

Standard III.C: Technology Resources

III.C.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 structured leadership, oversight, maintenance, and planning for campus technology to ensure that services, support, facilities, hardware, and software adequately support student learning programs and services [IIIC1.1, IIIC1.4 – IIIC1.5].
- Faculty, staff, and students participate in leadership and planning for to ensure that technology resources support College operations, programs, and services [IIIC1.2, IIIC1.3]
- Information Services staff have established a standard to ensure technology hardware purchases support operational functions and student learning programs and services [IIIC1.14].
- The College evaluates the adequacy and appropriateness of its technology resources through program review and annual action plans, as well as through its three-year Technology Plan [IIIC1.13, IIIC1.16].

Analysis and Evaluation

Monterey Peninsula College is committed to providing students, faculty, and staff with stable, effective technology as a means of supporting student learning programs and services.

Leadership and oversight for campus technology is shared by (1) a Director of Information Systems with responsibility for campus technology infrastructure and systems and, (2) an Associate Dean of Instructional Technology with responsibility for the campus Instructional Technology Center and online instruction [IIIC1.1]. Faculty, staff, and students participate in leadership and planning for both areas through service on the Technology Committee and Instructional Committee on Distance Education [IIIC1.2, IIIC1.3]. This structure helps the College ensure that technology resources support College operations, programs, and services.

Technology Services & Professional Support

Information Services operations at MPC encompasses two departments: (1) Media Services and Reprographics, and (2) Information Technology (IT); the Information Technology department also houses the Systems & Programming unit and the Network & Communications unit [IIIC1.4]. Personnel in Information Services and Instructional Technology collaborate to ensure adequate and appropriate services and professional support for faculty, staff, and students. Each department/unit's primary functions are described below.

Media Services & Reprographics

MPC's A/V Media Technician provides support for the setup, maintenance, and operations of smart classrooms; ensures the availability and proper setup of A/V technology for meetings and special events across campus; and provides training for faculty and staff as necessary. A Reprographics Technician coordinates operations of MPC's print shop and provides related services to support the reproduction of printed materials [[IIIC1.5a](#), [IIIC15.b](#)].

Information Technology

Technical and Desktop Support

The Information Technology department provides technical support to faculty, staff, and students through multiple sources across campus. Information Technology Support Technicians from the IT department provide desktop support to faculty and staff across the district [[IIIC1.5c](#)]. Many instructional divisions also have Instructional Technology Specialists who provide direct support to faculty, staff, and students for the setup, maintenance, and operation of computer labs, smart classrooms, and other instructional technology specific to their assigned division [[IIIC1.5d](#)]. Since MPC's last accreditation site visit, an Instructional Technology Specialist has been assigned to assist with technology needs at the Education Center at Marina. In addition, based on growth in the use of MPC's learning management system for face-to-face and online courses, a full-time Online Instructional Technology Specialist has been hired to provide support to online faculty and students [[IIIC1.5e](#)].

Systems & Programming

Lead by the Systems & Programming Manager, MPC's Programmer/Analysts provide support to ensure operation, maintenance, upgrades, proper use of MPC's Student Information System (SIS) and integration with external systems including the Open CCC Apply, Moodle (the campus learning management system), the Financial Aid Management System, and other campus services [[IIIC1.5f](#), [IIIC1.5g](#)].

Network & Communication Infrastructure

MPC's Network Engineers setup, maintain, operate, and ensure access to College networks and systems; monitor for potential network and system problems and implement corrective measures; and provide training and support for network system users [[IIIC1.5h](#)].

Instructional Technology

MPC's Instructional Technology Center staff provide assistance to faculty and students on the use of technologies related to online instruction. In addition to technical support, the Online Instructional Technology Specialist and Faculty Coordinator for Distance Education provide one-on-one consulting, curriculum design assistance, and training to faculty.

Since MPC's last accreditation cycle, web-based help desk solutions have been implemented to streamline requests for professional support in all areas above and enable greater degrees of tracking and analysis of campus technology support needs. The MPC Online Support Team

implemented a system called Freshdesk to provide support resources for faculty and students, as well as manage all requests for technical support related to online instruction at the College [IIIC1.6]. The IT Direct module of the SchoolDude system has been implemented by the Information Systems department to track and monitor requests for faculty and staff [IIIC1.7].

