Accreditation Standard 3C
DRAFT Response, Spring 2021

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.

> REVIEW CRITERIA:
> - *The institution ensures that its ==various types of technology needs are identified==.*
> - *The institution ==regularly evaluates the effectiveness== of its technology in meeting its range of needs.*
> - *There are ==provisions for reliability, disaster recovery, privacy, and security==, whether technology is provided directly by the institution or through a contractual arrangement.*
> - *The institution makes decisions about use and distribution of its technology resources.*
> - *The technology infrastructure is sufficient to maintain and sustain traditional ==teaching and learning and DE/ CE offerings.==*

RESPONSE
Evidence of Meeting the Standard
The District and College Information Technology Services provide appropriate and adequate resources to support the institution's management and operational functions, academic programs, teaching and learning and support services.

The technology services for Las Positas College are provided in concert between District Information Technology Services (ITS) and the college's Technology Department (LPC IT) (III.C.1-1). The college technology staff report to the District Chief Technology Officer however, their support area remains at the college with funding for all salaries, benefits, equipment and operational resources being provided through the college's budget (III.C.1-2).

Use of the Enterprise Systems on campus and through-out the District are driven by federal and state mandates (III.C.1-3) as well as feedback from faculty, classified professionals, administration and students. (III.C.1-4) (20191108-minutes.pdf (clpccd.org)) & (III.C.1-5) (20200515-minutes.pdf (clpccd.org)) District ITS has the responsibility for the district-wide enterprise resource systems consisting of the Ellucian Banner database, all hardware and software, as well as third-party applications that interface with the Banner database to enhance the functionality of departments such as Student Services, Financial Aid, Payroll and Finance. Some of the third-party solutions that are being used in conjunction with Banner are: ClassWeb - Banner GUI interface for employees and students to conduct college business; DegreeWorks – student program tracking and completion; CuricUNET – curriculum development; eLumen – student Learning outcome tracking; 25Live – room scheduling; CCCApply, Argos – Banner reports; Banner Document Management System (BDMS) for scanning and storage o electronic documents; BossCars – parking permits; and Recruit and Advise are currently being prepared for rollout. (III.C.1-6) & (III.C.1-7) & (III.C.1-8) (Information Technology Services Disaster Recovery Plan, 2021 – CLPCCD – pg 24) Privacy of student and employee information as well as integrity of the college and district data is a top priority. User access to any enterprise system that contains sensitive employee or student information, requires a request form to be completed and signed by the user and responsible administrator. (III.C.1-9) Approved users will have an appropriate access level account set-up where login, consisting of a user name and password are required, with password expiration on a predefined

schedule. (III.C.1-10) (Information Technology Services Disaster Recovery Plan, 2021 – CLPCCD – pg 22) Instructions for access are then e-mailed to the user and or requesting administrator. (III.C.1-11) (Banner Account SetUp eMail) Access to Banner and other applications containing sensitive information, are only available on-site through the administrative network and not via the open wireless network or the instructional network. These applications can only be accessed from off-site with VPN access and special authorization. (III.C.1-12) (evidence of this ??) In addition to the enterprise resource system, ITS is also responsible for the district-wide employee Outlook e-mail system. College provided student e-mail accounts, referred to as ZoneMail, are assigned to students as part of the application for admissions process. These accounts are Google Mail Educational accounts that are administered by District ITS as well. (III.C.1-13) (Information Technology Services Disaster Recovery Plan, 2021 – CLPCCD – pg 27)

The Las Positas College Technology Department is focused on the needs of the end-user: from providing the desktop devices, to the classroom equipment, to the local networked Active Directory accounts and shared drives. The college Technology Committee invites feedback and discussion from the college community on technology topics of interest. (III.C.1-14) & (III.C.1-15) The College and District primarily use Microsoft products on the desktop devices in all areas used by faculty, classified staff, administration and students; with some Mac environments installed in instructional areas where creativity and design functionality are called for. (III.C.1-16) (Technology Department - Software Standards (laspositascollege.edu) There is ongoing communication between faculty, department deans and the Technology Department discussing the courses being taught each semester and what software will be needed for instruction. This communication allows for advance planning in the re-imaging of classroom computers in between semesters and is captured in the district-wide ticketing system, ServiceNow. (III.C.1-17)(LPCServiceNowRpt2019-21)   All physical classroom environments at Las Positas are smart classrooms consisting of: instructor computer, document camera, projector, speakers, and control system with laptop connection, and assistive listening. Large lecture and specialty classrooms may also include: wireless microphone system, and assistive listening transmitter. (III.C.1-18) (Technology Department - Classroom Equipment (laspositascollege.edu)   In the 2021 staff survey, 90% of the respondents agreed or strongly agreed that Technology resources are used to support student learning programs and services and to improve institutional effectiveness. (III.C.1-19) (2021 Accreditation staff Survey 3.C-1)   The department also provides Microsoft Active Directory accounts for all employees, per signed Technology Systems Access Request, that allows login rights to the college network. (III.C.1-9)   These Active Directory accounts provide a centralized authentication to the employee's e-mail account as well as other computer and network resources.   Active Directory accounts have established password controls to protect against unauthorized access to files, e-mail, and network resources. (III.C.1-21) (Information Technology Services Disaster Recovery Plan, 2021 – CLPCCD – pg 23) & (III.C.1-22)   Additional user accounts for specialized applications such as: Adobe Products; SARS Suite of products for appointment scheduling and tracking of student use in instructional environments; PaperCut for printing and copying; telecommunications and more, are managed by the college technology department by approved Technology Access Request and followed by a conformation e-mail after the accounts are created. (III.C.1-23) & (III.C.1-24) (Windows Login Confirmation)

