SANTA ANA COLLEGE

Integrated Technology Plan

2015 – 2018

Prepared by:

Santa Ana College Technology Advisory Committee (SACTAC)

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Technology Plan Overview

Santa Ana College is a part of the Rancho Santiago Community College. It has over 2000 employees and 3700 students.

The mission of the Santa Ana College Technical Advisory Committee (SACTAC) is based on the Santa Ana College Mission. This five-year technology plan addresses the need for updating technology related hardware, software, infrastructure, security and is updated annually.

Executive Summary

The SAC technology plan was written to be in accord with the Rancho Santiago Community College District (RSCCD) Strategic Technology Plan (STP), which is a collaboration of the District Operations Center (DOC), Santa Ana College (SAC) and Santiago Canyon College (SCC).

The SAC technology plan was written by SACTAC members and staff within the Information Technology Services (ITS) department through meetings and collaboration.

Also, an effort was made to align the Strategic Technology and SAC technology plans with the colleges' educational mission to optimize technology for student learning and promote successful student outcomes. The STP and the SAC technology plan shall remain a "living document" that is reviewed and updated regularly and used as an assessment guide for current and future technology needs at the colleges, centers, and within the district.

Mission

Santa Ana College Mission
The mission of Santa Ana College is to be a leader and partner in meeting the intellectual, cultural, technological and workforce development needs of our diverse community. Santa Ana College provides access and equity in a dynamic learning environment that prepares students for transfer, careers and lifelong intellectual pursuits in a global community.

SACTAC Mission
The mission of SACTAC is to serve as a participatory governance committee that evaluates, analyzes, and recommends technological solutions, both software and hardware based, that support student success and the mission of Santa Ana College.

SAC Technology Plan Introduction and Purpose

The SAC Technology Plan provides the guiding framework and establishes the technology related goals and objectives for the college to ensure that technology deployment is aligned with the institutional priorities identified in the Educational Master Plan and Strategic Plan and supports the mission of the college. The plan is updated annually with the progress on established goals. Annual goals are established by the Santa Ana College Technology Advisory Committee.

<u>Integrated Planning</u>

SACTAC is part of the participatory governance structure of Santa Ana College. SACTAC works closely with the Planning and Budget Committee, Student Success and Equity Committee, College Council and the Rancho Santiago Community College District Technology Advisory Group (TAG) and as part of official adoption this plan will be vetted by each of these committees as well as the Academic Senate. The plan was developed as a result of annual review of technology related student learning outcomes (SLO's) and administrative service outcomes (ASO's).

<u>SACTAC Statement of Purpose</u>

The purpose of the Santa Ana College Technology Advisory Committee (SACTAC) is to serve as a hub for academic and administrative technology planning at the college. As such, the committee will:

- Develop, monitor and update a comprehensive technology plan for SAC overall including infrastructure review and related training.
- Explore, recommend, and prioritize the most appropriate and feasible technological solutions for the many college computing environments.
- Serve as a two-way conduit through which related technology input can be funneled and committee work and recommendations communicated college-wide.
- Create work groups and/or sub-committees as needed to explore, plan, and recommend policies and procedures as appropriate for such technologies as the web and technology training.

<u>Guiding Principles</u>

- Utilize technology to support and enhance **STUDENT LEARNING**
- Provide technology **ACCESS** to all SAC students
- Utilize technology to improve **EFFICIENCY** for students, faculty and staff
- Provide appropriate technology related **SUPPORT** for students, faculty and staff
- Improve **COMMUNICATION** between students, faculty and staff
- Utilize technology to **MARKET** college programs and services
- Ensure **INTEGRATION** technology between college and other district operations
- Oversee compliance with State and Federal laws pertaining to technology

Goals and Objectives of the RSCCD 2016-2019 Strategic Plan

The Goals and objectives in the RSCCD Strategic Plan that relate to technology (information extracted in part from the District Strategic Plan).

Goals & Objectives	Responsible Individual(s)/Party
RSCCD will annually improve the rates of course completion and completion of requirements for transfer, degrees, certificates, and diplomas.	
• Enhance the ability to predict student instructional needs in order to improve program completion	VP Academic Affairs & District Research
• Provide alignment of course offerings with student educational plans	VPs Academic Affairs & Student Services
• Utilize equity plans to reduce disproportionate impact on student success	VPs Academic Affairs & Student Services
• Increase support for Distance Education and Open Educational Resources (OER)	VP Academic Affairs & AVC ITS
RSCCD will support innovations and initiatives that result in quantifiable improvement in student access, preparedness, and success.	
• Maintain and enhance the RSCCD's technological infrastructure	AVC ITS
• Enhance opportunities that enable students to access college classes and services prior to high school graduation	VPs Academic Affairs & Student Services
• Support innovative pedagogies and curriculum design	College Presidents
• In collaboration with constituent groups, provide support for efforts to increase faculty/staff diversity	Chancellors, VC HR, & College Presidents
RSCCD will use a cycle of integrated planning that will demonstrate the effective use of resources.	
• Support and enhance green practices and sustainability efforts	Chancellor & College Presidents
• Refine and improve the synchrony of integrated planning and resources allocation processes between the colleges and district	VC Fiscal & VC Ed Services & College Presidents
• Evaluate and improve the cycle of integrated planning	VC Ed Services & College Presidents

The primary focus for the above Objectives for the ITS department are:

1. Increase support for Distance Education and Open Educational Resources (OER)
2. Maintain and enhance the RSCCD's technological infrastructure

Furthermore, several IT initiatives support the other goals such as:

1. Supporting and enhancing green practices and sustainability efforts
2. Supporting innovative pedagogies and curriculum design

SACTAC Membership

Co-chairs:

George Sweeney	Equity Coordinator
James Kennedy	Vice President of School of Continuing Education

Members:

Archana Bhandari	Director, Academic Services
Tammy Cottrell	Distance Education Services Specialist
Irene Glomba	Executive Secretary
Madeline Grant	Interim Dean of Business
James Hester	Computer Science Instructor
Susan Hoang	Librarian
Eve Kikawa	Dean of Fine & Performing Arts
Cherylee Kushida	Distance Education Coordinator
Becky Miller	Associate Dean of Health Sciences & Nursing
Jimmy Nguyen	Administrative Secretary
Joe Pacino	Instructional Media Producer
John Tran	District Media Consultant
Mark Turner	LD Specialist

Components of the Technology Plan

To enable the success of the mission, the Technology Plan will address the following areas