Technology Facilities

MPC provides faculty, staff, and students with access to technology resources on and off campus through a variety of technology facilities including computer labs, smart classrooms, and offices.

The Information Services department office is located in the campus administration building on the main campus in Monterey. Located within the department office is MPC's data center, which houses most of MPC's primary information system servers and is configured with clustered services, redundant database systems, fire suppression gas, and paired air-cooling systems to ensure that systems and information is safe and secure.

In November 2002 MPC's bond measure, Measure I, was approved by the voters to fund \$145 million for facility improvements. Among the improvements made since MPC's last accreditation visit were upgrades to network infrastructure including updating the fiber optic campus network backbone and replacement or reconfiguration of core network infrastructure in buildings across campus. In addition, new computer labs were established in the Business & Technology Division and Access Resource Center. The bond measure also funded the establishment of new campus centers in Marina and Seaside and installation of technology and network infrastructure to support teaching and learning at both sites [IIIC1.8]. The construction and technology improvements made as a result of the bond measure provided major upgrades to MPC's classroom environment and the academic programs that populate the remodeled buildings and campus centers.

The network on the main MPC campus in Monterey has a 10 Gigabit fiber optic backbone and 1Gbps connection to the Internet. The Education Center at Marina and Public Safety Training Center in Seaside each have 100 Mbps Internet connections. Wi-Fi access is available throughout most parts of the main campus in Monterey, at the Education Center at Marina, and the Public Safety Training Centers. Wi-Fi has been reconfigured and enhanced in high use areas on the main campus in Monterey, including the lecture forums, library, and student center. Additional areas for improvements on the main campus and at both centers have been identified, and improvements will be implemented as funds for the project are identified. A student survey on campus technology shows that improving wireless access is the biggest priority for students [IIIC1.9, p.48]. The College recognizes that more robust wireless solutions need to be implemented as the use of mobile devices and portable computers continues to increase across all campus locations.

Hardware & Software

The Information Technology department supports the acquisition, installation, and use of technology hardware and software across campus. MPC has established campus standard computer systems and platforms that guide the purchase and implementation of new systems across campus [IIIC1.10]. Where necessary, the Information Technology department works with Division Instructional Technology Specialists to plan and implement non-standard hardware and software that supports specific instructional programs on campus.

The main campus in Monterey has 92 classrooms and labs, 71 of which are outfitted with presentation technology systems including computers, projection systems, document cameras, DVD/Blu-ray players, as well as other technology appropriate for specific disciplines using the classroom or lab. In addition, there are nine computer labs on campus, including open lab space on all three floors of the Library Technology Center. Each classroom at the Education Center in Marina is outfitted with similar presentation technology and there is one fixed computer lab and one mobile laptop lab for use by faculty and students. Seven of the eight classrooms at the Public Safety Training Center are outfitted with presentation technology systems.

Results from the 2014 Noel-Levitz Student Satisfaction Inventory (SSI) indicate that students feel that “computer labs are adequate and accessible” (overall satisfaction rating of 5.54 out of 7), which indicates that students feel fairly satisfied with computer labs at Monterey Peninsula College. This rating is lower than it was in 2009 (5.75 out of 7), and lower than the national average (5.73 out of 7) [IIIC1.11]. The College expanded hours of the library (which houses the largest open computer lab) in summer 2015 and fall 2015. Although the change was minimal (15 additional minutes in the morning), student survey data indicated that this would allow them to access the computers prior to early morning classes [IIIC1.12]. This small change has improved availability and accessibility of labs.

Among the software systems managed by the Information Systems department is the campus Student Information System (SIS). MPC is one of only two members remaining in a consortium led by Santa Rosa Junior College who developed and maintains SIS. Through its participatory governance process, MPC faculty, staff, and administration have begun discussing the limitations of the SIS system and the need to migrate to a more robust Enterprise Resource Planning (ERP) system that will better meet MPC’s current and future needs (see QFE Action Project #3).

