

Shasta-Tehama-Trinity Joint
Community College District

Technology Master Plan 2022-2025



**SHASTA COLLEGE
TECHNOLOGY MASTER PLAN
2022-2025**

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OWNERSHIP AND APPROVAL

This plan has been created by the Technology Planning Committee and has sought input and approval from the following:

- Technology Planning Committee
- Information Services and Technology Support Department
- President's Cabinet
- College Council
- Shasta College Board of Trustees

Title	Technology Master Plan 2022-2027
Editor	Associate Vice President of Information Services and Technology Support (AVP of IT)
Group Responsible	Technology Planning Committee
Document Classification	Public

APPROVAL & REVISION HISTORY

Version	Date	Author/Approver	Description of Changes
1.0.0	12/22/2022	Technology Planning Committee	Draft Created
1.0.0	3/21/2023	College Council	2 nd Reading Approved

Mission Statement

Shasta College provides a diverse student population with open access to undergraduate educational programs and learning opportunities, thereby contributing to the social, cultural, creative, intellectual, and economic development of our communities. The District offers general education, transfer and career-technical programs, and basic skills education. Shasta College provides opportunities for students to develop critical thinking, effective communication, quantitative reasoning, information competency, community and global awareness, self-efficacy, and workplace skills. Comprehensive student services programs and community partnerships support student learning and personal development.

(Approved by the Board of Trustees on June 14, 2017)

Institutional Goals 2012-2030

- a. Shasta-Tehama-Trinity Joint Community College District will use innovative best practices in instruction and student services for transfer, career technical, and basic skills students to increase the rate at which students complete degrees, certificates, and transfer requirements.
- b. Shasta-Tehama-Trinity Joint Community College District will use technology and other innovations to provide students with improved access to instruction and student services across the District's large geographic area.
- c. Shasta-Tehama-Trinity Joint Community College District will increase students' academic and career success through civic and community engagement with educational institutions, businesses and organizations.
- d. Shasta-Tehama-Trinity Joint Community College District will institutionalize effective planning practices through the implementation, assessment, and periodic revision of integrated planning processes that are transparent and participatory and that link the allocation of resources to planning priorities.

(Approved by the Board of Trustees on June 13, 2012)

Introduction:

The Shasta College Technology Planning Committee is responsible and tasked with producing a Technology Plan that aligns with the Districts Educational Master Plan and other District Plans. The committee is responsible for acting as a repository and communication point for all technology related initiatives and information. The 2022-2027 Technology Master Plan (TMP) has taken a holistic approach to incorporate other District planning documents in order to ensure the technology support is successfully achieved in Districtwide initiatives. The TMP is guided by the College's Mission, Educational Master Plan, Strategic Plan, The Student Equity Plan, the Enrollment Management Plan, the Facilities Master Plan and the Vision for Success.

Technology Plan Goals 2022-2025

Technology Goal 1: Use innovative best practices in technology to support instruction and student services to increase the rate in which student's complete degrees, certificates, and transfer requirements. [Ed Master Plan (EMP) Goal 1].

Technology Plan Strategy 1.1 (SP Strategy 1.1)

- Complete a usability study for the student experience on the website.

Technology Plan Strategy 1.2 (SP Strategy 1.1)

- Conduct a student focus group to identify areas of improvement within MyShasta.

Technology Plan Strategy 1.3 (SP Strategies 1.2.2, 1.2.3, & 2.4.7)

- Improvement for the Dual Enrollment application to registration process.

Technology Plan Strategy 1.4 (SP Strategy 2.2.1, 2.2.4)

- Work with faculty on enhancing online learning by implementing best practices outlined by California Virtual Campus, Association of College and University Educators, and the Shasta College Equity Institute.

Technology Plan Strategy 1.5 (SP Strategies 1.1.2, 1.2.3 & 2.47)

- Improve the process of transcript sharing between regional high schools and the District to streamline the process for new students matriculating.

Technology Plan Strategy 1.6 (SP Strategy 1.2.1)

- Implement the Multiple Measures Placement Service to automate math and English pre-requisite clearances.