1. Academic Support

SACTAC will work in collaboration with the ITS department to

- Identify technology needs in various departments
- Standardize technology across the campus
- Provide reliable and up-to-date technology in classrooms and to staff and faculty
- Plan for the upgrading and updating of the systems and infrastructure
- Develop system and maintain instructional inventory of hardware and software
- Provide training to faculty, staff, and students on an as-needed basis
- Collaborate with Media Systems department to support classrooms

2. Application Systems

SACTAC will work in collaboration with the District and ITS department to

- Standardize applications across the campus
- To ensure that new applications go through the correct process of testing prior to installation

3. Web Development

SACTAC will work in collaboration with the District and ITS department to

- Ensure that Web Content is kept up-to-date
- Include institutional district websites branding and functionality implementation in SAC pages
- Create pages and sites that are approved and official
- Give the District team information on any new developments planned and integrate into main site

4. Network Administration

SACTAC will work in collaboration with the District and ITS department to

- Ensure that the network and infrastructure plan is in accordance with the college needs
- Develop strategies to manage network growth and internet bandwidth usage
- Follow District guidelines that provide a safe and reliable network (e.g. firewalls, antivirus, intrusion systems)
- Give the District team information when changes occur on campus so that network, video surveillance and other such systems can be properly planned and maintained

5. <u>Technology and Instruction</u>

- Implement, develop and constantly improve SAC's Learning Management System (LMS)
- Increase the number and quality of online course offerings
- Improve online and in-person instruction by training faculty in the use of our most prevalent software and digital services
- Improve instructional design and delivery in online course offerings
- Develop course materials that take full advantage of technology to reduce cost and improve quality for all courses

6. <u>Technology and Student Services</u>

- Fully implement a single-sign-on portal to communicate with students and
- Fully implement online educational plans to better track student progress to degree and certificate completion
- Investigate and plan for the use of technology to help students choose courses that will decrease their time to completion.
- Investigate and improve student pay per print printing and copying services

Environmental Factors

Technology has now become mission critical. It is essential to examine the environmental factors that are contributing towards the use and need for reliable, up-to-date technology. Several mission critical systems rely on technology such as communications is dependent on technology The model the college is following is with centralized networking and applications support and on-site academic technology support.

The RSCCD ITS department is led by the Assistant Vice Chancellor of ITS and is divided into four areas:
1. Application Systems
2. Network Administration
3. Academic Support at SAC
4. Academic Support at SCC plus Web Development.

Currently ITS at SAC has the following structure:

- Academic Support Director -1
- Technology Specialist 3 positions -3
- Technology Specialist 2 positions -3
- Technology Specialist 1 positions -3
- CEC Technology Specialist 1 positions -3

This current staffing level is low and with the amount of requests constantly flowing in, this barely sustains the current levels of technology that the college has attained. It is supplemented by part time short term employees. Construction at SAC is widespread. This causes all types of disruption. Need for quick remedies and the need for moving departments from one building to another adds a big amount to the existing ITS work.

The current stakeholders in the system are listed below with the environmental factors associated with them.

Students:

- Students need access to resources, services and support for success
- Students expect up-to-date reliable technology
- Student expectations are high but technical skills vary widely
- Technology supports successful instruction
- Technology is similar to and at relative parity with other local colleges
- All electronic instructional materials and services should meet or exceed Americans with Disabilities Act accessibility guidelines
- Students have been provided with laptop devices which can be bought or loaned
- Limited support is being provided by the student IQ bars on technology basics

<u>Employees:</u>

- Faculty need to use up-to-date programs and technology for instruction
- Faculty members expect reliable technology to support and enhance instruction
- Faculty expect to rely on expertise on hardware and software including special programs within ITS
- Technology requires more specialized staffing
- Technology requires continuous employee training
- Technology redefines work flow, culture and environment
- Staff development is dependent on technology

<u>Support Structures:</u>

- The demand for general technology support and adaptive technology support will continue to increase
- As expectations grow support will need to be planned accordingly
- Student support expectations will need to be assessed and addressed
- SAC ITS has been providing support for instructional and non-instructional use of technology
- SAC AV department is providing support for the AV equipment in the classrooms.
- District network and applications teams support the network an applications used at SAC
- District wide technology cooperation will become increasingly critical

<u>Managers</u>

- Better and early communication and collaboration is needed between departments with ITS for project management
- There is need to continually evaluate technology to improve and streamline business processes
- More support structures are needed to meet the growing demand for emerging technologies
- Employ the most highly qualified technical support staff available
- Provide the support staff the tools and requirements for performing the work to the best possible quality
- When planning new technology Americans with Disabilities (ADA) Act Standards compliance is required
- Purchases of technology equipment should be standardized as far as possible
- VPAT's will be reviewed and tracked by the Purchasing department for new procurements of hardware and software
-

Other Environmental Factors:

<u>Resources:</u>

- The need for technology will always be greater than the resources provided
- Due to the budget crisis, the funds allocated for technology enhancements are often not enough
- When Sac budgets for technology they need to include the ongoing costs of supporting the equipment being bought

- Federal stimulus money may be available for infrastructure updates and expansion
- In order to make the most effective use of resources, a coordinated plan is needed for the design, deployment and use of technology

Equity

- New programs that will allow students from low-income and disproportionately impacted communities to have access to technology that will improve their outcomes are needed.
- Technology needs to be used to transform the college experience for students by supplying tools that streamline mission critical services
- Students need to be educated in free or low-cost services that help to bridge the digital divide

General:

- Continuous updates in infrastructure, hardware and software must be provided
- The demand for online and technology enhanced courses is increasing
- Online resources should be developed with responsive designs so that smart phones and tablets provide a positive user interface and experience
- New servers will be candidates for the Ellucian Cloud where possible
- Demand for electronic access and communication will continue to increase
- Technology-related costs will continue to increase
- A balance between a secure and service-oriented environment will be provided
- Security risks and exposures have become more important for data integrity
- Reliance on the internet to accomplish essential functions continue to increase
- Our electronic communication includes email, internet, intranet, smart phones, tablets, PDAs, telephone conferencing, videoconferencing, wireless, and remote access
- Facility changes during major construction requires advanced planning for possible complications

Geographical Locations Impact

It is important to recognize the complexity of Santa Ana College environmental factors. It has both geographical and cultural complexity along with a number of Stakeholders.

Rancho Santiago Community College District is home to two colleges and four continuing education centers throughout the Central Orange County area. In addition, the college district presents convenient community education courses in many other locations in cooperation with its education and community partners.

