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Executive Summary

The Yosemite Community College District consists of two colleges and a central office. Each college has its own media and technology staff that work in concert with the Central Services Information Technology staff. Our mission is to provide outstanding educational opportunities to our students by providing open access and successful student experiences; lifelong learning for all students; promoting our economy by providing a skilled workforce; advancing our society with an educated citizenry.

The ubiquitous and changing nature of technology forces the YCCD to continually assess our environment and plan for improvement. Staying abreast of current and emerging technology requires commitment of both financial and human resources. The cost of not keeping up with technology is far more expensive, in the long run, than keeping up.

The widespread use of technology throughout the educational system puts an additional burden on California Community Colleges to lead with technology. The state technology plan is on its fourth iteration. The emphasis has evolved from Plan I creating a Technology and Telecommunications Infrastructure (TTIP) which established network interconnectivity between colleges; enhanced the libraries' usage of technology and provided resources for technical training. Tech Plan II focused on greater student access and student success through telecommunications and technology. It also proposed that budget be based upon the “Total Cost of Ownership” (TCO). Tech III concentrated on providing secure and reliable access to the internet, cost effective approach to the state wide infrastructure, and providing technology components for the CCC System Strategic Plan. Revision IV is currently in draft mode and will focus on several projects that will help the CCCs optimize technology in the current recession.

The U.S. Department of Education program, Enhancing Education Through Technology (Ed-Tech) State Program describes primary goal as “to improve student achievement through the use of technology in elementary and secondary schools. Additional goals include helping all students become technologically literate by the end of the eighth grade and, through the integration of technology with both teacher training and curriculum development, establishing innovative, research-based instructional methods that can be widely implemented.”

The National Education Technology Plan 2010, Transforming American Education: Learning Powered by Technology, emphasizes the need for “applying the advanced technologies used in our daily personal and professional lives to our entire education system to improve student learning, accelerate and scale up the adoption of effective practices, and use data and information for continuous improvement.”

The above concepts force community colleges to not only stay current in technology but continually improve, maximize and develop emerging technologies. The CCCs must be the anchor point for rebuilding the economy by developing a skilled workforce through technology training. The purpose of the YCCD Technology Plan is to guide us in these difficult economic times in fulfilling our mission.
Organization Profile and Demographics

Today the Yosemite Community College District includes two comprehensive, two-year colleges, Columbia College and Modesto Junior College and a Central Services unit. The District includes all of two counties, Stanislaus and Tuolumne and parts of four others, Calaveras, Merced, San Joaquin and Santa Clara and stretches one hundred seventy miles across central California from the coast range on the west to the Sierra Nevada mountain range on the east.

In fall 2009, Yosemite Community College District enrolled 24,113 students, an increase of 23% over the previous 10 years. The District employs a full and part time staff of about 1,500 individuals with an annual budget of just over $125 million. Students continue to be served on three main campuses, one at Columbia and two at MJC (East and West), three main outreach sites, Calaveras, Oakdale and Patterson in addition to several off campus sites throughout the service area.

The population of the Yosemite CCD service area can be described as primarily White and Hispanic, equally represented with Males and Females, with almost 40% over the age of 50, and groups in the 20’s, 30’s and 40’s average about 17% respectively. Unemployment in both Tuolumne and Stanislaus counties combined hovers at about 18.5% which is a 10% increase from just three years prior in 2007 (8.4%).

Education levels in Stanislaus and Tuolumne Counties in 2010 reflected 30% of the population earning a High School Diploma, 26% indicating some college, 7% earning an Associate’s Degree, 11% earning a Bachelor’s Degree and 5% indicating having earned a Graduate Degree or higher. When compared to the state educational attainment, the two counties have more High School graduates and some college participants but a lower percentage of Bachelor’s and Graduate Degree recipients. Estimates for the year 2020 remain about the same for the two counties.

Almost all students (97%) attending the two colleges in the Yosemite CCD reside within the boundaries of the District, truly serving our community. Demographically, both college service areas are different than one another, but reflective of their community demographics respectively. Columbia’s average student is White, Female, and 34 years old while Modesto’s average student is White or Hispanic, Female and 26 years old.

Both colleges offer Academic Programs in the area of Information Technology. Students at Columbia College have four degree and ten certificate programs to choose from and Modesto Junior College students can choose from three degree and four certificate programs in the field of Information Technology. In the past 5 years students have received 142 awards in the field of Information Technology from Yosemite CCD. This represents 1.6% of the total degrees and certificates awarded, which is almost identical to the state’s 1.5%.

According to Economic Modeling Specialists Data, the Occupational Growth in the Computer Information Technology Industry is expected to grow by 34% by 2020, about 15% higher than the State or National growth. All ten Occupations categorized in this industry show significant growth and all require an Associate’s Degree or higher.
Occupational Growth in the Computer Technology Industry

<table>
<thead>
<tr>
<th>SOC Code</th>
<th>Description</th>
<th>2010 Jobs</th>
<th>2020 Jobs</th>
<th>Change</th>
<th>% Change</th>
<th>Openings</th>
<th>2010 Median Hourly Wage</th>
<th>Education Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>15-1011</td>
<td>Computer and information scientists, research</td>
<td>14</td>
<td>21</td>
<td>7</td>
<td>50%</td>
<td>1,009</td>
<td>$34.55</td>
<td>Doctoral degree</td>
</tr>
<tr>
<td>15-1021</td>
<td>Computer programmers</td>
<td>211</td>
<td>248</td>
<td>37</td>
<td>18%</td>
<td>174,279</td>
<td>$27.61</td>
<td>Bachelor's degree</td>
</tr>
<tr>
<td>15-1031</td>
<td>Computer software engineers, applications</td>
<td>235</td>
<td>365</td>
<td>130</td>
<td>55%</td>
<td>1,294,436</td>
<td>$34.47</td>
<td>Bachelor's degree</td>
</tr>
<tr>
<td>15-1032</td>
<td>Computer software engineers, systems software</td>
<td>95</td>
<td>144</td>
<td>49</td>
<td>52%</td>
<td>1,294,436</td>
<td>$30.01</td>
<td>Bachelor's degree</td>
</tr>
<tr>
<td>15-1041</td>
<td>Computer support specialists</td>
<td>343</td>
<td>428</td>
<td>85</td>
<td>25%</td>
<td>1,294,436</td>
<td>$21.48</td>
<td>Associate's degree</td>
</tr>
<tr>
<td>15-1051</td>
<td>Computer systems analysts</td>
<td>293</td>
<td>378</td>
<td>85</td>
<td>29%</td>
<td>1,294,436</td>
<td>$24.51</td>
<td>Bachelor's degree</td>
</tr>
<tr>
<td>15-1061</td>
<td>Database administrators</td>
<td>62</td>
<td>81</td>
<td>19</td>
<td>31%</td>
<td>1,294,436</td>
<td>$28.33</td>
<td>Bachelor's degree</td>
</tr>
<tr>
<td>15-1071</td>
<td>Network and computer systems administrators</td>
<td>192</td>
<td>251</td>
<td>59</td>
<td>31%</td>
<td>1,294,436</td>
<td>$30.50</td>
<td>Bachelor's degree</td>
</tr>
<tr>
<td>15-1081</td>
<td>Network systems and data communications analysts</td>
<td>358</td>
<td>509</td>
<td>151</td>
<td>42%</td>
<td>1,294,436</td>
<td>$24.46</td>
<td>Bachelor's degree</td>
</tr>
<tr>
<td>15-1099</td>
<td>Computer specialists, all other</td>
<td>95</td>
<td>115</td>
<td>20</td>
<td>21%</td>
<td>1,294,436</td>
<td>$24.72</td>
<td>Associate's degree</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td>1,898</td>
<td>2,539</td>
<td>641</td>
<td>34%</td>
<td>1,009</td>
<td>$26.62</td>
<td></td>
</tr>
</tbody>
</table>

Source: EMSI Complete Employment - 1st Quarter 2011

In order to meet the technological challenges of the nation’s future students, who are inundated with technology at a very young age, we as an educational institution have an obligation to keep pace with the changing technologies. It is incumbent on higher education to meet the demand to
train and retrain our workforce in a timely, efficient and productive manner. We have to provide and exemplify the use of current and emerging technologies. We are being asked to produce more students equipped to work in the technical fields than ever before. The United States leads the world in internet penetration and the state of California leads the nation in internet users.

The following are the major highlights from a Statistical Analysis Report done by NCES in 2006 that examined the Computer and Internet Use of school age children in Preschool to 12th grade:

- Most students use computers (91%) and a majority use the Internet (59%).
- Use begins early. About two thirds of children in nursery school and 80% of kindergartners use computers and 97% of students in grades 9-12 do so. About 23% of nursery school students use the Internet and this number rises to 50% by grade 3 and 79% in grades 9-12.
- Public school students are more likely to use computers at home but public school students are more likely to use computers and the Internet at school.
- There is a “digital divide”. Computer and Internet use are divided along demographic and socioeconomic lines. Use of both technologies is higher among Whites than among Blacks and Hispanics. Students with more highly educated parents or parents with higher incomes are more likely to use both technologies than those with lower educations and income.
- Schools help bridge the digital divide. Many disadvantaged students use the Internet only at school.
- There are no differences between the sexes in overall computer or Internet use rates.
- Use of home computers is common for playing games, working on school assignments, and connecting to the Internet.

According to the [www.internetworldstats.com](http://www.internetworldstats.com) the United States has an Internet Penetration Rate of 77.3%, 50% more than the World Rate of 26.5%. Interestingly, the Facebook Penetration is 43%. California is the state with the highest number of Internet Users (almost 30 million).
Worldwide internet penetration is 26.5%. The penetration within USA is 77.3%. California is the state with the highest number of Internet Users (almost 30 million); nearly twice as many users as the second leading state.

