



## **District Consultation Council Meeting**

**January 22, 2018**

**2:00 p.m.**

**Anaheim Campus Room 105**

**Videoconferencing of the meeting will be available at Cypress College Complex Room 405 and the Fullerton College President's Conference Room A**

### **AGENDA**

#### **CONSENT CALENDAR & SUMMARY**

- |                                     |               |
|-------------------------------------|---------------|
| 1. Approval of Consent Agenda Items | <b>Action</b> |
| 2. November 27, 2017 Summary        | <b>Action</b> |

#### **STRATEGIC GOALS & PLANNING**

- |   |                    |
|---|--------------------|
| 1. Anaheim Pledge/Promise Program Status Update         | <b>Information</b> |
| 2. Budget Update  | <b>Information</b> |
| 3. Subcommittee Report: Technology Coordinating Council | <b>Information</b> |
| 4. Winter Intersession Status and Next Steps            | <b>Information</b> |
| 5. Organizational Structure Analysis                    | <b>Information</b> |
| 6. Strong Workforce Initiative Update                   | <b>Information</b> |

#### **OPERATIONAL REVIEW**

- |   |                |
|---|----------------|
| 1. Website Guidelines Annual Review and Update                        | <b>Consent</b> |
| 2. Mobile Computing Device Guidelines                                 | <b>Consent</b> |
| 3. Social Media Guidelines  | <b>Consent</b> |
| 4. Computer Related Equipment Replacement Plan                        | <b>Consent</b> |
| 5. NOCCCD Instructional Technology Standards for Classroom Multimedia | <b>Consent</b> |
| 6. System Technology Project Approval Process                         | <b>Action</b>  |

#### **POLICY**

- 1.

#### **OTHER ITEMS**

- 1.

**DISTRICT CONSULTATION COUNCIL**  
**November 27, 2017**

**SUMMARY**

**MEMBERS PRESENT:** Josh Ashenmiller, Dana Clahane, Cathy Dunne, Manjit Grewall, Sharon Kelly, Cherry Li-Bugg, Deborah Ludford, Rod Lusch, Cheryl Marshall, Arturo Ocampo, Valentina Purtell, Irma Ramos, Greg Schulz, JoAnna Schilling, Bryan Seiling, Pete Snyder, Kai Stearns Moore, Ty Volcy, Fred Williams, Marcus Wilson, and Eldon Young.

**VISITORS:** Jeanne Harris Caldwell and David Soto.

Chancellor Cheryl Marshall called the meeting to order at 2:02 p.m.

**CONSENT CALENDAR & SUMMARY**

**Consent Items:** No items were pulled from the consent calendar.

**Summary:** The summary of the October 23, 2017, meeting was approved as submitted.

**STRATEGIC GOALS & PLANNING**

**Anaheim Pledge/Promise Program Status Update:** Chancellor Marshall distributed a document titled, “Anaheim Pledge Implementation Overview” which outlined various topics related to the Pledge, the point person tasked with oversight of that particular aspect, and the target date. Dr. Marshall stated that the handout is a living document that denotes where the District currently is, and that a planning meeting is scheduled for December 1. There was no update on the Promise Program.

**Budget Update:** Vice Chancellor Fred Williams reported that revenues are coming in as projected, including a fairly decent budget, but that more information would be available in January with the release of the Governor’s Proposed Budget. He shared that the Council on Budget and Facilities (CBF) formed a Resource Allocation workgroup that is expected to provide a recommendation to the Chancellor in the Spring, and will form another workgroup tasked with setting guidelines for the hiring of permanent positions with “soft” dollars, and that discussion on the utilization of one-time resources continues in Chancellor’s Staff.

**Subcommittee Report: District Curriculum Coordinating Committee:** Vice Chancellor Cherry Li-Bugg reported that the District Curriculum Coordinating Committee (DCCC) has been busy approving updates related to Six Year Review and CTE curriculum. Dr. Li-Bugg also noted that the committee anticipates campus-level discussions on the consistent application of the Class Size Planning and Resource Document guidelines in order to then bring the discussion to DCCC in late Spring.

**Winter Intercession and Next Steps:** Dr. Marshall distributed a handout, “Possible Outline/Topics/Questions for Winter Intersession Analysis” to the group and led a point by point discussion on the topics which need to be addressed before the District can decide if a Winter Intersession pilot is feasible in 2019. She shared that, due to financial aid, the federal

government requires notification a year in advance and because of that, a decision needs to be made by mid-December. During the discussion it was agreed that a Winter Intersession planning meeting would take place the afternoon of December 18 in order to have a meaningful dialogue on whether or not to offer a pilot intersession.

(See addendum for the “Possible Outline/Topics/Questions for Winter Intersession Analysis.”)

## **OPERATIONAL REVIEW**

**Systems Technology Projects Approval Process:** Deborah Ludford, District Director of Information Services, presented the Systems Technology Projects Approval Process document for approval. The purpose of the document is to provide clarity and transparency regarding the process for approval of systems technology projects across the District, and was vetted by the Technology Coordinating Council (TCC). Once approved the document will be circulated districtwide. During the discussion, there were questions regarding the campus processes, the need for Chancellor’s Staff review, and the need to add clarifying information to the document. **This item will be modified and will return to the January 22 DCC meeting for consideration and approval.**

**IT Governance Structure:** Deborah Ludford presented the IT Governance Structure document for approval which is designed to provide clarity and transparency regarding the decision-making process for technology policy and operations. The chart, revised to be easier to read and understand, was approved by the Technology Coordinating Council (TCC), the Information Services Steering Committee, and the District Technology Roundtable. **There was general consensus to approve the IT Governance Structure document.**

**Cloud Solution Security Measure Guidelines:** By consent vote, the “Cloud Solution Security Measure Guidelines” were adopted for use by all who acquire and/or negotiate for cloud services.

**Technology Coordinating Council Charter and Operating Guidelines:** DCC received the *Technology Coordinating Council Charter and Operating Procedures* as an information item for review. The procedures were revised to include: an update to the IT Governance diagram; change “SCE” to “NOCE”; to incorporate the Decision-making Resource Manual purpose and responsibilities; and to correct broken website links.

## **POLICY**

### **Chapter 4, Academic Affairs**

**Revised AP 4100, Graduation Requirements for Degrees and Certificates:** Josh Ashenmiller, Fullerton College Faculty Senate President, introduced a proposal to amend AP 4100, Graduation Requirements for Degrees and Certificates, in order to allow the Colleges to award a degree or certificate to a student who has met all requirements and consents to the award without the student having to submit a graduation petition.

During the discussion, it was clarified that automatic awarding would not take place; rather, when a student submits a graduation petition for a degree or certificate, they would then receive any other degrees or certificates that they have completed requirements for. Concern was expressed regarding student financial aid eligibility being comprised and suggested language being in

conflict with Title 5. It was requested that this item be referred to the Student Team (via Deborah Ludford) and the Vice Presidents Council (via Cherry Li-Bugg) for their input, and return at a later date.

## **OTHER ITEMS**

**Upcoming Meetings:** The DCC will forgo a December meeting, but will meet on January 22 as scheduled. Chancellor Marshall will distribute an invitation to attend the Winter Intersession planning discussion meeting taking place on December 19.