Santa Ana College ITS has to support the following main sites:

Santa Ana College: Santa Ana College founded in 1915, is a comprehensive community college preparing students for the workplace as well as to transfer to four-year higher learning institutions. Students may earn an associate degree certificate. For those willing to commit to high academic achievement, honors courses are offered. The college also assists students in gaining basic skills and technology proficiency so they can pursue other goals. It is located at the corner of West 17th Street and Bristol in Santa Ana

Digital Media Center (DMC): The DMC is the first facility of its kind in Orange County combining education and business in the digital media industry. The DMC was created to stimulate economic growth in Orange County by attracting emerging businesses to the area and providing educational programs in digital media arts, TV/video communication, digital music and business seminars. The 28,000 square-foot DMC also features a business incubator program dedicated to the emerging digital media industry in the Orange County area. It is located on South Bristol in Santa Ana.

Orange County Sheriff's Regional Training Academy: This is a 53,000-square-foot training facility enables Santa Ana College and the Sheriff's Department to serve more than 800 Academy cadets annually while expanding the weekend and evening education and training opportunities for existing law enforcement officers in Orange County and around the state. The facility includes: classrooms, lecture halls, training yards, an auditorium/gymnasium, a physical fitness obstacle course and offices.

Centennial Education Center: Centennial Education Center has mainly non –credit courses and presents a wide variety of continuing education courses such as adult basic education, citizenship, English as a Second Language, high school completion subjects, parent education, and vocational training. It is located on West Edinger in Santa Ana.

Apart from this CEC has satellite sites such as **Delhi Center, Corbin Center, Santa Ana Jail, Santa Ana Senior Education Center and Orange County Children's Therapeutic Arts Center**.

As can be seen a wide variety of programs, populations and subjects are covered and they all have different technology and support needs.

Current State of Technology

SAC has currently got more than 3000 computers. This does not include the printers, scanners and other technology that SAC ITS maintains. In mobile technology there are about 700 iPads and Surface Pro on the site as well.

<u>ITS Staffing</u>

ITS has a small team and the current ratio of technology to technician is very high approximately 291 computers per technician. Research recommends an "ideal" end user to IT service desk worker ratio is (Gartner Research's) 70:1. A 2008 survey by Robert Half Technology found actual reported ratios of 136:1, while the average "ideal" ratio reported was 82:1. As per the District Office, an informal average calculated from 17 reported users to service desk worker ratios on numerous IT discussion threads was 242 users to one service desk worker. Shockingly, though not surprising, the median was 200:1. The District Office recommendation is closer to 200 computers per technician.

There is currently need for a minimum of two more technicians. One proposal is District and SAC management collaborate and bring ITS up to the level that can actually supply the service levels demanded. Another aspect that has become apparent is the need for budget to keep the computers updated, upgraded and maintained in a timely manner. At present the computers are aimed to be upgraded every 5 years. There is no current standard for printers and peripherals. One additional position will bring the ratio down to 269 and two additional positions will bring the ration down to 250.The role of ITS needs to be carefully defined and it needs to be appropriately staffed

District Office ITS recommends the addition of a Network Specialist II position at SAC as being the MOST CRITICAL need at this time. We have so many network and infrastructure issues going on at SAC due to the vast construction and changes that are going to be taking place over the next decade, that we feel this would be the best position at this time to help ITS better meet the needs of our SAC faculty and staff. They have reassigned a district Network Specialist II to SAC to fill this need - two days per week, however, this is clearly not enough. And, this puts additional strain on the district network team, which is responsible for supporting all location.

As per SAC ITS a second TS1 position would be extremely useful as not only is SAC dealing with wide spread construction but the needs of off sites have grown as they have lost technical staffing while their technical support needs along with technology use and support needs at SAC have grown exponentially.

Currently needs are being met by part time short term staff or the past few years. However due to the nature of that type of employment he staff cannot be reemployed and therefore ITS loses all its time put into training these positions and the staffing is lost soon after it becomes useful. With two more positions this issue will be less critical.

Computer Replacement Plan

Another aspect that has become apparent is the need for budget to keep the computers updated, upgraded and maintained in a timely manner. At present the computers are aimed to be upgraded every 5 years. The district standards as refers to Printers and classroom projectors to be refreshed every five years. According to the District strategy plan, replacement computers are funded by the colleges or district department. The current budget model at the district office is to funnel all remaining funds back to the campuses at the close of the fiscal year. Therefore, it will be the responsibility of the colleges to consider funding a computer replacement plan. If there are any opportunities for ITS to fund replacements by utilizing the current ITS budget, then this will be made a priority, since it is our best interest to use our Technology Support staff members in the most efficient manner possible. After a computer reaches its useful life, then the ongoing support costs will escalate significantly. Spending expensive staff time trying to get old PC's to function properly is not a sustainable activity.

There needs to be further development of a 5-year technology plan that address the needs of replacement and develops yearly timelines to coordinate the replacement and reallocation of computers, software, and hardware that have become obsolete. Funds from the central ITS budget are available for this purpose and the campus SACTAC sets priority for computer replacements.

Hardware Standards

The TAG committee has set some standards for computer hardware that covers the standard desktop configuration for staff and faculty, standard student desktop, standard all-in-ones, with and without touch, standard monitors and laptops at https://www.rsccd.edu/Departments/Business-Operations/Pages/TAG_standard_desktop_staff.aspx

SAC needs to set standards for printers, peripherals such as scanners, arms for monitors and such. The college is aware that no two areas needs are alike and the standards are set for minimum levels. Some departments may need more powerful or different configuration computers. These will be accommodated on a case by case basis.

Computer and printer replacements should be planned on a 5-year rotation at minimum. Please see the above section for the plans as per the District office.

New technology purchases need to be standardized and streamlined to gain efficiency as much as possible. The District provides some standards to the college for purchases of computer equipment. Further assessments are made by ITS based on the needs of the requestor prior to providing quotes for the technology purchase, unless the department already has decided to purchase something specific.

The Purchasing department will request and track the VPAT (Voluntary Product Accessibility Template) documents necessary for reviewing if the product has been assessed for universal access according to section 508 standards.

When putting in place larger systems, pilots in smaller scale are necessary to test and confirm the system meets the standards required. This has been implemented in the Uteology area.

Instructor station standards are covered under CLASSROOM TECHNOLOGY later in this document.

Software Standards

Non-instructional software

Non-instructional software is licensed by District for the use at all sites. There are several commonly used software that the District currently licensing such as MS Office, Adobe Acrobat. Due to benefits of scale and standardization, we should look at leveraging our software user numbers at District or college level for all commonly used non-instructional software.