United States Internet Users
Top 5 States - 2010 Q2

Estimated USA internet users are 239,893,600 on June 31, 2010
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YCCD Technology Goal Five and Mission

The colleges’ and central service’s technology missions emphasize how critical the use of effective technology is to fulfilling the YCCD mission. Central Services IT and the college technology units are dedicated to providing excellent services to meet the technical needs of the District.

Goal Five from the YCCD Strategic Plan states: “The Yosemite Community College District aligns human and financial resources to provide leading edge technology and support to meet the prioritized technological needs of the District and its students.”

Maintaining an exemplary educational environment is reliant on successful planning which is dependent upon commitment of the YCCD to incorporate technology into instruction and day-to-day operations. This plan is to help define, create and support an environment that promotes access and learning for students and staff utilizing the most advanced educational technology available.

The YCCD Technology Goals:

1. Provide secure access and high availability to district resources, on demand
2. Develop a replacement and maintenance cycle
3. Evaluate and integrate emerging technology appropriately
4. Establish funding source (budget line item) to indicate that funding support is ongoing and planned
5. Provide continuous support and training for technology staff as well as end users
6. Support educational technology
7. Create test and development environments to assure quality control
8. Support and find technology solutions that work across the district
9. Leverage network resources and services to meet current and future technology information needs

The above YCCD common goals are reflected in the Central Services, MJC, and Columbia College technology plans. For more information please reference these individual plans.

YCCD Mission Statement

The YCCD mission is “The Yosemite College District is committed to serve the needs of our diverse community through excellence in teaching, learning and support programs contributing to social, cultural, and economic development”. Goal five from the YCCD Strategic Plan further specifies that The Yosemite Community College District aligns human and financial resources to provide leading edge technology and support to meet the prioritized technological needs of the District and its students.

- Assess the technological needs of the District annually.
- Evaluate the results of the annual assessment to identify and prioritize the technological needs for continuous improvement.
- Facilitate implementation by aligning human and financial resource allocations according to the assessment and prioritization of the technological needs.
- Develop and formalize systematic communication channels for technological needs District-wide.
<table>
<thead>
<tr>
<th>YCCD Technology Goals</th>
<th>Central Services</th>
<th>MJC Technology Goals</th>
<th>Columbia College Technology Goals</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Provide secure access and high availability to district resources, on demand</td>
<td><strong>Goal 3:</strong> Campus Climate – Provide a reliable, efficient, friendly and easily-accessible environment for IT</td>
<td><strong>Goal 3:</strong> Standards - Develop and maintain minimum technology standards for hardware, software and support</td>
<td><strong>Goal 7:</strong> Support CC Master Plan and California Community College Tech III - Include initiatives from both plans to ensure local, district and system-wide endeavors are implemented, modified or refined utilizing all potential resources and result in long-range strategic vision.</td>
</tr>
<tr>
<td>2. Develop a replacement and maintenance cycle</td>
<td><strong>Goal 5:</strong> Technology – Align human &amp; financial resources to provide state-of-the-art technology and support to meet prioritized technological needs of the District.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Evaluate and integrate emerging technology appropriately</td>
<td><strong>Goal 6:</strong> Community Leadership – Provide effective leadership for selecting, applying &amp; managing critical IT services.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Establish funding source (budget line item) to indicate that funding support is ongoing and planned</td>
<td><strong>Goal 10:</strong> Fiscal Resources – Optimize resources through innovative &amp; prudent fiscal management by providing cost-effective, stable, technology solutions</td>
<td><strong>Goal 4:</strong> Funding - Fully incorporate technology funding into the college budget, including sustaining existing technology and the integration of new technologies</td>
<td><strong>Goal 6:</strong> Establish base funding levels for technology to ensure efficient management of resources resulting in higher return on investment, safety and security – Establishing annual, recurring funding for all operational technology needs will contribute to the lowering of the overall cost of technology and must be coupled with formal review of all technology expenditures; a special focus must be placed on securing information systems against all threats to institutional continuity and to ensure student privacy and data security. <strong>Goal 3:</strong> Increase opportunities for collaboration and strategic partnerships – Seeking grant opportunities, corporate and private partnerships where prudent without impeding institutional or program integrity will enable lower operational costs, stronger program support and allow for enhanced opportunities for more students.</td>
</tr>
<tr>
<td>YCCD Technology Goals</td>
<td>Central Services</td>
<td>MJC Technology Goals</td>
<td>Columbia College Technology Goals</td>
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<tr>
<td>--------------------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>5. Provide continuous support and training for technology staff as well as end users</td>
<td><strong>Goal 4</strong>: Quality Staff – Attract and retain the dedicated IT professionals needed to maintain a high-quality IT infrastructure</td>
<td><strong>Goal 1</strong>: Faculty/Staff Support - Ensure faculty and staff receive adequate training and professional development in order to assure successful implementation and utilization of technologies</td>
<td><strong>Goal 5</strong>: Recruit, retain, and reward a diverse quality workforce. Enhancing and expanding our workforce to service both internal and external needs by recruiting, retaining and rewarding quality individuals of diverse backgrounds will serve to strengthen Columbia’s vibrant collaborative education environment.</td>
</tr>
<tr>
<td><strong>6. Support educational technology</strong></td>
<td><strong>Goal 1</strong>: Student Success - Provide a technology environment that promotes &amp; supports superior learning experiences for all students</td>
<td><strong>Goal 5</strong>: Student Success - Become a leader in the California Community College System in providing students with adequate access to training, support and current learning technologies and skills required in a technology-based society</td>
<td><strong>Goal 1</strong>: Educational opportunities for students – Utilize technology to reach new &amp; existing populations through a variety of programs with special emphasis on the creation of a distance education program to service students locally and regionally.</td>
</tr>
<tr>
<td>7. Create test and development environments to assure quality control</td>
<td><strong>Goal 7</strong>: Partnerships – Partner with students, staff &amp; faculty to enhance an effective learning/teaching environment through technology.</td>
<td><strong>Goal 2</strong>: Campus IT Processes - Establish procedures for the evaluation, adoption and proper resourcing of campus technologies</td>
<td><strong>Goal 2</strong>: Enhance diverse delivery opportunities and create engaging learning environments – Promote influential learning opportunities and quality instruction through the use of innovative technology closing the service gap in face-to-face offerings vs. satellite programs, blended or hybrid courses in the pursuit of excellent student support.</td>
</tr>
<tr>
<td>8. Support and find technology solutions that work across the district</td>
<td><strong>Goal 8</strong>: Institutional Effectiveness – Use participatory environment to create an effective institution</td>
<td></td>
<td><strong>Goal 4</strong>: Strengthen Columbia College’s institutional identity in the local community, state, and nation. Refinement of current programs and introduction of new offerings in support of the local community, state and national trends will result in opportunities for increased FTE count and enhanced recognition as a vital supportive educational institution.</td>
</tr>
<tr>
<td>9. Leverage network resources and services to meet current and future technology information needs</td>
<td><strong>Goal 9</strong>: Facilities – Actively participate in facilities planning and development</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Links to technology plans:

YCCD Technology Plan

Central Services documents page has links to all individual technology plans.  
http://www.yosemite.edu/it/documents.htm

Central Services IT Strategic Plan  
http://www.yosemite.edu/it/forms/ITstrategicPlanUse.pdf  
http://www.yosemite.edu/it/

MJC Technology Plan

Columbia College Technology Plan  

<table>
<thead>
<tr>
<th>YCCD GOAL</th>
<th>CC Goal(s)</th>
<th>CS Goal(s)</th>
<th>MJC Goal(s)</th>
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</thead>
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<tr>
<td>9</td>
<td>2, 4</td>
<td>7, 8</td>
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</table>
Values and Guiding Principles for YCCD Information Technology:

Values

- Respectful communication and collaboration
- Excellent customer service
- Integrity and honesty
- Resourceful teamwork with a positive attitude
- Continuous improvement
- Innovation
- Adaptability
- Responsiveness and reliability

Guiding Principles

Information Technology:
- is a vital strategic district-wide asset
- is an essential resource for learning, teaching, research, planning, and data information management
- provides effective, sustainable technology
- strives to deploy cost effective, secure, and reliable solutions
- enhances productivity through training and education
- partners with students staff and faculty to provide excellence in service
- promotes a collaborative and responsive environment which strives to unite people and content anytime and anyplace

Vision for IT – Central Services
Create a sustainable environment that integrates technology into the framework of the institution and provides our diverse community with the information, tools and services where and when needed.

Mission for IT - Central Services
Provide innovative and responsive information technology services.

Technology Mission for Columbia College
Technology at Columbia College will be structured and supported to provide the highest quality technology-based services, in the most cost-effective manner, to facilitate the College mission as it applies to student success, faculty instruction, faculty and staff support, administrative functions, and community service.
Overview of Planning Cycle

Why Plan?

In order to fulfill our mission of providing current and emerging technology in a timely manner, meet accreditation standards and comply with regulatory standards, we must plan. In the Planning Cycle we can ask ourselves how well are we doing? What could we do better? How could we do better? The ACCJC indicates we plan and evaluate in order to improve institutional effectiveness. Standard III C, Technology Resources states that we will use technology resources to improve institutional effectiveness and to support student learning and services; that we will systematically plan. (See appendix a)

Steps in Planning, Sustaining and Improving

Evaluating or assessing is the first step in the cycle to establish how well we are doing with current technologies or to explore what new technologies could help us reach our goals. From that we create a plan or modify an existing plan to move us toward our goal or for improvement. Next is to train our staff and develop skills; create an environment where we can thoroughly test and develop the solution; implement the solution and finally we are ready to evaluate again and start our cycle over.