Technology Plan Strategy 1.7 (SP Strategy 2.3.4)

- Implement a Customer Management System and Early Alert to support effective case management and communication with students.

Technology Plan Strategy 1.8 (SP Strategy 2.4.6)

- Automate Degrees When Due (DWD) workflows to identify award completers who have not applied for graduation but have earned a degree or certificate.

Technology Goal 2: Assess, innovate and implement new and emerging technology to improve students' access to instruction and student services regardless of their physical location *[EMP Goal 2; ACCJC Standard III.C]*.

Technology Plan Strategy 2.1 (SP Strategy 2.3.4) (duplicate)

- Implement a Customer Management System and Early Alert to support effective case management and communication with students.

Technology Plan Strategy 2.2 (SP Strategy 2.4.6) (duplicate)

- Automate Degrees When Due (DWD) workflows to identify award completers who have not applied for graduation but have earned a degree or certificate.

Technology Plan Strategy 2.3 (SP Strategies 1.1.2, 1.2.3 & 2.47) (duplicate)

- Improve the process of transcript sharing between regional high schools and the District to streamline the process for new students matriculating. Investigate data sharing agreements between Districts.

Technology Plan Strategy 2.4

- Implement a personalized dashboard for students, faculty, and staff.

Technology Plan Strategy 2.5 (SP Strategy 1.4.1, 2.2.4)

- Implement a proactive support program for faculty to ensure courses are fully accessible for all students.

Technology Plan Strategy 2.6 (SP Strategy 2.1.3)

- Streamline textbook adoption for faculty and information for students to increase the likelihood students can obtain textbooks by the first day of classes.

Technology Plan Strategy 2.7 (SP Strategy 2.1.5)

- Evaluate the expansion and support of a peripheral technology loan program.

Technology Goal 3: Contribute to students' academic and career success through providing technology paid working opportunities. *[EMP Goal 3]*.

Technology Plan Strategy 3.1 (SP Strategy 3.1.2)

- Employ student workers to provide valuable career readiness skills in technology fields and learn about student experiences and technology use to improve services.

Technology Goal 4: Improve the Technology Planning process through the use of new technology, and collaboration with stakeholders, data governance, and compliance assessments. *[EMP Goal 4 and ACCJC Standard III.C]*

Technology Plan Strategy 4.1 (SP Strategy 4.2.3)

- Collaborate with stakeholders to create a data warehouse that ensures access to valid and relevant data that includes information about disproportionate impact and supports institutional decision-making.

Technology Plan Strategy 4.2 (ACCJC Standard III.C)

- Implement a centralized asset management system to enhance management and use of physical technology resources.

Technology Plan Strategy 4.3 (ACCJC Standard III.C)

- Improve the District's data security oversight, fraud mitigation, and IT infrastructure in alignment with AB 178 and AB 183.

Technology Plan Strategy 4.4

- Implement a transparent Information Technology purchasing and project request process that includes planning, fiscal, and staffing assessments.

Technology Plan Strategy 4.5 (SP Strategy 4.1.2)

- Innovate and implement new technologies in all Capital Outlay projects.

Technology Plan Strategy 4.6 (ACCJC Standard III.C)

- Implement a Total Cost of Ownership (TOC) annual analysis for all direct and indirect costs associated with technology purchases.

Technology Plan Strategy 4.7

- Review data reporting and validation workflows for statewide submission (MIS & 320) to improve data integrity.

Staffing Summary:

Information Services and Technology Support Leadership:

Includes oversight of entire department, planning, Cabinet, budget, and project management.

Total Staff: 1

System’s Engineering (including leadership positions):

Supports all network and security infrastructure, phones, Wi-Fi and maintenance.

Total Staff:4

Information Services and Reporting (including leadership positions):

Includes support/implementation/maintenance for all software, applications, and end user training.

Total Staff: 9

Information Support Technology (including leadership positions):

Includes support/deployment/maintenance on all hard ware devices for staff, faculty, and students.

Total Staff:7

Technology Purchasing and Customer Service (including leadership positions):

Includes all technology purchasing for the District and front line customer service.