Nonacademic users are generally expected to have and provided licenses from the District office for

- Operating System: Windows 10 32-bit and 64-bit
- Microsoft Office Suite 2016
- Browsers: Internet Explorer, Mozilla Firefox, and Google Chrome
- Plug-ins: Adobe Reader, Flash Player, Microsoft Silverlight, and Windows Media Player
- System Utilities

For specialized programs the academic departments provide the licenses.

The software should be up-to-date and security patches must be applied as needed.

Instructional software

Software evaluation prior to installation is extremely important. Instructional software must be regularly reviewed for currency and appropriateness to the learning outcomes.

Licenses: Instructional software license is held by department and we need to inventory this. There is need to leverage numbers. Some consistency is needed in how licenses are authenticated and managed. Instructional software is bought at the departmental level budgets. Currently there is little or no leveraging of numbers unless the department goes through ITS for purchase (example Deep freeze we got a sizeable discount)

Currency: We need to focus on currency. SAC has issues with several areas with old obsolete software that in many cases the company that supported it has gone under and no longer inexistence. While the software is still being held together with several hours of work on ITS technicians ends these are no longer compatible with the new Operating systems and hardware.

SAC should aim at updating software to Win 10 and 64 bit compatible.

Consistency: Software for instructor stations should be generally consistent across campus. Software versions across all instructional areas should be the same if possible. We need to provide a consistent technology experience for students and faculty.

Software in Labs: We have begun rolling out the updated OS Windows 10 software in computer labs. Since labs are now in shared use mode, please note that if your area has new software there is a process for installing software that needs to be followed. cause disruption to existing classes. It is highly recommended that installations be planned in advance so the software licensing can be verified and the software compatibility tested.

Steps for Software Installation in Labs and Student areas

1. The user needs to provide us the software and licensing information unless it is something we have site license for already with ITS.

2. All software must be loaded on to image and tested for compatibility prior to deployment. We do not want a situation trying to please one teacher we end up with computers down and all classes affected. After ITS tests the lead faculty user should test as well and sign off in the given time.

3. Any software that is added on mid- semester must be approved by the Dean as we will not be able to test it prior to deployment and any such request must be made at least 2 weeks in advance to give us time to access the lab between classes to deploy software.

4. Depending on the software complexity and size and availability of the classroom, a week may not be sufficient. This time must be discussed and accepted by both parties prior to installation.

5. Events and short term usage of the classroom must be planned in advance with Dean approval. We are unable to reimage the classes during semesters. We must get any software requirements prior to semester or at least two weeks in advance and if classes are affected due to this short term usage, ITS will not be held responsible.

Santa Ana College Annual Technology Goals 2015/2016

Goals	Completely met removed from next year's goals	Partially met carried over to next year	Not met/should be carried over	Not met/ no longer a priority
Updating of the PC's on campus • Selected PC's that had not been replaced or updated within the last 4 years • College replaced 50% of the older computers • District replaced 50% of the older computers		Updating of PC's is an ongoing part of the Tech Plan		
Mediating un-mediated classrooms • Currently unmediated classrooms in the D building are mediated • Classrooms in the C building in need of mediation replacement are mediated.		Updating and replacement of mediation a part of the Tech plan		
Establish a mediation standard	Established June 2015			
Establish a PC standard	Established May 2015			
Move over the website and SAC operations to Sharepoint 2013	Completed May 2015			
Revision of SAC Technology Plan		Goals were reviewed. Revision is in process. Needs to go to College Council and the Academic Senate.		
Development of Ellucian Mobile • Platform was purchased. • GPS coordinates for buildings have been inputted. • Explorations into using the app for registration are ongoing.		Registration functions are still not complete. An office at the college needs to be responsible for updating messages and alerts to students.		
CI Track updating • Campus needs were analyzed. • A request was made to the district to update CI Track and integrate the desired abilities into the platform		CI Track's front end is currently being redesigned. CEC and SAC credit areas that use CI Track need to consider changes in operations to best utilize the new technology.		
Institution of a Web Committee to discuss web protocol and SAC's web needs	Established October 2014			
Deployment of the Adobe Creative Suite	Deployed October 2014			
Deployment and use of Degree and Certificate Audit				

Santa Ana College Annual Technology Goals 2016/2017

Goals	Completely met removed from next year's goals	Partially met carried over to next year	Not met/should be carried over	Not met/ no longer a priority
Updating of the PC's on campus • Selected PC's that had not been replaced or updated within the last 4 years • College replaced 50% of the older computers District replaced 50% of the older computers		Updating of PC's is an ongoing part of the Tech Plan		
Mediating un-mediated classrooms		75% complete.		
Revision of SAC Technology Plan		Goals were reviewed. Several sections were added. Revision is in process.	Needs to go to College Council and the Academic Senate.	
Development of Ellucian Mobile				Not a priority due to portal implementation
CI Track lab attendance system updating	Updated lab tracking system implementation scheduled for July 2016			
Develop and implement single sign-on portal		Portal purchased and scheduled for student implementation Fall 2016. Development continues.		
Revise and redesign SAC Website			Initial meetings have begun and $120,000 has been allocated towards this project	
Complete assessment of Canvas as possible replacement for Blackboard		Committee continues to meet. Decision expected Spring 2017.		
Expand use of Online Educational Resources		Identified funds to promote this activity. Part time educational designer in process of being hired, need full time.		
Conduct assessment for staffing needs for instructional technology				
Canvas migration completion				

Increase Support for Students in technology - Student IQ Bar program		Student support initiative begun with the IQ bar. Basic support and troubleshooting on Digital Dons laptops and Office 365 and Web Advisor provided.		
Digital Dons program		Equity program for students loaning laptops for working at home developed and almost 500 deployed.		
Library technology planning				
Deployment of the Online Education plans				
Explore scheduler technology for use on the campus				
Evaluate use of degree and certificate audit				
Update SAC website to be in full compliance with WCAG 2.0				

Santa Ana College Annual Technology Goals 2017/2018

Goals	Completely met removed from next year's goals	Partially met carried over to next year	Not met/should be carried over	Not met/ no longer a priority
Updating of the PC's on campus • Selected PC's that had not been replaced or updated within the last 4 years • College replaced 50% of the older computers		Updating of PC's is an ongoing part of the Tech Plan		
Mediating un-mediated classrooms				
Expand use of Online Educational Resources		Full time Education designer needed in place of part time		
Online Education plans deployment				
Universal ID access deployment				
Establish standards of conduct for labs and classrooms		Example in addendum		
Evaluation and recommendation of AUP				
Assessment of SAC Technology Plan				
Faculty Portal Implementation				
OER pathway development in Business				
Canvas migration completion				
Increase Support for Students in technology				

Acceptable Use Policy

The Santa Ana College AUP is in accordance with all college and state laws. All uses of technology will be compliant with the policies and procedures (BP 3720 and AR 3720) listed below.