True sustainability means that we will be able to meet our current needs without jeopardizing our ability to meet future needs.
**Technology Sustainability**

When evaluating the sustainability of technology, several issues should be considered:

- Technology changes rapidly, as often as every 12 to 18 months. Hardware, software, support, and service may not be available or need costly and frequent updates to remain secure and operational.

- Current trends must be evaluated for long-term effectiveness, support and affordability.

- Human Resources needed to maintain and support technology must be included in technology strategies.

- Technology is an element in institutional and educational strategies, but it is not the entire solution. Instructional styles, student and employee skills and needs, infrastructure impact, and cost should be analyzed as part of an overall technology plan.

**Resources**

A strong technology strategy requires both colleges as well as Central Services to allocate resources to maintaining and updating current technology, including fundamental desktop hardware and software. Resources should also be identified to investigate, pilot and implement emerging technologies, particularly those that show long-term viability.

External funding, including federal and state grants as well as private foundations are an excellent way to fund technology-enabled initiatives, particularly start-up costs. Modesto Junior College currently includes new technologies in all grant budget requests. It is projected that as much as $200,000 to $700,000 per year could be obtained through external funding.

**Future Goals**

A short list of emerging technologies and support needs currently providing successful outcomes on college campuses has been identified for further investigation and potential funding:

- **Single Sign-on**
- Virtual Desktop Infrastructure (VDI)
- Enhanced faculty and student training and support
- Mobile Computing
- Web 2.0 applications
- Video Streaming and teleconference technology
All of the Central Services committees include participation from central services and both colleges. Similarly, participation of central services staff is requested by the college committees. (See appendix b for detail.)

MJC and Columbia College have similar structures of their technology staff. Media services and desktop support are handled locally with Central Services for support. Networking and Telecommunications, System/Operations, Programming/Systems, and CS Research and Planning are housed within Central Services. We enjoy collaboration, cooperation, and support from the college technology units in the discharge of the central technology duties.
Current System Analysis:

Current Systems and Projects of YCCD IT Systems & Operations

- **System - Student, Staff, and Faculty Network Account Management**
  - **Description/Function:**
    - Active Directory System facilitates network services including LDAP directory services, secure based, authentication, DNS naming, secure access to YCCD information technology resources, and more. Active Directory is also used to store and manage YCCD user accounts, assign security policies, and deploy software.
  - **Future Plans:**
    - Active Directory will be the authentication mechanism for future college portal access, as well as, facilitate **Single Sign-On**.
  - **Goal(s):** 1

- **System – Student E-mail**
  - **Description/Function:**
    - Student E-mail Solution serves as a primary communication mechanism to both Modesto Junior College and Columbia College. Every YCCD student is provided an e-mail account established when registered for one or more classes at either Columbia College or Modesto Junior College. This will serve as one of many communication solutions between our colleges and students. This e-mail account will allow faculty to easily communicate with students enrolled in their classes, college staff to inform students of important announcements, and students to easily send and receive messages, manage calendars, track contacts, submit assignments and other related items pertaining to their courses and the college.
    - Student E-mail is used as a rapid method of communication for reaching out students.
    - Saves considerable amount of financial resources normally allocated toward paper notification and post mailing.
    - Student E-mail is a hosted service via Yosemite Community College’s partnership with Microsoft’s Live @ Edu program.
    - YCCD Information Technology uses a single virtual system running Microsoft Identity Integration Server 2003 SP2 (IDM). This system provisions our Live @ Edu student e-mail accounts hosted by Microsoft. This system also uses our production SQL 2008 servers to manage all account creation and deletion process.
    - With this solution each student has a 5 GB mailbox size and a 10 MB attachment limit.
    - Student e-mail accounts are web-based and can be accessed from any computer or mobile device with Internet connection.
    - YCCD Help Desk provides account management, activation training, and support in an ongoing basis.
YCCD System Administrators and Programming teams are in charge of the account creation, provisioning, and de-provision process of the student e-mail system.

- **Future Plans:**
  - Integrate the Student E-mail Solution to future Single Sign-On and portal services.
  - Goal(s): 1, 6, 8

**System – Document Imaging**

- **Description/Function:**
  - Matrix/OnBase document imaging systems takes many paper forms and documents (including microfilms) and transforms them to electronic format.
  - Document scanning, indexing, and batching process is a process departments use to convert important paper documents, microfilms, or other files to digital images. This "analog" to "digital" conversion process (A<D) is required for YCCD users to be able to view electronic files at any time.
  - Document imaging is a form of enterprise content management. OnBase/Matrix document imaging continues to deliver valuable service district-wide as it helps better manage our students’ and personnel records (which were previously documented in paper) from the time they are created up to their eventual disposal. This may include classifying, storing, securing, and destruction (or in some cases, archival preservation) of records.

- **Future Plans:**
  - Expand the system service district-wide.
  - Goal(s): 8, 9

**System – Staff E-mail**

- **Description/Function:**
  - YCCD uses Microsoft Exchange as its primary form of electronic communication. The Microsoft Exchange e-mail system provides key features which enhance the user collaboration experience such as address book, attachments, calendar, folder and subfolder option, search, and deleted item retention.
  - E-mail provides enhanced features such as file attachments, Rich Text Format, and delivery confirmation, which is otherwise not possible when sending a normal letter.

- **Future Plans:**
  - Allow for archival, e-discovery and sufficient mailbox size.
Goal(s): 1, 3, 8, 9

System – Collaboration and Workflow

Description/Function:
- YCCD has implemented SharePoint services to facilitate centralized collaboration, content management, implement business processes, and supply access to essential information throughout the District.
- Various departments and committees throughout the District (central services, Modesto, and Columbia College) utilize SharePoint for collaboration.
- Developers use SharePoint as a platform to create secure workflows to simplify and enhance day-to-day administrative processes.

Future Plans:
- We are in a phase where we would like to develop a SharePoint environment and automate current office and departmental processes. In order to do this, we would need to learn and build web parts, form processes, workflows, etc. SharePoint 2010 is known to be a programmer friendlier environment than the existing 2007 platform for developers. We are in the process of planning an upgrade to our existing SharePoint 2007 farm to 2010 by late fall.
- As our colleges pursue implementation of a portal solution for students, SharePoint is a platform that can easily integrate with existing technology infrastructure. There will be a need to setup a separate server farm in order to keep the administrative function separate and secure from public services.

Goal(s): 1, 2, 3, 6, 7, 8, 9

System – Database Management System (DBMS)

Description/Function:
- MS SQL 2008 Enterprise is one of many of YCCD’s database management system (DBMS). This system hosts critical databases that provide services to staff, faculty, and students.

Future Plans:
- For High Availability and Disaster Recovery, SQL database hosts considerable amount of critical services. In order to ensure service availability, technologies with site-to-site replication capabilities will allow us to copy our data with the future Columbia site for faster disaster recovery.

Goal(s): 1, 2, 3, 8, 9
System – Backup Infrastructure
  o Description/Function:
    ▪ YCCD IT uses Symantec Netbackup with Quantum tape library to backup all servers at a system level and file level.
    ▪ Currently there are 118 server backup policies that operate seven days a week.
    ▪ **Netbackup – Tape Backup and Restore**: Copies important data from servers to tape and then tapes are sent offsite for a designated period of time to a fire proof, temperature controlled environment until returned to the Data Center. The backups run from backup software (Symantec Netbackup) which is installed on each server to be backed up then data is sent over the network to a tape library which writes the data to tape. When data gets lost, erased, overwritten, the data can be restored from the backup tape(s) to the original server where it was lost. Restored data can be regular files, data bases, email, video files, image files, etc.
    ▪ **Iron Mountain Offsite Tape Storage**: The most current FULL Backup Tapes are put into containers and picked up every week and sent to Tracy, CA for 3 months, then returned to the YCCD Data Center to be put into rotation according to their retention level. Iron Mountain provides software (SecureSync) to track all containers (and tapes within each container) if an offsite tape is needed for restore or disaster recovery.
  o Future Plans:
    ▪ For High Availability and Disaster Recovery, the backup and recovery infrastructure will play a critical role to the design of disaster recovery plan. At the current time IT is investigating ways to back up critical data onto disk storage for faster backup and restore, data duplication, and site-to-site replication to ensure service availability and quick recovery.
  o Goal(s): 1, 2, 5, 7, 8

System – Enterprise Anti-Virus
  o Description/Function:
    ▪ YCCD uses Trend Micro Office Scan anti-virus as its primary virus protection solution for all desktop and server systems district-wide.
    ▪ **ScanMail** is also a feature of Trend Micro anti-virus which is used on our e-mail system. ScanMail filters and provides antivirus protection toward our staff and faculty e-mail inboxes.
    ▪ Our Anti-virus solution is not a 100% system security solution; however, it is one of many data and system protection systems IT has in place. In order to reduce as well as prevent the majority of risks associated to intellectual property, YCCD IT ensures this system is kept up-to-date and managed properly.
Trend Micro OfficeScan solution allows us to 1) prevent any virus from damaging our workstation operating systems and its functionalities; 2) maintain workstation and server security through daily updates of antivirus packages; 3) scan e-mails, e-mail attachments, and spam that could be infected with malicious viruses and other online threats; 4) protect critical data and files from student virus attacks or infections; 5) reduce the cost toward costly measures that has to take place toward data recovery or loss of data.

Implementing, managing and maintaining of the antivirus system are integral functions of IT so that all data that exists on client workstations and servers (district-wide) are protected. Given the prevalence of online threats, ubiquitous Internet security issues, virus attacks and spam emails, the Trend Micro antivirus solution helps YCCD prevent and minimize data security risks on a daily basis.

