College of the Canyons

Accreditation 2008

Comprehensive Institutional Self Study Report

Santa Clarita Community College District
Student technology training is provided primarily through computer courses offered by the Computer Information Technology (CIT) Department. CIT provides courses in computer operations ranging from using Windows to browsing the Internet to using Microsoft Office. In addition, Counseling 070, Distance Learning Strategies for Success, provides students with the tools and knowledge necessary to participate and be successful in their online courses.

PLANNING AGENDA
The College will investigate and deploy a plan to create additional opportunities for students to receive as-needed training on technology topics important to their academic success.

1.c. The institution systematically plans, acquires, maintains and upgrades or replaces technology infrastructure and equipment to meet the institutional needs.

DESCRIPTIVE SUMMARY
The College updates its technology equipment on a regular basis. The Strategic Goals for the College along with individual department plans are used to identify the need for new technology to support the College and its learning environment (Ref. E. 13). The Technology Master Plan outlines the criteria for ongoing equipment replacement. IT in consultation with the Technology Committee prioritizes equipment replacement based on the age of the systems and the needs of the area where the equipment is installed.

IT manages ongoing replacement equipment and software funds that are used to replace outdated technology equipment, purchase and renew software licenses and procure equipment and software that can be evaluated by faculty and staff. Ongoing District funds have been augmented with the passage of Measure M, a local $160 million bond measure that contains funds for classroom technology replacement, network infrastructure refreshing and a wireless campus initiative.

The IT Department’s online help-desk program, TrackIT has an asset management component that tracks all computer technology assets used at the College. This system automatically inventories labs and end-user workstations using the information provided electronically in the BIOS and operating system and are merged with the physical inventory of the workstations that the IT staff perform when the systems arrive on campus or are transferred to another area.

Both MIS and IT utilize a tape system to backup their servers. The systems run daily backups and are tested on a regular basis to ensure reliability. In addition each server utilizes hardware RAID configurations to protect against hard-drive failure. The server rooms for both departments are secured with the electronic locks, which can provide an audit history of who has used the lock, and access is restricted to IT Department staff.

The campus network is operational 24 hours-a-day and provides access to the College’s online resources. Maintenance windows are limited to night hours between 10pm and 7am and the campus community and online student population are notified in