**ADJOURNMENT:** The meeting adjourned at 3:26 p.m.

DRAFT

## Possible Outline/Topics/Questions for Winter Intersession Analysis

### Rationale, Purpose, Goals

- What are we trying to achieve? Increased FTES, completions, opportunities for transfer students or CSU students, other?
  - 1) Students will be able to take an additional courses and complete their educational plans faster without altering their life schedules (they would have already a Spring class schedule of course work.)
  - 2) Veterans will have access to GI Bill benefits sooner than at the end of January, reducing the break time for their benefits.
  - 3) Increase the number of FTES (probably 1,000 FTES).
- Who is the target audience?
  - 1) The primary target audience is our own students. A FC/CC Winter session would likely overlap with the Winter quarter and/or Spring semester of UC, CSU, and private institutions.
  - 2) Since this Winter session will be part of the Spring semester (part of term), it will not affect our dual enrollment classes at the high schools. We could maintain our dual enrollment offerings as Spring semester courses, following the same scheduling patterns that currently work well.
  - 3) We could target UC/CSU/other CC students who may look for a class or two in Spring. UC/CSU students can get a class at a lower cost; other CC students from areas that do not offer Spring is a potential target.
- How does our work on Guided Pathways support Winter Intersession?
  - 1) If Guided Pathways results in specific sequences for the meta-majors, students could take one of the recommended courses in the required order during a Winter session. We would know which ones we would need to schedule.
  - 2) If we offer Spring intersession, we should plan guided pathways to provide an “accelerated” version for those who can attend during Spring.

### Principles for Effective Winter Intersessions

- What are the principles for an effective winter session?
  - Determine the kinds of classes to offer: high demand, transfer GE, pedagogically appropriate for short session (4-6 weeks), etc.
  - 1) We could focus on offering high demand courses that would likely fill: I.E. Communication 100, English 100, Math 100, Biology 101, etc.
    - What do the marketing, outreach and in-reach efforts look like?
  - 1) It would be similar to how we market now using social media, targeted email to existing students, other advertising. We would need to be sure that our Fall students and any new prospective Spring students are informed about Winter session.
  - 2) An increased marketing effort would be necessary to clarify the path to students as well as attract students who are not coming to us currently.

## Possible Outline/Topics/Questions for Winter Intersession Analysis

- What are some best practices or effective practices used in other districts?
  - Provide qualitative data on their lessons learned, philosophy, etc.
  - Show quantitative data from other districts and discuss trends

### Role of a Pilot

- Purpose: experiment to determine effects and collect internal data
  - 1) In order to collect reliable data, a pilot should have the same length of teaching days as an actual Winter session.
  - 2) Offering a very reduced number of sections (10-15) will only show that they fill. However, it will not show how large Winter could be and its effect in Spring enrollment.
- When could the first pilot be offered? Is there a way to offer a “small” pilot in 2019?
- What elements would a pilot include?
  - 1) A pilot could be a session targeting 750 FTES for Fullerton and 300 for Cypress. Those are half of the offerings of current Summer sessions. If we see that we don't achieve our goals of FTES generation, student success, and financial efficiency, we could discontinue the practice for the following school year.

### Impact on Academic Calendar

- Show sample calendars. What are the advantages and disadvantages of each?
  - 1) Sample calendars were created in the date compiled for DEMAC for both the 2018-19 and 2019-20 years.
- How many weeks should Winter Intersession be and why?
  - 1) Generally a six week session would seem to make sense. Considering that January has many holidays that affect instruction, we should not focus on number of weeks, but total number of days of instruction. In 2010, HR created a “Short Term Class Scheduling Options” in consultation with the campuses that addressed the recommend number of meetings depending on the course contact hours. A Winter session would require 27 teaching days: 3-contact hr. courses would use 27 days, 4-contact hr. courses would use 24 days, 5-contact hr. courses would use 25 days, 6-contact hr. courses would use 27 days, etc.
  - 2) Total course load needs to be taken into consideration. A 27-day session for a 4-unit course would require about 2 hours and twenty minutes of instruction per day (2 hr 20 min times 27 = 64 hours). Taking into consideration another 4 hours and 40 minutes of out of class study time, a student should spend 7 hours for a 4-unit course. Enrolling in 8 units may max out a student in terms of time.

### Impact on CBA

- How is Winter Intersession a part of load? Is it overload? Does it replace part of Spring?

## Possible Outline/Topics/Questions for Winter Intersession Analysis

### Operational and Financial Considerations

- What is the potential revenue gained through FTES? What would our target FTES be in order to cover costs? Show a cost-benefit analysis.
- Discuss the impact on construction, maintenance and cleaning and how these could be mitigated
- Discuss the implications for services. How would A&R, Counseling, Health Center, Instructional Support Services and others be impacted and what are the potential costs?
- Discuss the technical support needed to prepare for and run a Winter Intersession. What programming and system changes are needed?
- Discuss the effects on producing a schedule. What is the timeline and impact on instructional staff?
  - 1) The Winter session schedule could be done at the same time as the Spring schedule.
    - What other district or campus operations could be affected and how would we handle this?
- Grade submission deadlines and processes. When would grades be due?

### Financial Aid Considerations

- Describe the implications for students
- What is the timeline for making a decision?
  - 1) If the District and United Faculty decide that this is something that we want to do for Winter 2019, we could agree on the starting day (January 2<sup>nd</sup>), communicate this decision to Financial Aid by December 8<sup>th</sup>, and negotiate the details during Spring 2018.

### Other Considerations

- Are there other issues that arose during the analysis
- What potential “unknowns” or issues need to be addressed

# DISTRICT CONSULTATION COUNCIL

Agenda Item Submittal Form

Date: January 17, 2018

From: Deborah Ludford

Re: Agenda Item for District Consultation Council Meeting of January 22, 2018

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1. AGENDA ITEM NAME

**Website Guidelines Annual Review and Update**

2. AGENDA ITEM ACTION (Please check all that apply.)

Information Only		Second Reading	
Review/Discussion	X	Action	X
First Reading	X	Consent Agenda Item	X

3. ESTIMATED TIME REQUIRED FOR PRESENTATION/DISCUSSION: **10 minutes**

4. BRIEF NARRATIVE SUMMARY OF AGENDA ITEM:

The Technology Coordinating Council as requested by the District Consultation Council annually reviews each of its guideline documents for currency and accuracy. The Technology Coordinating Council at its October 17, 2017 meeting reviewed the *Website Guidelines*. The council updated the campus logos, fixed hyperlinks, and updated contact information.

5. RECOMMENDATION:

The Technology Coordinating Council recommends the adoption of the revised *Website Guidelines* for use by all who create or hire website developers across the District.

6. OTHER PEOPLE CONSULTED, INFORMED OR ATTENDING MEETING ABOUT THIS ITEM:

**Technology Coordinating Council**

# Website Guidelines

## North Orange County Community College District



# Website Guidelines

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# Website Guidelines

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## Document Approval Dates

Approved by the Technology Coordinating Council August 20, 2013.  
Approved by the District Consultation Council October 28, 2013.  
Approved with revisions by the Technology Coordinating Council May 13, 2014.  
Approved with revisions by the Technology Coordinating Council October 28, 2014.  
Approved with revisions by the District Consultation Council January 26, 2015.  
Approved with no changes by the Technology Coordinating Council June 14, 2016.  
Approved with revisions by the District Consultation Council September 26, 2016.  
Approved with revisions by the Technology Coordinating Council October 17, 2017.

## Review Process for these Guidelines

This document will be reviewed by the Technology Coordinating Council every year in April.

## Purpose of Website Guidelines

Websites at each campus and at the district are used for marketing and information dissemination. These sites are designed to serve students, staff, and the general public with timely and relevant information about the campus and district. Maintaining an up-to-date and effective website is the work of many people. The purpose of these guidelines is to:

- identify the responsibilities of various groups on the campus and at the district for the website operation and content and delineate their respective authority,
- ensure that access to current campus information and services is being provided,
- provide for the uniqueness of each campus while maintaining consistency in look and feel,
- protect the security of the campus and district websites and the associated data,
- ensure that website content is responsive to all devices,
- define the appropriate legal and policy requirements for the campus and district websites, and
- define the appropriate use of vendors and/or consultants in the development and maintenance of the campus and district websites.