Evaluating Technology Resources

The College evaluates the adequacy and appropriateness of its technology resources as it prepares its three-year Technology Plan, as well as through program review and annual action plans. The Technology Plan includes specific actions planned to remediate gaps uncovered during the assessment of resources to ensure that technology resources are adequate and appropriate. Program review and annual action plan processes allow divisions and departments across campus continually assess the appropriateness of technology to meet their needs through program review and annual action plans [IIIC1.13a, IIIC1.13.b]. This process allows divisions and departments to request new, updated, or replacement technology resources in support of

program review improvement plans as needs arise. Requests included on Annual Action Plans are considered during MPC's annual planning and resource allocation process.

The College also uses external consulting services as appropriate to assist with assessing campus technology infrastructure and implementing technology systems or projects that requires specialized knowledge beyond that of existing staff. For example, the College has hired external consultants for specific initiatives including conducting a campus-wide Wi-Fi analysis, managing the campus Website redesign project, redesign and implementation of virtual desktop infrastructure, and implementation of Google Apps for Education.

The following responses from the Accreditation Faculty and Staff Survey 2014 further demonstrate that MPC provides adequate technology services, professional support, facilities, hardware, and software [[IIIC1.14](#)]:

- 77.7% of faculty and staff somewhat agree or strongly agree that the technology at MPC enhances teaching and achievement of student learning.
- 87.1% of faculty and staff somewhat agree or strongly agree that information technology personnel are knowledgeable and helpful.

Conclusion: Monterey Peninsula College meets Standard III.C.1.

Evidence Cited

IIIC1.1	Technology Restructuring Proposal
IIIC1.2	Technology Committee Bylaws
IIIC1.3	ICDE Bylaws
IIIC1.4	Information Services Organization Chart
IIIC1.5	Technology Support Position Descriptions <ol style="list-style-type: none">A/V Media TechnicianReprographics TechnicianInformation Technology Support TechnicianInstructional Technology SpecialistOnline Instructional Technology SpecialistSystems & Programming ManagerProgrammer/AnalystNetwork Engineer Job Description
IIIC1.6	MPC Online Helpdesk Report
IIIC1.7	IT Helpdesk Status Monitoring
IIIC1.8	MPC Ford Ord Center Physical Master Plan
IIIC1.9	2013-2016 Technology Plan , p.48
IIIC1.10	Campus IT Standard
IIIC1.11	Noel-Levitz SSI Results: 2014 vs 2009
IIIC1.12	Library Hours Survey
IIIC1.13	Program Review Annual Action Plan Update Reports <ol style="list-style-type: none">2013-20142014-2015
IIIC1.14	2014 Faculty and Staff Accreditation Survey

III.C.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

- Evidence of the College’s continuous planning for technology updates and replacement can be seen in institutional planning documents such as the Education Master Plan, Technology Plan, MPC Online Strategic Goals, Physical Plant & Instructional Support Plan [IIC2.1, IIC2.3, IIC2.6, IIC2.8].
- College planning structures, including program review and the annual resource allocation process, ensure that technology planning and improvements support the mission, operations, programs, and services of the institution [IIC2.3, IIC2.7].

Analysis and Evaluation

As part of MPC’s Annual Planning and Resource Allocation Process, divisions and departments complete a comprehensive program review every six years to document program accomplishments, goals, and emerging needs—including technology resources—that support student learning, programs, operations, and services. Annual program review updates and action plans allow departments to request technology updates or replacements that emerge between program reviews. The College uses annual action plans for resource allocation planning and ongoing monitoring of its technological infrastructure in order to ensure that technology resources are adequate to support the mission, operations, programs, and services of the College.

The Education Master Plan guides technology planning through the inclusion of an institutional goal to “Establish and maintain effective infrastructure to promote student learning and achievement” as well as strategic initiatives for technology sustainability and the growth and development of distance education [[IIC2.1](#), see esp. Appendices G & F].

The Strategic Initiative for Technology Sustainability provides a framework for continuous planning, updating, and replacement of technology to support MPC’s mission, operations, programs, and services. Additionally, in 2012, MPC adopted an institutional goal that stated the following:

MPC will maintain and strengthen instructional and institutional technology:

- Develop a long-term funding plan to meet technology needs.
- Conduct a broad-based review of functionality and efficiency of all district technology, consult with users, and implement appropriate modifications to meet the needs of the end user.
- Conduct a broad-based review of the organization, management, and support of MPC’s website, and implement appropriate changes to meet the needs of end users.