Total Staff: 2

2022-2023 Total IT Staff: 23

Five Year Lookback on Staffing:

Staffing Description:	Sum of 2019	Sum of 2020	Sum of 2021	Sum of 2022	Sum of 2023
Administrative & Customer Service Support	1	1	1	1	2
Leadership	0	1	1	1	1
Management (IS and Reporting)	3	3	3	4	4
Management IT	1	1	1	1	1
Network/Infratstructure	2	2	2	2	2
Network/Infratstructure/Cyber Management	0	0	1	1	2
Software/Applications	5	5	5	5	5
Technology Support (Hardware)	6	6	6	6	6
Grand Total	18	19	20	21	23

Software and Application Inventory:

Area Responsible	Count of Count
Information Services	40
Information Services/Technology Support	1
Information Technology Support	198
Systems Engineers	25
Systems Engineers/Information Services	1
Systems Engineers/Information Services/Technology Support	1
Grand Total	266

Hardware Inventory:

Employee Non-Classroom:

Table 1:



Total Inventory of Employee Devices (Desktops, Laptops, and Tablets): 839

Table 2:



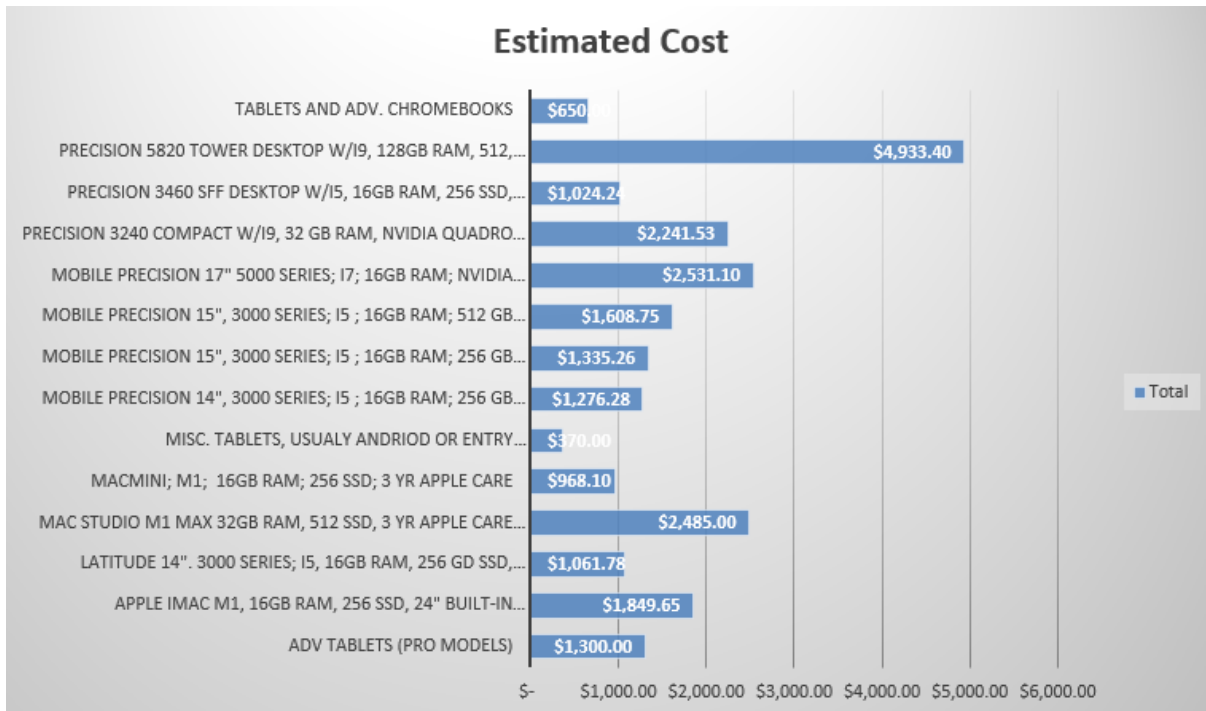
Total Inventory of Employee Desktops: 420 (Included in Table 1)