There is a minor revision that they are proposing for AR 3720, which they call Computer and Network Use and which we call Information Resource Use. The SACTAC should establish standards of conduct (example is in the Addendum) for labs and classrooms. The AUP needs to be evaluated and recommended changes should be put into process.

We need to consider having an Acceptable Use Policy which is widely advertised and known to the different stakeholders as is appropriate to them.

The AUP should protect the college from grievance suits for allegations such as privacy violation, or hostile environment due to misuse of technology.

It should provide legal notice of proscribed activities so that violators can be legally stopped and help guide users to avoid unethical activities as described in the policies. An essential requisite of security is having policy in place to protect the college assets. It should state that the college is not immune or exempt from federal, state, or local laws. Any use of university computer resources for unlawful activity is also misconduct at the university.

Some of the basic areas to consider are:

- Staff and User responsibilities
- Passwords
- Email
- Internet
- Social Media
- University provided systems- hardware and software

Some issues that should be considered while developing the AUP are

- Inappropriate or illegal use of the college hardware, software or network systems
- Hacking into any college systems
- Sharing or misappropriation of passwords
- Identity theft – use of other email or accounts
- Use of college resources for financial gain
- Prohibition of public release of confidential information
- Sending spam email using college email
- Circumventing copyrights or copying
- Intentionality posting malicious computer programs on college computer resources
- Intentional waste of resources
- Use of internet or social media to create a hostile environment by posting or accessing pornographic or unprofessional material on college owned resources or on the college site

- Bullying or Hate acts (email/writing/speech) on college owned resources
- Disclaimer to protect in case someone misuses college resources and the victim sues

The District has two policies that are in pace currently:

1. BP 3720 Computer and Network Use
2. AR 3720 Information Resource Use

Please see the policies below.

BP 3720 Computer and Network Use

Reference: Education code Section 70902; 17 U.S.C. Section 101 et seq.; Penal Code Section 502; California Constitution Article 1, Section 1; Government Code Section 3543.1(b)

The Rancho Santiago Community College District owns and operates a variety of information resources, including hardware, software, and Internet access. These information resources are provided solely for the use of RSCCD students, faculty, and staff in support of the education, research, academic development, and public service programs of RSCCD.

RSCCD information resources provide access to information content, and communication worldwide. Access to, and use of, these information resources is a privilege, which is to be used responsibly. RSCCD information resources users must respect the rights of other users, respect the integrity of the information resources, and observe all relevant RSCCD Board Policies, Administrative Regulations, and federal, state, and local laws. All students, faculty, and staff are responsible for seeing that these RSCCD information resources are used in an appropriate, effective, efficient, ethical, and lawful manner, including but not limited to the illegal downloading and/or unauthorized distribution of copyrighted material, including peer-to-peer file sharing. Violations of Federal copyright laws may subject the violator to civil and criminal penalties as well as disciplinary action.

Administrative regulations establish rules and prohibitions that define acceptable use of RSCCD resources. Unacceptable use is prohibited, and is grounds for loss of use of information resources, as well as discipline or legal actions as provided for under RSCCD Board Policy and federal, state, and local laws.

Revised August 19, 2013 (Previously BP7000)

AR 3720 Information Resource Use

These regulations shall be made available to RSCCD information resource users. These procedures shall not be construed as a waiver of any rights of RSCCD; nor shall the intention be that they conflict with applicable federal, state, and local law; nor do these regulations represent an agreement between the district and the users. The administrator responsible for Information Technology Services shall administer these regulations.

RIGHTS & PRIVILEGES

RSCCD reserves all rights, including termination of all access to information resources that it owns and operates. Access and privileges to RSCCD information resources are assigned and managed by the administrators of individual information resources. Users may be authorized to use information resources and be granted appropriate access and privileges following the approval steps prescribed for specific information resources. Users may not, under any circumstances, transfer or confer these privileges to other individuals.

RESPONSIBILITIES

The system administrator of each system sets minimum guidelines within which users must conduct their activities.

RSCCD information resources are for RSCCD related activities. Anyone who uses the RSCCD's information resources to harass, or make defamatory remarks, shall bear full responsibility for his or her actions.

RSCCD information resources provide access to external networks, including those of public and private sources, which furnish electronic mail, information services, bulletin boards, conferences, etc. Users may encounter material that may be considered offensive or objectionable in nature or content. Users shall not transmit or store any illegal, fraudulent, malicious, harassing, or obscene communications and/or content that is encountered. RSCCD does not assume responsibility for the contents of any external information resource. RSCCD's role in managing these information resources is only as an information carrier.

No user shall attempt to deliberately degrade the performance of an RSCCD information resource.

Users of RSCCD information resources must comply with the acceptable use guidelines for external information resources accessed through RSCCD information resources.

Users of RSCCD information resources must never attempt to transmit, or cause to be transmitted, any communication in which the originator's identity is deliberately concealed (except for those external entities lawfully authorized to do so).

Users of RSCCD information resources must never use any information resources to perform an illegal or malicious act. Any user attempting to change in any way the scope of information resource access to which they are authorized shall be regarded as malicious.

Any RSCCD user who becomes aware of a security issue on any information resource is obliged to report the issue to district Information Technology Services. The system must not be used until the system administrator has resolved the security issue.

System administrators may establish more detailed guidelines and responsibilities, as needed.

ACCOUNTS AND PASSWORDS

Knowledge of information resource passwords or security bypasses shall not be shared.

Users must not use an account not assigned to them without express, written permission from the information resource administrator. Users are responsible for the proper use of individual accounts, including but not limited to, proper password protection.

Knowledge of passwords or bypasses in information resource security shall not be used to damage any information resource, change in any way the authorized scope of information resource access, or otherwise make use of information resources for which proper authorization has not been granted.

CONFIDENTIALITY

RSCCD reserves the right to access all content stored on RSCCD information resources.

In RSCCD information resources, there are two users who have the ability to access accounts and read individual electronic mail: the user to whom the account was issued, and the information resource administrator. While every reasonable attempt will be made to ensure the privacy of user accounts and electronic mail, there is no guarantee that accounts or electronic mail are private. Electronic mail is not 100% secure, nor is it delivered via a 100% secure information resource.