In Fall of 2015 a district-wide task force was established to study joining the State OEI (Online Education Initiative) Consortium and moving to the online learning platform Canvas. (III.C.1-25) (DE Minutes 12-18-2015, pg 2) In May of 2016, the LPC Academic Senate and Las Positas College President approved the decision to migrate from the current online learning platform, Blackboard, to the new OEI supported platform, Canvas. (III.C.1-26) (DE Minutes8-26-16.pdf, pg 2) District ITS worked closely with the Canvas

team to create the interface between the Banner database and Canvas; and to automate the upload of student, course and faculty information into Canvas. (III.C.1-26) (DE Minutes8-26-16.pdf, pg 2) District ITS continues to have an ongoing working relationship with Canvas and Distance Education Committees with regard to implementing improvements for better student and faculty experience. (III.C.1-28) (DE Minutes 10-27-17, pg 3) & (III.C.1-29) (DE Minutes 3-23-18, pg 3) & (III.C.1-30) (2018-19 LPC Annual Distance Education Report, pg 4) An extensive training and course migration plan was developed and implemented. (III.C.1-31) (DE Minutes8-26-16.pdf, pg 2-3) The transition to Canvas for all online courses was set for Summer 2018. (III.C.1-32) (DE Minutes 10-27-17, pg 2)   In Spring of 2018 the college submitted an application to join the OEI which was approved. (III.C.1-33) (DE Minutes 4-27-2018, pg 3) As a requirement for joining the CVC-OEI, Las Positas was to offer, through the exchange, 20% of the Fall 2020 online courses. As of Summer 2019, 6 courses had been aligned with the rubric and 14 courses were in process. (III.C.1-34) (2018-19 LPC Annual Distance Education Report, pg 2-3) The LPC instance of Canvas utilizes many tools to support online learning and success such as Proctorio, Notebowl, Cranium Café and Turnitin. (III.C.1-35) (2018-19 LPC Annual Distance Education Report, pg 5 & 8) The Canvas platform has been very reliable with 99.984% reported uptime to support a stable and sustainable online learning environment. (III.C.1-36) (Canvas Uptime, April 2021) Faculty and student surveys also show support for an effective online learning environment at Las Positas (III.C.1-37) (DE Faculty Survey, Fall 2019) & (III.C.1-38) (DE Student Survey, Fall 2019)

Chabot-Las Positas Community College District has a robust Disaster Recovery Plan to protect and safeguard all of the college and district critical systems, applications, servers, technology infrastructure and resources with plan documents on methods for response, personnel, recovery, resumption, restoration, and return after severe disruption to ensure effective operations and continuity. (III.C.1-39) (Information Technology Services Disaster Recovery Plan, 2021 – CLPCCD – pg 5) The main data center and network rooms are designed with back-up Powerware UPSes and 400 gallon diesel fuel generator; as well as HVAC systems that are feed by the Central Utility Plant (CUP) with multiple chillers, and Inergen Fire Suppression system. (III.C.1-40) (Information Technology Services Disaster Recovery Plan, 2021 – CLPCCD – pg 11 & 12 & 14) There are numerous control and monitoring systems in place to ensure the integrity of the of the data center and network rooms, that includes temperature and security, with cell phone and or e-mail notification. (III.C.1-27) (Information Technology Services Disaster Recovery Plan, 2021 – CLPCCD – pg 13-14) Back-up processes for mission critical systems and file data is key to a successful disaster recovery plan. Data back-up is essential regardless of whether the data loss is due to desktop virus, mishandling of data, hardware failure, or environmental disaster. Thorough documentation on all hardware, servers and their location, specifications and configuration is reviewed and updated as needed. The District-wide Enterprise Resource Planning (ERP) servers are backed up to tape with full and patrial back-ups and then the tapes are taken off-site weekly and rotated per schedule. Secondary cloud back-up is also in place using Amazon Web Services (AWS). (III.C.1-20) (Information Technology Services Disaster Recovery Plan, 2021 – CLPCCD – pg 29) The college uses an on-premise Unitrends back-up and recovery appliance for daily back-ups of server data in either a full & incremental plan or incremental forever plan as determined based on the priority of the service provided or data contained on the server. Notification of hardware failures, failure of environmental controls, and back-up system failures are sent to respective department staff via e-mail. (III.C.1-20) (Information Technology Services Disaster Recovery Plan, 2021 – CLPCCD – pg 29)

Analysis and Evaluation
Technology resources are widely utilized throughout the college from the classroom teaching and learning environment to student support services and administrative and operational areas. Some of the high‑profile resources used are: Banner enterprise resource system, Microsoft server and desktop

products, Canvas online learning platform, wireless access points and distributed antenna system for mobile connectivity and more. These technology resources are appropriate and adequate as demonstrated by the high satisfaction and agreement rates from employees and students.

