



**College Planning Council
Agenda
Wednesday, October 12, 2022
Boardroom
3:00 PM**

Zoom: <https://bluecc.zoom.us/j/99443261352?pwd=QkwvZG1uMnlJS1oySGNmSkZzT1N6UT09>
by phone: 669-900-6833 meeting ID 994 4326 1352 passcode 720911

1. Approve minutes from the 9/28/22 meeting
2. Approve IT Master Plan – Brad Holden, Chief Technology Officer
3. Office of Learning & Student Success – name Change – John Fields, EVP
4. Administrative Procedures – First Read – President Browning
04-2022-0001 Technology and Computer Equipment Replacement
5. Adjustment to 2022-23 Academic Calendar – John Fields, EVP
6. Accreditation Update – Heather Anderson, ALO

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College Planning Council Minutes 09.28.22

Members Present: Mark Browning, Brad Holden, Celeste Tate, Joey GrosJacques, Kaley Cope, Kenzie Williams, Nayeli Contreras, Patrick Sisneros, Philip Schmitz, Roman Olivera, Sascha McKeon, Tammy Krawczyk, Tammi Clark, Theresa Bosworth, Wade Muller, Adam Sims, and Shannon Franklin.

Guests: Angela Rios, Heather Anderson, Ken Daniel, Jessi Hayden, Barb Baty, Katrina Dielman, Jessi Jayden, Shannon Maude, and Kristin Williams

Absent: John Fields and Tammy Krawczyk

Accreditation Update – Heather

Heather provided an update about the schedule for our Accreditation Evaluation October 17-19, 2022. Details about the accreditation projects, schedule, etc. are available on the Accreditation webpage <https://www.bluecc.edu/about/accreditation>. More details will be shared at the next CCI, the next Board meeting, and on the webpage. President Browning asked that everyone dress to the level of professionalism they bring to their position during the visit.

Approve Minutes

Joey moved, seconded by Theresa, to approve the 8/10/22 College Planning Council minutes. Motion approved unanimously by show of hands (zoom) and voice vote (Boardroom).

Approve Admin Procedure

Philip moved, seconded by Tammi C., to approve Admin Procedure 02-2016-0001 Photo / Video Release Policy. Motion passed unanimously by show of hands and voice vote.

Facilities Master Plan Approval

Chief Operating Officer Pat Sisneros noted the draft Master Plan presented is to recognize the work that has been done over the past years on facilities; he would like to use this document as a baseline Facilities Master Plan. This plan captures what we know now; it will be refreshed after the first of the year to include updated estimates and facility scores. In addition, BMCC will look at different types of space that may be needed in the future to offer new and different modalities to students, and work to align our space requirements to the types of classes offered.

Celeste moved, seconded by Brad, to approve the Facilities Master Plan. Motion passed unanimously by show of hands and voice vote.

IT Master Plan First Review

Brad presented the draft IT Master Plan as a first reading as a 30,000-foot view. The plan does not have much detail, so he will attach the IT Departmental Planning document to the Master Plan. The plan has a three-year view, but Brad expects to update the master plan yearly to keep ahead of the technology curve.

CPC members provided comments and suggestions to Brad for the final plan. Any further comments or suggestions should be directed to Brad.

Quick Updates:

- The BMCC Board of Ed meeting is Wednesday, October 5, 2022, at 6 pm.
- We have 45 students from Mac Hi and 15 students from La Grande coming for tours September 29.
- Karl Schrader has accepted the position of Director of Instructional Support; he starts Monday and will be located in the Office of Instruction.
- Mark thanked everyone for the good turnout at our Pre-Service and Welcome to the Pack events, as well as the great showing in the Round Up parades.

Zoom link to 9/28/22 CPC recording:

<https://bluecc.zoom.us/rec/share/tQRzq3Nh9z1YhHeXQk90bol8Tmf9p7RcBbE05wLPgTLMK8g3ztUg1BmT7ahI3hl.S7GiurCfxOby0AcU?startTime=1664402083000>



Information Technology Master Plan

October 2022

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INTRODUCTION

Blue Mountain Community College Vision, Mission, Values, and Goals

Vision

Blue Mountain Community College (BMCC) will be a recognized educational leader in achieving student success, completion, and advancement.