Table 3:



Total Inventory of Employee Laptops and Tablets: 419 (Included in Table 1)

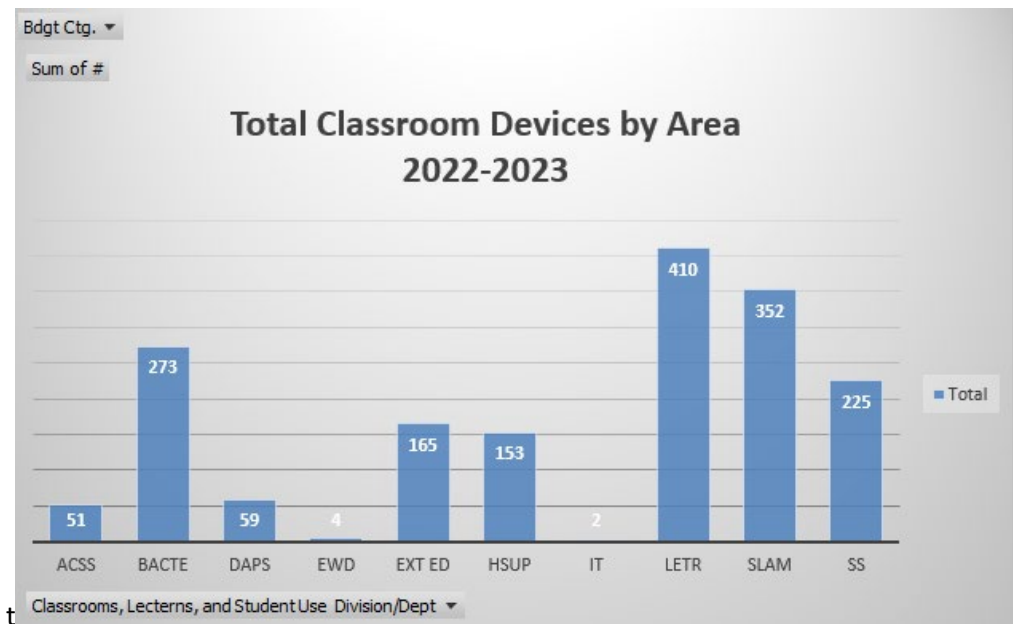
Table 4:



Estimated cost of devices for Non-Classroom purchasing.

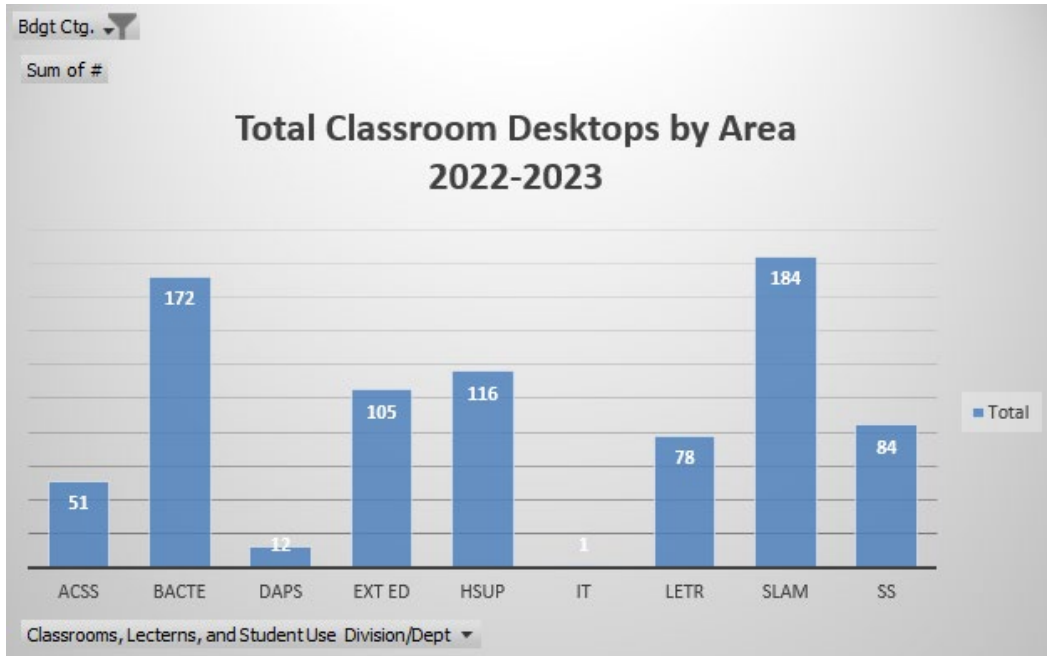
Classroom and Lab Equipment:

Table 5:



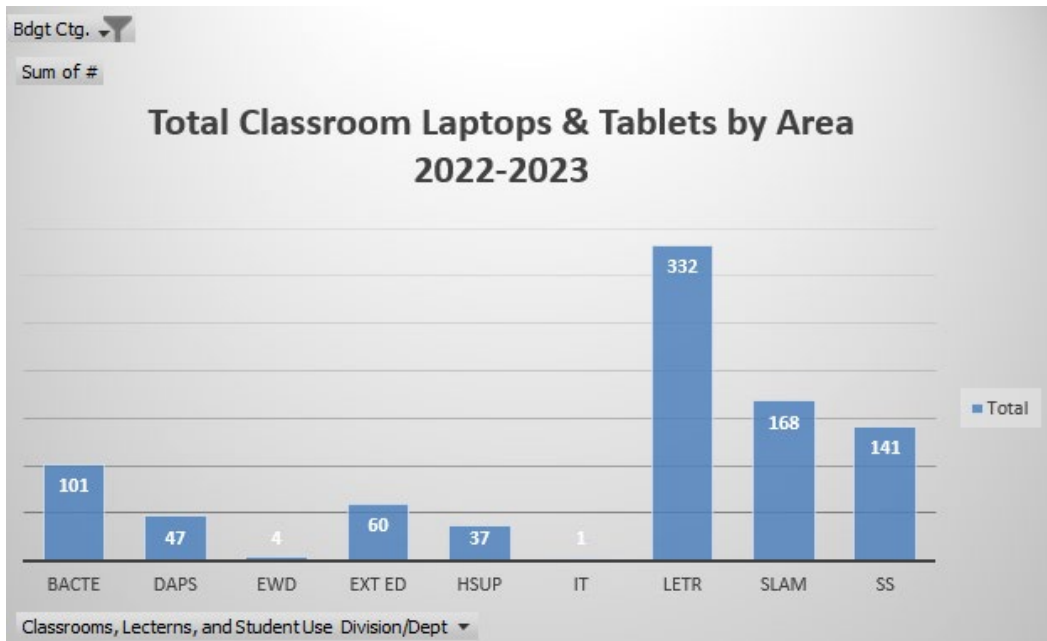
Total Device Count: 1694

Table 6:



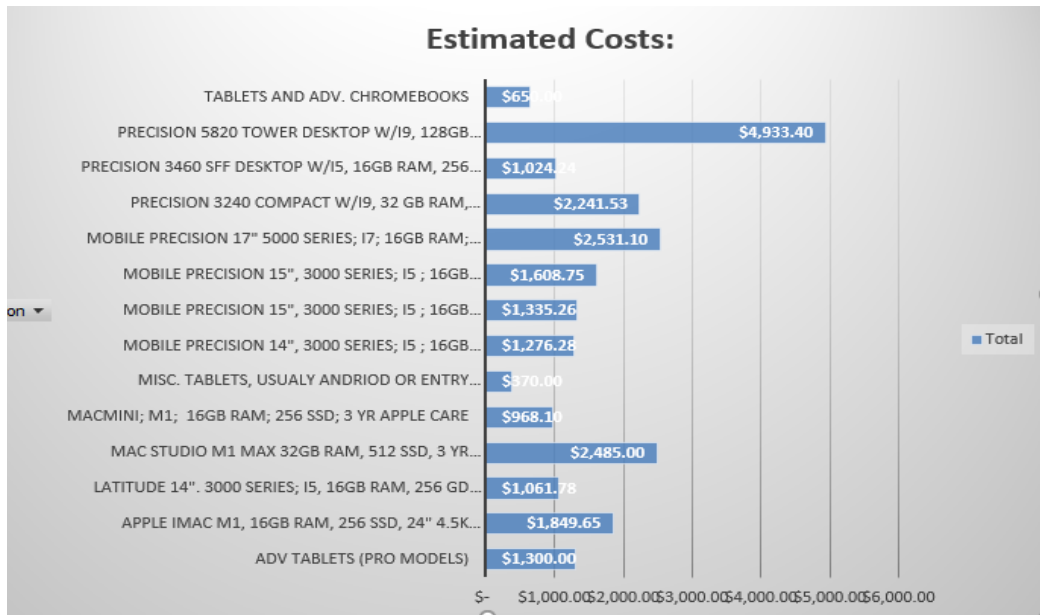
Total: 803

Table 7:



Total: 891

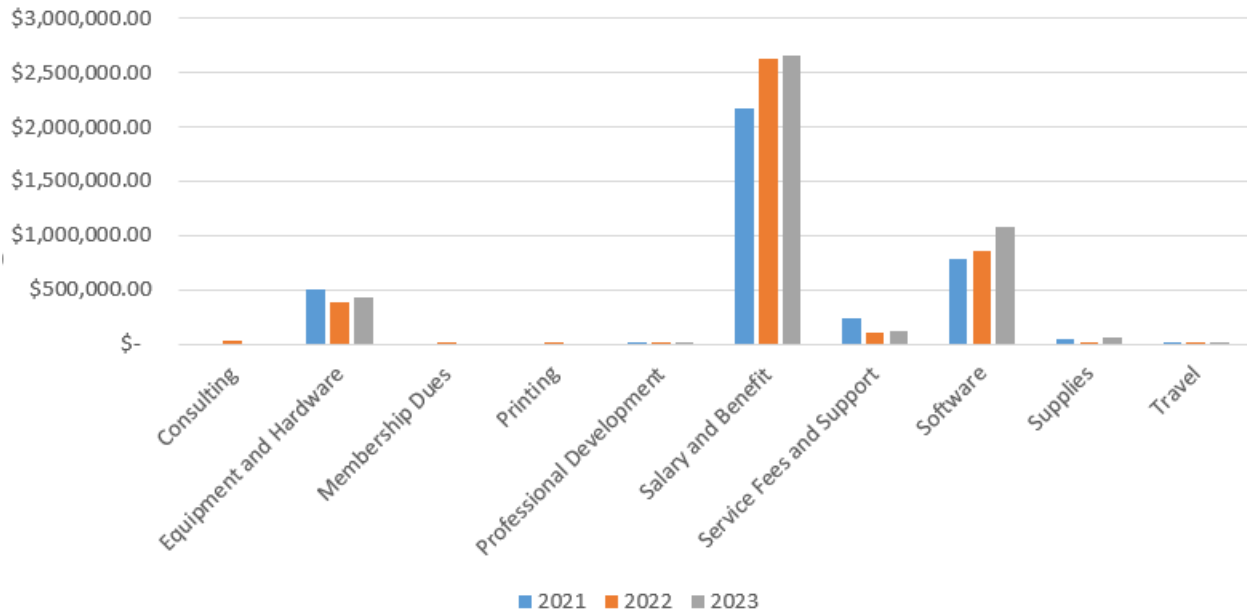
Table 8:



Estimated cost of devices for classroom purchasing.

Annual Budget for Computer/Hardware Refresh: \$300,000

Summary of IT Budget Allocation 2021-2023



Student Data:

California Community Colleges Chancellor's Office
Student Headcount Summary Report

	Annual 2018-2019	Annual 2019-2020	Annual 2020-2021	Annual 2021-2022
	Student Count	Student Count	Student Count	Student Count
Shasta Tehama CCD	14,253	13,986	12,032	11,487

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Source: [California Community Colleges Chancellor's Office - Data Mart \(ccco.edu\)](https://data.cccco.edu)



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