Links to Evidence
- (III.C.1-1) (Website Materials –Technology Organization Chart – LPC Technology Dept.)
- (III.C.1-2) (Diagram – CLPCCD Organizational Chart – LPC Technology Dept.)
- (III.C.1-3) (Program Review - District ITS Program Review - CLPCCD ITS - 2019 – 20 - pg 5)
- (III.C.1-4) (Minutes - Techology Coordinating Committee – CLPCCD - Nov 2019 - pg 1-2)
- (III.C.1-5) (Minutes – Technology Coordinating Committee – CLPCCD – May 2020 - Pg 1-2)
- (III.C.1-6) (Website Materials - Programming - CLPCCD ITS)
- (III.C.1-7) (Program Review - District ITS Program Review - CLPCCD ITS - 2019 – 20, pg 1-2)
- (III.C.1-8) (Handbook - Information Technology Services Disaster Recovery Plan, 2021 – CLPCCD – pg 24) final draft
- (III.C.1-9) (Form - CLPCCD Technology Systems Access Request - CLPCCD ITS - Nov2015)
- (III.C.1-10) (Handbook - Information Technology Services Disaster Recovery Plan, 2021 – CLPCCD – pg 22) final draft
- (III.C.1-11) (eMail - Banner Account SetUp eMail Template - CLPCCD) heidi has
- (III.C.1-12) (evidence of this process??)
- (III.C.1-13) (Handbook - Information Technology Services Disaster Recovery Plan, 2021 – CLPCCD – pg 27) final draft
- (III.C.1-14) (Minutes - Technology Committee Minutes - LPC Technology Committee - Apr2018 - pg 4)
- (III.C.1-15) (Minutes - Technology Committee Minutes - LPC Technology Committee - Oct2019 - pg 6-7)
- (III.C.1-16) (Website Materials - Technology Department - Software Standards (laspositascollege.edu) needs review
- (III.C.1-17) (Data – LPC ServiceNow Rpt - 2019-21) Heidi has
- (III.C.1-18) (Website Materials - Technology Department - Classroom Equipment (laspositascollege.edu) needs review
- (III.C.1-19) (Survey - Staff Accreditation Survey 3.C-1 - LPC - 2021) on teams
- (III.C.1-20) (Handbook - Information Technology Services Disaster Recovery Plan, 2021 – CLPCCD – pg 29) final draft
- (III.C.1-21) (Handbook - Information Technology Services Disaster Recovery Plan, 2021 – CLPCCD – pg 23) final draft
- (III.C.1-22) (Website Materials - Password Guidelines - LPC Technology Dept)
- (III.C.1-23) (Website Materials - Technology Department - LPC Technology Dept)
- (III.C.1-24) (eMail - Windows Login Confirmation Template - LPC) Heidi has
- (III.C.1-25) (Minutes - DE Minutes – LPC Distance Ed Committee - 12-18-2015 - pg 2)
- (III.C.1-26) (Minutes - DE Minutes - LPC Distance Ed Committee - 8-26-16 - pg 2heidi has
- (III.C.1-27) (Handbook - Information Technology Services Disaster Recovery Plan, 2021 – CLPCCD – pg 13-14) final draft
- (III.C.1-28) (Minutes - DE Minutes – LPC Distance Ed Committee - 10-27-17 - pg 3) heidi has
- (III.C.1-29) (Minutes - DE Minutes – LPC Distance Ed Committee - 3-23-18 - pg 3) heidi has
- (III.C.1-30) (Report - LPC Annual Distance Education Report - LPC – 2018-19 - pg 4) heid has
- (III.C.1-31) (Minutes - DE Minutes - LPC Distance Ed Committee - 8-26-16 - pg 2-3) heidi has
- (III.C.1-32) (Minutes - DE Minutes – LPC Distance Ed Committee - 10-27-17 - pg 2) heidi has
- (III.C.1-33) (Minutes - DE Minutes – LPC Distance Ed Committee - 4-27-2018 - pg 3)

- (III.C.1-34) (Report - LPC Annual Distance Education Report - LPC – 2018-19 - pg 2-3)
- (III.C.1-35) (Report - LPC Annual Distance Education Report - LPC - 2018-19 - pg 5 & 8)
- (III.C.1-36) (Data - Canvas Uptime - LPC - April 2021)
- (III.C.1-37) (Survey - DE Faculty Survey - LPC - Fall 2019)
- (III.C.1-38) (Survey - DE Student Survey - LPC - Fall 2019)
- (III.C.1-39) (Handbook - Information Technology Services Disaster Recovery Plan, 2021 – CLPCCD – pg 5) final draft
- (III.C.1-40) (Handbook - Information Technology Services Disaster Recovery Plan, 2021 – CLPCCD – pg 11 & 12 & 14) final draft
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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.

REVIEW CRITERIA:
- The institution has established provisions to ensure a robust, current, and sustainable technical infrastructure is maintained that provides maximum reliability for students, staff, and faculty.
- The institution bases its technology decisions on the results of evaluation of program and service needs.
- Evaluations of technology and technology services include input from end users.
- The institution has developed a process to prioritize needs when making decisions about technology purchases.