- Conduct a broad-based review of the leadership, management, and structure of campus-wide technology support to maximize efficiency, resources, and ease of use.

The strategic initiative prompted a review of leadership and management of campus technology. After the review, the College divided the position of Dean of Technology into two distinct positions: a Director of Information Services to oversee Information Services operations, and an Associate Dean of Instructional Technology to oversee the campus Instructional Technology Center and online instruction [IIIC3.2]. With both positions in place, the campus moved forward in addressing widespread technology needs and planning for future developments as outlined in the 2013-2016 Technology Plan [IIIC2.3]. Under the leadership of the Director of Information Systems, and in collaboration with the Technology Committee, the plan was informed by input from faculty, staff, and students; extensive review by shared governance groups across campus; analysis from outside consultants; and direct feedback from technical staff across campus. The plan identifies strategic technology initiatives to update, maintain, and replace existing technology and technology infrastructure under the following goals:

- **Goal 1: Academic Accessibility and Access:** Provide students with access to classes, services, and support with a focus on their overall academic success.
- **Goal 2: Communication and Collaboration:** Provide students, faculty, and staff to proven technology that enhances communication and collaboration.
- **Goal 3: Technology Infrastructure:** The College technology infrastructure needs to be enhanced and supported to provide the tools and resources for institutional needs.
- **Goal 4: Institutional Information Management:** Faculty and staff will have access to College information systems that facilitate storage, retrieval, analysis, and reporting of institutional information.

The Technology Committee reviews the Technology Master Plan initiatives regularly. This review, along with the institutional action plan, helps to guide decision making for campus-wide technology resource allocation including infrastructure, information systems, policies, and practice [IIIC2.4]. In fall 2015, the Technology Committee continued review of planned initiatives and kicked off discussions about establishing the 2016-2019 Technology Plan [IIIC2.5].

The Strategic Initiative for the Growth and Development of MPC Online provides an additional framework for continuous planning, updating, and replacement of instructional technology to support MPC's mission, operations, programs, and services. Since 2012, the Institutional Committee on Distance Education (ICDE) has established annual strategic goals to guide the growth and development of online courses and programs as well as guide the support and use of the campus learning management system for delivering instruction at MPC [IIIC2.6]. The 2015-2016 MPC Online Working Goals include the following six priorities:

- **Goal 1: Student Support & Success:** Provide resources to support the enrollment, retention, and success of students using MPC Online.
- **Goal 2: Faculty Support & Resources:** Provide support for faculty and staff to design and teach high quality online courses.
- **Goal 3: Faculty Training:** Provide resources for faculty and staff in developing knowledge and skills necessary to design and teach high quality online courses.
- **Goal 4: Technology/Systems:** Provide technical resources (Learning Management System and related Instructional Technologies), network infrastructure, and access to reliably support and deliver online learning at MPC.
- **Goal 5: DE Program Development & Growth:** Expand MPC's current online program and course offerings to meet the needs of students seeking to complete general education, obtain certificates and/or associate degrees, and build knowledge and skills.
- **Goal 6: Compliance:** Ensure that program requirements, documents, and resources meet local, state, and federal guidelines and regulations that apply to distance education in California Community Colleges.

These goals drive planning, including planning for refreshment of technology and systems, for MPC Online.

Technology Updates and Refreshment

Division and department action plans and annual action plan updates serve to help prioritize requests for technology updates and refreshment necessary to ensure technological infrastructure, quality, and capacity are adequate to support the College mission, operations, programs, and services. When funds are available, the action plans are the basis for *Instructional Equipment and Needs Fund Requests* made through the Academic Affairs Advisory Group (AAAG) and Student Services Advisory Group (SSAG). Requests for instructional equipment require explanation of how the equipment supports student learning and references specific SLOs, program reflection, and program review as appropriate [[IIIC2.7](#)]. The Information Services department evaluates requests made through AAAG and SSAG and, where possible, combines requests to ensure compatibility with existing campus technology infrastructure and standards.

