TECHNOLOGY

PLAN

2024-2027

PC
PORTERVILLE COLLEGE

KCCD
KERN COMMUNITY COLLEGE DISTRICT

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INFORMATION TECHNOLOGY MISSION STATEMENT

The Information Technology Department at Porterville College will provide comprehensive support to students, faculty, classified staff, and administration to maintain a reliable technological environment promoting a student-centered teaching and learning approach.

BACKGROUND

The IT team at Porterville College works as a dedicated team with complete cross-training and a strong desire to improve their expertise and service as much as possible. The team is responsible for supporting and maintaining various IT equipment on the campus. They also work closely with the IT staff of Kern Community College District (KCCD) to ensure connectivity with the district's Wide Area Network (WAN) connection.

According to the college's mission statement, students are the top priority. To achieve this goal, the IT team at Porterville College works with other IT professionals across the district to offer the most advanced technology and create the best possible learning environment. They are responsible for maintaining the technology used in all aspects of instruction and student services.

The IT team provides desktop support for hardware and software, whether in person, remotely, or over the phone. They also ensure that students can access reliable computers and peripheral equipment in computer labs and classrooms. The team is also responsible for hardware repairs for computers and peripheral devices. Additionally, they provide individual training for end-users as needed.
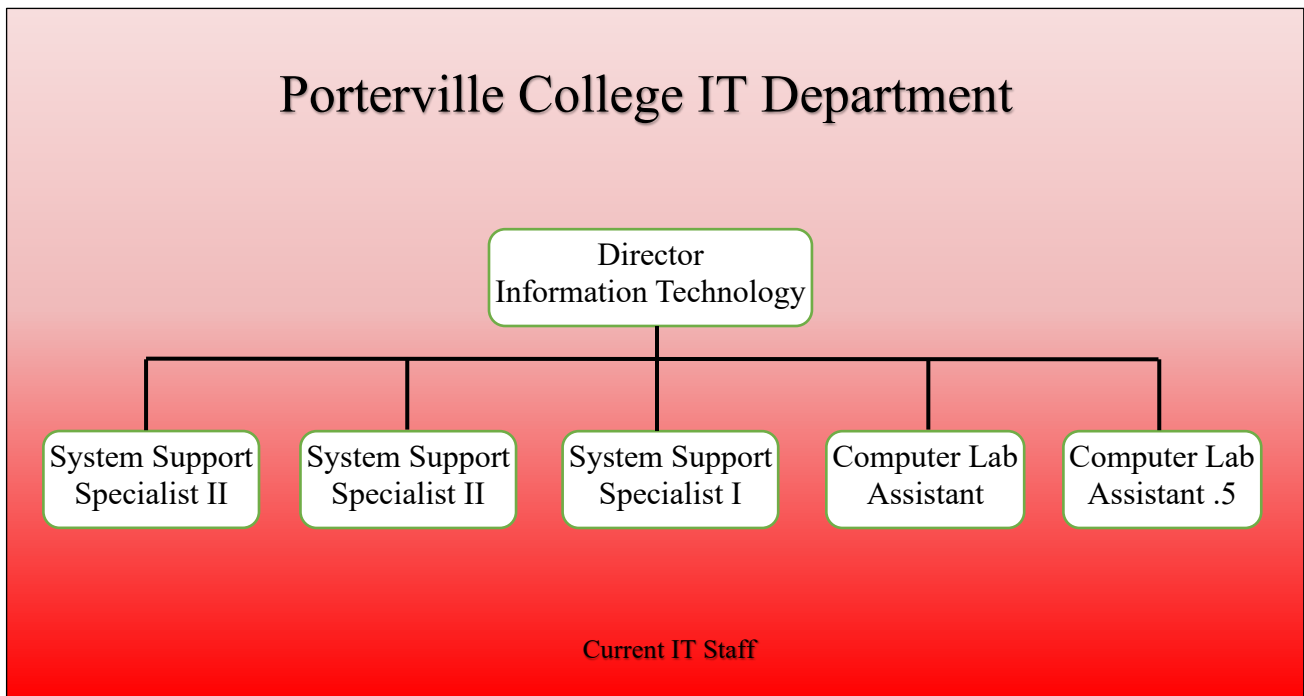
Ensuring timely equipment maintenance, from end-user computers to the infrastructure, and providing quick response time for repairs is crucial to minimize IT disruptions in the college. The primary objective of IT is to meet technology needs as responsively and effectively as possible.