RESPONSE
Evidence of Meeting the Standard
Las Positas College continuously plans for improvements of its technology infrastructure, equipment, quality and capacity to support our mission, operations, programs and services. The 2021 Staff Accreditation Survey shows that 80% of the respondents agree or strongly agree that the college has sufficient on-site technology to support our mission, operations, programs and services. (III.C.2-1) (Staff Accreditation Survey 3.C2 – LPC - 2021)

The Las Positas Technology Department and District Information Technology Services (ITS) collaboratively support the management, maintenance and operation of the technological infrastructure and equipment utilized on the Las Positas campus. The Chabot-Las Positas Community College District has received multiple Bond awards from the community tax payers that has supported the growth of the campus infrastructure and related expansion of the technological infrastructure and equipment to support the new buildings and programs (III.C.2-2) & (III.C.2-19)

The network services are broken into three specific environments: (III.C.2-3)
- Administrative Network for employees who may need to access sensitive data/ documents
- Instructional Network supports faculty and students in the teaching and learning environment
- Wireless Network allows open access to the internet

District ITS takes the lead in implementing, managing and maintaining the district-wide technology infrastructure including the local and wide area networks, cabling, and standardized Cisco network routers, switches, wireless access points (WAPs) and etc. (III.C.2-10) & (III.C.2-14) & (III.C.2-

22) Various tools are utilized to monitor events on the network as well as log configuration changes. (III.C.2-17)   The Intermapper and SolarWinds tools have been key to traffic monitoring and network performance with and overall network average availability of 99.66%. (III.C.2-18) (Report – SolarWinds Availability of Entire Network Last Month – CLPCCD – May 2021) With the growth of the college both in building square feet and in technology use and demand, improvements have been put in place to accommodate this increased need for bandwidth. (III.C.2-16) & (III.C.2-21) Wireless connectivity has been a big focus with upgraded wireless access points (WAPs) and installation of a distributed antenna system (DAS) for cellular service inside buildings (III.C.2-15) & (III.C.2-5) .   Connectivity between the sites and to the internet is provided by switched ethernet circuits from the local carrier and CENIC (Corporation for Education Network Initiatives in California). (III.C.2-3) & (III.C.2-4)

At the beginning of the first Bond Measure in 2005, the Las Positas Technology Department created an equipment life-cycle plan that identifies types of equipment such as computers, servers, projectors, printers, etc. and uses an industry standard for how long the equipment typically will last. This life-cycle plan has been adopted district-wide and continues to be regularly updated as equipment capability evolves and college's needs transition. (III.C.2-6) & (III.C.2-20) . Replacement of equipment is then staggered so only a portion of the equipment is refreshed annually and spreads out the workload for the department staff.

The college's Technology Department provides quality on-campus support services for both the Instructional and Administrative networks; providing leadership in technology solutions for the teaching and learning environment as well as organizational efficiency (III.C.2-7). Standardization of equipment has been a key for the Las Positas Technology Department and for the District as a whole. Using standardized equipment platforms allows faculty, classified and administration to easily move from one space to another and still be familiar with the equipment set-up. Supporting and maintaining standardized equipment is also easier for the technology staff to manage and maintain, avoiding multiple equipment nuances. Additionally, using standardized equipment allows for volume pricing and advantageous purchase agreements. (III.C.2-19) Equipment standards are developed through research of new products, industry standards and product road maps, best practices, and discussions with end users. (III.C.2-8) (LPC B2100 IT-AV DD Review – LPC - Oct 2019) & (III.C.2-13) (LPC AMT DD Review – LPC – March 2020) These standards are reviewed and updated consistently with the life-cycle plan and as new facilities are being designed. (III.C.2-9)

For instructional equipment needs, there is a long-standing process for submitting Instructional Equipment Requests to be reviewed and prioritized through the Resource Allocation Committee (RAC). This process includes presenting supporting information as to how the equipment supports the college's mission and priorities; aligns with the department's Program Review; supports teaching, learning and SLO's; as well as total cost of ownership (III.C.2 -11). After review and prioritization of the requests by RAC, the President will finalize the equipment to be purchased in consultation with college's Business Office and other impacted departments such as Facilities and Technology (III.C.2-12).

 Analysis and Evaluation
Through various resources, processes, and communications amongst all stakeholders, Las Positas College has established clear and consistent provisions to ensure a robust, current, and sustainable technical infrastructure, which is well maintained to provide maximum reliability for students, staff, and faculty. Through ongoing feedback and reliable availability, the college's Technology Department ensure

its technological infrastructure are adequate to support its mission, operations, programs, and services.