During the 2014-2015 academic year, the annual action plans were used to prioritize technology needs to inform MPC's 5-year Physical Plant and Instructional Support plan [[IIIC2.8](#)]. The funds allowed the district to invest in the following infrastructure upgrades to support campus instructional programs and services during the first year of the plan:

- 1) Refresh of computer labs on the main campus in Monterey and the Education Center in Marina.
- 2) Purchase mobile devices for use in the Computer Science program.
- 3) Purchase equipment to support video recording of course lectures for online and in-class use.
- 4) Replace computers in the Library.

- 5) Purchase new software and devices for instructional programs.
- 6) Purchase new projector systems and smart classroom equipment for campus classrooms

Additional planned technology updates and refreshment will occur over the remaining four years of the plan.

For several years, the College has lacked dedicated funds for technology upgrades and replacement. However, it has been able to make use of end-of-year savings and one-time funds from a variety of sources to update and replace technology to maintain technological infrastructure, quality, and capacity to support its mission, operations, programs, and services. Funding sources include Perkins Grants, Physical Plant and Instructional Support funds, and MPC Foundation and block grant funds. During spring 2013, the Technology Committee made a recommendation to College Council for the use of \$300,000 in one-time funds to invest in infrastructure upgrades, including:

- **MPC Website Upgrade:** The College website (www.mpc.edu) serves as the primary source of information about MPC's programs and services for students, employees, and the community. Ongoing discussions with the Academic Senate and other governance groups, along with surveys of staff, faculty, and students confirmed the need for an updated campus website. Using one-time funds, MPC contracted with a third party-vendor to redesign the website and hired a one-time project consultant to oversee the project [[IIIC2.9](#)]. The new website launched August 2014 with a much more student centered organization structure, updated content, and modern technology platform to meet the needs of students. The campus is currently discussing options for establishing a webmaster position to provide continued support for the campus website and its users.
- **Campus Networking Infrastructure Improvements:** Providing reliable Wi-Fi in locations across all campuses has been a challenge for the College. New networking technology was included in building renovations that resulted from the 2002 facility improvement bond passed by voters. However, incremental addition of updated networking infrastructure and addition of Wi-Fi appliances has led to inconsistent coverage and many network appliances across the College are approaching their end of life. The College engaged third party evaluations of its network infrastructure, and used the evaluations to prioritize improvements to Wi-Fi access in high use areas (e.g., campus Lecture Forums, Library and Technology Center) to provide support for student learning [[IIIC2.10](#)]. Additional efforts to improve campus Wi-Fi access—including the development of a comprehensive wireless access plan—are in process as of fall 2015.

The College recognizes the need for stable funding sources in order to more effectively support planning for, updating, and replacing technology to ensure its technological infrastructure, quality, and capacity are adequate to support its mission, operations, programs, and services. Beginning with the 2015-2016 budget, the College has designated \$200,000 in funds for technology replacement. In addition, the budget includes \$175,000 for activities related to

planning for replacement of the College's current student information system with a full-featured Enterprise Resource Planning (ERP) system. MPC currently uses the Santa Rosa Student Information System in place of an ERP. Santa Rosa Junior College has given MPC notice that it has begun the process of evaluating replacement systems with the intent to move away from the Santa Rosa SIS. In response, MPC has begun planning for necessary technology and infrastructure improvements to support the implementation of a new ERP, including a Business Process Analysis of campus procedures to determine needs (see QFE Project #3). As of fall 2015, the College is investigating funding sources to support the transition.

The following responses from the Accreditation Faculty and Staff Survey 2014 [[IIIC2.10](#)] demonstrate that MPC plans for, updates, and replaces technology to ensure its technological infrastructure, quality, and capacity are adequate to support its mission, operations, programs, and services but also raises two areas of concern:

- 74.1% of faculty and staff somewhat agree or strongly agree that they have adequate technology to meet their work needs.
- Only 44.2% of faculty and staff somewhat agree or strongly agree that the institution bases its technology decisions on the needs of programs and services, research, and operational systems.
- Only 44.2% of faculty and staff somewhat agree or strongly agree that MPC technology planning is integrated with institutional planning.