## Responsibility for and Management of Websites

### Academic Computing Technologies / District Information Services

Academic Computing Technologies (campus websites) and District Information Services (district website) are responsible for all the technical aspects of maintaining the website. Academic Computing Technologies and District Information Services will administer and assign web accounts to individual users, provide help services, and coordinate with campus staff to provide user training.

# Website Guidelines

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## Campus Communication Offices / District Public Affairs Office

Campus Communication Offices and the District Public Affairs departments are responsible for the review of content and policy recommendation with regards to the appropriate content and use of the websites.

## Training

It is recommended that all those responsible for websites are trained in accessibility, copyright policy, and best practices. Further, those responsible should be trained in the tools to create effective and efficient web content.

## Design Guidelines

Design of each campus website is the responsibility of the campus. The design of the District website is the responsibility of the District Public Affairs office. This includes the organization of the site, the look and feel, the navigation and the security of the site. The only district guideline is that the campuses strive for consistency within each site and for ease of use and understanding by the user community.

Specifically, websites should be designed to be responsive to screen size including mobile devices and use current standards such as HTML5 and CSS3.

## Content Guidelines

The data available on a web page such as text, images, hyperlinks, audio, and video, is referred to as *content*. The North Orange County Community College District commits to providing accessible web content to people with disabilities and usable web content for everyone. Content of each campus website is the responsibility of the campus. The content of the District website is the responsibility of the District Public Affairs office. Content must meet legal and professional standards as set forth in Board Policy as identified in the sections below. No content may violate local, state or federal law or statute. The creator of web content is accountable for meeting these guidelines.

Each website shall provide for links to the other District entities using the college/entity name and logo as noted below:

Cypress College:



# Website Guidelines

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Fullerton College:



**Fullerton College**

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North Orange County Community College District:



NORTH ORANGE COUNTY  
COMMUNITY COLLEGE DISTRICT

North Orange Continuing Education:



## Use of the College / District Branding

All websites must use campus or district branding. Web pages not residing on campus or district web servers may not be labeled with the college or district name or logo, and may not market themselves as part of the colleges or district websites except in cases where a contract has been executed to protect the district. If branding is used outside the district servers it shall be removed when discovered to protect the District and Colleges.

## District Websites Hosted by a Third Party

Third party web hosting is the hosting on non-college or district servers of web pages or sites. Where possible, websites should be hosted on college or district servers. Website hosting takes users away from the official campus website. This depletes the content of the official site and disables the consistent look, brand, and navigation common throughout the main website and its sub-sites. The campus and district community are encouraged to request features be provided to better develop the website. Website hosting should not be used for interactive input or e-commerce applications, whereby personally identifiable information is collected from users of the site. Website hosting should only be used for static data.

There are exceptions when website hosting is required such as in the case of Athletics and instructional materials. Should website hosting be necessary there must be a contractual agreement between the district and the hosting entity. Required contract provisions include:

# Website Guidelines

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- Compliance with FERPA, HIPAA, Privacy Regulations, Board Policy and Procedures and all legal mandates
- Mutual indemnity
- Expected service levels
- Service contacts
- Ability to un-link for any violations of law or regulation, breach or violation of any contract provisions
- PCI DSS annual certification verification
- Breach handling procedures and responsibilities

## Third Party Web Consultants

Third party consultants hired to do any work on the campus or district websites must conform to these standards and any Board Policy, law or statute that pertains to their work with the district. Required contract provisions include:

- Appropriate insurance
- Mutual indemnity
- Compliance with FERPA, HIPAA, Privacy Regulations, Board Policy and Procedures and all legal mandates
- Security standards
- Ability to un-link for any violations of law or regulation, breach or violation of any contract provisions

## District Policies/Procedures

The following NOCCCD web policies and procedures are some which apply to campus and district web authors and developers.

### *Board Policies*

BP 3710 Intellectual Property and Copyright (Under Construction)

BP 3740 Web Sites

[https://www.nocccd.edu/files/3740bpfinal\\_032904\\_24978.pdf](https://www.nocccd.edu/files/3740bpfinal_032904_24978.pdf)

BP 3720 Computer and Electronic Communication Systems:

[https://www.nocccd.edu/files/bp3720\\_101606\\_24838.pdf](https://www.nocccd.edu/files/bp3720_101606_24838.pdf)

### *Administrative Procedures*

AP 3710 Intellectual Property and Copyright (Under Construction)

AP 3740 Web Sites:

[https://www.nocccd.edu/files/3740apfinalreviseddcc-2017-09-25\\_50704.pdf](https://www.nocccd.edu/files/3740apfinalreviseddcc-2017-09-25_50704.pdf)

AP 3750 Use of Copyrighted Material:

[https://www.nocccd.edu/files/3750ap\\_072505\\_25047.pdf](https://www.nocccd.edu/files/3750ap_072505_25047.pdf)

AP 3720 Computer and Electronic Communication Systems:

[https://www.nocccd.edu/files/3720apfinalreviseddcc-2017-09-25\\_50666.pdf](https://www.nocccd.edu/files/3720apfinalreviseddcc-2017-09-25_50666.pdf)

# Website Guidelines

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## Accessibility Laws and Standards

### *Section 508 and WCAG 2.0*

The campus and district websites will as a minimum requirement adhere to the Section 508 Web Accessibility guidelines and the W3C World Wide Web Consortium's Web Content Accessibility Guidelines 2.0 latest version.

## Site Removal and Unlinking

Questionable content is defined as any content that exists on a campus or district web page or sub-site, or, content linked to a college page or sub-site that violates the NOCCCD Administrative Policy 3720, *Computing Resources Acceptable Use Policy*, or Administrative Policy 3740, Web Sites, the local campus policy, or any applicable state and federal laws. If questionable content appears on a web page, the college or district entity who operates the website reserves the right to immediately remove or unlink a web page or sub-site.

The campus and district websites will adhere to the Section 508 Web Accessibility guidelines and the W3C World Wide Web Consortium's Web Content Accessibility Guidelines 2.0. (WCAG 2.0) latest version. The content author is responsible for correcting any errors within a web page or site that fails an accessibility review. The college or district reserves the right to remove or unlink a web page or sub-site upon continued failure to adhere to web accessibility guidelines.

In accordance with district policy, NOCCCD employees and students shall not reproduce copyrighted materials without prior permission of the copyright owner. The college/district reserves the right to remove or unlink a web page or sub-site upon continued failure to adhere to Administrative Procedure 3750, *Use of Copyrighted Materials*.

The district and campus may also remove or unlink a web page or sub-site which contains incorrect or out-of-date information.

Failure to adhere to the aforementioned policies and procedures, local campus policies, state or federal law or statute, or the posting of incorrect or out-of-date information may put the District/College at legal risk.

## Maintenance of NOCCCD Websites

The maintenance of the content of any North Orange County Community College District website regardless of the purpose or intent of the website is the responsibility of the content author in coordination with the Campus Communication Office or the District Public Affairs office that is most closely associated with the website. Maintenance of the hardware and or software used to operate websites that are not hosted by any part of the information services or academic computing technology departments are not the responsibility of those departments. Content authors publishing materials that are found to be in violation of the intent of any part of

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# Website Guidelines

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these NOCCCD Website Guidelines agree to update, change or take down the offending pages within one business day when advised by the Campus Communication Office or the District Public Affairs office. If the content author is unable to update, change or take down any or all offending pages the content author agrees to cooperate with the update, change or take down of the offending pages by the Academic Computing Department (campus websites) or District Information Services (district website).