Links to Evidence

Listed and linked to our Table of Content. All evidence has to be a PDF

- III.C.2-1 -(Survey – Staff Accreditation Survey 3.C2 - LPC - 2021)
- III.C.2-2 - (Handbook - Information Technology Planning Measure A Bond - CLPCCD ITS - 2017 – Pg 2)
- III.C.2-3 - (Website Materials- Network Management - CLPCCD ITS)
- III.C.2-4 - (Website Materials – Network Diagam – CLPCCD ITS
- III.C.2-5 - (Handbook – Information Technology Services Measure A Bond 2018-2020 Update – CLPCCD ITS – pgs 11 – 14 & 18 - 20)
- III.C.2-6 - (Handbook – Information Technology Planning Measure A Bond - CLPCCD ITS – 2017 - Pg 2-6)
- III.C.2-7 - (Website Materials - Technology Department - LPC Technology Dept.)
- III.C.2-8 - (Minutes - LPC B2100 IT-AV DD Review – LPC - Oct 2019)
- III.C.2-9 - (Handbook – Information Technology Services Measure A Bond 2018 - 2020 Update – CLPCCD – pgs 3, 5 & 6)
- III.C.2-10 (Handbook - CLPCCD Cabling Infrastructure Standards - CLPCCD ITS - 2018)
- III.C.2 -11 - (Form – Instructional Equipment Request - LPC Resource Allocation Committee - 2020-21)
- III.C.2-12 - (Website Materials - Fall 2020 RAC IER Recommendation from President - LPC Resource Allocation Committee - 12.9.20.)
- (III.C.2-13) (Minutes - LPC AMT DD Review – LPC – March 2020)
- (III.C.2-14) (Handbook - Information Technology Planning Measure A Bond – CLPCCD ITS - 2017 – Pg 7-11)
- (III.C.2-15) (Handbook - Information Technology Planning Measure A Bond - CLPCCD ITS - 2017 – Pg 10-11)
- (III.C.2-16) (Handbook - Information Technology Planning Measure A Bond - CLPCCD ITS – 2017 – Pg 8)
- (III.C.2-17) (Handbook – Information Technology Services Measure A Bond 2018-2020 Update – CLPCCD ITS – Pgs 15 – 17)
- (III.C.2-18) (Report – SolarWinds Availability of Entire Network Last Month – CLPCCD – May 2021) -
- (IIIC.2 - 19) (Handbook - Information Technology Services Measure A Bond 2018 - 2020 Update – CLPCCD ITS – pg 2)
- (IIIC.2 - 20) (Handbook - Information Technology Services Measure A Bond 2018 - 2020 Update – CLPCCD ITS – pg 2-6)
- (IIIC.2 - 21) (Handbook - Information Technology Services Measure A Bond 2018 - 2020 Update – CLPCCD – pgs 7-11)
- (IIIC.2 - 22) (Handbook - Information Technology Services Measure A Bond 2018 - 2020 Update – CLPCCD ITS – pg 17)

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.

- The institution ==allocates resources== for the ==management, maintenance, and operation== of its technological ==infrastructure and equipment.==
- The college provides an ==appropriate system== for reliability and ==emergency backup==.

RESPONSE

Evidence of Meeting the Standard

Las Positas College assures that technology resources at all locations are implemented and maintained to assure reliable access, safety and security.

Technology hardware resources such as computers, servers, audio/ visual and etc. are installed and replaced in accordance with the Life-cycle Plan that was developed with the first Construction Bond Measure in 2005. (III.C.3-1)   Following a set plan for equipment replacement, on an annual basis, reduces the need for extensive equipment maintenance and also allows for sustainable workload scheduling of department staff.   Should a device have a critical failure prior to its scheduled replacement, a new device may be reallocated from the current year's acquisition to replace the failed equipment. All maintenance, repair and service request issues are reported through the district-wide ticketing system, ServiceNow (III.C.3-2)

The college and district-wide technology infrastructure consists of standardized Cisco routers, switches and wireless access points (WAPs) with Cisco SMARTNET 7x24x365 maintenance on critical equipment. (III.C.3-3) (Information Technology Services Disaster Recovery Plan, 2021 – CLPCCD – pg 18) The network equipment continues to be upgraded as new Bond Measure construction projects and technology initiatives are planned and implemented (III.C.3-4)   The District ITS staff take the lead on implementation and maintenance of the college and district-wide technology infrastructure and uses various tools such as Intermapper, Manage Engine, SolarWinds, and Cisco Access Control to monitor and manage network traffic, network devices and the overall health of the network. (III.C.3-5) & (III.C.3-6) (Report – SolarWinds Availability Last Month – CLPCCD – May 2021)

The District ERP system uses a variety of tools to monitor and control operational and environmental conditions. The IBM servers include a self-diagnosis and monitoring feature that warns of impending hardware problems. District ITS has implemented "hot" back-ups using RMAN as a feature as well as the traditional full "cold" back-up. (III.C.3-7) (Information Technology Services Disaster Recovery Plan, 2021 – CLPCCD – pgs 13-14 & 25)

Las Positas student computer classrooms are reimaged on a semester basis to ensure that they are up to date on software versions and licensing as well as appropriate software is available for the courses being taught in that classroom for the semester. (III.C.3-8) (Memo – Instructional Computer Updates for Fall – LPC - 2018) Additionally, all student use computers are loaded with DeepFreez software that takes the computer back to a fresh install after a reboot. This has significantly reduced maintenance and computer repair tickets due to viruses, malware and junk files.

Some of the recent implementations made jointly by the College Technology Department and District ITS include migrating to the Sophos cloud solution for anti-virus protection on all computing devices. (III.C.3-9) (Information Technology Services Disaster Recovery Plan, 2021 – CLPCCD – pg 23) College and district server needs are continuously assessed and applications migrated into a virtual environment,

from a dedicated device, where deemed appropriate to reduce the hardware footprint. (III.C.3-10) In 2018 the campus telecommunications system was replaced due to legacy equipment. 5 years of equipment, software maintenance, updates and patches, by the vendor, was included in the purchase request. (III.C.3-11) (Advantel Bid #18-08 – LPC- pgs 38-43)