Future Plans:
- Evaluate and incorporate malware, adware, and spyware prevention to the antivirus protection system.
- With the rise of mobile device usage and clients connecting from remote sites, we are looking for ways to offer a comprehensive endpoint protection to ensure that our clients (endpoints) and systems (YCCD services) remain secure and are safeguarded from vulnerabilities.
- Evaluating other solution such as Sophos, Microsoft’s Forefront Endpoint Protection 2010, for product comparison that will help us meet current and future prevention plans and security needs.

Goal(s): 1, 2, 6, 8

System – Physical and Virtual Server Infrastructure

Description/Function:
- YCCD IT manages and maintains many of its technology services through a physical and virtual server environment. Over the years IT has consolidated its physical servers into fewer numbers. As a result the majority of YCCD’s servers are now operating as virtual machines. While systems such as Datatel, Backup Servers, Active Directory, Oracle, and SQL Database Management Systems (DBMS) are operating on physical systems, more than 60% of the IT services are operating from a virtual setting. There are a number of reasons why YCCD IT moved into the virtualization environment. These include:
  - Lower number of physical servers: We were able to reduce hardware maintenance costs because of a lower number of physical servers.
  - Server Consolidation: Due to limited power and cooling resources, virtualization helped to increase the space utilization efficiency in our Data Center.
• **Isolation for better operation**: Having some applications running on their own "virtual server" helps prevent one application from impacting another application when upgrades or changes are made.

• **Faster setup**: With a virtual environment we can now develop a standard virtual server that can be easily duplicated which will speed up server deployment. Moreover, to meet the increasing demands of new services, rapid technological changes, and control server infrastructural growth, YCCD has expanded its existing virtual server environment from four to six host systems and has centralized most of its data storage to EMC’s CX line SAN platform.

• **Multiple o/s on single hardware**: We are able to deploy and manage multiple operating systems on a single hardware platform such as Windows Server 2008, Linux, and Solaris.
  - YCCD has taken advantage of server virtualization effectively and has easily improved the efficiency of its Data Center operation as well as lower cost of server ownership.

**Future Plans:**

- This project was a continuation of the server enhancement of YCCD’s infrastructure project through physical server consolidation. The goal was to use all system resources efficiently. The implementation of VMware’s Virtual Server Infrastructure with a central storage - known as Storage Area Network (SAN) - has helped improve the utilization of IT resources as well as reduce reoccurring system maintenance and new costs across the board. This setup scheme has helped IT meet and manage rapid changes and adapt to growth of new service requirement rapidly. With that being said, YCCD should continue to invest toward the expansion of Enterprise Server Virtualization for the following reasons:
  - To offer service uptime, continue to apply and integrate Disaster Recovery (DR) and High Availability (HA) features offered through enterprise virtual infrastructure solutions.
  - Server Administration is a vital function of managing both physical and virtual server infrastructure. These positions require ongoing staff development and up-to-date resources in order to offer optimum service.
  - To take advantage of new technology as well as migrate physical systems into virtual environment for usage of pool of existing resources offered, we are in the process of upgrading our virtual server infrastructure from VI 3.5 to 4.x (VShpere). Once this is setup all virtual machines will operate on this platform. We will also be able to virtualize our new e-mail system (Exchange 2010) onto VSphere.
  - Continue to test, build and leverage the new infrastructure to handle rapid technological change – such as system upgrades, test and implement of new system, and offer new services quickly. All results in serving students, staff, and faculty effectively.

**Goal(s): 1, 2, 3, 5, 6, 7, 8, 9**
**System – Data Center**

- **Description/Function:**
  - Yosemite Community College’s critical technology systems, applications, and services run from a central location which is referred to as the Data Center. YCCD’s Data Center is housed in CS 1100 building. The CS 1100 Data Center is at maximum capacity and has insufficient power and cooling capacity to support existing technology services and the equipment that host all services. Moreover, the current Data Center is not equipped with enough secondary power capacity and has no generator. This means, should YCCD experience power outage, all IT services will be down during the duration of the outage.
  - Under Measure E bond funding, Yosemite CCD IT, in conjunction with Facilities Operation, Kitchell, ANOVA Architects and World Wide Environmental Services, are collaboratively working to build a new home for Yosemite CCD’s IT server infrastructure.
  - Modesto Site – The Modesto Site will be the primary Data Center location where almost YCCD’s entire server based technology services will operate. This room will also serve as one of the two pathways to Yosemite’s network entry point.
    - This project is currently in the final phase of design and will begin to construction late spring or summer 2012.
  - Columbia Site – Columbia Site will be the second Data Center site for Yosemite Community College. Its location will be on Columbia College - Alder ground floor. Our goal is to modify and retrofit the existing men’s and women’s locker-rooms into a modern Data Center space.

- **Future Plans:**
  - Maintain and update.
- **Goal(s):** 1, 2, 3, 5, 6, 7, 8, 9

**System – Single Sign-On (SSO) / Identity Management**

- **Description/Function:**
  - Identity Management (also known as Forefront Identity Mgr.) is a system that will allow us to automate the creation, use, and deletion of user accounts. Identity Management also has the network access control to secure resources, where we can apply specific security file, folder, or system level permissions as directed by departments, divisions, or CS Human Resources.
  - Both Identity Management solutions will be core components to support the Single Sign-On project.

- **Future Plan:**
  - We are currently using Identity Management solution to create and provision student e-mail accounts. However; in order to support additional system integration and facilitate staff accounts, this system will need to expand with hardware resource capacity and additional licenses.
- We plan to use a separate Identity Management solution toward automating the account management process of YCCD staff and faculty. This project will be underway in the near future.
  - Goal(s): 1, 3, 6, 8, 9

**System - Video Streaming System Infrastructure (Pending)**

- Description/Function:
  - MJC’s Allied Health, via Bond Measure E funding, is upgrading its video streaming, lecture capture, and classroom collaboration solutions. The new solution will entail Cisco Show and Share solution which incorporates SAN storage and servers. In conjunction with Scotty Gonser of Allied Health and MJC’s Technology Services, IT will setup the back-end infrastructure fall 2011. Since IT is currently facing physical space and power constraints in the Data Center, this solution will need to be setup outside of the primary data center. We are considering Modesto’s East Campus switch room as a potential candidate and ideal location to facilitate the temporary operational location of this steaming system.

- Future Plan:
  - Move the Cisco Show and Share solution to the new Data Center, once it has been built.
  - Goal(s): 3, 6, 8, 9

**System - Virtual Desktop Infrastructure (VDI) / Remote Application Proof-of-Concept (Pending)**

- Description/Function:
  - Managing desktop workstations is time consuming and challenging. Recently it has become ever more so as our technicians have to deal with new security risks and support increasing numbers of remote and mobile users. YCCD IT personnel are expected to support an increasing use of employee owned resources, because many people already use their laptops, mobile devices, and home computers for both work and personal use. Faculty members are requesting training and support because they are using their new tablets to teach.
  - Desktop virtualization is rapidly being adopted as the way to deliver Windows desktops to end-users because it offers significant benefits, including user flexibility, desktop management cost reduction, and enhanced data security and access control. Laptops are fast becoming the desktop of choice in educational environments. While they meet the need for a great user experience and the ability to work from anywhere, anytime, they also introduce more complexity and greater risk for data loss.
The Yosemite CCD needs to seek a robust solution so its users can access their desktop and necessary applications on-demand from any PC, Mac, thin client, tablet, or smartphone. This enables virtual work styles, device flexibility, business continuity, and user mobility.

- Similar to server virtualization, VDI
- VDI simplifies desktop administrative and management tasks
- Users access virtual desktops running in the Data Center
- Technology supports both PCs and thin clients
- Desktop security and data protection are centralized

We propose to conduct a proof of concept for the Virtual Desktop and application technology. The proof of concept should be tested against 100 end-point devices that consist of desktops, thin-clients, mobile devices, laptops, etc. It should also encompass a complete virtual desktop offering that includes other virtualization technologies such as virtual application delivery and provisioning services. The proof of concept will also allow us to test out the virtual desktop and application environment to better stage all future desktop needs and requirements.

- **Future Plans:**
  - Maintain and update

- **Goal(s):** 1, 2, 3, 4, 5, 6, 7, 8, 9

**System - Data Center Infrastructure Management (Pending)**

- **Description/Function:**
  - Yosemite CCD’s Data Center is a facility used to house critical servers and core network equipment such as Enterprise Resource Planning (ERP), e-mail system, VoIP telecommunication devices, firewall devices, and SAN storages. It generally includes redundant or backup power supplies, redundant data communications connections, environmental controls (i.e. air conditioning, fire suppression, etc.), and security devices, etc. The physical environment of a Data Center (temperature, humidity, electrical power usage, dry atmosphere measurement, water vapor level, UPS load, UPS room temperature, etc.) must be rigorously monitored and controlled.
  - For a systematic approach to building a stable IT foundation, the deployment of a Data Center infrastructure management system that has intelligent controls and centralized monitoring capabilities is necessary. To ensure the uptime of all critical services, it would be advantageous that the following key functions of the Data Center be closely monitored:
    - Sensing temperatures
    - Monitoring power
- Monitoring rack conditions
- Detecting fluid leaks
- Intelligent control of precision cooling
- Intelligent control of critical power
- Managing alerts and alarms
- Monitoring energy efficiency
- Monitoring batteries
- Monitoring and managing remotely

- For a while now, YCCD’s IT staff was forced to react to rapid continuous changes dictated by the capacity and availability requirements of ongoing organization service requests. YCCD must take proactive approaches to the management of its existing and future Data Centers in order to enable increased efficiency, better planning, and higher levels of service. Achieving actionable visibility into Data Center operations requires the ability to collect, consolidate and analyze data across the Data Center, using advanced devices, sensors, and management software.
- Data Center monitoring solution should also have the capacity to address Data Center availability and reliability requirements, identify and eliminate sources of risk of critical IT systems, alert system administrators and IT managers to gaps in system redundancy.