The IT team also supports all staff, faculty, and administrative services, including student and business services. The team maintains critical campus IT operations such as network and Wi-Fi connections.

INFORMATION TECHNOLOGY ORGANIZATION

The IT Department has a staffing structure that emphasizes cooperative teamwork and high efficiency. To achieve this, the team has implemented a streamlined approach that requires continuous cross-training.

Additional IT department staff is also needed due to the growth of the network services of end users, and specialized learning environments such as Hy flex classrooms. This transition can have several benefits, including enhanced support for the growing infrastructure and improved responsiveness to end-user needs.

Porterville College IT Department

Director
Information Technology

| System Support Specialist II | System Support Specialist II | System Support Specialist I | Computer Lab Assistant | Computer Lab Assistant .5 |

Current IT Staff

CURRENT STATE OF TECHNOLOGY

During the COVID-19 pandemic, Porterville College quickly adapted to the challenges posed by the global health crisis by embracing innovative technology solutions. We recognized the need for continuity in education and successfully transformed 24 traditional classrooms into HyFlex classrooms. This transition allowed us to seamlessly integrate both in-person and remote learning

experiences, ensuring flexibility and accessibility for all students. The HyFlex model empowers students to choose their preferred mode of attendance, whether in the physical classroom or virtually, providing a dynamic and inclusive educational environment. This technology-driven approach not only addressed the immediate constraints imposed by the pandemic but also positioned our institution at the forefront of modern, adaptable education, catering to the diverse needs of our student body. Through the implementation of HyFlex classrooms, we have not only navigated the challenges presented by COVID-19 but have also laid the foundation for a more resilient and inclusive educational future.

We have implemented the necessary technology to ensure seamless in-person and virtual interactions, while also prioritizing the enhancement of audio and video capabilities. In the theater, we have made a dedicated effort to upgrade the audiovisual infrastructure, providing an immersive and high-quality remote learning experience. This technological upgrade in the theater allows for dynamic virtual performances, lectures, and presentations. Similarly, conference rooms have been equipped with state-of-the-art audio and video solutions to facilitate collaborative virtual meetings and events. By extending the HyFlex model to these diverse locations and investing in advanced audiovisual technologies, we have successfully transformed our campus into a technologically advanced and adaptable learning environment, accommodating the needs of students and faculty alike, regardless of their physical location.

We recently collaborated with KCCD District IT and Mitel to upgrade our telephone system on campus. This upgrade involved the integration of the latest telephone technology, which is a significant step towards improved connectivity and streamlined communication. The upgraded system, implemented in collaboration with Mitel, not only brings cutting-edge features but also incorporates the critical 911 emergency system. This integration ensures a rapid and effective response to any emergency situation, enhancing the overall safety and security of our campus community. The upgraded telephone system not only facilitates clear and reliable communication across the campus but also aligns with modern standards, enabling our institution to stay at the forefront of technological advancements in telecommunications. This strategic collaboration underscores our commitment to creating a safe, efficient, and technologically advanced environment for all students, staff, faculty, and administrators.

We are expanding our Wi-Fi services to create a more inclusive learning environment where all students have equal opportunities for educational success. By providing free and reliable online access, we are empowering our students to thrive in a digital learning landscape, regardless of their location. This investment in technology reflects our commitment to providing a holistic and technologically advanced educational experience for our student community.

We have recently upgraded our ID badge system to enhance campus security. This upgrade includes advanced technologies and features that contribute to a more robust security infrastructure. The upgraded system enables us to implement stricter access controls, monitor and regulate entry to various campus facilities more effectively, and ensure the safety of our campus community. We recognize the paramount importance of campus security and have taken this strategic step to provide better control and heightened security measures.