Data back-up is critical to the college operations and part of the district-wide Disaster Recovery Plan. The District-wide Enterprise Resource Planning (ERP) system is running on IBM servers in an IBM Virtualized environment. Hardware and software configurations are replicated so either server can operate as the primary. The virtual servers associated with the ERP system have hardware and application redundancy. The production database is stored on mirrored disk drives with redundant disk controller, power supplies and ethernet interfaces. . (III.C.3-12) (Information Technology Services Disaster Recovery Plan, 2021 – CLPCCD – pg 24) The ERP servers are backed up to tape with full and patrial back-ups and then the tapes are taken off-site weekly and rotated per schedule. Secondary cloud back-up is also in place using Amazon Web Services (AWS).   (III.C.3-13) (Information Technology Services Disaster Recovery Plan, 2021 – CLPCCD – pg 29) Las Positas uses an on-premise Unitrends back-up and recovery appliance for daily back-ups of server data in either a full & incremental plan or incremental forever plan as determined based on the priority of the service provided or data contained on the server. (III.C.3-13) (Information Technology Services Disaster Recovery Plan, 2021 – CLPCCD – pg 29) All network rooms are secured and monitored using the AMAG security system with ID readers; and for the data center a two-factor authentication is required with both a badge ID and a PIN code.   All badges can be enabled or restricted based on access privileges through the Campus Safety Department. (III.C.3-14) (Information Technology Services Disaster Recovery Plan, 2021 – CLPCCD – pg 22)

Analysis and Evaluation
 With extensive planning and college-wide discussion, technology resources are readily available and maintained to provide the necessary access to support the student learning and college's programs and services.

Links to Evidence
 Listed and linked to our Table of Content. All evidence has to be a PDF
- (III.C.3-1) (Handbook - Information Technology Services Measure A Bond, 2018-2020 Update – CLPCCD ITS –   pgs 2, 4 & 5)
- (III.C.3-2) (Website Materials - ServiceNow - CLPCCD ITS)
- (III.C.3-3) (Handbook - Information Technology Services Disaster Recovery Plan – CLPCCD ITS – 2021 - pg 18)
- (III.C.3-4) (Handbook - Information Technology Services Measure A Bond, 2018-2020 Update – CLPCCD ITS –   pgs 8 - 11)
- (III.C.3-5) (Handbook - Information Technology Planning Measure A Bond - CLPCCD ITS – 2017 - Pgs 11 & 12)
- (III.C.3-6) (Report – SolarWinds Availability Last Month – CLPCCD ITS – May 2021)
- (III.C.3-7) (Handbook - Information Technology Services Disaster Recovery Plan – CLPCCD ITS – 2021 - pgs 13-14 & 25)
- (III.C.3-8) (Memo – Instructional Computer Updates for Fall – LPC - 2018)
- (III.C.3-9) (Handbook - Information Technology Services Disaster Recovery Plan – CLPCCD ITS – 2021 - pg 23)

- (III.C.3-10) (Handbook - Information Technology Services Measure A Bond, 2018-2020 Update – CLPCCD ITS – pg 4)
- (III.C.3-11) (Document - Advantel Bid #18-08 – LPC - pgs 38-43)
- (III.C.3-12) (Handbook - Information Technology Services Disaster Recovery Plan – CLPCCD ITS – 2021 - pg 24
- (III.C.3-13) (Handbook - Information Technology Services Disaster Recovery Plan – CLPCCD ITS – 2021 - pg 29)
- (III.C.3-14) (Handbook - Information Technology Services Disaster Recovery Plan – CLPCCD ITS – 2021 - pg 22)
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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.

REVIEW CRITERIA:
- The institution assesses the need for information technology training for students and personnel.
- The institution allocates resources for information technology training for faculty, students, and staff.
- The institution regularly evaluates the training and technical support it provides for faculty and staff to ensure these programs are appropriate and effective.

RESPONSE

Evidence of Meeting the Standard
The college provides appropriate instruction and support to students and employees using various entities and with different modalities.

District ITS employs a full-time Trainer and full-time User Support Specialist to provide individual and group instruction along with hardcopy documentation and online resources for instruction to employees on systems that are provided district-wide, such as the Banner enterprise system and Outlook e-mail. (III.C.4-1). The District also subscribes to the Vision Resource Center provided by the California Community Colleges Chancelor's Office (III.C.4-2). On campus, the college has the Teaching and Learning Center (III.C.4-3), which provides workshops (III.C.4-4), online tutorials and individual instruction, as well as a quiet space for employees to learn new skills. Professional Development is also available to all employees via a request process for specialized educational activities, that aren't available within the district, through the Professional Development committee's Conference request process (III.C.4-5) The Mandatory Flex Day allocates resources and workshop timeslots for activities as additional opportunity to provide technological education where all employees are invited to participate. These are scheduled twice a year with oversite by the Professional Development Committee (III.C.4-6). The college has a Computer Studies Department which consists of course within Computer Information Sciences, Computer Network Technology and Computer Science (III.C.4-19). CIS 8 is an entry level computing course that introduces students to the fundamentals of computer competency (III.C.4-20). Students are additionally given the opportunity to receive instruction in the use of technology via the Quest for Online Success Course in Canvas (III.C.4-7). This online Canvas module is

available throughout the year and can be recommended by faculty to increase student success in digital learning.