  - Future Plan:
    - Extend the monitoring service to manage the new Data Centers (Modesto and Columbia Sites) from a central management area.
  - Goal(s): 1, 2, 3, 5, 6, 7

E-Campus (Modesto) Switch Room Preparedness (Pending)

  - Description/Function:
    - YCCD’s current CS 1100 Data Center is at maximum power and cooling capacity load. This facility does not have adequate building resources to host or house new services; therefore, should immediate needs arise to repurpose new servers or services, we will need an alternative location. The location will need to have proximity to our core network, be secure, and have adequate power and cooling to provide continuous service to all faculty, staff, and students.
    - We propose to modify and stage Modesto’s East Campus Forum Switch Room as an interim staging server area to accommodate immediate video streaming solutions such as Allied Health’s video streaming and to house MJC’s Technology Service’s servers.
Future Plan:
- Once the new Data Centers are built, this area can continue to house core servers such as Active Directory authentication servers, DHCP, file, and replication services.

Goal(s): 1, 2, 3, 4, 5, 6, 7, 8, 9

System - Client Application and Operating System Deployment Framework
Description/Function:
- Application Software Deployment: In order to efficiently and effectively manage existing and future workstations located in offices, instructional lab, or open areas and deploy new application installations, updates, and apply security patches instantly, Yosemite CCD needs a comprehensive solution that has the capacity to assess, manage, and apply all of these needs with ease. Since almost all of Yosemite CCD’s client workstations are running Windows operating system, this solution must be able to integrate and talk to each client seamlessly.
  - System Center Configuration Manager (SCCM) Deployment: YCCD IT would like to comprehensively measure, deploy, and update all staff, faculty, and student client workstations, servers, and devices across the YCCD network. SCCM 2007 is packaged with a number of management tools that will allow us to meet these needs.
- Inventory Management: The most current version of Microsoft System Center Configuration Manager (SCCM) has a built in inventory management that can help us report what application is installed on each client workstation; therefore, we will use Microsoft’s SCCM (System Center Configuration Manager) to make inventory and discovery of all client and server hardware and software assessments.

Future Plans:
- Integrate and leverage the SCCM for the deployment and management of Virtual Desktop Infrastructure (VDI)

Goal(s): 2, 3, 5, 6, 7, 8, 9

System – Server Monitor and Altering
Description/Function:
- To ensure all critical servers and services are running continuously, operating efficiently, and being proactively managed and protected, YCCD IT is in the process of implementing Microsoft’s System Center Operation Management System (SCOM). SCOM will help our system administrators to better monitor and manage all servers continuously. SCOM will also give us an ongoing overview of the system’s performance, availability, and configuration as well as identify server related security concerns.
Future Plans:
- Incorporate, integrate, and leverage SCOM’s services toward YCCD’s IT Disaster Recovery plan.
- Goal(s): 1, 3, 5, 6, 7, 8, 9

System – Online Scholarship
- Description/Function:
  - STARS is the scholarship application and management system for Modesto Junior College. The STARS system is designed to facilitate online application to Financial Aid student applicants.
  - The STARS system setup consists of a front-end web service and database backend which are managed by YCCD’s Systems and Operations and Web Developer.
- Future Plans:
  - Maintain and Update
- Goal(s): 3, 6, 7, 9

System – Online Survey
- Description/Function:
  - Class Climate is Modesto Junior College’s online survey system. Class Climate is designed to automate the processing of online surveys as well as provide fast accurate processing of paper questionnaires and gain measurable feedback regarding attendee interest levels and instructor performance.
  - Class Climate system is designed with a web front-end and a database back-end to offer security and scalability.
- Future Plans:
  - Maintain and Update
- Goal(s): 3, 6, 7, 9

System – Event Management System (EMS)
- Description/Function:
  - EMS is used by Modesto Junior College. This solution is the event management system (EMS) for room scheduling campus-wide.
  - EMS is currently running on a Windows 2003 stand-alone solution.
- Future Plans:
Maintain and Update

- **Goal(s):** 3, 6, 7, 9

**System – E-Mail Gateway**

- **Description/Function:**
  - YCCD uses Cisco IronPort C370 as an intrusion prevention mechanism toward all incoming and outgoing e-mail based threats, and blocks all spam and viruses. As we all know e-mail is one of the most critical means of communication for Yosemite Community College. In order to meet the increasing flow of e-mail traffic between college services, faculty, staff, and students, while continuing to fight malicious e-mail threats, YCCD needs a robust e-mail gateway system. After thorough evaluation of industry leading appliances such as TrendMicro, Barracuda, and Cisco devices, we were pleased with the performance, device policy options, and protection of the Cisco IronPort 370C appliance.

- **Future Plan:**
  - So all of YCCD’s user and institutional data are safeguarded and well protected, continue to evaluate, implement, and leverage existing and new technologies.

- **Goal(s):** 1, 3, 5, 6, 7, 9

**System – Microsoft License Management System**

- **Description/Function:**
  - Microsoft Key Management Server (KMS) is setup to help manage all of Yosemite CCD’s Microsoft licenses that are running on the local network. These license types include Operating System Windows Vista, 7, or newer, MS Office 2010 or newer, and Windows 2008 or newer servers.

- **Future Plans:**
  - Maintain and Update

- **Goal(s):** 3, 7, 8, 9

**System – Microsoft Software Update System**

- **Description/Function:**
  - YCCD IT uses Microsoft’s Windows Software Update Service (WSUS) for updating all desktop workstations district-wide. WSUS enables YCCD’s system and workstation administrators to manage the distribution of updates and hotfixes released for Microsoft products to computers in an organization environment. WSUS downloads these updates from Microsoft Update
website and then distributes them to computers on a network. WSUS runs on Windows Server operating system. Monitor and apply windows security patches to all YCCD servers, staff & faculty workstations, and instructional workstations. Columbia and Modesto sites are handled by separate systems respectively that synchronize from a central administration point.

- Future Plan:
  - Incorporate Microsoft’s Windows Software Update Service (WSUS) with the implementation project of “Client Application and Operating System Deployment Framework” of System Center Configuration Manager (SCCM) Deployment.

Goal(s): 3, 6, 8, 9

Current Systems and Projects of YCCD IT - Networking and Telecommunications

- System: Network Infrastructure:
  - Description/Function:
    - The current YCCD network infrastructure is a three tier component routed-access model design consisting of access, distribution, and core layers. The remaining functions of the network are compartmentalized into additional components such as Internet access, wireless, data-center network, virtual private networking, remote access services, and wide area network connectivity. All of these components combined provide 5000+ of data, voice, and video connections for three college campuses and all of their remote sites in an area spanning over 60 miles.
    - Implementation of the new network infrastructure devices purchased with Measure E funds is currently about 90% complete. This new network is being implemented as a consolidated data, voice, and video network to minimize operational costs and increase productivity.

- Future Plans:
  - Finish implementation of the new network design.
  - Provide fast, secure, and reliable data, voice, and video connectivity and transport.
  - After implementation, review the implemented design to identify potential improvements or better utilization with current resources.
  - Identify any remaining single points-of-failure and devise a long term resolution plan.
  - Devise an implementation plan for implementing 802.1X on the wired network.
  - Audit and review all configurations of network infrastructure devices to ensure a consistent and optimal configuration of services such as authentication, switching, routing, multicast, and quality of service (QOS).
  - Eliminate all single points-of-failure through implementation of redundancy at all layers of the design where possible.
  - Implement 802.1X authentication at the access layer.
  - Facilitate growth over time as network dependency grows.

Goal(s): 1, 3, 6, 8, 9
System: Data Center Network
  o Description/Function:
    ▪ The YCCD Data Center is currently in the middle of transition from the previous network to the new network implementation. This has both networks running in parallel and connected to each other during transition.
  o Future Plans:
    ▪ Move all remaining network connectivity in the Data Center to the new network.
    ▪ After implementation, review the implemented design to identify potential improvements or better utilization with current resource.
    ▪ Identify any remaining single points-of-failure and devise a long term resolution plan.
    ▪ Review VLAN assignment, IP addressing, and access list implementation to ensure optimal performance and security.
    ▪ Have all services redundantly connected to the access switches.
    ▪ Eliminate all single points-of-failure through implementation of redundancy at all layers of the design where possible.
    ▪ Facilitate a smooth transition with limited downtime when moving to the new Data Center.
    ▪ Facilitate growth over time as network dependency grows.
  o Goal(s): 1, 3, 6, 8, 9

System: Internet Connectivity
  o Description/Function:
    ▪ Internet access is provided through CENIC. There is a 1 gigabit GigaMan primary and a 45 megabit DS3 backup circuit at both Modesto and Columbia campuses. These connections provide the Internet to all of the clients on campus, and all of the remote sites. These Internet circuits also provide the primary link between Modesto and Columbia campuses via an IPSEC virtual private network tunnel.
  o Future Plans:
    ▪ Add an Internet circuit to MJC East Campus to improve redundancy and connectivity between sites.
    ▪ Upgrade the backup circuits to 1 gigabit connections with redundant paths so service is not degraded during a circuit or path failure.
  o Goal(s): 1, 3, 6, 8, 9

System: Wireless Access:
  o Description/Function:
    ▪ The YCCD wireless network supports 802.11A, B, G, and N connectivity standards. 802.1X Authentication and WPA/WPA2 enterprise encryption facilitates wireless connectivity. The wireless system uses Cisco lightweight access points, wireless LAN controllers, and a centralized control system.
Future Plans:
- Finish deployment of devices purchased by Measure E Network Replacement Project.
- Monitor usage and coverage areas to plan for growth as dependency grows.