Student files are considered educational records as covered by the Family Educational Rights and Privacy Act of 1974 (Title 20, Section 1232 (g) of the United States Code). Such records are considered confidential under the law, but student files and electronic mail may be subject to search under court order if such files are suspected of containing information that could be used as evidence in a court of law. In addition, system administrators may monitor network traffic and/or access student files or electronic mail as required to protect the integrity of information resources (e.g., examining files or accounts that are suspected of unauthorized use or misuse, or that have been corrupted or damaged).

COPYRIGHT

Information resources protected by copyright are not to be duplicated in any form, except as permitted by law or by written contract with or permission from the owner or legal holder of the copyright. RSCCD may require written documentation verifying the user's right to make use of copyrighted materials prior to allowing them to be placed within RSCCD information resources.

VIOLATIONS

A user's information resources privileges may be suspended upon the discovery of violation of these regulations. Violations of these regulations will be dealt with in the same manner as violations of other RSCCD policies and regulations and may result in disciplinary review. In such a review, and as specified in the RSCCD Board Policies and Administrative Regulations, the full range of disciplinary actions is available including the permanent loss of information resource use privileges, dismissal from RSCCD, and legal action. Violations of the above policies may constitute a criminal offense and may be prosecuted under applicable federal, state, and local law.

Responsible Manager: Assistant Vice Chancellor, Information Technology Services

August 11, 2014 (Previously AR 7000)

Technology Training

There is currently some training available during the flex week but apart from that ITS is often asked to train users when they install new software or upgrade. While ITS has tried its best, ITS has not been able to cover this due to lack of personnel and training. Both staff and faculty need training. This has been recognized as a deficiency within SAC.

Instructional Technology

In Fall 2016, faculty at Santa Ana College elected to move from our current LMS, Blackboard to Canvas. The move to Canvas will require a significant workload to migrate classes and teachers to the new system. As a part of moving to Canvas, SACTAC has requested that all savings from the move go towards implementation of Canvas and improvement and expansion of the Distance Education program.

As a result of widespread improvement projects to our facilities and increasing demand, the campus is looking towards increasing our online class offerings. Increases in online class offerings require both increases in faculty involvement and improvement in curriculum design for online offerings. Currently, the majority of SAC's faculty are trained in in-person teaching methods, but require greater training and curriculum development to be effective in the online environment. We recommend that SAC hire an instructional designer and allocate significant funds towards online curriculum and professional development.

Support and training are not limited to the online teaching. There continues to be a need for support for software and hardware that is designed to improve instruction. The campus has placed significant investments into software, hardware and mediation. Faculty and staff need to be trained in how to use these technologies to improve instruction And the new LMS. SAC needs to define the appropriate staffing level to supply the training and development of resources for instructional technology..

Student Training and Support
Student training and support initiatives started in Spring 2016 as support foundation based on a recognized need for support for the portal rollout.

The Student IQ Bar
The student IQ bar initiative was expanded from just Web advisor assistance to broader student technology support and troubleshooting. Student IQ bar provides assistance to students in the use of the Digital Dons programs devices and Office 365. They are also currently providing support for Blackboard and website navigation.

15 students have been hired to man the IQ bar with a part time Electronic & Computer Tech I to support their training and answer questions. A senior part time Electronic & Computer Tech II was hired to manage the laptop configuration and inventory and back up the Electronic & Computer Tech I.

A second IQ bar was added to the library in Fall 2016 to expand the availability of technical support.

A knowledge base of web pages is being created to help students with the use of technology. These need to be expanded along with support to students.

Digital Dons

The Digital Dons program aligns with the institutional learning outcome of technical competency and supports our equity initiative. 1100 HP 2-in-1 tablets were ordered and prepared for circulation through orientations and the IQ bars.

About 500 HP tablets have been deployed to students already with an orientation to help them start using it successfully. WASP asset cloud software is being used to manage the circulation and inventory of the laptops. AirWatch is being considered for use to control laptop updates and device retention.

SAC needs to plan for the costs related to ongoing operations and expansion of the program.

Student Email and MS Office 365

The District office provided students with mail and Office 365 this year. The following information can also be found in the District strategic plan.

Office 365 is a subscription plans, which we are entitled to utilize under our existing Microsoft Campus Agreement for no additional cost, which includes access to Microsoft Office applications plus other productivity services that are enabled over the Internet or within the cloud. RSCCD now has a district-wide implementation with 3,000 faculty members and 63,000 students licensed. Through this program, the students have access to the full Office suite for personally owned devices (PC, Mac and iOS) as well as web-based analogs and collaboration tools for each software package.

This suite offers faculty and students a constantly updated installation suite typical of an enterprise environment, for personally owned devices. All of our 'active' students are now provided with Exchange email accounts within the cloud and collaboration tools for group learning situations. Looking forward, ITS will be adding functionality to allow more simple transitions for users switching between student and faculty roles, further automation, process improvement and capacity. Office 365 represents a change in direction for Microsoft and it's move towards SaaS (software as a service) licensing, and will become more integrated in many Microsoft products in the coming years. ITS is aligning its strategy with the move to the cloud in an effort to provide our students with access to the most up-to-date and dynamic online environment.

When students register, their account is created on our local domain and synchronized to Office 365 every 3 hours, with the goal of providing a new student with their Office 365 account the same day. This license application is a scripted, automated process, capable of moving students between active and alumni groups as well as processing name and role changes.

Technology and Instruction

SACTAC has the responsibility to promote appropriate technology in the classroom and online instruction. ITS is committed to support and promote the technologies researched and recommended by SACTAC.

It is the constant commitment from SAC that programs where technology and constantly shifting technology play a vital role in preparing students for the workforce request and receive technology that is consistent maintaining the program, faculty and students' recentness. Hence, it is SACTAC's first job to insure that SAC's faculty and staff have sufficient technology to retain our programs' competitive advantage.

Curriculum developed using these technologies are solely managed by the academic intellectual rights holders of the courses.

Online Instruction

SAC is committed to furthering online education and the use of LMS in all its courses, credit and non-credit. Faculty at both campuses require training, instruction and on-going assistance with the LMS (Blackboard currently) and Distance Education best practices. The administration of course creation, enrollment, assessment and problem resolution in Blackboard can be extensive and requires continual staffing for immediate support of students/faculty. As a classroom that is "open" to students at any time, day or night, the support of faculty and students is a primary concern to both ITS, for hardware, network and Blackboard application support, and the colleges for support of student/faculty training, account access, and specific course support.