## Security of Websites and Content

The security of websites and website content is the responsibility of District Information Services and Campus Computing Technologies and includes multiple layers of defense. Some of the security practices that should be followed for both onsite and offsite hosting include:

1. Maintain the physical security of servers (ie. kept in a secured facility).
2. Harden virtual data centers (ie. activate VMware recommended security).
3. Harden server operating systems (ie. disable unneeded services and ports).
4. Maintain updates and security patches for server Operating Systems and web services to limit vulnerabilities.
5. Maintain anti-virus/anti-malware software on servers.
6. Maintain controls on website administrative access (ie. SSL, complex passwords).
7. Implement event logging to track security events (ie. login attempts).
8. Implement tools to detect server intrusion (ie. monitoring system configuration files).

District Information Services has developed a set of guidelines for offsite hosting titled, "Guidelines for Outsourcing Webhosting Services and Instructional Resources."



Guidelines for  
Outsourcing Webhost

It provides a list of questions to ask web hosting vendors in order to assure that an appropriate level of security is provided. The guidelines list three data privacy categories, each defined by the type of data to be stored and/or collected on the website:

- Category I – Public Information Only: The information displayed is not personally identifiable information and there is no collection of data from students or staff.
- Category II – Public Information and Collection: Public information is displayed and non-private information is collected from students and/or staff.

## Website Guidelines

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- Category III – Personally Identifiable Information (PII): Collection of PII from students or staff. Governmental regulations such as FERPA and California Civil Code 1798.29 provide definitions for PII and how it should be protected. Tutorials for FERPA information are provided in the “Employee Links” channel of myGateway.

It is the objective of the district to minimize the number of locations where PII data is stored and, when possible, have websites obtain real-time data from Banner or other source databases. When it is necessary to collect and store data on non-Banner databases, Information Services has developed a series of questions that will determine the sensitivity of the data to be stored. These questions can be found in the procedure, "Guidelines for Requesting To Store Student Data on a Departmental Server."



Guidelines for  
Requesting to Store Student Data on a Departmental Server

## Help and Support

For help with these guidelines you can contact:

Deborah Ludford, x 84866 [dludford@noccd.edu](mailto:dludford@noccd.edu)  
Nick Wilkening, x84875 [nwilkening@noccd.edu](mailto:nwilkening@noccd.edu)  
Adam Howard, x84858 [ahoward@noccd.edu](mailto:ahoward@noccd.edu)  
Co Ho, x27021 [cho@fullcoll.edu](mailto:cho@fullcoll.edu)  
Peter Maharaj, x 47108 [pmaharaj@cypresscollege.edu](mailto:pmaharaj@cypresscollege.edu)  
Morgan Beck, x84920 [mbeck@noce.edu](mailto:mbeck@noce.edu)

# DISTRICT CONSULTATION COUNCIL

Agenda Item Submittal Form

Date: January 17, 2018

From: Deborah Ludford

Re: Agenda Item for District Consultation Council Meeting of January 22, 2018

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1. AGENDA ITEM NAME

**Mobile Computing Device Guidelines**

2. AGENDA ITEM ACTION (Please check all that apply.)

Information Only		Second Reading	
Review/Discussion	X	Action	X
First Reading	X	Consent Agenda Item	X

3. ESTIMATED TIME REQUIRED FOR PRESENTATION/DISCUSSION: 5 minutes

4. BRIEF NARRATIVE SUMMARY OF AGENDA ITEM:

The Technology Coordinating Council as requested by the District Consultation Council annually reviews each of its guideline documents for currency and accuracy. The Technology Coordinating Council at its October 17, 2017 meeting reviewed the *Mobile Computing Device Guidelines* and made minor changes including:

- Changed “Blackboard” to “Learning Management System”
- Removed references to the old version of myGateway
- Updated “SCE” to “NOCE”
- Updated the definition of Mobile Device to include wearables.

The guidelines are presented to the District Consultation Council for approval.

5. RECOMMENDATION:

The Technology Coordinating Council recommends the adoption of the revised *Mobile Computing Device Guidelines* for use by all use mobile devices in the District.

6. OTHER PEOPLE CONSULTED, INFORMED OR ATTENDING MEETING ABOUT THIS ITEM:

Technology Coordinating Council

# **Mobile Computing Device Guidelines**

North Orange County Community College District (NOCCCD)  
Including Fullerton College, Cypress College, North Orange Continuing Education  
And the NOCCCD District Office

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## **Purpose**

The purpose of these guidelines is to provide direction for the appropriate usage, including access and support, of Mobile Computing Devices on the NOCCCD network. The network exists to meet the instructional mission of the colleges and district. The guidelines apply to many types of devices including but not limited to Laptops, Smart phones (phones with data/network connectivity capabilities), portable storage devices, tablet devices, and other mobile devices. The key reasons for the creation of these guidelines are:

- to insure uninterrupted support of our instructional mission;
- to protect the District and the colleges from legal liability;
- to meet legal requirements;
- to protect the network so that all can use it;
- to protect the data housed in the systems on the network and;
- to insure that devices can be properly supported for effective use.

## **Scope**

This policy applies to all NOCCCD employees, NOCCCD students and NOCCCD visitors/guests who are authorized by the campus to connect Mobile Computing Devices to NOCCCD's network. The policy sets standards for the purchase, operation, and support of Mobile Computing Devices for NOCCCD employees. This includes any type of handheld communication device capable of transmitting packet data either directly (through NOCCCD's wireless networks) or via connection to another network service (cellular service) as well as all portable and cloud storage devices.

## **Overview**

The Information Services and Academic Computing Technology (IS/ACT) departments strive to provide the best customer service possible to all members of the College Community. Information Services and Academic Computing Technology (IS/ACT) departments have responsibility for specifying requirements for mobile computing devices used at NOCCCD. IS/ACT's responsibility to manage this policy and the use of these devices assists NOCCCD in managing district risk and the impact such devices can have on the operation of our infrastructure or the information stored therein. It will also allow IS/ACT to properly support and maintain these devices. NOCCCD has established and approved vendors for all services we provide. It is up to the discretion of appropriate campus committees in consultation with IS/ACT to change vendors if at any time the service provided is no longer meeting the needs of the College/District.

## **Policy**

Information and information systems are valuable assets of NOCCCD. We rely on our information and information resources to advance our mission. Additionally, we are responsible to our donors, employees, and most importantly to the students we serve to ensure the integrity, confidentiality, and availability of our information and information resources. To fulfill this responsibility NOCCCD has identified the following:

**Mobile Computing Device Guidelines**  
North Orange County Community College District (NOCCCD)  
Including Fullerton College, Cypress College, North Orange Continuing Education  
And the NOCCCD District Office

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## **District Owned Devices**

### **Cellular Phones/Cellular Data Plans**

The use, purchase and replacement of cell phones are governed by Board Policy/Administrative Procedure 6450 the "Wireless or Cellular Telephone Use" policy.

### **Smart phones**

A Smart phone includes network connectivity capabilities. The network connectivity capabilities range from connectivity to a Local Area Network (enterprise network) to internet connectivity through a service provider's network. Phone devices used solely for work are purchased centrally through IS/ACT and are governed by Board Policy 6450 and Administrative Regulation 6450.

### **Laptops**

In NOCCCD's context, a laptop functions as a replacement for a desktop computer which provides the added functionality of wireless networking capability for increased connectivity and greater mobility. For laptops purchased through district purchasing the following requirements need to be met to connect with the network:

1. If a laptop is requested by an employee, the immediate management supervisor must decide if it is required for the position in his/her area. A justification is required to support the request and the accessories needed.
2. The immediate management supervisor will be responsible for insuring that the laptop is properly inventoried and distributed.
3. Within a work area, laptops may be purchased and used as a "pool" of laptops to be signed out by staff for individual needs and controlled by the manager of the work area.
4. If laptops are assigned to an individual, the following conditions may apply:
  - a. The associated desk top computer may be reassigned.
  - b. The laptop should include a bag and as appropriate a cable lock.
  - c. Auxiliary components if necessary must be funded by the requesting organization.
5. Installation of operating system, software and devices.
  - a. Only properly licensed software is permitted to be installed on district owned equipment.
  - b. IS/ACT in conjunction with the department that will be using the equipment will come up with a "Golden Image" that combines operating system and user applications. Exceptions to this are agreed to in advance by the department and ACT/IS.
  - c. IS/ACT will provide software and license keys for software that is either purchased under a campus or district wide agreement.
  - d. IS/ACT will provide support for operating systems and software installed in item "C".
  - e. IS/ACT can work with the department to install additional software that is purchased by the campus or district that is not covered by a campus or district agreement on a case by case basis.
  - f. IS/ACT can attempt to provide support for software in item "E" but the group using the software is ultimately responsible for their own support.
  - g. Users are not permitted without prior approval from IS/ACT to make changes to antivirus or firewall settings.
  - h. IS/ACT does not support software without prior agreement.
  - i. Third party applications or hardware that interferes with computer or enterprise network operations will need to be removed from the device that are installed or attached too.
  - j. IS/ACT is not responsible for user's personal software or data if it is determined the system must be reimaged to the "Golden Image".

**Mobile Computing Device Guidelines**  
North Orange County Community College District (NOCCCD)  
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- k. Users are strongly encouraged to take advantage of enterprise network storage; either departmental shared or their personal home folder.

### **Tablet Devices**

These devices typically function as a personal organizer, fax sender, reader and personal computer that incorporates handwriting recognition using touch screens, small keyboards, and/or voice recognition features. All devices such as these to be used solely for work purposes are to be purchased centrally through IS/ACT. When purchasing District-owned tablet devices a protective cover must be included. Tablet devices purchased for classroom use must be ordered with a secure mobile cart and protective covers and are tagged or etched for easy identification. Personally owned devices are allowed to connect to the campus wireless network if the following requirements are met:

1. Valid login credentials are presented to use district applications; no login is required if using Internet only
2. No printing will be performed except where the specific service is offered
3. No wireless to wireless activity will be performed (peer to peer).

### **Flash Drives, Portable Media and Cloud Storage**

These devices/services can be used on computers and on the network provided by the district if they meet the following criteria:

1. Users present devices for use which are virus free
2. Users' password protect and use encryption if any data is of a confidential or personal nature.
3. Users' read terms and conditions of the provider and insure that data will not be shared without notification.

## **Selection and Purchase of Mobile Computing Hardware and Software**

Standards for Mobile Computing Devices will be reviewed by the Technical Advisory Committee with attention given to cost, instructional functionality, business functionality, service availability, software compatibility, supportability, and security. These standards may specify models, vendors, related service providers, and software packages used with these devices.

## **Usage and Security of General Data**

Given that Mobile Computing Devices may be storing and transferring confidential NOCCCD data while connected to the internet, all Federal and State Laws and Regulations and all NOCCCD Policies (Acceptable Use, Email, Data Security, etc.) are applicable and will be enforced. Mobile users must password protect access to stored information and take precautions to ensure the device is not lost or stolen. In addition, all data stored on mobile computing devices should be backed up regularly by the user to a location provided by IS/ACT for that purpose.

Some mobile computing devices have the ability to act as a modem allowing desktop or laptop computers to connect to the service provider permitting access to the internet. The IS/ACT Support Desk should be contacted before attempting this capability.

**Mobile Computing Device Guidelines**  
North Orange County Community College District (NOCCCD)  
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## **Support**

Support for district-owned Mobile Computing Devices will be coordinated through the IS/ACT Help Desk. As some Mobile Computing Device functions require support from outside service providers (e.g. Verizon Wireless) the user will be responsible for working directly with outside vendors.

## **Network Access and Support**

Authorized Cell Phone and Smart Phone users will be allowed to access any NOCCCD network directly through the Wi-Fi network, which may require authentication through a web browser.

## **Department Responsibility**

Once an employee's employment with the College has been terminated, the immediate management supervisor is to immediately notify the IS/ACT Support Desk so that the service can be suspended if necessary. It is also the immediate management supervisor's responsibility to obtain all Mobile Computing Devices that are the property of the College before the employee physically leaves the College. If another employee (replacement employee) will take over the device/service, the immediate management supervisor must notify the IS/ACT Support Desk so that they can change the name of the user on the equipment and service plan and ensure the device and service is functioning properly.

## **Loss or Theft of Devices**

Upon the loss or theft of a mobile computing device the employee must notify their immediate management supervisor. If required, the employee must file a report with Campus Safety and forward a copy of the report to the IS/ACT Support Desk. Upon receipt of the loss/theft report, IS/ACT will activate a process to wipe the data (if available) and user profile from the mobile computing device. The execution of this process will help ensure that private and confidential data that might be stored on the device will not be accessed and used inappropriately. If an employee should lose or damage a Mobile Computing Device, or if the department fails to collect the device from the employee upon separation from NOCCCD, the department will be responsible for the full payment to repair or replace the device.

## **Personal Devices (BYOD)**

### **General Provisions**

An FAQ will be provided on myGateway with clear directions on the provisions of this policy with ability to share identified problems and solutions.

### **Student Owned Devices**

When on District property including Cypress College, Fullerton College and the Anaheim Campus the following apply:

1. Use of your personal device is at your own risk and expense and is optional. The District or campus is not responsible in any way for your device.
2. There is no technical support for your device provided by the District or campus.
3. Authentication for use of the wired or wireless network and any applications is at the discretion of the campus.

## ***Mobile Computing Device Guidelines***

North Orange County Community College District (NOCCCD)  
Including Fullerton College, Cypress College, North Orange Continuing Education  
And the NOCCCD District Office

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4. Each campus will determine the applications available to you at the time of login based on your current status with the institution. Wired and wireless networks may be provided by the campus but are not guaranteed to be available at all times.
5. Learning Management System availability on personal devices varies by campus. Check with your Distance Education campus office for information.
6. There should be no expectation of privacy of data on your personal device on the campus when used on a District provided network.
7. Proper behavior including academic honesty is governed by Board Policy 5500 and extends to the use of your personal device while on campus.
8. Instructors may allow the use of personal devices but may not require them. The District/campus does not guarantee the availability of specific services such as a wireless network for use in courses/classrooms. The course syllabus should outline expectations regarding personal devices.

### **Employee Owned Devices**

When on District property including Cypress College, Fullerton College and the Anaheim Campus the following apply:

1. Use of your personal device is at your own risk and expense and is optional. The District or campus is not responsible in any way for your device.
2. There is no technical support for your device provided by the District or campus.
3. Authentication for use of the wired or wireless network and any applications is at the discretion of the campus.
4. Each campus will determine the applications available to you at the time of login based on your current status with the institution. Wired and wireless networks may be provided by the campus but are not guaranteed to be available at all times.
5. Learning Management System availability on personal devices varies by campus. Check with your Distance Education campus office for information.
6. There should be no expectation of privacy of data on your personal device on the campus when used on a District provided network.
7. Proper behavior including academic honesty is governed by Board Policy 5500 and extends to the use of your personal device while on campus.
8. Instructors may allow the use of personal devices but may not require them. The District/campus does not guarantee the availability of specific services such as a wireless network for use in courses/classrooms. The course syllabus should outline expectations regarding personal devices.
9. Staff are not to place student or employee personally identifiable information on personal devices. This may be a violation of FERPA.
10. Staff personal devices may be subject to E-discovery if the device is used for business. Mixing of personal and business data on your personal device is discouraged because of the risk of the necessity to provide all the information on the device if requested.
11. Upon separation from the District the employee is expected to wipe the device clean of any business related data.
12. Employees are expected to adhere to all employee contract provisions in the use of any personal devices.

