

TECHNOLOGY ADVISORY GROUP (TAG)
Report to SGC on April 13, 2011

CHARGE #1: Complete a Macintosh Users Plan and research the need for Mac support.

- **Was the charge completed?**
 - The development of the Macintosh Users Plan is on-going
 - Mac computers are currently supported by the Technology Systems Manager and faculty who instruct Mac-based courses.

- **What are the benefits to LMC of completing the charge?**
 - Currently, the only location on campus with Mac computers that is available to students is the Graphics Lab in CC3 314 and Journalism in CC3 300. These locations are used primarily for class work for the courses that are taught in these rooms. Availability of these rooms limits the access to open labs for Mac students not currently enrolled in classes using these labs. This is particularly important for DSPS student access to Mac-based classes.
 - Completing this charge will determine the need of an open Mac lab. An open Mac lab will serve those students who are more familiar with using Mac computers and will need to do work in a campus lab.
 - The outcome of this charge will be the determination of the level of support required for current and future Mac computers on campus.

- **What data was collected to complete this charge?**
 - The data that has been collected to date includes:
 - Input from LMCAS (2009).
 - Input from instructors whose curriculum is based on Mac hardware/software.
 - TAG survey of faculty and Mac users (2009).
 - Data that remains to be collected includes a campus-wide survey of students that will determine the need for an open Mac lab as well as other technology related desires (Fall 2011).

- **What is the suggested replacement charge for this committee?**
 - It is recommended that this charge be continued until the Macintosh Users Plan is complete, the desired support level for Macs is evaluated, and the need for an open Mac lab is determined.

- **If not completed, what are the barriers/needs to complete? Estimated time/date of completion?**
 - It is expected that this charge will be completed in Fall, 2011.
 - The anticipated date for the student survey is Fall, 2011.
 - The anticipated date of completion for the Users Plan is Fall, 2011.

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CHARGE #2: Review instructional software purchase processes, customer service and lab imaging.

- **Was the charge completed?**
 - This charge is on-going
 - Purchase processes have been developed.
 - Currently all campus IT and Media purchase are evaluated by IT&S for suitability, compatibility, licensing and pricing.
 - A database is being developed to track purchasing, licensing, installation, warranty, and other information.
 - Customer service issues are being addressed through:
 - IT and Media staff evaluations.
 - Documentation of departmental procedures.
 - Lab imaging procedures are being developed
 - Procedures are developed to be consistent with PR/RAP purchasing schedules.
 - Procedures mandate coordination with department staff responsible for the lab to assure quality.

- **What are the benefits to LMC of completing the charge?**
 - Service to the campus is improved in several ways.
 - Instructors and students are given consistent outcomes, requirements, and limitations.
 - Software and hardware used for instructional purposes are more likely to function properly.
 - Efficiencies in purchasing and cost savings are realized.

- **What data was collected to complete this charge?**
 - Input from several campus constituencies.
 - Feedback from students, faculty, and staff regarding service.
 - Discussions with faculty and staff regarding purchasing of software and hardware.
 - Conversations with faculty and staff regarding lab imaging.
 - Input from faculty and staff regarding lab software requirements.
 - Review of LMC/District purchasing procedures.
 - Experiences with purchases not reviewed by IT/Media Services
 - Experiences with purchases that were reviewed by IT/Media Services
 - Discussions with faculty and staff regarding purchases

- **What is the suggested replacement charge for this committee?**
 - This charge is still in process and will continue to be required.
 - May change the charge to read “Continue to Review and Improve...”

- **If not completed, what are the barriers/needs to complete? Estimated time/date of completion?**

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- This will be an on-going process. As such, there is no actual completion date.
- Adequate staffing will be essential for this task.

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CHARGE #3: Review WiFi coverage.

- **Was the charge completed?**
 - This charge is on-going.
 - A review of WiFi coverage will be performed during the upcoming District-Wide Telecom Infrastructure Upgrade Project. This project is slated to begin in the next few months and has, as a task, an evaluation of wireless coverage requirements and the implementation of findings.

- **What are the benefits to LMC of completing the charge?**
 - As wireless cards on laptops and smart phones become more common, the demand for wireless coverage will continue to increase.
 - The use of wireless networks for the delivery of course-related material is expected to increase. A robust wireless infrastructure will support the expansion of course material delivery to wireless devices.

- **What data was collected to complete this charge?**
 - After the initial survey by the selected contractor, campus constituencies will discuss the requirements for wireless coverage. A design will be developed by the contractor and implemented during the project.

- **What is the suggested replacement charge for this committee?**
 - It is estimated that the completion of the District-Wide Telecom Infrastructure Upgrade Project will be in Fall, 2012. While the project is in progress, TAG and LMC IT will coordinate campus needs with the project and vendor.

- **If not completed, what are the barriers/needs to complete? Estimated time/date of completion?**
 - Completion expected in Fall, 2012.

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CHARGE #4: Review the Technology Plan with the campus community and determine what elements of the Tech Plan need attention.

- **Was the charge completed? If so, when?**
 - A re-write of the Technology Plan is currently underway.
 - An implementation grid is being added to facilitate implementation of the plans developed in the document.

- **What are the benefits to LMC of completing the charge?**
 - A comprehensive Technology Plan will guide the technology vision and needs for the future.

- **What data was collected to complete this charge?**
 - An analysis of the existing draft of the Technology Plan
 - Input from campus constituencies through discussions between those constituencies and TAG.
 - Examination of Technology Plans from other campuses that were identified as models by members of Accreditation Teams.

- **What is the suggested replacement charge for this committee?**
 - This charge is on-going and will continue.

- **If not completed, what are the barriers/needs to complete? Estimated time/date of completion?**
 - The committee leader needs to instill a sense of urgency in the group and lead it to the completion of the document and implementation grid.
 - The estimated date of completion of the Plan and Implementation Grid is spring, 2011.
 - After completion of the Plan and Grid, campus constituencies will be polled for input.

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GENERAL QUESTIONS

- Has the committee done a self-evaluation?
 - We have not performed a formal self-evaluation.
 - The self-evaluation is planned for when representatives from each constituency are participating.
 - We plan on surveying members regarding inconsistent participation (survey monkey).
- If so, provide a short paragraph summarizing the results of the evaluation.
- Does the current committee structure function efficiently?
 - What's working:
 - Good communication with some constituents.
 - Better use of technology across many areas within TAG and across the campuses.
 - The committee function does have room for improvement:
 - Regular participation by all constituency groups.
 - A sense of urgency needs to be instilled in members.
 - Better communications with more campus communities (DEC, Curriculum Committee).
- What other results/recommendations does the committee have?
 - We will consider asking the constituency groups if they feel their representatives should be changed.
 - We plan to communicate the mission and values of TAG so that potential members will have a better understanding of the function and duties of the group.