SAC is committed to using a good LMS. A good LMS would be one that

- Enables faculty and courses to meet student educational needs and expectations,
- Enables faculty to more effectively educate students,
- Provides easy to use tools to faculty for teaching n learning
- Provides easy communications, collaboration and navigation
- Integrates well with the Student Management systems and other systems that may need to interact with it.
- Enables the college to remain competitive

The current LMS is Blackboard. This may change to Canvas depending on evaluation results. The LMS task force performed the comparison of Canvas to Blackboard 9.x and Blackboard Ultra. The task force unanimously recommended that both campuses migrate to Canvas from Blackboard. This recommendation has been sent to the management to get approval.

Classroom Technology

Current Instructor Station Standards:

Currently every classroom is mediated at SAC and has an instructor station with technical capabilities. Most have a computer with projection and audio and a docutech camera, projector with screen and ability to play DVDs.

Currently Utelogy technology is being piloted for mediating classrooms. A small number of classrooms were set up as a pilot project at both SAC and SCC colleges. Santa Ana College had three classrooms A-130, C-213, and R-202 converted to use the Utelogy technology along with the new Spectrum furniture, which is ADA compliant, and has an automatic lift so the table can be used from various heights.

Future Plan:

AV plans to increase the use of Utelogy technology to mediate the classrooms in the future as it provides a centralized management solution.

Standardization of technology across classrooms is an important goal for ease of faculty using different rooms to teach and support being more streamlined.

For further details, please refer to the relevant section in the Technology Strategic Plan.

Using Technology to Bridge the Digital Divide

The cost of textbooks and instructional materials have skyrocketed. Santa Ana College needs to take full advantage of the ability of technology to deliver instruction and instructional materials. Santa Ana College has committed significant categorical funds to develop OER courses. We recommend the continued use of technology to lower the cost of instructional materials for students and increase their deployment to more programs and course sections.

Furthermore, the campus commits to providing students with equitable access to technology to take full advantage of these materials. The campus' Digital Dons program has over 1000 laptops to loan students so that students who do not have computers in the home can complete their homework.

Technology and the Student Experience

Technology is an undeniable aspect of the majority of our students' experiences. There is an increasing body of technology products and practices that can improve student outcomes and experience significantly. It is one of the commitments of SAC to continue to explore these opportunities and put them towards our student's best use.

SAC has increasingly committed to using technology to modernize and improve the student experience. SAC has several student experience initiatives including

- Ellucian Student Portal
- Universal ID program
- Online Education Plans
- Student Internship
- Universal Access – Section 508
- Website Update
- Student Printing - Pay Per print

Ellucian Student Portal
First, the student portal is designed to improve communication with students and provide a one-stop location for students where they can register for classes, get their financial aid, find their email, access the LMS and get crucial information from the campus. The portal is currently under construction and will be implemented in Spring 2017. The continual improvement of the portal for the purpose of improving student experience is a priority for technology at SAC. The portal is going to provide a modern mobile friendly interactive experience for students. Refer to the District Strategic Plan for more details.

Universal ID program
SAC has committed to the Universal ID program. All students will be given an ID, free of charge, for their use of student services. The universal ID program will allow SAC to track students in key student services and provide instructors with rosters that include student pictures as well as information about their students.

Online Education Plans
SAC must continue to provide students with appropriate and timely guidance as to scheduling classes and developing education plans to speed degree and certificate completion. The online education plans and degree and certificate audit represent significant steps forward in the use of technology to improve student experience. Online Education plans allow counselors to track student attainment of progress across multiple counselors and multiple years. Full implementation of Online Education Plans will be complete in 2017. SAC has used Degree and Certificate audit to identify students who are close to completing their degree and certificate goals or informing students who have completed courses towards a degree so that

they can apply for the credential. SAC will continue to use degree and certificate audit as a best practice and use it as a way to give us information for future scheduling technology.

Student Internship

ITS provides opportunity to students to do internship. The Student internship program at SAC provides students work experience while they study. The college provides a few options:

Option 1: Internship (paid and unpaid)

Option 2: Current Employment

ITS SAC currently participates in option 1, unpaid internships. ITS provides students who qualify a chance to get some work experience under mentorship. The students go out with the ITS technicians on various calls and assist in a variety of tasks including installations and basic hardware and software support.

The internships at SAC counts towards Computer Science course credits and run through the CS104 course. The internship experiences are linked to the CS104 Work Experience Course objectives. This is the capstone course for these certificates.

In the past year, five interns have passed through ITS within this program. Several of them have been hired as short term or substitute paid employees within the ITS department after their successful participation within the internship program.

Currently the program is evolving to streamline it with other employment opportunities.

Universal Access - Section 508

When purchasing technology equipment SAC will be compliant with Section 508. The Purchasing department will request and track the VPAT (Voluntary Product Accessibility Template) documents. Our goal is to make our technology related products as accessible as possible to all individuals. In all public areas as we replace technology ADA requirements will be considered. For details please refer to the relevant section in the Technology Strategic Plan.

Website Update

Access to website is currently addressed by the Web Team at District Office. ITS utilizes a software tool called Siteimprove to identify and report accessibility related issues on webpages. ITS had has identified that all RSCCD-related websites share a similar quantity of issues. ITS has been focused on reducing the quantity of problems at the SAC website as a first priority. SAC website pages' developers have been informed of areas of non-compliance. There has been some effort to clean up these issues and the errors have been minimized.

Student Printing: Pay Per Print

One of the systems that SAC is exploring to improve is the pay-per-print for students. There are several areas that use pay-per-print such as the library and ACC lab. This system is currently under review and a solution that is more efficient and reliable is being sought to improve the student experience. ITS is exploring new solutions along with the end users to ensure that the new system will meet the needs of the different areas.

ERP Systems

Colleague, our ERP system is looked after by the Applications team at District Office. A short summary is provided here to list the various systems in use currently.

The ERP portfolio consists of:

- Colleague—Fully integrated solutions for Admissions and Records, Curriculum and Scheduling, Financial Aid, Fiscal Services, and Human Resources.
- Blackboard—LMS in current use.
- OCDE—Orange County Department of Education (OCDE) houses our payroll system which includes entering position and related pay for employees, tracking leave accrual and usage, and tracking timesheet hours.
- CurricuNet—Designed to automate the entire process of submitting course and program proposals to the State Chancellor's Office via the web, providing a streamlined process.
- CCC Apply—An online application solution was product developed by XAP Corporation
- World share Management Systems—This system is hosted by OCLC and serves academic and research needs.
- Perceptive Software—Document imaging, document management, and workflow at our colleges.
- Astra Schedule—An interactive scheduling system that assists coordination of academic, event, and resource scheduling functions.
- CI Track—An attendance tracking system to track the time students spend in open-entry/open-exit labs, tutoring centers, fitness centers, and Math labs, English labs, and computer labs. This is currently in the process of being replaced.