During the institutional self-evaluation, the College determined that the Program Review Annual Update/Action Plan process would be more effective if categories of need (e.g., instructional; facilities; technology; staffing) could be sorted more easily. Currently, the process involves a manual review of the form submitted by each department. To facilitate improvement in this area, the College will move the Program Review Annual Update/Action Plan into TracDat (see QFE Action Project #2). The ability to quickly sort requests by category of need will greatly improve the effectiveness of College technology planning.

Conclusion: Monterey Peninsula College meets Standard III.C.2.

Evidence Cited

IIIC2.1	Education Master Plan
IIIC2.2	Technology Restructuring Proposal
IIIC2.3	2013-2016 Technology Plan
IIIC2.4	Technology Committee Minutes: 5/1/15, 5/8/15, 5/22/15
IIIC2.5	Technology Committee Agenda: 9/18/15
IIIC2.6	MPC Online Working Goals (2012-2013 – 2015-2016)
IIIC2.7	Sample Program Review Annual Action Plans, 2014-2015
IIIC2.8	Physical Plant & Instructional Support Plan, 2014-2015
IIIC2.9	Website Redesign Project Timeline
IIIC2.10	Network Infrastructure Evaluations

III.C.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 provides technology resources at all locations where courses, programs, and services are offered, including online [IIIC3.1].
- MPC's Technology Plan describes the state of campus technology implementations, including aspects of access, safety, and security, and outlines the strategic operational direction, goals, and objectives for technology applications over the period of 2013-2016 [IIIC3.2]

Analysis and Evaluation

The College provides reliable, safe, and secure access to technology resources at all locations where courses are taught, including the main campus in Monterey, the Education Center in Marina, the Public Safety Training Center in Seaside, and MPC Online [IIIC3.1]. Information Services staff maintain hardware and software at all locations, as described in Standard III.C.1.

MPC's centralized technology systems provide benefits of data center reliability, network monitoring, centralized virus scanning, and backup procedures to all locations. Data backups are performed on a routine basis. MPC's data center, which serves all locations, has been equipped with fire suppression gas, paired air-cooling systems, and clustered servers for redundancy of database systems. The system sends alert messages to IT personnel for anomalous situations like high temperature or power failure. The uninterruptible power supply unit and generator system provide limited but extended services during a power outage. The data center is locked and entry controlled. With construction from the 2002 bond measure, buildings have been rewired with CAT 6, switches and UPS devices have been updated, and the fiber optic campus backbone has been upgraded.

A network audit was performed during the fall 2013 semester by an outside vendor looking for vulnerabilities [IIIC3.2, p. 59]. The recommendations were prioritized and the Information Services department has resolved critical issues and incorporated remaining issues into the 2013-2016 Technology Plan initiatives, which are in progress as of fall 2015. Examples of improvements made include a requirement to use complex passwords and use of secure SSH in place of Telnet access. The network audit and remediation show that the network infrastructure is sound and secure. Where network equipment was aging, it has been replaced (e.g., LTC switches, fiber backbone). Appropriate backups and skilled IT personnel allow quick and effective recovery from any problems that arise.

Monitoring software lets Information Services staff proactively identify network concerns. Information Services staff can identify devices that are beginning to fail and replace them before they fail completely. Similarly, this software allows faster diagnosis of network outages and reduction of downtime [IIIC3.3]. Although the network is reliable, there have been occasional outages. An overheating event in the network data center in 2014 led to a review of all related systems. Information Services staff created a remediation plan [IIIC3.4] and implementation of the plan is in process as of fall 2015.

Campus personnel, including the Audio/Visual technician, Instructional Support Technicians, and Instructional Technology Specialists, maintain technology in classrooms. A support structure is in place so that faculty and staff can request assistance with resolving issues that arise in the classroom through a centralized help desk system.

Historically, WebReg, Email/Intranet, and MPC Online have each had their own username & password, which has been cumbersome for students and personnel. To address this issue, MPC is implementing a common authentication system with anticipated launch in spring 2016 in order to provide a single username & password for access each service. The authentication system will provide easier access and improved security. In addition, MPC is in the process of transitioning to hosted email from Google for Education (also scheduled for launch in spring 2016). This transition will serve to further increase reliability as the College benefits from secure and reliable access to Google's cloud-based products and resources.