Goal(s): 1, 3, 6, 8, 9

System: Remote Access
Description/Function:
- Remote access to the network is provided to current and retired staff through virtual private networking (VPN) or dial-in remote access services (RAS).

Future Plans:
- Add VPN connectivity licenses for mobile devices.
- Add 802.1X authentication with multiple groups.
- Redefine access control lists for client access.
- Remove dial-in RAS services when no longer used.

Goal(s): 1, 3, 6, 8, 9

System: Wide Area Network
Description/Function:
- Wide-area network connections between sites are facilitated over T1 lines with Cisco routers (Except the Modesto-Columbia site-to-site VPN link.)

Future Plans:
- Upgrade the Modesto-Columbia backup link to a gigabit connection and make the existing VPN link the backup.
- Add a gigabit backup link between East and West campus.
- Upgrade remote site links to a higher bandwidth to support network growth.

Goal(s): 1, 3, 6, 8, 9

System: Phone Services
Legacy Phone System
Description/Function:
- The legacy phone system had an independent PBX and voice mail system per campus. This system is currently being replaced by the new Voice over IP implementation. Columbia campus has been fully transitioned to the new system and the legacy system has been powered down and disconnected. Modesto East and West Campus legacy phone systems are currently running in parallel and connected to the new system.

Future Plans:
- Disconnect, power down, and remove the legacy PBX equipment after each campus is fully transitioned to the new system.
- Look into options for selling/auctioning off or recycling/disposing the replaced equipment.
- Evaluate the copper cabling needed for analog telephony and look into options of selling/recycling the copper.

  - **Goal(s): 1, 3, 6, 8, 9**

### System: Voice Over IP Phone System

#### Description/Function:
- We are currently implementing the new Cisco VoIP system. The core call routing, zone paging, and voice-mail services are operational and over 1000 phones have been migrated. Columbia College has been completely moved over to the new system.

#### Future Plans:
- Migrate the remaining phones to the new system.
- Revise and set up the remaining phone trees on the new system.
- Move the remaining fire, alarm, fax, and elevator analog devices over to the new analog gateways.
- Implement the new call accounting system.
- Implement the Cisco Emergency Responder system, and train security staff on its use.
- Train staff on the zone paging system.
- Implement the Cisco Unified Presence service to increase interoperability and productivity with the phone system.
- Look into the viability of SIP trunks as an alternative to T1 lines for saving on phone bills.
- Evaluate using SIP images on the devices to stay current as the technology matures.
- Evaluate VoIP “Call Center” packages as an option for optimizing phone services with areas such as admissions, help desk and financial aid.
- If an exchange server is implemented at Columbia, add a Cisco unity server.
- Evaluating the benefits of adding Cisco Unity Connection for additional voice mail features.
- Mass deployment Cisco Phone Designer to clients for phone customization.
- Mass deployment of Cisco Unified Video Advantage for video conferencing.
- Increase user awareness of advanced web based phone customization features such as XML services and Personal Address Books.
- Deploy a Cisco Call manager on East campus to support growth and redundancy.

  - **Goal(s): 1, 3, 6, 8, 9**

### Current Systems and Projects of YCCD IT – Programming and Systems

#### System – Datatel

#### Description/Function:
This is an Enterprise Resource Planning (ERP) software that blends the academic administration business in a holistic manner. This includes finance, business, academics, and registration.

- **Future Plans:**
  - Install two new servers to accommodate the E-Commerce changes that Datatel has provided to be secure and PCI compliant.
- **Goal(s):** 1,7,8,9

**System – SharePoint Application Process for Grants**

- **Description/Function:**
  - Grant work-flow approval process system in SharePoint 2010. This is an automated process for Grant approvals.
- **Future Plans:**
  - Train IT developers on SharePoint 2010 so they may develop additional SharePoint applications such as expenditures and budget.
- **Goal(s):** 1,4,7,8

**System – Online Application (Appscan)**

- **Description/Function:**
  - In-house program that services both Colleges. Web-based online application that streamlines the application process for students. It provides a tool for Admissions and Records to expedite the evaluation of applicants.
- **Future Plans:**
  - Maintain and modify as new regulations are required.
- **Goal(s):** 1,8

**System – Financial Aid EDS forms**

- **Description/Function:**
  - Web-based in-house program for online Financial Aid Electronic Data Submission (EDS). It expedites the review and approval process for students and parents. It reduces turnaround time, mailing cost, and student waiting time.
- **Future Plans:**
  - Maintain and update modifications as new regulations are required by the Federal Government.
- **Goal(s):** 1,8

**System – Crystal Server**
Description/Function:
- Secure reporting solutions for reporting (or extracting) data from Datatel and various databases. It contains over seven hundred reports used throughout the District.

Future Plans:
- Maintain and update.

Goal(s): 1,6,7,8

System - COGNOS
Description/Function:
- A Business Intelligence Software that provides Scorecarding, Dashboarding, Query & Reporting, and real-time monitoring. Cognos allows exploration of data in any combination, within a specific time period, and with a broad range of analytics capabilities.

Future Plans:
- Implementation of the product.

Goal(s): 1,6,7,8

System - SARS
Description/Function:
- Third party software used by Counseling for appointments and mass calling. The software tracks student contacts. Part of the software called Early Alert allows faculty to identify a student that needs academic assistance.

Future Plans:
- Support and maintenance.

Goal(s): 1,8

System – Benefits
Description/Function:
- In-house program that tracks the health, dental, and vision coverage of employees, retirees and their dependents.

Future Plans:
- Redesign into a web-based application.

Goal(s): 1,8
System – Learning Management System (LMS) Blackboard
  o Description/Function:
    ▪ Third party software that is used district-wide to manage and support online education. Students and faculty can access the system 24/7.
  o Future Plans:
    ▪ Support and maintenance.
  o Goal(s): 1, 6, 8, 9

System – Positive Attendance
  o Description/Function:
    ▪ In-house program to monitor lab usage by both Colleges.
  o Future Plans:
    ▪ Redesign and update to a new current version.
  o Goal(s): 1, 8

System – College Websites (Omni)
  o Description/Function:
    ▪ To support the backend server/application (Omni) that is the foundation for the Colleges and District websites.
  o Future Plans:
    ▪ Migration of MJC.EDU to a new hosting server.
  o Goal(s): 1

System – Unit Planning Tool (UPT)
  o Description/Function:
    ▪ In-house program for unit planning district-wide.
  o Future Plans:
    ▪ Support and maintenance.
  o Goal(s): 1, 2, 6, 8

System - SIRSI
  o Description/Function:
Third party library management system software for MJC Library.

- **Future Plans:**
  - Support and maintenance.
- **Goal(s):** 1,6,8

**System - FLEX**
- **Description/Function:**
  - In-house program written for faculty to submit and approve FLEX activities.
- **Future Plans:**
  - Re-design and update to a new current version.
- **Goal(s):** 1,6,8

**System – EOPS/DSPS**
- **Description/Function:**
  - In-house programs for tracking EOPS/DSPS students. This is a legacy program.
- **Future Plans:**
  - Redesign and update to a new current version.
- **Goal(s):** 1,6,8

**System – Media Server (Wowza)**
- **Description/Function:**
  - In-house servers for hosting faculty videos with frontend and transcoding capabilities.
- **Future Plans:**
  - Support and maintenance.
- **Goal(s):** 1,6,8

**System – 2+2**
- **Description/Function:**
  - In-house program for tracking high school students taking college courses. This is a legacy program.
- **Future Plans:**
  - Redesign and update to a new current version.
Current Systems and Projects of YCCD IT – Columbia College

Columbia College Current Infrastructure:

Manzanita Switch Room
- **Description/Function:**
  - The Manzanita switch room is the MPOE for both AT&T and CENIC fiber optic cable for Phone and Internet. This is the location of the main campus network distribution infrastructure as well as the only location for server installation with both climate control and generator backup.

- **Future plans:**
  - The Manzanita switch room has reached its usable capacity for space and power capacity of both unregulated and backup generator power.

- **Goal(s):** 1, 9

Cedar 2
- **Description/Function:**
  - Storage closet houses building and distribution switches; provides network and phone connectivity from Manzanita to the rest of Columbia College.

- **Future plans:**
  - Maintain infrastructure to support campus.

- **Goal(s):** 1, 9

Tamarack Hall Room 130
- **Description/Function:**
  - Columbia College technology shop, networking closet houses building infrastructure as well as distribution switches for the new Science and Child Development Measure E buildings on campus.

- **Future plans:**
  - Maintain infrastructure to support campus.

- **Goal(s):** 1, 9

Workstation and Lab Computer infrastructure
- **Description/Function:**
  - Columbia College has approximately 700 computers on campus; the majority of the computers are student use computers in the Library, computer labs, and classrooms. The rest are desktop workstations and laptops used by faculty, staff, and
administration in departmental offices, service areas, conference rooms, and training centers. Columbia College maintains a database of all the computers in order to annually access the computers that are due for replacement. All of the labs and work areas are assigned an equipment tier level to determine the frequency of replacement. The replacement frequency is as follows.