Faculty, classified staff and administrators may place requests for service, whether it be for repair or a new work request, using the online "ServiceNow" application (III.C.4-9). In addition to "ServiceNow," for reporting of service requests, the college Technology Department Help Desk phone line (III.C.4-8) supports service needs at the college level for computer/ network, audio/ visual, telecommunications and print/ copy issues. The ITS Helpdesk manages phone calls, e-mails and "ServiceNow" tickets from employees for district-wide functions such as Banner and Outlook. For students, the college has available drop-in computer resource locations where students can receive assistance with computer software questions and assistive technology; these can be found in the Computer Center (III.C.4-10), Library (III.C.4-11), and the High Tech Center in Disabled Student Programs and Services (III.C.4-12). In addition to drop-in services, the library also has technology available for short-term check-out. Additional assistance to students is available by phone through the Zone Help desk (III.C.4.13), which is managed by District ITS, to assist students with their ZoneMail e-mail accounts and the Distance Education Help Desk, supported by the Computer Center staff, to assist with Canvas questions (III.C.4-10).

The college uses various means to assess the appropriateness of technology instruction and support. The college Technology Committee contains in its charge the responsibility of "assessing faculty, staff and student technological needs" making discussion and development of improvements open to the entire college community to participate (III.C.4-14). On-campus employee workshop participants are asked to complete surveys which are then reviewed by the department (III.C.4-17). The Technology Department and Teaching and Learning Center jointly produce an annual satisfaction survey that is reviewed by the appropriate departments and the Technology Committee (III.C.4-15). The results of the 2019-20 Technology-TLC Survey (III.C.4-16) show an average satisfaction score between 4.44 and 4.33 out of 5 (or 88%-86% Satisfaction).   In the 2021 Student Accreditation Survey, 80% of the student responses state some or a lot of progress in using a computer effectively. (III.C.4-18)

Analysis and Evaluation
Las Positas College has multiple procedures and processes in place to assess stakeholder need and technology instruction and development. General satisfaction in the technology systems provided at Las Positas College is high, and the commitment to allocate resources, training, and technology throughout the various constituent groups on campus is evidenced in the multiple departments and committees tasked with supporting the technological needs of student, staff, and faculty.

Links to Evidence   (Listed and linked to our Table of Content. All evidence has to be a PDF)
Evidence III.C.4
III.C.4-1 - Website Materials – ITS Training - CLPCCD - http://districtazure.clpccd.org/tech/training.php
III.C.4-2 - Website Materials - Vision Resource
Center – CLPCCD - http://districtazure.clpccd.org/tech/resources.php
III.C.4-3 - Website Materials - Teaching and Learning Center - LPC
- http://www.laspositascollege.edu/onlinelearning/faculty/tlc.php
III.C.4-4 - Website Materials – Workshop Descriptions - LPC
- http://www.laspositascollege.edu/gv/pdc/workshop_descriptions.php
III.C.4-5 - Form - Professional Development Conference Request -LPC

III.C.4-6 - Agenda - Mandatory Flex Day Schedule - Professional Development Committee – LPC - http://laspositascollege.edu/gv/pdc/assets/docs/mandatoryflex/Spring21FLEXDayScheduleFINAL.pdf
III.C.4-7 - Website Materials - Quest for Online Success – LPC- http://www.laspositascollege.edu/onlinelearning/faculty/canvas/quest.php
III.C.4-8 -Website Material- Technology Department Help Desk -LPC - http://www.laspositascollege.edu/technology/index.php
III.C.4-9 - Website Materials- Service Now - CLPCCD – http://districtazure.clpccd.org/tech/helpdesk-service-now.php

III.C.4-10 - Website Materials - Computer Center -LPC - http://www.laspositascollege.edu/computercenter/index.php
III.C.4-11 - Website Materials - Library Technology – Library Guides - https://libraryguides.laspositascollege.edu/students/technology
III.C.4-12 -Website Materials - Disability Resource Center - LPC- http://www.laspositascollege.edu/dsps/services.php
III.C.4-13 – Website Materials – Information Technology Services – CLPCCD - http://districtazure.clpccd.org/tech/index.php
III.C.4-14- Website Materials -Technology Committee Charge - LPC http://www.laspositascollege.edu/gv/technology/index.php
III.C.4-15 – Minutes – Technology Committee Minutes – LPC - Feb 2021 – pg 4
III.C.4-16 – Survey - Tech-TLC_Survey Results_ 2019-2020 - LPC (on Teams page)
III.C.4-17- Form - TLC Workshop Appointment Satisfaction Survey 2020-21 - LPC
III.C.4-18 – Survey – Student Accreditation Survey 2021 - LPC
III.C.4-19 - Website Materials - Computer Studies – LPC - www.laspositascollege.edu/compstudies/
III.C.4-20 - Website Materials - Course Outline CIS 8 - Course Outlines – LPC (on Teams page)

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

> *REVIEW CRITERIA:*
> - The institution has established processes to make decisions about the appropriate use and distribution of its technology resources.
> - The institution publicizes these policies and processes.

RESPONSE

Evidence of Meeting the Standard
Chabot-Las Positas Community College District has multiple policies and procedures that guide the appropriate use of technology. Board Policy, BP 3720, Computer and Network Use (III.C.5-1) that speaks to the use of college/district computer systems and information contained within by: employees, students, authorized agents of the college/ district, and authorized members of the public. Administrative Procedures, AP 6535, Use of District Equipment (III.C.5-6) discusses the responsibilities of using district/ college technology equipment along with processes for acquiring it. Board Policy, BP 4105, Distance Education (III.C.5-2) and associated Administrative Procedures (III.C.5-3) provide direction relating to distance education courses and programs. The Distance Education Office

also provides an online learning orientation for students that discuses "Netiquete" and how students should work and communicate while online (III.C.5-8).