Conclusion: Monterey Peninsula College meets this Standard III.C.3.

Evidence Cited

- IIIC3.1 [IT Inventory Report](#)
- IIIC3.2 [2013-2016 Technology Plan](#)
- IIIC3.3 [Sample System Uptime Report](#)
- IIIC3.4 [Draft Remediation Plan](#)

III.C.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

- MPC's Information Services department, MPC Online Support Team, and Instructional Technology Specialists across campus collaborate to provide instruction and support for all personnel related to the effective use of technology systems related to programs, services, and operations [IIIC4.1 – IIIC4.10, IIIC4.12 – IIIC4.13].

Analysis and Evaluation

The College provides general technology instruction and support for faculty, staff, and administrators through 1) quick access to individual support for immediate needs; 2)

appointments or drop-in options for support and instruction; and 3) group training sessions. Specifically:

- Instruction and support for general campus systems including the Student Information System (SIS), CurricUNET, email, and network access is provided through one-on-one assistance with designated support personnel. Additional support resources for each system—including user guides and FAQs—are available online [e.g., [IIIC4.1](#), [IIIC4.2](#), [IIIC4.3](#)].
- Flex day events include technology workshops on topics relevant to college personnel. Recent workshop topics include Presentation Software, Using the HR Online Hiring System, Technology Tips & Tricks, More Tips & Tricks for Using Your Computer, Using the MPC IT/AV Helpdesk, and Ergonomics [[IIIC4.4](#)].
- MPC Online Support staff provide training and support for faculty teaching online courses through formal online training, informal “Coffee & Conversation” workshops, one-on-one instruction, and online tutorials [[IIIC4.5](#), [IIIC4.6](#), [IIIC4.7](#)].
- Individual and group instruction and support have been available regularly to assist in learning to update the website [[IIIC4.8](#)].
- For specific questions, faculty, staff and administrators can use the online IT & AV Help Desk system [[IIIC4.9](#)] and the MPC Online Support request form [[IIIC4.10](#)] to request assistance.

Results from the 2014 Faculty and Staff Accreditation Survey show that a strong majority feel that a) MPC Online support, training, and professional development are sufficient to support their work; b) MPC provides quality training in the use of technology; and c) IT personnel are knowledgeable and helpful [[IIIC4.11](#)].

Instruction and Support for Students

The College provides general technology instruction and support to students in the following ways:

- Drop-in one-on-one support is available at the Library Reference Desk for general technology questions related to use of computers in the open lab.
- Discipline-specific Instructional Technology Specialists are available to support students in the Business & Technology division, English Study Skills Center, Reading Center, Humanities division, Social Science division, the Library, Life Science division, and the School of Nursing.
- E-mail assistance with specific sites including WebReg, Financial Aid, and Counseling is available from student support departments across campus. Contact information for each department is listed on department websites.
- An online help desk is available for students using MPC Online for online or web-enhanced courses. The online help desk contains tutorials, email, and live-chat support options [[IIIC4.12](#)].

- The Access Resource Center provides technology training specifically designed for students with disabilities [[IIIC4.13](#)].

The MPC Online Support Team routinely evaluates and improves MPC Online using student feedback. Each of the online tutorials has an option for students to indicate whether the tutorial was helpful. Those that are deemed less helpful are redesigned. In addition, online help desk reports indicate the number and type of support request received, which helps the MPC Online Support Team determine areas of additional need [[IIIC4.14](#)].

MPC recognizes that regular, ongoing training and support increases the success with which faculty, staff, administrators, and students use technology systems related to College programs, services, and institutional operations, particularly as new technologies emerge. The College plans a Google Apps for Education implementation in spring 2016, which will include strong training and support components.

Conclusion: Monterey Peninsula College meets Standard III.C.4.

Evidence Cited

- IIIC4.1 [One-on-One Support Request Form](#)
- IIIC4.2 [CurricUNET User Guides](#)
- IIIC4.3 [MyMPC Techopedia](#)
- IIIC4.4 [Flex Day Schedules](#)
- IIIC4.5 [MPC Online Professional Development, Fall 2015](#)
- IIIC4.6 [COTL and Coffee Chat Calendar, Spring 2015](#)
- IIIC4.7 [MPC Online Faculty Support Web pages](#)
- IIIC4.8 [Initial Website Training Schedule](#)
- IIIC4.9 [IT HelpDesk Guide](#)
- IIIC4.10 [MPC Online Support Request Form](#)
- IIIC4.11 [2014 Faculty and Staff Accreditation Survey](#), Standard II: items 8-9, Standard III, items 2 & 6
- IIIC4.12 [MPC Online Student Support Web pages](#)
- IIIC4.13 [ARC Website](#)
- IIIC4.14 [MPC Online Support Requests Report](#)

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

Evidence of Meeting the Standard

- The College has established Board Policies guiding the appropriate use of technology [[IIIC5.1](#) – [IIIC5.5](#)].
- The College publishes guidelines for the acceptable use of technology in teaching and learning processes in the Technology Plan, Faculty Handbook, and support resources for online teaching and learning [[IIIC5.6](#) – [IIIC5.10](#)].

Analysis and Evaluation

College Board Policies guiding appropriate use of technology include:

- Board Policy 2150: Inventory of College Property [[IIIC5.1](#)]
- Board Policy 2155: College Resources [[IIIC5.2](#)]
- Board Policy 2163: Electronic Mail Policy [[IIIC5.3](#)]
- Board Policy 2164: Electronic Mail Code of Practice [[IIIC5.4](#)]
- Board Policy 2225: Use of Copyright Materials [[IIIC5.5](#)]

As discussed in Standard IV.C.7, the College is in the process transitioning its Board Policies to CCC League's recommended board policy and administrative procedure language where applicable. In fall 2015, the office of the Vice President of Administrative Services began a review of board policies related to business services, including Information Technology. All policies related to technology and will be reviewed (and updated, if necessary) as part of this transition.

Guidelines for the acceptable use of technology in teaching and learning processes can also be found in the College's Technology Plan, Faculty Handbook, and support resources for online teaching and learning. The 2013-2016 Technology Plan introduced a new Computer and Network Acceptable Use Agreement (AUA) and a Service Level Agreement, which defines service levels provided to the College, identifies customer expectations, and outlines services provided by MPC Information Technology (IT) staff [[IIIC5.6](#), [IIIC5.7](#), [IIIC5.8](#), p. 47].

The MPC Faculty Handbook includes guidelines and expectations for faculty use of technology [[IIIC5.9](#)]. The Faculty Handbook is updated annually to ensure that these guidelines are current. Technology use is addressed in sections on:

- Library and Technology Center
- Media Services – Audio-Visual
- Network and Email Support
- Online Teaching Guidelines
 - Accessibility - ADA Compliance (Section 508)
 - Copyright & Fair Use
 - Regular & Effective Contact in Online Courses
- Use of Computer Equipment
- Use of Personal Equipment on Campus
- Website Support

To guide the use of Technology in online teaching and learning, a subcommittee of the Academic Senate and Institutional Committee on Distance Education worked to create the document "Effective Strategies for Online Teaching & Learning" [[IIIC5.10](#)]. The document guides instructors in translating characteristics of high quality teaching and learning into the online environment (including both fully online and web-enhanced face-to-face courses). These

effective strategies also serve as a guide for student and faculty support, distance education planning, and professional development.

Conclusion: Monterey Peninsula College meets the Standard III.C.5

Evidence Cited

- IIIC5.1 [Board Policy 2150: Inventory of College Property](#)
- IIIC5.2 [Board Policy 2155: College Resources](#)
- IIIC5.3 [Board Policy 2163: Electronic Mail Policy](#)
- IIIC5.4 [Board Policy 2164: Electronic Mail Code of Practice](#)
- IIIC5.5 [Board Policy 2225: Use of Copyright Materials](#)
- IIIC5.6 [2013-2016 Technology Plan](#)
- IIIC5.7 [Computer and Network Acceptable Use Agreement \(AUA\)](#)
- IIIC5.8 [Information Systems Service Level Agreement](#) (see p. 47)
- IIIC5.9 [2015-2016 Faculty Handbook](#)
- IIIC5.10 [Effective Strategies for Online Teaching and Learning](#)