<table>
<thead>
<tr>
<th>Tier Level</th>
<th>Replacement Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2 Years</td>
</tr>
<tr>
<td>2</td>
<td>3 Years</td>
</tr>
<tr>
<td>3</td>
<td>4 Years</td>
</tr>
<tr>
<td>4</td>
<td>EOL Reserved for Parts</td>
</tr>
</tbody>
</table>

- **Future plans:**
  - Investigate the use of Thin Client and Virtual Desktop Environments to reduce the cost of equipment for general use workstations and low-end computer labs.
  - **Goal(s):** 1, 2, 6

**Media Equipment**

- **Description/Function:**
  - Columbia College utilizes various types of Media equipment in our classrooms, conference rooms and training centers. The equipment includes items such as digital projectors, screens, digital presenters, media carts, DVD/VHS players, slide projectors and other equipment that we used daily for instruction and campus operation. A database is maintained for all the media equipment; this allows the technology department to evaluate equipment based on a 5 – 10 year lifespan.

- **Future plans:**
  - Upgrade classrooms to include technologies such as Epson BrightLink interactive projectors and Video Capture to promote the use of technology in the classroom. The equipment for the upgrades is being purchased by the Columbia College Title III Grant.
  - **Goal(s):** 1, 2, 6

**Video Conferencing**

- **Description/Function:**
  - Columbia College administration, staff, faculty and students utilize video conferencing for instruction and collaboration with district offices and Modesto Junior College.

- **Future plans:**
  - Maintain infrastructure to support campus.
Wireless Access on Campus

Description/Function:
- Wireless access points are deployed and maintained across Columbia College campus in coordination with District Networking to provide Internet and access to network resources for college staff and students.

Future plans:
- Maintain infrastructure to support campus.

Goal(s): 1, 9

College Website

Description/Function:
- The Columbia College website is built utilizing the OMNI Update content management system, the OMNI system is provided and maintained by the District IT Department. OMNI provides a WYSIWYG (What You see Is What You Get) interface allowing the college technology staff, departments, and faculty to create and maintain websites with a minimum amount of training and without the need for a background in web design and knowledge of HTML.

Future plans: Maintain infrastructure to support campus.

Goal(s): 1, 9

Curriculum Support from YCCD:

Curriculum

Description/Function:
- Software utilized by Columbia College faculty for the development and maintenance of curriculum.

Future plans:
- Maintain software and support faculty with curriculum development.

Goal(s): 6, 8, 9

Alder Data Center Project:

Description/Function:
- YCCD redundant datacenter located at Columbia College on the 1st floor of the Alder Building. The Datacenter is currently in the design phase with construction to start fall of 2012.

Goal(s): 1, 2, 8, 9

Current Systems and Projects of YCCD IT – MJC (Technology and Media Services)
**System – Smart Classroom**

- **Description/Function:**
  - MJC has two generations of smart classroom setups:
    - **Legacy:** Smart classroom equipment consists of computer, video projector, document camera & DVD player. This system benefits staff and faculty by providing an instructional course content delivery system.
    - **New:** This system consists of a computer with a Blue Ray DVD Player and an HDMI video card, HDMI capable video projector; document camera, a laptop cubby, speaker system, and an Extron Touch screen to control the various devices through an IP controlled Extron switcher to allow remote management. This system benefits staff and faculty by providing an HDMI quality instructional course content delivery system.

- **Future Plans:**
  - Update all legacy systems to the new system.

- **Goal(s):** 1, 2, 3, 6, 8

**System – Video Conferencing Equipment**

- **Description/Function:**
  - MJC has two generations of videoconferencing equipment setups:
    - **Legacy:** Videoconferencing equipment consists of a Sony PCS videoconferencing unit and a computer. The videoconferencing system enables distance learning and staff utilization for meetings and conferences.
    - **New:** This system is still in the design and implementation phase. It consists of an HDMI capable videoconferencing unit, a computer with a Blue Ray DVD Player and an HDMI video card, HDMI capable video projector; document camera, a laptop cubby, speaker system, and an Extron Touch screen to control the various devices through an IP controlled Extron switcher to allow remote management. The new videoconferencing system enables HDMI quality video and audio distance learning environment and staff utilization for meetings and conferences.

- **Future Plans:**
  - Update all legacy systems to the new system.

- **Goal(s):** 1, 3, 6, 8

**System – Video Streaming Solution**

- **Description/Function:**
  - MJC has two generations of videoconferencing equipment setups:
    - **Legacy:** The video streaming equipment consists of an IPVCR and the Codian MCU. This system in conjunction with the videoconferencing equipment enables distance learning and staff utilization for meetings and conferences.
• **New:** This system is still in the design phase. It consists of Cisco’s ShowNshare, Cisco MXE, Tandberg content server, web server, Codian MCU, and storage space. All these components work in conjunction with the videoconferencing system to provide a video streaming solution. The video streaming solution provides video and audio distance learning environment, lecture capture, on demand class material availability, and staff utilization for meetings and conferences.

  o **Future Plans:**
    • Update legacy system and implement the new system in the Glacier Hall building for Allied Health.
    • Expand the use of this system district-wide.

  o **Goal(s):** 1, 3, 6, 8, 9

---

**System – Event Recording Equipment**

  o **Description/Function:**
    • Hard drive digital video cameras for video recording classroom/instructional content and events. These recordings are beneficial for instructional support and archival purposes of institution historical events. Setup consists of a camera, tripod, and microphone.

  o **Future Plans:**
    • Maintenance

  o **Goal(s):** 1, 6, 8

---

**System – Checkout Equipment**

  o **Description/Function:**
    • Laptops and video projectors for distribution and or checkout. This system is beneficial to areas that are not equipped with smart classroom technology. Instruction and staff are able to check out these systems for on/off campus presentations and events.

  o **Future Plans:**
    • Maintenance

  o **Goal(s):** 1, 6

---

**System – Video and Audio Duplication Equipment**

  o **Description/Function:**
Equipment consists of a VHS to DVD converter and a DVD burner. This system is beneficial to the institution by allowing the conversion of some of the VHS instruction videos and providing course content in a newer supported format to instruction and students.

- **Future Plans:**
  - Investigate new technology to replace it as existing media becomes obsolete.
- **Goal(s): 1, 6, 8**

**System – Desktop and Laptop Systems**

- **Description/Function:**
  - MJC currently supports about 2300 desktop computers and 300-400 laptops on East and West campus for both MJC and District to support staff, faculty, administrators, classrooms, and labs.
- **Future Plans:**
  - Maintenance
  - Explore VDI solutions. Currently MJC has thin client desktops running in our registration areas as a test.
- **Goal(s): 1, 2, 3, 6, 7, 8**

**System – Software, Tools, Licenses, and Proprietary Software**

- **Description/Function:**
  - Licenses for servers and other miscellaneous equipment such as the GoPrint system. Software and tools to help do work orders and other tasks. Proprietary software that different divisions purchase for specialized need such as nursing or automotive.
- **Future Plans:**
  - Maintenance
- **Goal(s): 1, 2, 3, 5, 6, 7, 8**

**System – Cable Run Equipment**

- **Description/Function:**
  - This system includes tools such as cable tester, toner and sniffer, snake, cat5e and cat6 cable, and other miscellaneous tools needed for running network cable and other miscellaneous cables as the need comes for an addition or a change.
- **Future Plans:**
  - Maintenance
Goal(s): 1, 6, 9

System – GoPrint (Pay for Print System)
- **Description/Function:**
  - GoPrint is a print vending environment for students. Lab and registration computers print to GoPrint managed printers which charge a per-page price for all printing. This service provides a reasonable cost print service for students in most computer labs. It also provides a method for controlling print costs for the college and accumulates a small profit for the maintenance of the system.
  - The system includes 10 Cash-to-Card vending machines that are distributed throughout both campuses. GoPrint cards can be purchased from these machines; money can also be added to already-owned cards. Print jobs, originated from one of the 1200 lab machines, are released from 16 release stations; fees are deducted from the cards. Release stations are networked to a central GoPrint server which manages all GoPrint printers and release stations. Business Office personnel visit each cash-to-card machine weekly to collect money and reload cards. Deposits are made through the Business Office.
- **Future Plans:**
  - Add additional features and systems.
  - Explore newer technology for replacement.
- Goal(s): 3, 6

System – Printers, Copiers, and Fax Machines
- **Description/Function:**
  - MJC manages all printers, copiers, and fax machines for both MJC and the District in labs, staff, faculty, division offices, and in common areas.
- **Future Plans:**
  - Maintenance
- Goal(s): 1, 6, 8

System – Servers
- **Description/Function:**
  - MJC manages about 12 servers; five of which are production servers that labs, registrations machines and the GoPrint system depends on. The other servers are used to update and manage labs during maintenance periods.
- **Future Plans:**
  - Maintenance
• Explore consolidation and virtualization
  o Goal(s): 1, 2, 3, 6, 8, 9

System – Miscellaneous Systems
  o Description/Function:
    ▪ Miscellaneous equipment such as smart boards, tablet pcs, and others as new technologies and needs arise. This helps the institution in supporting specialized needs and instruction.
  o Future Plans:
    ▪ Maintenance
  o Goal(s): 1, 3, 6, 8
This document has been drafted by a representative group of IT management from Central Services, MJC and Columbia College.

