NORTH ORANGE COUNTY COMMUNITY COLLEGE DISTRICT
DISTRICT INFORMATION SERVICES
TECHNOLOGY PLAN
2011-2015
**GOALS**  
Leverage our people asset to improve student success  
Leverage our systems asset to improve student success

**STATUS**

**ACTIVITIES**

- Provide staff training opportunities for:
  - New technologies
  - Mobile solutions
  - Testing strategies to streamline testing efforts
  - Information Security
  - Investigate the use of collaboration tools such as Sharepoint and myGateway for use across the district; help employees learn to use them for improved service to students and better productivity

- Investigate wireless alternatives for the Anaheim campus to improve student access to services and improve staff productivity

- Implement myGateway 2.0 with the following objectives:
  - Unify communication for better student/staff collaboration
  - Consolidate items that are replicated across district servers
  - Blend off-campus and on-campus worlds for students so they are encouraged to use the system
  - Provide mobility of system functions
  - Establish communities for learning and students success
  - Improve security
  - Improve content delivery that will assist students and staff

- Automate staff assignment sheets for better efficiency

- Provide a comprehensive and integrated Imaging strategy across the district to improve records retention and access for Board minutes/agenda items, Finance documents, Human resources documents and Student documents

- Provide self service solutions for International Students including SEVIS and CCCApply

- Retire Mapper by moving the Health Sciences, Payroll and Benefits components to Banner to eliminate redundancy and improve staff/student efficiency

- Integrate Curricinnet with Banner for streamlined tracking of courses from creation to Chancellor Office approval

- Implement Students Education Plan/Degree Audit to improve student success

- Implement Student Planner/Calendar for registration (shopping cart style registration)

**DISTRICT-WIDE STRATEGIC PLAN FOCUS AREA(S)/GOAL**

- III – 7

**CHANCELLOR GOAL (S) Addressed**

- Identify and Expand Student Success
- Expand Faculty & Staff Development
- Identify and Expand Student Success
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| Encourage innovation and explore new and better technologies that can make our student/staff more successful |  | ➢ Explore better automated testing for system upgrades to improve staff efficiency and reduce errors  
➢ Expand use of Virtualization using district-wide standards for:  
  • Desktops; staff and student  
  • Servers  
  • Network  
➢ Explore lecture capture tools for improved instruction  
➢ Investigate Unified Communications alternatives once the CENIC pilot project is completed  
➢ Develop mobile applications for improved student self service for:  
  • Tablet Devices  
  • Smart Phones  
  • Laptops/netbooks  
➢ Expand one-card services to minimize the number of cards a student needs  
➢ Implement textbooks alternatives which decrease student costs including:  
  • Text rentals  
  • E-texts  
  • Free texts  
➢ Investigate and select desktop protection for anti-virus/malware to improve reliability of systems  
➢ De-invest in e-mail; re-invest in other technologies to move effectively communicate with students | I – 1  
I – 2  
III – 7 | Identify and Expand  
Student Success |
### Strategy #2: Provide High Quality Customer Service

Information Services can best accomplish this goal by focusing on the following goals:

- ✓ Improving the responsiveness to user (staff and student) needs to aid in their success, and
- ✓ Collaborate across the district to provide better service, eliminate redundancy and improve user satisfaction.

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| Improve responsiveness to user needs |        | ➢ Increase use of self service applications for:  
   - o Appointments  
   - o Financial aid  
   - o Employee payroll/personnel forms  
   - o Other applications  
   ➢ Improve delivery of Distance Education through a cost effective consolidated system  
   ➢ Implement notifications to students and staff for informational messages (see Disaster Preparedness below)                                                                                           | I – 1 I – 2 II – 3 III – 7                      | Build District-wide Team Relationship Identify & Expand Student Success |
| Collaborate across the district to improve service to the end user |        | ➢ Improve collaboration across the district I.S. and ACT units by sharing expertise and networking  
   ➢ Use the newly formed Technical Advisory Committee to:  
   - o Improve communications on technology strategies across the district  
   - o Develop standards for improved efficiency across the District  
   - o Create a Technology Plan for the district based on the Educational & Facilities Master Plan and campus technology plans  
   ➢ Consolidate network equipment into fewer devices i.e. combined firewall, VPN etc. where practical  
   ➢ Use common network vendors across district to contain costs  
   ➢ Streamline parking permit process across district for cost savings and student convenience  
   ➢ Explore best way to implement single sign-on for all district applications (i.e. InCommon, LDAP, etc)  
   ➢ Create a central data warehouse for research to support data-driven decision making  
   ➢ Implement a dashboard of key performance metrics  
   ➢ Leverage cloud applications for cost containment and ease of access for students/staff including:  
   - o Email across the district  
   - o Shared applications such as office appliances  
   - o Virtual labs  
   - o Storage  
   ➢ Improve integration of Banner with county applications                                                                                       | II – 5 III – 7                                  | Build a District-wide Team Relationship |
## Strategy #3: Plan for the Future

Information Services can best accomplish this strategy by focusing on the following goals:
- ✔ Plan for the refresh of technology to insure current/relevant systems,
- ✔ Respond quickly to changes in the environment, and
- ✔ Prepare for emergency and business interruptions.

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| Maintain current and relevant systems | ➢ Plan for technology upgrade and refresh to insure systems are current and usable  
➢ Develop standards to create a district wide environment whereby resources can be shared for:  
  o Virtualization  
  o Virtual desktop  
  o And other technologies  
➢ Upgrade systems before end of life declared by vendor  
➢ Leverage social media for student/staff benefit  
➢ Investigate Open source alternatives for existing and new systems such as the Library System | III – 7  
III - 8 | Identify & Expand Student Success |
| Disaster Preparedness/Business Continuity | ➢ Investigate off-site co-location facility for hot backup  
➢ Participate in district Emergency planning activities and offer technology assistance for that effort  
➢ Establish and communicate best practices to protect staff and student data stored on district computers  
➢ Implement effective emergency notification systems (see Improve Responsiveness to User Needs above) | III – 7 | Build a District-wide Team Relationship |
| Respond to environmental changes | ➢ Monitor carbon footprint of data center and equipment  
➢ Investigate alternative energy sources | III – 6  
III – 7 | Build Stronger Community Relationships |
**Strategy #4: Meet Legal and System Requirements**

As an institution of higher education, NOCCCD must adhere to the law and requirements put forth by other outside agencies. The objective is compliance with these mandates to insure a sound education for our students.

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| Meet legal mandates and obligations |  | ➢ Review record retention strategies when implementing Imaging solutions for compliance  
➢ Meet requirements of “Red Flag” legislation to insure privacy of students and staff  
➢ Implement peer-to-peer compliance strategies  
➢ Implement systems in such as way as to make e-Discovery easy  
➢ Provide assistance in meeting Accreditation requirements  
➢ Establish a security awareness program for end users  
➢ Review systems for compliance with accessibility requirements | III – 5 | Build Stronger Community Relationships  
Ensure Accreditation Compliance  
Expand Faculty & Staff Development |

Reviewed by Technology Advisory Committee 12-14-2010