For further details, please refer to the relevant section in the Technology Strategic Plan.

Security

The ITS department is required to take measures to protect data and infrastructure from electronic attacks. We are also bound by regulatory compliance given the type of sensitive information we handle, which includes FERPA, HIPAA and PCI data.

While ITS security is currently being mainly handled by the network team at the District office. Though they are taking care of the security planning and implementation, it is critical to partner, comply and enable security implementation. In the end security is only as good as its weakest link and SAC needs to work hand-in-hand with the security advisors to ensure that security measures are taken an applied correctly. The District is looking to formalize a strategic and ongoing Cybersecurity plan.

For details please refer to the relevant section in the Technology Strategic Plan.

Server Room Environment

SAC has a server room with several physical servers. Technology servers should be located in an appropriate data center as it offers the optimal mix of physical security and environmental control.

For further details, please refer to the relevant section in the Technology Strategic Plan.

A. Perimeter Security

Perimeter security is important. The perimeter access to our critical systems needs to be secured.

For further details, please refer to the relevant section in the Technology Strategic Plan.

B. Physical Access

Physical access to the server room must be limited and server room key access should be with ITS staff and limited to only those who need access and have been approved. There should be constant vigilance in this area. Visitors should be escorted by authorized personnel at all times.

For further details, please refer to the relevant section in the Technology Strategic Plan.

C. Structural Considerations

The server room must be located in an area that can accommodate what exists and future growth in a proper manner.

For new construction, an anti-static floor surface is recommended. Raised floors with a minimum clearance of 24 inches are recommended for new construction of large server rooms.

For further details, please refer to the relevant section in the Technology Strategic Plan.

D. Power

The server room should have sufficient dedicated circuits for all equipment, plus one or more additional circuits, as needed for flexibility in the event a circuit fails. All systems must be properly grounded.

Critical systems should be connected to uninterruptable power supplies (UPS) and/or generator power, depending on the business requirements for server uptime.

Procedures should be posted in the room explaining how to respond in the event of a power failure.

Server rooms should have emergency lighting to provide for life safety in the event of a power outage.

For further details, please refer to the relevant section in the Technology Strategic Plan.

E. Temperature Control

The server room must have sufficient temperature control to maintain temperatures within the operational limits defined for the hardware located in the room.

The server room should have dedicated, redundant air conditioning sufficient to maintain temperatures between 65 and 70 degrees Fahrenheit. Fully enclosed racks with built-in cooling may also be considered.

Environmental monitoring should be configured to alert administrators in the event of a cooling failure.

For large rooms, cooling systems and equipment should be installed in a hot aisle / cold aisle configuration to maximize efficiency.

Procedures should be posted in the room explaining how to respond in the event of a cooling failure.

F. Fire / Flood

The server room must have some form of fire detection and suppression, adequately maintained and routinely tested.

Server rooms must be reasonably free of fire hazards such as boxes, papers, etc.

Each server room may have an easily visible and accessible clean-agent fire extinguisher. A standard fire extinguisher is not recommended for use around electronic equipment.

G. Other

All servers at SAC should be clearly labeled to avoid confusion or mistakes. Labels should contain

- name of the server,
- what division/department,
- what software/uses,

- name of primary technician in charge.

All ITS related equipment needs to be recycled through our internal surplus process, under the direction of the Purchasing department. ITS is responsible for having the hard drives pulled and either wiped clean or sent to a vendor for destruction.

Cabling must be maintained in good condition and be neat and out of the way of students and staff.

For further details, please refer to the relevant section in the Technology Strategic Plan.

Disaster Recovery

The importance of business continuity is self-evident and SAC needs to have a current disaster recovery plan for the site. Currently at SAC there are few data backups and no server backups. There is no redundancy and no way to ensure continuity of instruction if any physical server for instruction goes down.

There needs to be some standards set for backing up data and servers and SAC needs to follow them to provide a safety net in case of technology failure.

District has a disaster recovery plan for the virtual servers. However, for the physical resources on site, ITS and SAC leadership need to identify any SAC site based systems that are considered critical for business continuity and ensure that we create a Disaster Recovery plan. SAC Disaster Recovery planning needs to determine reasonable Recovery Time Objectives (RTO), Recovery Point Objectives (RPO) and Method of Recovery, along with appropriate resources and procedures to be leveraged during a disaster event. The objective is to be able to answer what we should do if disaster occurs with commonly known situations having well defined steps to ensure business continuity.

The Disaster Recovery planning at District level would take care of most virtual servers and central resources.

For further details, please refer to the relevant section in the Technology Strategic Plan.

RANCHO SANTIAGO COMMUNITY COLLEGE DISTRICT

SANTA ANA COLLEGE/BUSINESS DIVISION
STANDARDS OF CONDUCT FOR COMPUTER CLASSROOMS AND
COMPUTER LABS

In an effort to ensure quality instruction, extend the life of the hardware, comply with the copyright laws, and adhere to appropriate computer network conduct and usage, the following standards of conduct are required of <u>all students, instructional assistants, and others</u> using the computer classrooms and the computer labs (i.e. users).

The following reflect standards which if violated, <u>will result in the suspension of a student's Internet and lab privileges and possibly other sanctions:</u>

- No user is allowed to knowingly access, alter, introduce a contaminant to, damage, delete, destroy, copy, disrupt or otherwise misuse any data, software, or hardware which exists internal or external to a computer, computer system, or computer network in the Rancho Santiago Community College District.

- Food and drink are not allowed in the computer classrooms or labs at any time, except for activities coordinated by the Dean or a faculty member.

- No user shall use the computers to copy copyrighted material or remove such copyrighted material from a District computer or computer network.

- Loading software on to a District computer is not permitted for anyone without administrative privileges. Users will only use software in District Computers that has been instructor approved.

- Copying a computer virus onto a District computer in any form is never permitted by anyone.

- E-mail, chat rooms, and Internet usage must be related to assigned class projects, and/or within guidelines provided by your instructor.

- Using the Internet to access inappropriate material (i.e. nudity, pornography, etc.) is not allowed.

- Sending or receiving messages which are racist or inflammatory, abusive toward a specific gender or culture, obscene, or are otherwise inconsistent with the District's policies is not allowed.

- Sending your message with someone else's name as the author is not allowed.

- Using the network for commercial advertising is not allowed.

Please understand that these Standards of Conduct are part of our District's policies and that by registering for classes at Santa Ana College or becoming employed with the District, you have agreed to follow them. Violation of these standards will result in your loss of computer privileges, removal from class, and possible disciplinary action by the District per Board Policy 5201.