**Acknowledgments:**

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Institution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Abbott, Jenni</td>
<td>Director, Grants &amp; Resource Development</td>
<td>Modesto Junior College</td>
</tr>
<tr>
<td>Dean, Shawna</td>
<td>Director of Research and Planning</td>
<td>Central Services</td>
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<tr>
<td>Demissie, Yoseph</td>
<td>IT Manager</td>
<td>Central Services</td>
</tr>
<tr>
<td>DeMoss, Brian</td>
<td>Director of IT and Media Services</td>
<td>Columbia College</td>
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<tr>
<td>Guzman, Margo</td>
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<tr>
<td>Hash, Josh</td>
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<tr>
<td>Massey, Dahlia</td>
<td>Executive Assistant IT</td>
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<td>Rose, Gina</td>
<td>Assistant Chancellor Information Technology</td>
<td>Central Services</td>
</tr>
<tr>
<td>Vartan, Nadia</td>
<td>Director of Technology and Media Services</td>
<td>Modesto Junior College</td>
</tr>
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**Timeline for major projects:**

<table>
<thead>
<tr>
<th>Year</th>
<th>Data Center (primary and secondary) design</th>
<th>VoIP Project</th>
<th>VDI - pilot</th>
<th>Show and Share system (Allied Health)</th>
<th>Cognos BI Design</th>
<th>Maintenance</th>
<th>Measure E projects</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011</td>
<td>Completion Secondary</td>
<td>VoIP Completion</td>
<td>VDI - pilot</td>
<td>Show and Share system (Allied Health)</td>
<td>Cognos BI Design</td>
<td>Maintenance</td>
<td>Measure E projects</td>
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<tr>
<td>2012</td>
<td>Completion Secondary</td>
<td>Completion Primary</td>
<td>Expand across YCCD</td>
<td>Show and Share system (Allied Health)</td>
<td>Cognos Business Intelligence solution</td>
<td>Maintenance</td>
<td>Measure E projects</td>
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<tr>
<td>2013</td>
<td>Completion Secondary</td>
<td>Expanding across YCCD</td>
<td>Cognos Business Intelligence solution</td>
<td>Cognos Business Intelligence solution</td>
<td>Maintenance</td>
<td>Measure E projects</td>
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<tr>
<td>2014</td>
<td></td>
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<td></td>
<td></td>
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<tr>
<td>2015</td>
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### Budget - YCCD Technology

<table>
<thead>
<tr>
<th>Description</th>
<th>Annual</th>
<th>Development Estimate</th>
<th>1/3*</th>
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</thead>
<tbody>
<tr>
<td>Distance Education (DE) (Bb)</td>
<td>$120,000</td>
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<tr>
<td>Datatel</td>
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<td>Cognos</td>
<td>10,000</td>
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<td>People Admin</td>
<td>50,000</td>
<td></td>
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<tr>
<td>IT Training/consulting</td>
<td>100,000</td>
<td></td>
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<tr>
<td>Hardware/Software maintenance</td>
<td>1,950,000</td>
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<td>80,000</td>
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<tr>
<td>Degree Audit Setup</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Security Cameras- <strong>College</strong></td>
<td>50,000</td>
<td></td>
<td></td>
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<tr>
<td>Hyland</td>
<td>29,000</td>
<td></td>
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<tr>
<td>Secondary Circuits</td>
<td>$10,000</td>
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<tr>
<td>Replacement Costs *</td>
<td>(4,100,000)</td>
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<td></td>
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<tr>
<td>~3500 computer stations</td>
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<td></td>
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<tr>
<td>900 CC</td>
<td>$1,080,000</td>
<td>$360,000</td>
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<tr>
<td>2500 MJC/CS</td>
<td>$3,000,000</td>
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<td>Audio Visual - <strong>College</strong></td>
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<td>Virtual Desktop Infrastructure (VDI)</td>
<td>$2,000,000</td>
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<tr>
<td>Miscellaneous</td>
<td>$100,000</td>
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</table>

- **Single Sign On** (SSO)

- **Virtual Desktop Infrastructure (VDI)**

- **Miscellaneous**

- **Audio Visual - College**

- **Secondary Circuits**

- **Replacement Costs**

- **900 CC**

- **2500 MJC/CS**

- **Hyland**

- **Cognos**

- **People Admin**

- **IT Training/consulting**

- **Hardware/Software maintenance**

- **Degree Audit Setup**

- **Security Cameras- College**

- **Datatel**

- **Distance Education (DE) (Bb)**

- **Miscellaneous**

**Not all systems are replaced every year. Replacement is done on a rotating basis.**
Distance Education (DE) is a field of education that focuses on teaching methods and technology with the aim of delivering teaching to students who are not physically present in a traditional educational setting such as a classroom.

Single Sign On (SSO) is a process that permits a user to enter one name and password in order to access multiple applications. The process authenticates the user for all the applications they have been given rights to and eliminates further prompts when they switch applications during a particular session.

Virtual Desktop Infrastructure (VDI) is the practice of hosting a desktop operating system within a virtual machine (VM) running on a centralized server.

Virtual Machine (VM) virtual machine (VM) is a software implementation of a machine (i.e. a computer) that executes programs like a physical machine.

Voice over Internet Protocol (VoIP) is a protocol for transmitting the human voice in digital form over the Internet or other networks as an audio stream, instead of using traditional telephone lines.
Appendixes

Appendix A - Standard III C. TECHNOLOGY RESOURCES

Technology resources are used to support student learning programs and services and to improve institutional effectiveness. Technology planning is integrated with institutional planning.

1. The institution assures that any technology support it provides is designed to meet the needs of learning, teaching, college-wide communications, research, and operational systems.
   a. Technology services, professional support, facilities, hardware, and software are designed to enhance the operation and effectiveness of the institution.
   b. The institution provides quality training in the effective application of its information technology to students and personnel.
   c. The institution systematically plans, acquires, maintains, and upgrades or replaces technology infrastructure and equipment to meet institutional needs.
   d. The distribution and utilization of technology resources support the development, maintenance, and enhancement of its programs and services.

2. Technology planning is integrated with institutional planning. The institution systematically assesses the effective use of technology resources and uses the results of evaluation as the basis for improvement.
Appendix B – YCCD/Central Services Information Technology Committees

**Research Work Group**  
A. Description:  
The Research Work Group (RWG) was originally created as an informal work group used to facilitate District-Wide research efforts. The group meets to discuss and share ongoing research related ideas, issues, trainings, and general collaboration.

B. Meetings:  
Once during every term, and additional meetings as necessary

C. Membership:  
Chair: District Research and Planning Director  
Members:  
All College Research and Planning Staff

**District Technology Committee**  
A. Description:  
The YCCD Technology Coordination Committee addresses technology issues that must be handled in a coordinated manner among the colleges and Central Services. This committee provides the expertise and advice necessary to address administrative needs and to increase the learning opportunities available to students within the District.

B. Meetings:  
The first Wednesday of every other month

C. Membership:  
Chair: Assistant Chancellor of Information Technology  
Members:  
Minimum of two representatives from Information Technology, CC  
Minimum of two representatives from Information Technology, MJC  
Minimum of two representatives from Information Technology, CS

**Datatel Steering Committee**  
A. Description:
The Datatel Steering Committee, previously known as “Core”, was created during Datatel implementation to discuss and resolve higher level issues that had District wide impact and could not be decided or resolved at the “Go Live” level.

B. Meetings:
   Third Wednesday of every other month

C. Membership:
   Chair: Assistant Chancellor of Information Technology
   Members:
   College appointed representatives from all areas from both colleges:
   Student Services, Instruction, Finance
   Central Services appointed representatives from all areas:
   Human Resources, Fiscal Services, Research, Information Technology

**Student Go Live**

A. Description:
   The Student Go Live was created during Datatel implementation to discuss and resolve issues with ST module. They bring forward any issues they are experiencing for IT to work on and resolve. They prioritize their ST issues within the group.

B. Meetings:
   Third Wednesday of every month

C. Membership:
   Chair: Information Technology Manager, Systems and Programming
   Members:
   College appointed representatives from all areas from both colleges:
   Student Services, Instruction, Business Services
   Central Services appointed representatives from Information Technology
Financial Aid Go Live
A. Description:
The Financial Aid Go Live was created during Datatel implementation to discuss and resolve issues with FA module. They bring forward any issues they are experiencing for IT to work on and resolve. They prioritize their FA issues within the group.

B. Meetings:
Third Thursday of every month

C. Membership:
Chair: Information Technology Manager, Systems and Programming
Members:
College appointed representatives from all areas from both colleges:
- Financial Aid, Business Services
- Central Services appointed representatives from Information Technology

HR/Payroll Go Live
A. Description:
The HR/Payroll Go Live was created during Datatel implementation to discuss and resolve issues with HR module. They bring forward any issues they are experiencing for IT to work on and resolve. They prioritize their HR issues within the group.

B. Meetings:
Third Tuesday of every month

C. Membership:
Chair: Information Technology Manager, Systems and Programming
Members:
Central Services appointed representatives from all areas:
- Human Resources, Fiscal Services, Payroll, Information Technology
Fiscal Services Go Live
A. Description:
The CF Go Live was created during Datatel implementation to discuss and resolve issues with CF module. They bring forward any issues they are experiencing for IT to work on and resolve. They prioritize their CF issues within the group.

B. Meetings:
Third Tuesday of every month

C. Membership:
Chair: Information Technology Manager, Systems and Programming
Members:
College appointed representatives from all areas from both colleges:
Finance and Budget Office
Central Services appointed representatives from all areas:
Fiscal Services, Information Technology

Programming Prioritization Committee
A. Description:
The Programming Prioritization Committee (PPC) was created to combine all the Datatel modules and prioritize programming projects. It consists of team leads that represent each module (ST, CF, HR, Payroll, FA). All the issues are reviewed from all the Go Lives and prioritized in according to five categories. The categories are Compliance, Enhancements, Funding, Work Affected and Other. Definition of each category is found on the Yosemite.edu/information technology website.

B. Meetings:
Third Wednesday of every month

C. Membership:
Chair: Information Technology Manager, Systems and Programming
Members:
College and Central Services appointed representatives from every module: HR, FA, ST, CF and Research.
YCCD Distance Education Committee

A. Description:
   The YCCD Distance Education Committee was created to give the opportunity for the members to share ideas, problems and solutions facing distance education

B. Meetings:
   Once each semester

C. Membership:
   Chair: Assistant Chancellor of Information Technology
   Members:
   Open to all interested faculty and staff