

C. Technology Resources

1. Technology services, professional support, facilities, hardware, and software are appropriate and adequate to support the institution's management and operational functions, academic programs, teaching and learning, and support services.

Evidence of Meeting the Standard

The College has a council and committee structure for technology governance, planning, and decision-making. The Technology Council has representatives from faculty, staff, and student constituent groups and is responsible for high-level technology planning and changes (IIIC1-01). The four committees of the Technology Council focus on the planning and operations in specific areas. The Banner Student and Banner HR/Payroll/Finance committees are responsible for the Banner ERP system, the Web Services committee is responsible for the public website and internal portal, and the edTAC committee is responsible for classroom technology.

The Information Technology Services (ITS) department manages the operations of computers, phones, enterprise software, websites, servers, and networks (IIIC1-02). ITS regularly patches and updates College-hosted software (IIIC1-03). Recent projects in ITS have focused on increasing our disaster recovery capabilities by backing up critical Banner servers to Amazon Web Services (IIIC1-04) and moving our identity provider from a self-hosted instance to a vendor-managed instance in Amazon Web Services. In fall 2021, ITS contracted with a third-party to complete a comprehensive security evaluation, and ITS continually addresses security remediations. Security has dramatically increased as a departmental focus, and the most recent ITS program reviews plans for the development of a comprehensive security program and the hiring of a dedicated security analyst position (IIIC1-05).

The Distance Learning department provides support and instruction to faculty on the learning management system and instructional technology. They accomplish this through workshops, online training, and one-on-one support (IIIC1-06).

During the COVID-19 pandemic, the College engaged in a dedicated effort to provide alternative technology to both employees and students. The College purchased hundreds of new laptops and hotspots for students, which are now available to any student through the library. In addition, specialized academic programs acquired their own laptops to loan to students. As a result, very few students cited technology problems as a reason for dropping a course in the fall of 2021 (IIIC1-07).

Analysis and Evaluation

The College has a robust shared-governance structure that effectively guides technology planning and implementation, and the ITS and Distance Learning departments deliver technology resources to the campus that is appropriate and adequate. Security and disaster recovery are prioritized and are integral aspects of technology operations.

2. The institution continuously plans for, updates and replaces technology to ensure its technological infrastructure, quality and capacity are adequate to support its mission, operations, programs, and services.

Evidence of Meeting the Standard

Led by the Technology Council, the College has recently completed a six-year technology master plan that will serve as a roadmap for upcoming technology changes and improvements (IIIC2-01). The development of this plan involved frequent constituent feedback, including a technology survey ([IIIC2-02](#)) and technology planning virtual town halls ([IIIC2-03](#)).

The ITS department maintains computer standards and obsolescence guidelines, which the Technology Council reviews ([IIIC2-04](#)). In addition, ITS has developed guidelines for technology infrastructure in new construction to support the new building projects on our campuses ([IIIC2-05](#)).

The templates for administrative and academic program reviews contain prompts to add technology resource requests, and departments frequently make technology requests through program review ([IIIC2-06](#)). The recently established Resource Alignment Committee is a shared-governance group that has allocated restricted funding, such as lottery, for technology projects ([IIIC2-07](#)).

Analysis and Evaluation

Technology planning guides technology decision-making and is responsive to the needs of the campus community. Technology planning is accomplished through both a multi-year technology plan, as well as the integration of technology needs into program review and resource allocation.

3. The institution assures that technology resources at all locations where it offers courses, programs, and services are implemented and maintained to assure reliable access, safety, and security.

Evidence of Meeting the Standard

The College consists of several campuses and provides appropriate technology at each. Our CENIC internet connection provides redundant internet connectivity to our Santa Maria campus, which in turn provides connectivity to our Lompoc Valley Campus ([IIIC3-01](#)). The College contracts with a third party to provide a dedicated internet connection at our Vandenberg Space Force Base Center ([IIIC3-02](#)). In 2022, the College completed a project to upgrade the fiber and cabling at our Lompoc Valley Center to increase the maximum internet speed and capacity ([IIIC3-03](#)).

Employees located at any campus can submit help desk tickets, and the ITS department assists employees and maintains equipment at any campus ([IIIC3-04](#)). In the last couple years, the College has emphasized technology that can be used completely off-campus. To complement our expanded Chromebook laptop lending, ITS partnered with faculty in spring 2021 to build a Windows Virtual Desktop environment, which allows students to access a Windows virtual computer from any web browser ([IIIC3-05](#)).

Recently, the College has invested in laptops for students in specialized courses, so students are able to run the appropriate software from any location ([IIIC3-06](#)). In addition, the ITS department has continued to upgrade and replace computers at every campus location ([IIIC3-07](#)).

Analysis and Evaluation

The ITS department supports the employees and technology equipment at all campus locations. Appropriate technology infrastructure exists at each campus location, including infrastructure that can be accessed through the public internet.

4. The institution provides appropriate instruction and support for faculty, staff, students, and administrators, in the effective use of technology and technology systems related to its programs, services, and institutional operations.

Evidence of Meeting the Standard

The Information Technology Services department maintains a comprehensive knowledge base with over fifty articles covering district-supported technology for both students and employees (IIIC4-01). These articles contain tutorials and screenshots for completing common tasks (IIIC4-02). In addition, ITS provides support to students and employees through an online helpdesk system. ITS evaluates the quality of support through a short survey that is randomly sent to requestors after a support ticket is closed (IIIC4-03).

The College offers a robust curriculum on building information technology skills. There are vocational education courses on computer basics, Microsoft Office products, email, and social media (IIIC4-04). The Computer Business Information Systems and Computer Business Office Technology programs also offer courses on core technology skills and teach Microsoft Office products. The Multimedia Arts and Communication department regularly offers courses that teach the Adobe suite of products at an advanced level (IIIC4-05).

The College also offers instructions on using its online platforms. Admissions and Records and Community Education offer tutorial videos on completing registration activities online (IIIC4-06). ITS has developed a curriculum for employees who edit the public website or manage the online presence for advisory committees, which includes a knowledge check (IIIC4-07).

The Distance Education team provides both in-person and online training for faculty. They offer in-person professional development workshops covering topics from Canvas to accessibility to student engagement in distance education courses (IIIC4-08). They also maintain a Canvas course that covers distance education pedagogy (IIIC4-09).

Analysis and Evaluation

The College offers appropriate support and technology training for its students and employees. This is accomplished through a robust help desk and knowledge base, a strong technology curriculum, and workshops and training sessions.

5. The institution has policies and procedures that guide the appropriate use of technology in the teaching and learning processes.

Evidence of Meeting the Standard

The core policy that guides the use of technology at the college is Board Policy 3720 – Computer and Network Use and the associated administrative procedure ([IIIC5-01](#)). The board policy establishes that the superintendent/president shall develop procedures for the acceptable use of technology for students and employees. The administrative procedure contains guidelines for privacy and acceptable use of district technology. When a student or employee logs into their myHancock account for the first time they are prompted with a link to BP/AP 3720 and must agree to abide by these policies ([IIIC5-02](#)). In addition, faculty distribute guidelines to their students on the use of technology in discipline-specific computer labs ([IIIC5-03](#)).

The Learning Assistance Program has established best practices for designing instructional materials that are accessible to all students. They distribute this content to faculty through a Canvas course ([IIIC5-04](#)).

[New Distance Education BP/AP may have accessibility section]

Analysis and Evaluation

The College has policies and procedures about the appropriate use of technology for students and employees with regards to computer labs, instructional materials, and anyone using a college computer or accessing the college's network.