These Board Policy documents are posted on the Chabot-Las Positas Community College District web site with links on the college's Technology Department and Distance Education web pages, respectively. (III.C.5-5) & (III.C.5-9) Additionally, a link to BP 3720 appears on the CLPCCD Technology Systems Access Request form (III.C.5-4) for employees requesting access credentials to college/ district systems. The college also has Instructional Computer Use Guidelines for use of instructional computer systems by students that is posted on the College's Technology Department web site (III.C.5-5) with an abbreviated version of the Instructional Compter Use Guidelines set as the desktop screen on student use computers (III.C.5-7).

Analysis and Evaluation
Las Positas College, and the Chabot-Las Positas Community College District, have established and publicized processes to make decisions about the appropriate use and distribution of its technology resources. Staff, faculty, students, and the general public are able to access these policies through multiple locations

Links to Evidence
III.C.5-1 - Policies - BP 3720, Computer and Network Use - CLPCCD - 8-18-15 - districtazure.clpccd.org/policies/ files/docs/BP3720.pdf
III.C.5-2 - Policies - BP 4105, Distance Education - CLPCCD - 11-17-20 - districtazure.clpccd.org/policies/ files/docs/BP4105.pdf
III.C.5-3 - Policies - AP 4105, Distance Education - CLPCCD - 10-20-20 - districtazure.clpccd.org/policies/ files/docs/AP4105.pdf
III.C.5-4 - Form - Technology Systems Access Request form – CLPCCD - Nov2015
- http://districtazure.clpccd.org/tech/files/docs/CLPCCD_TechnologySystemsAccessFormNov2015.pdf

III.C.5-5 – Website Materials – Policies and Procedures – LPC
- www.laspositascollege.edu/technology/policies.php
III.C.5-6 - Policies – AP 6535, Use of District Equipment – CLPCCD – 3-18-2014 - districtazure.clpccd.org/policies/ files/docs/AP6535.pdf
III.C.5-7 – Photo – Computer Center Desktop – Room 803 – 2-2021
III.C.5-8 – Powerpoint – Orientation to Online Courses – LPC – 8-13-18
III.C.5-9 – Website Materials - Policies/Guidelines/Agreements - LPC -

Student Services

BP 5031 INSTRUCTIONAL MATERIALS FEES

References:
       Education Code Section 76365;
       Title 5 Sections 59400 et seq.

In accordance with the provisions of Title 5 Section 59400, the Board of Trustees may require students to provide instructional and other materials required for credit or non-credit courses provided that such materials are of a continuing value to a student outside the classroom and provided that such materials are not solely or exclusively available from the District.

Except as specifically authorized, the District shall not require students to pay a fee for instructional or other materials required for the various courses offered by Chabot and Las Positas Colleges.

Also see BP/AP 5030 Student Fees and AP 5031 Instructional Materials Fees.

Adopted: June 17, 2014
(Replaces former CLPCCD Policy 6120)
Revised:

Student Services

AP 5031   INSTRUCTIONAL MATERIALS FEES

References:
>   Education Code Section 76365;
>   Title 5 Sections 59400 et seq.

Students may be required to provide instructional materials required for a credit or noncredit course. Such materials shall be of continuing value to a student outside of the classroom setting and shall not be solely or exclusively available from the District.

Required instructional materials shall not include materials used or designed primarily for administrative purposes, class management, course management, or supervision.

Where instructional materials are available to a student temporarily through a license or access fee, the student shall be provided options at the time of purchase to maintain full access to the instructional materials for varying periods of time ranging from the length of the class up to at least two years. The terms of the license or access fee shall be provided to the student in a clear and understandable manner prior to purchase.

Instructors shall take reasonable steps to minimize the cost and ensure the necessity of instructional materials.

The District will publish these regulations in each college catalog.

Definitions
"Required instructional materials" means any materials which a student must procure or possess as a condition of registration, enrollment or entry into a class; or any such material which the instructor determines is necessary to achieve the required objectives of a course.

"Solely or exclusively available from the District" means that the instructional material is not available except through the District, or that the District requires that the instructional material be purchased or procured from it. A material shall not be considered to be solely or exclusively available from the District if it is provided to the student at the District's actual cost; and 1) the instructional material is otherwise generally available but is provided solely or exclusively by the District for health and safety reasons; or 2) the instructional material is provided in lieu of other generally available but more expensive material which would otherwise be required.

"Required instructional materials which are of continuing value outside of the classroom setting" are materials which can be taken from the classroom setting and which are not wholly consumed, used up, or rendered valueless as they are applied in achieving the required objectives of a course to be accomplished under the supervision of an instructor during the class.

Establishing Required Materials and Related Fees include:
- How need is determined and by whom.
- How compliance with definitions is determined and by whom.
- How materials will be provided and by whom.
- Procedures for publishing and collecting fees.
- Who is responsible for gathering related data and responding to the California Community Colleges Chancellor's Office inquiries regarding these fees.

Also see BP/AP 5030 Student Fees and BP 5031 Instructional Materials Fees.

Approved: March 18, 2014
Revised: