

Technology Plan II TCO Model

March 19, 2008

Student Lab/Library, PC Baseline Standards

A1.a	PCs for student	One PC will be dedicated to student use for every 20 FTES.
A1.b	PCs for student with assistive technology	10 percent of all computers in this category will be configured with assistive technology to provide increased access to students with disabilities.
A2	Printers	One workgroup printer will be dedicated to every 30 student computers.
A3	Office Software	All student computers will have access to word processing, spreadsheet, and presentation software.
A4	e-Communications (email, text, chat)	All students will have access to a college-provided or personal electronic communications account (email, chat, text, etc) to facilitate college-to-student, faculty-to-student, and student-to-student communication.
A5	Internet	All student computers will have access to the Internet via a browser.
A6	Security	All campus-owned student-access computers will be protected by anti-virus, anti-spyware, and firewall software.
A7	Student Online Services	All student computers will have access to all student online services provided by the college.
A8	Refresh rate and currency of computers	PCs will be replaced on a three-year basis. This requirement is consistent with industry practices.
A9	Online Library and Learning Resources	All student computers will have access to electronic library databases and the electronic library card catalog.

Student/Faculty/Staff-owned Computers

A5	Internet	All student computers will have access to the Internet
A6	Security	Each personally-owned computer will be protected by anti-virus, anti-spyware, and firewall software.

Faculty PC Baseline Standards

B1.a	PCs for Full-time Faculty	One PC, with appropriate assistive technology as needed, will be provided for every full-time faculty member.
B1.b	PCs for Adjunct Faculty	One PC, with appropriate assistive technology as needed, will be dedicated to part-time faculty for every part-time FTEF.
B2	Printers	One workgroup printer will be dedicated to every 25 faculty computers.
B3	Office Software	All faculty computers will have access to word processing, spreadsheet, and presentation software.
B4	e-Communications (email, text, chat)	All faculty will have access to a college-provided or personal electronic communications account (email, chat, text, etc) to facilitate college-to-faculty, faculty-to-student, and faculty-to-faculty communication
B5	Internet	All faculty computers will have access to the Internet.
B6	Security	All campus-owned faculty-access computers will be protected by anti-virus, anti-spyware, and firewall software.
B7	Faculty Online Services	All faculty computers will have access to all faculty online services provided by the college.
B8	Refresh rate and currency of computers	PCs will be replaced on a three-year basis. This requirement is consistent with industry practices.
B9	Online Library and Learning Resources	All faculty computers will have access to electronic library databases and the library card catalog.
B10	Digital Media Services	Optical-character recognition and image scanning are available to faculty.

Administrative and Classified Staff PC Baseline Standards

C1	PCs for permanent administrative & classified staff	One PC, with appropriate assistive technology as needed, will be provided for each of 80% of the permanent administrative and classified staff.
C2	Printers	One workgroup will be dedicated to every 25 staff members.
C3	Office Software	All staff computers will have access to word processing, spreadsheet, and presentation software.
C4	e-Communications (email, text, chat)	All staff will have access to a college-provided or personal electronic communications account (email, chat, text, etc) to facilitate college-to-staff, staff-to-faculty, and staff-to-staff communication
C5	Internet	All staff computers in this category will have access to the Internet via a browser.

<u>C6</u>	Security	All campus-owned staff-access computers will be protected by anti-virus, anti-spyware, and firewall software.
C7	Administrative Online Services	All staff computers will have access to job-related administrative online services provided by the college.
C8	Refresh rate and currency of computers	PCs will be replaced on a three-year basis. This requirement is consistent with industry practices.

Support Baseline Standards

Based on supporting only Monday -- Friday, 8 hours a day (5x8). Note that this is not sufficient to support most colleges' requirements for IT support.

	Position	<i>Description</i>	Basis	<u>Minimum</u>
S1	Computer Technician	Installs, configures, repairs, & maintains computer hardware, including portable and handheld devices (laptops, PDAs, etc.) and software including servers, peripherals (excluding labs) and assistive technologies. Maintains network connectivity and provides staff and faculty support.	1 / 100 computers (for all college / district computers, excluding labs)	1
S2	Computer lab/classroom technical assistant	Provides simple technology maintenance and assists faculty & students during and out of class with technology issues.	1 / 75 computers (for all computers in labs, smart classrooms, and classrooms, including mobile labs)	1
S3	Network Engineer / Technician	Designs, installs, configures, repairs, & maintains campus backbone(s), wired and wireless networks, WANs, and telecommunications systems (e.g. VOIP) and wiring.	1 / 3000 FTES	1
S4	Webmaster / Web Administrator / Web Designer	Designs and maintains the district's / college's Web software infrastructure and Web site	2 per District or Institution plus 1 for each additional site	2*
S5	Instructional Designer / Technology Specialist	Assists faculty with integrating content, using technology, into curriculum	1 / 100 FTE faculty (PT & FT)	1
S6	Technical Training Specialist	Trains staff and faculty. May runs a technology training center.	1 / 300 FTE faculty & staff (PT & FT)	1
S7	Broadcast Technician	Installs, configures, repairs, & maintains broadcasting equipment, including IP and broadcast HD	1 / 300 FTE faculty (PT & FT)	0.5*
S8	Multi-media Production Specialist	Supports faculty with multi-media production, delivery, and operations.	1 / 200 FTE faculty (PT & FT)	0.5

S9	Instructional Application Developer / Administrator	Designs, installs, configures, repairs, & maintains software applications to support instruction (e.g. systems analyst, programmer, systems administrator roles) to include support for library systems, course management software, list serves, and newsfeeds.	1 / 3000 FTES (PT & FT)	1
S10	Help Desk Technician (Skill set equivalent to S1)	Provides a central point of contact to receive reports of technical problems from students, faculty, and staff. Provides technical answers and solutions. .	1 / 3,000 FTES	1
S11	Technical Manager	Manages technical personnel & sub-functions	1 /10 technical staff	0
S13	Director or higher-level manager who supports instructional systems	Manages overall instructional technology function. Acts as liaison with academic administration.	1	1

Key Definitions

Term	Definition	Applies to:
Computer	Personal computer: Any system which is based on Intel or AMD chip architectures, thin clients (such as Sun's "Sunray"), and Apple computer systems such as the Macintosh series qualify. Includes mobile and hand-held devices such as laptops, PDAs and cell phones.	All Students, Faculty, Administrative and Classified Staff Baselines
Offsite access	The email system will have the capability to allow members to access their accounts via home or remote computers. Current email system standards in 2001 that facilitate this are SMTP, MAPI, and POP3. Offsite access does not imply the requirement for a college or District to employ remote access services – RAS (e.g. modem dial-up services).	B4.a, B4.b, C4
Staff computers	Requirements for services referring to "staff computers" apply only to the personal computers assigned to permanent staff members as personal workstations (and not to all computers that may be dedicated to supporting administrative functions).	Administrative and Classified Staff Baselines