ENVISIONING TOMORROW: Pioneering Future Advances in Campus Technology for a Progressive Learning Environment

The expanded HyFlex classrooms will be equipped with cutting-edge technology, including advanced audiovisual systems and interactive tools, ensuring an immersive and engaging virtual learning experience. This initiative not only addresses the challenges posed by external factors, such as the ongoing global situation but also aligns with our vision of leveraging technology to provide accessible and dynamic education.

Upgrading to single-mode fiber in our network is highly beneficial for long-distance connections. It reduces signal attenuation and minimizes the risk of data loss. This improved connectivity is essential for meeting the growing demands of data-intensive applications, enabling real-time collaboration, and establishing a strong foundation for future technological advancements.

Our campus is anticipating an increase in classrooms to implement classes as EV, digital film production, commercial music, agriculture technology, FA drones, and specialized technology like virtual simulators for police and fire academy classes.

The Allied Health building's construction will result in an increase in technology. This will be achieved by adding more faculty and student computers, mobile computers, and equipment. Additionally, new student labs and hands-on technology will be introduced, along with cutting-edge equipment such as SimMan(s) (Patient Simulators) for student training.

With the closure of College Ave to Main Street, we can now provide network fiber to the stadium and our future sports complex. This will also increase the amount of technology that will need support and maintenance.

As we move forward with our future goals for the benefit of our students, our technology and support will increase. This includes new projects such as student housing.

The rapid growth of our IT architecture at Porterville College is a sign of our success, but it also presents challenges. As the demand for cutting-edge technology and digital solutions increases, our current staff needs help to keep up. The complexity of projects, expanding responsibilities, and the ever-changing landscape of information technology require a strategic response. To exceed the expectations of our staff, administrators, faculty, and students, we need to hire more skilled professionals to strengthen our capabilities, improve efficiency, and sustain our department's growth. Investing in more staff can prevent burnout among our existing team and proactively address the dynamic challenges of the fast-paced IT industry. This strategic move will enhance our capacity to innovate and demonstrate our commitment to delivering exceptional results in a highly competitive technological landscape.

PARTICIPATORY GOVERNANCE

Porterville College Information Technology staff is a valuable fixture in all the college's operations. Therefore, they actively participate in a variety of the college's most crucial participatory governance committees, including:

• District Wide Information Technology Managers Committee
• Information Technology Committee
• College Council
• Facilities Planning and Advisory Committee
• Administrative Council
• Budget Committee
• Distance Education Committee

INFORMATION TECHNOLOGY BUDGET

The Information Technology Department at Porterville College places a primary emphasis on directing its budget toward supporting student learning outcomes identified by the department. This commitment is evident in the strategic allocation of resources to enhance student access to information technology tools and provide advanced technological infrastructure to facilitate a dynamic learning environment.

The budget is aligned with the goals outlined in the IT Program Review, which likely includes specific objectives related to student learning outcomes. These outcomes may involve improving digital literacy, enhancing technical skills, fostering innovative approaches to learning, and ensuring that students have access to the latest technologies relevant to their academic disciplines.

Moreover, the budget not only caters to the specific needs of the IT program but also extends its support to address the broader technology requirements of the entire campus. This holistic approach ensures that the overall technology landscape at Porterville College is robust and capable of meeting the evolving needs of both students and faculty across various departments.

The investment in technology is not merely about acquiring hardware and software; it is a strategic commitment to providing a technologically enriched educational experience. Whether through classroom technologies, online learning platforms, or campus-wide infrastructure improvements, the budget is a tool for creating an environment where students can thrive in the digital age. This reflects the IT Department's dedication to fostering an inclusive and innovative learning community at Porterville College.

STANDARD ANNUAL IT REPLACEMENT PLAN

The goal for technology equipment replacement is to replace equipment that is three years old or older.

