	12/01/2012
LA/LR	Ruiz	Kennya	12/01/2012
Student Services	Santanilla	Kathryn	12/01/2012
Student Services	Shetaya	Crystal	12/01/2012
Business	Spakowski	Paul	12/01/2012
Soc. Sci/CA	Suzuki	Masao	12/01/2012
Soc. Sci/CA	Takayama	Arthur	12/01/2012
LA/LR	Taylor	Phyllis	12/01/2012
SMT	Tsuchida	Tadashi	12/01/2012
Student Services	Valdelomar	Dina	12/01/2012
Student Services	Wallace	Richard	12/01/2012
Business	Whitten	Linda	12/01/2012
Soc. Sci/CA	Wolbers	Dennis	12/01/2012
SMT	Zamani	Soodi	12/01/2012

<b>Faculty and Staff Computer Replacement Schedule F2013/SP2014</b>			
<b>Division</b>	<b>Last Name</b>	<b>First Name</b>	<b>Replacement Date</b>
Operations	Argarin	Nancy	01/01/2013
Business	Automotive	Skyline	01/01/2013
Business	Automotive Office	Skyline College	12/01/2013
Soc. Sci./CA	Bell	Rosemary	12/01/2013
Soc. Sci./CA	Bestock	Donna	01/01/2013
Soc. Sci./CA	Book Checkout Desk PC2	Skyline	12/01/2013
SMT	Bookstaff	Shari	12/01/2013
LA/LR	Bowsher	Jim	01/01/2013
Soc. Sci./CA	Brenner	Eric	01/01/2013
Business	Broxholm	Thomas	12/01/2013
SMT	Case	Christine	12/01/2013
LA/LR	Chavez	John	01/01/2013
Student Services	Christian	Catherine	01/01/2013
Business	Ciraolo	Jerry	12/01/2013
Soc. Sci./CA	Classroom 1108	Skyline	12/01/2013
Student Services	Conmigo	Aileen	01/01/2013
Student Services	Counseling	Skyline	01/01/2013
Student Services	Davis	Loretta	01/01/2013
SMT	Del Prado	Norman	12/01/2013
Operations	Escobar Mora	Marcella	01/01/2013
Student Services	Financial Aide		12/01/2013
Soc. Sci./CA	Fischer	Bridget	01/01/2013
Student Services	Fraunfelder	Greg	01/01/2013
SMT	Fredricks	Stephen	01/01/2013
SMT	Ghanma	Mousa	12/01/2013
Student Services	Gorostiza	Angelica	01/01/2013
LA/LR	Harer	Katherine	01/01/2013
Student Services	Herda	Melinda	01/01/2013
Student Services	Hermanos Group	Skyline	01/01/2013
Soc. Sci./CA	Hewitt	Tom	12/01/2013
Business	Jean	Marilyn	12/01/2013
Business	Johnson	Julia	01/01/2013
Business	Jones	Chester	01/01/2013
SMT	Koskelo	Ilkka	01/01/2013
Student Services	Lariviere	Judith	01/01/2013
Student Services	Larson	Eric	01/01/2013
Student Services	Lee	Joyce	01/01/2013
Soc. Sci./CA	Lim	Poh Kim	12/01/2013
Student Services	Lorenzo	Susan	01/01/2013

<b>Faculty and Staff Computer Replacement Schedule F2013/SP2014</b>			
Student Services	Mendez	Karla	01/01/2013
Student Services	Morrison	Regina	01/01/2013
Student Services	Mosby	John	01/01/2013
Business	Motipara	Sita	01/01/2013
Student Services	Murillo	Jorge	01/01/2013
Student Services	Muse	Beverly	01/01/2013
Student Services	Nevado	Nate	01/01/2013
Soc. Sci./CA	Office 1308		12/01/2013
Business	Pfaeffle	Alex	01/01/2013
SMT	Pharm Prep	Skyline	01/01/2013
SMT	Richards	Anjana	01/01/2013
Business	Robinson	Calvin	12/01/2013
LA/LR	Saenz	john	01/01/2013
Student Services	Shein	Ma	01/01/2013
Student Services	SKYL NURSE JAN GERSONDE	SKYLINE	12/01/2013
Student Services	Stats	Terry	01/01/2013
Business	Sullivan	Kevin	12/01/2013
Operations	Tablan	Emmanuel	12/01/2013
SMT	Thompson	Omer	01/01/2013
Student Services	Trinh	Annie	01/01/2013
SMT	Tyler	Pat	01/01/2013
Student Services	Urena	Javier	01/01/2013
Business	Watts	Tina (Jacinda)	12/01/2013

<b>Faculty and Staff Computer Replacement Schedule F2014/SP2015</b>			
<b>Division</b>	<b>Last Name</b>	<b>First Name</b>	<b>Replacement Date</b>
Student Services	Armas	Adriana	01/01/2014
Student Services	Beiers	Beth	01/01/2014
VP Instruction	Benavides	Glenda	01/01/2014
Student Services	Biederman	Don	01/01/2014
VP Student Services	Blake	Joi	01/01/2014
VP Student Services	Blake	Joi (Laptop)	01/01/2014
Operations	Briones	Eloisa	01/01/2014
Operations	Briones	Eloisa (Laptop)	01/01/2014
Student Services	Cubicle next door to Jocelyn Vila		01/01/2014
Student Services	De Souza	Jose'	01/01/2014
Business	Faculty adjunct	Skyline	12/01/2013
Student Services	FINANCIAL AID - CENTER COMPUTER	SKYLINE	01/01/2014
Student Services	Financial Aide	Skyline	01/01/2014
VP Student Services	Gacutan	Golda	01/01/2014
VP Student Services	Gacutan	Golda (Laptop)	01/01/2014
VP Instruction	Gonzalez	Kenny	01/01/2014
SMT	Greenstein	Bruce	01/01/2014
Student Services	Hermanos Group	Skyline	01/01/2013
Student Services	In front of EOPS/ EOPS counter	Skyline	12/01/2013
LA/LR	Irigoyen	Fermin	01/01/2014
Soc. Sci./CA	Jackson	Tony	01/01/2014
SMT	Kapp	Nick	01/01/2014
Operations	Lamson	Barbara	01/01/2014
Operations	Lamson	Barbara (Laptop)	01/01/2014
Student Services	Lariviere	Judy	01/01/2014
Operations	Lee	Ellen	01/01/2014
VP Instruction	Leiva	Adolfo	01/01/2014
Soc. Sci./CA	Library Circul. Area		12/01/2013
Soc. Sci./CA	Lowenstein	Ellen	12/01/2013
Student Services	Mariano	Elnore	01/01/2014
Student Services	Martinez	Sylvia	01/01/2014
Student Services	Matthews	Melissa	01/01/2014
Student Services	Mendoza	Patricia	01/01/2014
SMT	Mesa Staff	Skyline	01/01/2013
Student Services	Mosby	John	01/01/2014
Soc. Sci./CA	Moynihan	Michael	01/01/2014
President's Office	Napier	Cherie	01/01/2014

<b>Faculty and Staff Computer Replacement Schedule F2014/SP2015</b>			
Student Services	Osaie	Elizabeth	01/01/2014
VP Instruction	Pasad	Sherrie	01/01/2014
VP Instruction	Pasad	Sherrie (Laptop)	01/01/2014
Business	Pate	Hui	12/01/2013
Operations	Paw	Vivian	01/01/2014
VP Instruction	Perkins	Sarah	01/01/2014
VP Instruction	Perkins	Sarah (Laptop)	01/01/2014
PE/Athletics/Dance	Piergrossi	Justin	01/01/2014
Business	Rebele	Cecelia	01/01/2014
Student Services	Rojas	Michael	01/01/2014
Business	Ross	Don	12/01/2014
PE/Athletics/Dance	Salahuddin	Rayannah	01/01/2014
Student Services	Security Office	Skyline	01/01/2014
VP Instruction	Sippel	Leigh Anne	01/01/2014
President's Office	Stroud	Regina	01/01/2014
President's Office	Stroud	Regina (Laptop)	01/01/2014
Student Services	Tariq	Nadia	01/01/2014
President's Office	Tentes	Theresa	01/01/2014
President's Office	Tentes	Theresa (Laptop)	01/01/2014
President's Office	Ulate	David	01/01/2014
Student Services	Velasquez	Minerva	01/01/2014
SMT	Velez	Carmen	01/01/2014
Student Services	Vila	Jocelyn	01/01/2014
VP Instruction	Watson	William	01/01/2014
Student Services	Weidman	Christopher	01/01/2014
SMT	Wilcher	Aaron	01/01/2014

<b>Faculty and Staff Computer Replacement Schedule F2015/SP2016</b>			
<b>Division</b>	<b>Last Name</b>	<b>First Name</b>	<b>Replacement Date</b>
Business	Adjunct	COSMO	01/01/2015
Business	Adjunct	COSMO	01/01/2015
Business	Adjunct	COSMO	01/01/2015
Soc. Sci./CA	Aurilio	Steve	01/01/2015
Soc. Sci./CA	Amin Justice	Adjunct	01/01/2015
Business	Biagi	Laurie	01/01/2015
Soc. Sci./CA	Bridenbaugh	Paul	01/01/2015
Business	Browne	kathryn	01/01/2015
Soc. Sci./CA	Buckingham	George	01/01/2015
President's Office	Bensyi	Bryan	01/01/2015
Student Services	Cashiers 1 Front Counter	Skyline	01/01/2015
SMT	Castro	Ana	01/01/2015
Soc. Sci./CA	Ceccarelli	Alan	01/01/2015
PE/Athletics/Dance	Corsiglia	Kevin	01/01/2015
PE/Athletics/Dance	Cushway	Diana	01/01/2015
SMT	Daniel	Brian	01/01/2015
Business	Dinh	Cam-Hoan	01/01/2015
Student Services	Drop in Counseling		01/01/2015
Student Services	Dupre	Timothy	01/01/2015
LA/LR	Erpelo	Liza	01/01/2015
Business	Evangelista	Tiffany	01/01/2015
Business	Francisco	Elaine	01/01/2015
Business	Gaeta	Rachel	01/01/2015
LA/LR	Gibson	Christopher	01/01/2015
Business	Gleyzer	Filipp	01/01/2015
Business	Godwins	Cleary	01/01/2015
SMT	Gulli	Rita	01/01/2015
LA/LR	Gutierrez	Mary	01/01/2015
PE/Athletics/Dance	Haddon	James	01/01/2015
LA/LR	Harer	Katherine	01/01/2015
SMT	Hasson	David	01/01/2015
Soc. Sci./CA	Hearne	Stephen	01/01/2015
SMT	Hsu	Sandra	01/01/2015
Business	Isaacs	Lygia	01/01/2015
President's Office	Johnstone	Rob	01/01/2015
Student Services	Komadina	Melissa	01/01/2015
LA/LR	Lachmayr	Lucia	01/01/2015
Business	Lam	Nancy	01/01/2015
Business	Lam	Nancy (Laptop)	01/01/2015
Business	Leary	Mary Anne	01/01/2015
VP Instruction	Leiva	Adolfo	01/01/2015

<b>Faculty and Staff Computer Replacement Schedule F2015/SP2016</b>			
Soc. Sci./CA	Lim	Pho Kim	01/01/2015
PE/Athletics/Dance	Lindhe	Brittany	01/01/2015
PE/Athletics/Dance	Link	Daniel	01/01/2015
VP Instruction	Mendez	Karla	01/01/2015
Student Services	Morrison	Regina	01/01/2015
President's Office	Napier	Cherie	01/01/2015
President's Office	Napier	Cherie (laptop)	01/01/2015
Soc. Sci./CA	Navari	Jude	01/01/2015
SMT	Nguyen	Vanson	01/01/2015
Business	Nielsen	Karen	01/01/2015
Business	Nolan	Inger	01/01/2015
Business	Ortiz	Guillermo	01/01/2015
Business	Pate	Hui (Office PC)	01/01/2015
Business	Pelayo	Regina	01/01/2015
Business	Saenz	Cinthia	01/01/2015
Soc. Sci./CA	Schmierer	Tiffany	01/01/2015
Student Services	Shetaya	Crystal	01/01/2015
Operations	4-329A		01/01/2015
Business	Child Dev. Center		01/01/2015
Business	Smith	Evelyn	01/01/2015
PE/Athletics/Dance	Steele	Amber	01/01/2015
Operations	Tablan	Emmanuel	01/01/2015
Student Services	Weber	Janet	01/01/2015
LA/LR	Westfall	Jeffrey	01/01/2015
LA/LR	Wong	Karen	01/01/2015
Soc. Sci./CA	Wong	James	01/01/2015
Business	Child Dev. Center		01/01/2015

## Appendix C

### Five-Year Lab Replacement Schedule

#### Lab Identification Criteria (In priority)

1. What is the relevance of the program to the College's vision and strategic plan?
2. Does the current equipment and/or software prevent the program from reaching student learning outcomes?
3. Does the current equipment and/or software restrict effective instruction?
4. Are program enrollment demands exceeding the current lab capabilities?
5. Has there been an excessive number of service calls associated with the lab?
6. Are any of the above conditions likely to occur in the next 18 months?

**Note => Years 2014 – 2016 are not complete. It is expected that College instructional priorities and technology changes will impact this schedule in future years. Therefore, years 2011-2016 are minimal projections. The actual amounts will be more. The details for each year will be reviewed and updated annually.**

Lab Replacement Schedule F2012/Sp2013							
Bldg	Room	Program	Qty.	End of Life	Replace Yr.	Estimated Total	Priority
2	117B	CALT	33	2012	2012	\$49,500.	4.0
5		Library Total	30	2011	2012	\$45,000.	5.0
5	110	ESL	5	2011	2012	\$7,500.	6.5
7	241	Biology Lab Total	36	2011	2012	\$52,400.	1.0
7	339	Chemistry Lab Total	36	2011	2012	\$47,600.	2.0
8	202	Auto	19	2010	2012	\$28,500.	3.0
8	110	Journalism Total	14	2011	2012	\$23,100.	6.0
						\$253,600.00	

### Lab Replacement Schedule F2013/Sp2014

Bldg	Room	Program	Qty.	End of Life	Replace Yr.	Estimated Total	Priority
1	218	ELI	4	2011	2013	\$6,000.00	7
2	232	Testing	12	2011	2013	\$18,000.00	8
5	100	Learning Center Total	25	Varied	2013	\$37,500.00	1
5	132B	DSPS Testing Total	11	Varied	2013	\$16,500.00	2
7	309	Mesa	5	2013	2013	\$7,500.00	3
8	121	Business	39	2011	2013	\$58,500.00	4
8	119	Business	37	2012	2013	\$55,500.00	5
8	119	Business	14	2012	2013	\$25,200.00	6

\$224,700.00

### Lab Replacement Schedule F2014/Sp2015

Bldg	Room	Program	Qty.	End of Life	Replace Yr.	Estimated Total	Priority
2	227	Transfer Center	12	2014	2014	\$18,000.00	1
5	100C	Language Lab	36	2014	2014	\$54,000.00	4
5	131	DSPS Classroom	13	2014	2014	\$23,400.00	5
7	211	Allied Health Learning Center	7	2013	2014	\$10,500.00	3
8	101	AUTO	5	2013	2014	\$9,000.00	2

\$114,900.00

### Lab Replacement Schedule F2015/Sp2016

Bldg	Room	Program	Qty.	End of Life	Replace Yr.	Estimated Total	Priority
1	201	Midi	8	2015	2015	\$17,600.00	4
1	311F	CTTL	15	2015	2015	\$27,750.00	1
2	117A	CALT Total	43	Varied	2015	\$64,500.00	3
11	107	Auto	12	2014	2015	\$21,600.00	2

\$131,450.00

### Lab Replacement Schedule F2016/Sp2017

Bldg	Room	Program	Qty.	End of Life	Replace Yr.	Estimated Total	Priority
5	200N	Library Classroom	38	2014	2016	\$57,000.00	5
8	103	Auto	4	2016	2016	\$6,000.00	1
2	116	C ALT	24	2014	2016	\$36,000.00	2
2	225	Student Services	13	2015	2016	\$15,600.00	3
1	219B	Career Total	25	Varied	2016	\$33,500.00	3

**\$148,100.00**

## Appendix D

## Appendix E

### Outcomes Faculty Survey on Online Instruction Fall 2012

#### Survey for Online Teaching:

- 10 questions
- 62 respondents
- Not all questions answered by all 62.

#### Questions:

1. How often do you currently use WebAccess?
2. How do you use WebAccess?
3. What type of orientation do you do for your students to prepare them for your online or hybrid course?
4. Do you feel like you are aware of and understand Section 508 guidelines for online materials?
5. How do you assess and evaluate your course in terms of organization and clarity of directions?
6. What tools are you currently using to create online course materials?
7. What sort of training would you like to attend for WebAccess?
8. What type of operating systems are you familiar with?
9. What sort of assistance with your WebAccess use would be helpful to you?
10. What types of workshops for applications/software for desktop/laptop would be helpful?

#### Noteworthy:

- WEBACCESS usage: Of those surveyed: 39.3 % of those surveyed do NOT use WebAccess at all. (why and what more can be done to raise that number)
- How is WEBACCESS being used: Online: 24.6 %; Web assisted 32.8%
- Orientation to Online/Hybrid class F2F: 34.5 %; Online: 25.9 % (a need for more training on how to do that for those offering online classes/or means for a general online class orientation for students)
- Section 508 which refers to accessibility issues and online courses: 57.4 % do not know what 508 is. This demonstrates a need for more training by Disabled Resources Center and integration of all courses.
- Course Evaluation: Data shows a variety of means, some in combination with others. Suggests a need for a standardization which would assist in Accreditation Data and DE planning.

**Tools and future Training:**

- Most often used 'tool' is Power Point and or Keynote
- Most requested training at the very basic level which would agree with the data above and demonstrate more could be using if more training were offered. Additionally there is a need for advanced trainings which would increase the depth of usage and provide a basis of users who could assist those still at the beginning stages of usage.
- Operating System question demonstrates a fairly equal use of PC and Apple
- Other trainings/workshops: the responses show that there is an interest in training for other applications that can enhance learning for our student. Using technologies that are more than text based, such as audio and video would address various learning styles and methods of our students.
- There is also a great desire for information and training on Best Practices with the various technologies, so the Pedagogy/Andragogy part of Teaching and learning both for online and in the F2F classroom is also desired by the respondents at 46 percent rate in the data.

**Final Summary:** There is much work to do and the need for the CTTL is evident.

Goal 1: Get the CTTL open and available as a PLACE for Faculty and Staff.

Goal 2: Increase usage of Web Access to 80 percent by end of 2013.

This can be achieved through workshops offered through the spring and Fall semester in addition to Flex day activity.

Goal 3: Set a calendar of trainings for Web Access, other apps especially audio and video and Best Practices are top priorities.



## Appendix H

### **Technology Advisory Committee 2012-2013**

Bridget Fischer, Social Science/Creative Arts Faculty Division Faculty –Co-Chair

Raymond Hernandez, Dean SMT Division—Co-Chair

Sarah Perkins, Vice-President Instruction

John Mosby, Dean Enrollment Services

Tom Broxholm, Business Division Faculty

Liz Gaudet, District Web Programmer Analysts

Alma Cervantes, Business Division Faculty

Don Carlson, Dean-Business Division

Cindy Moss, Faculty Science Math Technology

Kevin Chak, Skyline Bookstore Manager

Judith Lariviere, Counseling Division Faculty

Jim Petromilli – Skyline College Consultant

Christopher Weidman, Classified Representative

Jude Navari, Social Science/Creative Arts Division Faculty

Gary Nicols, Language Arts Division Faculty