## ***Mobile Computing Device Guidelines***

North Orange County Community College District (NOCCCD)  
Including Fullerton College, Cypress College, North Orange Continuing Education  
And the NOCCCD District Office

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13. Use of a personal device by non-exempt employees during non-work hours for business needs should be approved first by the immediate management supervisor and compensation should be agreed upon before use of the device outside work hours.

**Mobile Computing Device Guidelines**  
North Orange County Community College District (NOCCCD)  
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And the NOCCCD District Office

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## Appendix

### Definitions

- Smartphone
  - A smartphone is a mobile device with voice, messaging, scheduling, email and Internet capabilities. Smartphones also permit access to application stores, where aftermarket software can be purchased. A smartphone is based on an open OS. The OS has a software developer kit available that allows developers to use native APIs to write applications. It can be supported by a sole vendor or multiple vendors. It can, but need not, be open source. Examples include but are not limited to BlackBerry OS, iOS, Symbian, Android, Windows Phone, Linux, Limo Foundation, webOS and Bada.
- Laptop
  - A portable computer, usually battery-powered, small enough to rest on the user's lap and having a screen that closes over the keyboard like a lid.
- Media Tablet
  - A tablet is an open-face wireless device with a touchscreen display and without physical keyboards. The primary use is the consumption of media; it also has messaging, scheduling, email, and Internet capabilities. Media tablets may have open-source OSs (such as Android) or a closed OS under the control of the OS vendor and/or device make (such as Apple's iOS and Windows). Media tablets may or may not support an application store.
- Mobile Device
  - This refers to any mobile phone, smartphone, media tablet or wearable device (i.e. Smartwatch).
- Mobile Applications
  - This refers to software designed for any or all the mobile devices defined in this policy .
- E-Reader
  - A portable electronic device used for reading books and other text materials that are in digital form

## ***Mobile Computing Device Guidelines***

North Orange County Community College District (NOCCCD)  
Including Fullerton College, Cypress College, North Orange Continuing Education  
And the NOCCCD District Office

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Approved by the Technical Advisory Committee, November 15, 2011

Approved by District Planning Council/Chancellor's Cabinet, January 23, 2012

Reaffirmed by Technical Advisory Committee, February 26, 2013

Approved as updated by the Technology Coordinating Council, May 13, 2014

Approved with updates by the District Consultation Council, September 22, 2014

Approved with no changes by the Technology Coordinating Council, June 16, 2015

Approved with no changes by District Consultation Council, August 24, 2015

Approved with no changes by the Technology Coordinating Council, June 14, 2016

Approved with no changes by District Consultation Council, September 26, 2016

Approved with updates by the Technology Coordinating Council, October 17, 2017

# DISTRICT CONSULTATION COUNCIL

Agenda Item Submittal Form

Date: January 17, 2018

From: Deborah Ludford

Re: Agenda Item for District Consultation Council Meeting of January 22, 2018

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1. AGENDA ITEM NAME

**Social Media Guidelines**

2. AGENDA ITEM ACTION (Please check all that apply.)

Information Only		Second Reading	
Review/Discussion	X	Action	X
First Reading	X	Consent Agenda Item	X

3. ESTIMATED TIME REQUIRED FOR PRESENTATION/DISCUSSION: **10 minutes**

4. BRIEF NARRATIVE SUMMARY OF AGENDA ITEM:

The ***Social Media Guidelines*** were last approved at the District Consultation Council on January 26, 2016. District Consultation Council has asked the Technology Coordinating Council to review all guidelines and standards documents that are created by the Technology Coordinating Council on a regular basis for currency and appropriateness. The Technology Coordinating Council reviewed the ***Social Media Guidelines*** at its meeting of November 28, 2017 and reaffirmed the guidelines with no changes.

5. RECOMMENDATION:

The Technology Coordinating Council recommends reaffirmation of the Social Media Guidelines as presented.

6. OTHER PEOPLE CONSULTED, INFORMED OR ATTENDING MEETING ABOUT THIS ITEM:

**Technology Coordinating Council**



## **North Orange County Community College District (NOCCCD) Social Media Guidelines**

### **PURPOSE**

Social Media is a communication tool allowing for interaction between the District/colleges and the greater community, including, but not limited to: prospective and current students, district residents, college alumni, faculty, staff, and administrators. It is also a method of branding the District/colleges and educating students, potential students, staff and the community about who we are. The use of social media is used to promote the mission of the District and the colleges.

### **GUIDELINES**

The NOCCCD supports and encourages the use of social media by the campus community. Users should remember that all information posted on a social media site belonging to an organization sanctioned by NOCCCD (department, program, club, etc.) must be in compliance with the *NOCCCD Social Media Guidelines*, District Board Policy & Administrative Procedures, and federal and state regulations. Faculty and staff are encouraged to determine what social media and blogging are appropriate for their courses in relation to the curriculum. However the District assumes no liability for use of social media sites and blogging with students other than through NOCCCD sanctioned sites (department, program, club, etc.).

The District/colleges reserve the right to determine if content posted to sanctioned social media sites conforms with District/college guidelines. Social media sites incorporated and used in conjunction with regular instructional activities are not subject to these guidelines. Every effort will be made to delete user-posted content deemed inappropriate, including:

- Posts in violation of Federal, State or local laws
- Posts in violation of the NOCCCD Board Policies and/or Administrative Procedures
- Libelous, slanderous, or defamatory comments
- Vulgar, racist, sexist, or ethnic slurs
- Comments pertaining to violence
- Sexual harassment
- Personal attacks
- Obscenities
- Plagiarized material
- Private information published without consent
- Commercials, soliciting for personal gain or profit, or spam
- Comments that suggest or encourage illegal activity
- Posts that infringe on copyrights or trademarks
- Incorrect information
- Photographs or videos with sexual content

Content must also adhere to any proprietary “code of conduct” or “terms of use” stated by the hosting social media platform.

## **RESPONSIBILITY**

The Public Relations/Governmental Affairs Office at the NOCCCD and the Office of Campus Communications at Cypress College, Fullerton College and the School of Continuing Education are responsible for creating, managing and removing content from any of the social media sites. These offices are also responsible for monitoring postings, and taking appropriate action when necessary.

NOCCCD employees are encouraged, but not obligated, to participate in institutional social media forums. If an employee notices a post that he/she deems incorrect or inappropriate (as outlined by the *Social Media Guidelines*), contact the Public Affairs Office at the District or the appropriate Public Information Office at the campus for appropriate action.

## **MONITORING**

The online presences may be checked by the Public Affairs and/or Public Information Offices for inappropriate content, misuse, questions, concerns, abuse of the page, or spamming. NOCCCD cannot guarantee that inappropriate content will not be posted but will attempt to remove it once discovered and/or reported.

Each social presence shall list a way for users to contact the administrator of each page.

## **CONDUCT**

Acceptable online participant conduct is similar to that of the conduct expected in the classroom or on the campus. Therefore, the following is expected of the online community that belongs to each of NOCCCD's online presences:

- Respectful behavior: treating everyone with civility, courtesy, tolerance and acceptance, and recognizing the worth, dignity, and unique characteristics of each individual.
- Accountability: Taking personal responsibility for one's own online actions and decisions. Fair and just actions utilizing equitable processes in decision making.
- Compassion: caring for others, both within and apart from the online NOCCCD community. Providing services to others in a manner that reflects our commitment to them and to their well-being.

## **CONTENT**

Social media is meant to provide the followers with information regarding the District/college, engage the users in conversation and serve as a place where followers can communicate among each other and with the District/college informally.

The administrators of the media are to create a persona that will serve as the voice of the institution. This voice is to be consistent, subjective, understanding and personable.

Approved by Technical Advisory Committee, May 17, 2011

Reviewed by Chancellor's Staff, June 7, 2011

Approved by Chancellor's Cabinet/District Planning Council, September 26, 2011

Approved by Technology Coordinating Council, August 20, 2013

Approved by District Consultation Council, September 23, 2013

Approved by Technology Coordinating Council, October 28, 2014

Approved by District Consultation Council, November 24, 2014

Approved by Technology Coordinating Council, December 15, 2015

Approved by District Consultation Council, January 25, 2016

Approved by Technology Coordinating Council November 28, 2017

# DISTRICT CONSULTATION COUNCIL

Agenda Item Submittal Form

Date: January 17, 2018

From: Deborah Ludford

Re: Agenda Item for District Consultation Council Meeting of January 22, 2018

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1. AGENDA ITEM NAME

**Computer Related Equipment Replacement Plan**

2. AGENDA ITEM ACTION (Please check all that apply.)

Information Only		Second Reading	
Review/Discussion	X	Action	X
First Reading	X	Consent Agenda Item	X

3. ESTIMATED TIME REQUIRED FOR PRESENTATION/DISCUSSION: **10 minutes**

4. BRIEF NARRATIVE SUMMARY OF AGENDA ITEM:

The Technology Coordinating Council reviewed the document entitled "*Computer Related Equipment Replacement Plan at the North Orange County Community College District*" as required annually at the request of the District Consultation Council at its meeting of November 28, 2017. The document was discussed and approved with no changes. It is presented to the District Consultation Council for approval.

5. RECOMMENDATION:

The Technology Coordinating Council recommends approval of the document entitled "*Computer Related Equipment Replacement Plan at the North Orange County Community College District*" by the District Consultation Council.

6. OTHER PEOPLE CONSULTED, INFORMED OR ATTENDING MEETING ABOUT THIS ITEM:

**Technology Coordinating Council**

# **Computer Related Equipment Replacement Plan At the North Orange County Community College District (NOCCCD)**

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## **History**

Purchase and replacement of Computer Related Equipment across the district has been inconsistent over the years. Some campuses have funded replacements through one-time dollars, some have used on-going resources and some have relied on department monies or grant dollars to update the Computer Related Equipment on campus. Regardless of the funding challenges the result has been that across the district a significant number of PC's, printers and other equipment are old and in need of replacement. A survey done in early 2010 noted that the average age of the PC's across the district is 4+ years old.

In May 2010, the Technology Coordinating Council (TCC), a subcommittee of the District Planning Council, was formed to examine technology in the district and make recommendations regarding the planning and policy issues to the District Planning Council. The TCC identified issues that it felt needed addressed in October 2010 and prioritized those issues. The second highest priority identified by the TCC was PC & Printer Replacement Planning. Hence, the need for this document which addresses this important issue.

## **Research**

NOCCCD is not alone in grappling with this issue. Educause, in the May/June 2010 edition of Educause Review indicated that Funding IT is the top issue for schools and colleges. In the Campus Computing Survey, done annually with input from all segments of higher education, the second ranked IT Issue was Financing IT. Both of these studies indicate the limiting of resources for technology.

In addition, the latest Gartner Research on PC replacement cycles indicates that 5 years should be the normal replacement cycle for desktop PC's and that notebooks should be 3-4 years; a mere goal for many colleges. At NOCCCD, we have an average of 4+ year old computers meaning that at least half are at or past their useful life as established by Gartner.

## **Why We Need to Upgrade**

A significant factor is that the system requirements for effective PC's and printers are increasing and NOCCCD may not be keeping up. Many of our computers are unable to run the latest software versions of the operating system and other applications required to complete our work. Another reason to upgrade is the student need to be trained/taught in the latest available software/hardware to be competitive when they complete their studies. Finally, our accreditation standards ask us to continually improve and show that we have the appropriate resources to carry out our mission. All three institutions have identified a need for technology planning in their respective Accreditation Self Studies. For SCE it is identified in Standard VIII – Learning Resources. For Cypress and Fullerton, the need is identified in Standard III.C.

# **Computer Related Equipment Replacement Plan At the North Orange County Community College District (NOCCCD)**

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## **Options for Addressing the Issue**

Necessity is the mother of invention they say and our campuses have found some technologies which may extend the life of our outdated equipment. These include:

- Virtualization – a technology which allows you to share computing resources in such a way that the user facing equipment does not need to be updated quite as frequently. Costs may be more or less than purchasing new equipment over time. Some applications cannot run well in this environment.
- Memory upgrades and chipset upgrades – if this type of upgrade can be done you may get 1-2 more years of useful life. Not all PC's or printers are upgradeable.
- Cascade Plans – move computers around to make most efficient use of the resources. Much of the benefit of doing this may be done during the first four years.
- Web-based access/Cloud Computing – using remote computing resources to get work done. This is quite new and has security and operational concerns.

## **Plans Today**

Surveys of the four institutions at NOCCCD indicate that there are various types of plans in place. Some are written; others are not. Some are very detailed and tied to budget and others are not.

## **Need for A Plan**

Clearly there is a need for planning, just as there are plans for facilities improvements. Planning needs to help everyone district wide manage costs while at the same time preserve campus preferences. A district replacement plan should set a minimum standard for computer related equipment replacement, and give the local campus the choice to replace more frequently or with better quality equipment. Each campus should then develop a local plan which meets or exceeds the district wide recommendation, determines cascading structures, determines campus equipment replacement standards and replacement schedules. This is the same model used for telecommunications today.

## **Need for Continual Evaluation and Update of the Plan**

In addition to the need for planning, periodic evaluation of the plan and updates for emerging technologies is required.

# **Computer Related Equipment Replacement Plan At the North Orange County Community College District (NOCCCD)**

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## **District Replacement Plan**

The Technology Coordinating Council recommends the following minimum replacement schedule for assets purchased and maintained by the District:

<b>Equipment</b>	<b>Minimum Replacement Cycle</b>
Lab Desktop Computers	3 Years
Faculty/Staff Desktop/ Laptop Computers	5 Years with an interim evaluation
Servers/Blades/Upgrades	4 Years
Mouse/Keyboard	As Needed
Video Card with Dual Monitor Capability	8 Years with an interim evaluation
Video Card without Dual Monitor Capability	Replace with Dual Monitor Capability
CRT and other Monitors	Replace with Flat Panel Monitors w/Dual Monitor Capability
Network Capable Printers	7 Years
Non-network Capable Printers	Replace with Network Capable Printers
Student Tablet	2.5 Years or at end of Operation System Useful Life
Faculty/Staff Tablet	2.5 Years or at end of Operation System Useful Life

The Technology Coordinating Council further recommends annual review of the plan by the Technology Coordinating Council to insure currency with industry standards including expansion to include newer technologies as appropriate.

Technical Advisory Committee Approved 6-16-2011  
 Chancellor's Staff Review 8-17-2011  
 District Planning Council Review 8-22-2011  
 Chancellor's Cabinet/District Planning Council Approved 9-26-2011  
 Technology Coordinating Council Revised and Approved 9-18-2012  
 District Consultation Council Approved 10-22-2012  
 Technology Coordinating Council Approved with no changes 9-17-2013  
 District Consultation Council Approved with no changes 9-28-2013  
 Technology Coordinating Council Revised and Approved 11-18-2014  
 District Consultation Council Approved with changes 1-26-2015  
 Technology Coordinating Council Approved with no changes 9-15-2015  
 District Consultation Council Approved with no changes 11-23-2015  
 Technology Coordinating Council Approved with no changes 11-28-17

# DISTRICT CONSULTATION COUNCIL

Agenda Item Submittal Form

Date: January 17, 2018

From: Deborah Ludford

Re: Agenda Item for District Consultation Council Meeting of January 22, 2018

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1. AGENDA ITEM NAME

**NOCCCD Instructional Technology Standards for Classroom Multimedia Systems**

2. AGENDA ITEM ACTION (Please check all that apply.)

Information Only		Second Reading	
Review/Discussion	X	Action	X
First Reading	X	Consent Agenda Item	X

3. ESTIMATED TIME REQUIRED FOR PRESENTATION/DISCUSSION: **10 minutes**

4. BRIEF NARRATIVE SUMMARY OF AGENDA ITEM:

The Technology Coordinating Council conducted a review of the document entitled “*NOCCCD Instructional Technology Standards for Classroom Multimedia Systems*” as required annually at the request of the District Consultation Council at its November 28, 2017 meeting. The document was discussed and approved with no changes. It is presented today for approval.

5. RECOMMENDATION:

The Technology Coordinating Council recommends approval of the document entitled “*NOCCCD Instructional Technology Standards for Classroom Multimedia Systems*” by the District Consultation Council.

6. OTHER PEOPLE CONSULTED, INFORMED OR ATTENDING MEETING ABOUT THIS ITEM:

**Technology Coordinating Council**

# NOCCCD Instructional Technology Standards for Classroom Multimedia Systems

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## **PURPOSE**

The purpose of this standard is to similarly equip classrooms across the district. The reason to do this is to make the systems easy to use and familiar so that faculty can use a variety of classrooms and produce the same quality of experience for the student wherever they instruct. In addition, the maintenance of these systems becomes easier on support staff and less costly to maintain. In this environment, staff and students know what to expect when they enter a classroom.

## **CLASSROOMS WITH EXISTING MULTIMEDIA SYSTEMS**

Classrooms that are already equipped should be upgraded to the most current minimum standards for that piece of equipment as it is replaced.

## **CLASSROOMS WITHOUT MULTIMEDIA SYSTEMS OR NEW CLASSROOMS**

Classrooms that are new or have no multimedia capabilities should be equipped with the most current minimum standards equipment.

## **MINIMUM STANDARDS**

The minimum configuration that should be used for any new systems and the standard to be pursued for any upgrade is as follows:

Control mechanisms (one of the following or both):

- Push button touch screen interface that is clearly labeled as to the function for each button.
- Media switcher that allows for the switching of both video and audio. This device may or may not utilize an integrated amplifier.
- Laptop/tablet/mobile connection including network connectivity

Projection equipment:

- White board mounted (preferred) or Ceiling mounted units.
- 3000+ Lumens quality
- 2000:1+ Contrast
- Digital Keystone
- 720p, 1080i, 1080p/60, 576i, 576p
- HDMI 1.3
- 16:9 or 16:10 native resolution
- Remote management
- Wireless connectivity (hardware or software solution)

# NOCCCD Instructional Technology Standards for Classroom Multimedia Systems

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## Computer:

- Dual core processor
- 4gb ram
- 512 mb video card capable of 16:9 or/and 16:10 resolution
- DVD and/or Blue Ray player
- Sound card

## Digital Media:

- Encourage the migration from video tape/DVD media to internet enabled delivery where possible.
- Closed caption capabilities are required.
- 508 Compliance

## Document Camera:

- 3 MP sensor
- USB and VGA connectivity
- Serial control
- Remote management

## Screen:

- 16:9
- 16:10
- 8' diagonal minimum

## Sound System:

- Mounted in ceiling with sound can to reduce in ceiling noise.
- Wall mounted if ceiling option is not possible.

## Storage:

- Depending on environment a locking cabinet that permits rear access to devices and has a built in rack for securing equipment.

## Management:

- Centralized management capable of tracking lamp and filter hours.
- Notification if a device is powered off or removed from the system,
- Give Media services the ability to remotely power on or off the equipment in the classroom.

## **REVIEW OF STANDARDS**

The Technology Coordinating Council will annually review these standards.

# NOCCCD Instructional Technology Standards for Classroom Multimedia Systems

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Adopted by Technology Coordinating Council June 19, 2012  
Approved by District Consultation Council September 24, 2012  
Adopted by Technology Coordinating Council June 18, 2013 with no changes  
Approved by District Consultation Council August 26, 2013  
Adopted by Technology Coordinating Council June 17, 2014 with no changes  
Approved by District Consultation Council September 22, 2014 with no changes  
Adopted by Technology Coordinating Council October 20, 2015 with changes  
Approved by District Consultation Council January 25, 2016 with no changes  
Adopted by Technology Coordinating Council June 14, 2016 with no changes  
Approved by District Consultation Council September 26, 2016 with no changes  
Adopted by Technology Coordinating Council November 28, 2017 with no changes

# DISTRICT CONSULTATION COUNCIL

Agenda Item Submittal Form

Date: January 17, 2018

From: Deborah Ludford

Re: Agenda Item for District Consultation Council Meeting of January 22, 2018

1. AGENDA ITEM NAME

**System Technology Projects Approval Process**

2. AGENDA ITEM ACTION (Please check all that apply.)

Information Only		Second Reading	X
Review/Discussion	X	Action	X
First Reading		Consent Agenda Item	

3. ESTIMATED TIME REQUIRED FOR PRESENTATION/DISCUSSION: **10 minutes**

4. BRIEF NARRATIVE SUMMARY OF AGENDA ITEM:

**At the September 19, 2017 meeting the Technology Coordinating Council reviewed the Systems Technology Projects Approval Process document and agreed to move this forward to the District Consultation Council. The District Consultation Council reviewed the document at the November 27, 2018 meeting and suggested that clarifying language be added to the document regarding campus projects submitted directly to Chancellor’s Staff. The clarifying language indicates that campus projects over \$5,000, that require District Services assistance or that could be used by others in the District can be brought forward from the campus to Chancellor’s Staff directly.**

5. RECOMMENDATION:

**It is recommended that the document be approved as revised.**

6. OTHER PEOPLE CONSULTED, INFORMED OR ATTENDING MEETING ABOUT THIS ITEM:

**Council on Budget and Facilities  
Technology Coordinating Council  
District Technology Roundtable  
Information Services Steering Committee  
Chancellor’s Staff  
District Consultation Council**

# SYSTEMS TECHNOLOGY PROJECT APPROVAL PROCESS

## PROCESS STEPS

### Board Approval

- Board Agenda Item

### District Review

- Alignment with Goals
- Priority
- Total Cost of Ownership
- Resources
- Assessment Plan

### Governance Review

- Alignment with Goals
- Priority
- Total Cost of Ownership
- Resources

### Chancellor's Staff Review

- Alignment with Goals
- Priority
- Total Cost of Ownership

### Project Prioritization

- Prioritization Rubric
- Project Approval Form
- Total Cost of Ownership

### Campus/Department Review

- Local campus process
- Project Approval Form
- Total Cost of Ownership

### Need Identified

- Program Review
- Administrative Review

Note: This does not apply to hardware refresh projects.