The following is a plan for equipment replacement in student-use areas such as classrooms, commons areas, computer labs, library, and student workrooms:

1. Priority will be given to equipment replacement in these areas.
2. Equipment will be evaluated for replacement. If it is still functioning and useful, it may be upgraded or rebuilt for use in other areas.
3. Depending on budgetary constraints, replaced equipment may be replaced with either brand new or certified refurbished equipment.
4. The software will be evaluated to ensure it is still necessary. If newer versions are available and compatible with current operating systems, recommendations for software upgrades will be made.

MINIMUM COMPUTER STANDARDS TO MEET FUTURE TECHNOLOGY DEMANDS

Porterville College is committed to keeping up with the latest technology trends by setting high standards when purchasing new computers. After careful consideration, it has been decided that Dell will be the preferred brand for desktop computers and laptops on the Porterville College campus. The minimum specifications for both desktops and laptops will be as follows:

Desktop Computers:

• Desktop Small Form Factor Case
• Intel i9 Processor
• Windows 11 Professional
• 16 GB RAM
• 4 GB Video Card with Display Port / HDMI Dual Monitor Support
• USB Keyboard
• USB Optical Mouse with Scroll
• 24-inch Professional Widescreen Monitor.
• 512 GB SATA Solid State Drive
• Speakers

Laptop Computers:

• Intel i9 Processor 2.5GHz
• Windows 11 Professional
• 13-inch / 15-inch HD WXGA+ LED Display

• 4 GB Video Card
• 16 GB RAM
• Integrated English Keyboard
• 512 GB Solid State Drive

WIRELESS POLICIES AND PROCEDURES

Wireless internet and network access are available to all employees, students, and guests/visitors. Both personal and district-owned devices can be connected to the wireless network. To ensure security, we have two different Wi-Fi SSIDs: KCCDopen and KCCDsecure.

KCCDopen can be accessed by anyone using any wireless device, provided they have a valid network log-on account or have requested a temporary login. However, to protect the network from outdated virus protection and potentially harmful software, KCCDopen only allows internet access and is not an encrypted connection.

It is still strongly recommended that virus protection is installed on the device and is fully up to date before connecting to any Wi-Fi network. There is no special account required for Wi-Fi access. Employees and students simply use the same account that is used on the standard computers on the network.

KCCDsecure is a secure and encrypted wireless connection that can be accessed by both students and employees. This connection provides employees with a full network login and access to their shared network drives.

If you are a guest or visitor and wish to access the Wi-Fi, you must connect to the KCCDopen network and follow the Visitors link located below the captive portal login page in your web browser. This link will provide you with a temporary login to access the Wi-Fi network for an internet connection.

On the visitor login page, if you don't already have a login, click on the "Don't have a Wi-Fi visitor username and password?" link located below the username and password log in boxes. Fill out the required information on the next page, and a visitor account will be created for you to access the Wi-Fi network.

Personal equipment is not authorized to connect to the college network via wired Ethernet connections without prior approval from the IT department. Any unauthorized equipment connections found will be promptly terminated and removed from the network. The use of unauthorized personal equipment on the network can have the risk of viruses, hacking, and poor network performance.

STUDENT USE OF FACULTY AND STAFF COMPUTERS

Porterville College's computer network is built on a Microsoft Domain. This means that users are granted different levels of access to different parts of the network. For instance, staff and faculty members have more access to critical support services like Banner and financial systems than students do. In some cases, only staff and faculty members have exclusive access to these systems, which is appropriate since students should not be given access to them.

It is vital that faculty and staff always protect their usernames and passwords as not to compromise their access to these critical systems.

It is important to ensure that students, including student aides, do not use the usernames or passwords of faculty or staff members under any circumstances. Faculty and staff should avoid leaving their usernames and passwords in visible locations. Writing down usernames and passwords and leaving them in the work area is strictly prohibited. Students should always be directed to use computers that are specifically configured and designated for student use.

If a student needs to use a computer that belongs to a faculty or staff member, they must use their own username and password. It is important that students do not use a faculty or staff computer while the faculty or staff member is logged in. Allowing students to access computer systems with faculty or staff login accounts could put the entire campus and district at risk of identity theft, virus attack, hacking, grade changes, and financial disaster.