Mission

Blue Mountain Community College provides responsive and high quality innovative educational programs and services that promote personal and professional growth to strengthen our communities.

Values

In support of our vision and mission, Blue Mountain Community College values:

- **Integrity** that promotes trust, honesty, ethical behavior and professionalism
- **Communication** that is open, honest, and encourages a cooperative exchange of thoughts and ideas
- **Compassionate** relationships based on empathy, kindness, and reliability
- **Access** to all in an equitable manner
- **Respect** of individuals for their uniqueness and diversity
- **Excellence** in an educational environment that engages challenges, advances, intellectual curiosity, and fosters lifelong learning

PURPOSE

The Information Technology Master Plan provides a roadmap for the future of information technology at Blue Mountain Community College (BMCC). The premise of the plan is any new technology must meet the academic, student, and administrative needs of BMCC, while remaining fiscally responsible. The plan establishes a main theme with goals for information technology services and an infrastructure that will keep abreast of the evolving technology landscape, allow for a collaborative learning environment, provide seamless access to data, be upgradeable, be sustainable, and meet the needs of BMCC's community today and into the future. This plan is intended to articulate the infrastructure and support necessary to allow BMCC staff to use technology effectively and efficiently, while delivering quality services.

Operating Principles:

- Our interactions will be professional and respectful
- Our customer service will be attentive, responsive, focused, and detailed
- Our responses will be simplified, even for complex problems

The Information Technology department is a service organization that provides technology-related support and guidance to the BMCC campus communities. This support includes:

- Keeping computer labs and classrooms equipped with up-to-date technology to meet instructional needs, by following industry best practices as budget allows
- Keeping campus users equipped and functioning adequately
- Managing and maintaining the technology infrastructure

The following guidelines establish a foundation for an ongoing, college-wide information technology planning and implementation process. They are:

- Technology initiatives will be developed based on "best practice" standards using a system-wide approach, beginning with a solid foundational infrastructure
- Technology planning will use a comprehensive perspective of the entire college, with input from individual departments and security at the forefront
- Technology acquisitions and purchases must be evaluated for their ability to be integrated into existing systems, the feasibility to support and sustain the new technology, and for ongoing and future financial sustainability

THEME AND SUPPORTING GOALS

After reviewing the status of technology, the IT department has prioritized our goals for the next year.

IT Organization

- Sustain and Improve the IT infrastructure
 - Following best practice and industry standards for equipment replacements
 - Reviewing equipment specifications to ensure they meet the needs
 - Performing routine maintenance on all infrastructure equipment
 - Performing recommended updates on all equipment
 - Providing budget dollars for planned replacements and upgrades
 - Using technology to streamline support and management of infrastructure by acquiring systems that are manageable by a small staff
 - Expanding internet network services to support cloud-based technologies
 - Create virtualized environments whenever feasible for desktop computers, to streamline management

- Enhance cybersecurity processes and protections
 - Updating and implementing Security Awareness Training and Testing procedure
 - Updating the Password procedure to latest best practices and service providers requirements
 - Upgrading security appliances and applications to provide a high level of protection

Technology Support

- Provide Technologies that support instruction and student success
 - Budgeting to provide resources needed
 - Providing support for Microsoft 365
 - Providing support for academic technology
 - Partnering with Tech Hub and the instructional technologist for academic technology requirements
 - Being available to assist faculty and students with questions
 - Plan and implement solutions that are flexible and adaptable to best support academic and non-academic needs

- Continue to improve services that support students' connection to the college
 - Partnering with the library in providing access to the software and hardware students might need for their classes
 - Continuing improvements in accessing student resources
 - Partnering with Marketing and the Web support team on improvements to the website

Operations

- Continue to deliver outstanding customer service
 - Responding to service requests promptly
 - Asking relevant questions to assist the customer
 - Communicating in a professional manner
 - Ensuring communication between team members is ongoing and there is a cohesive effort to resolve an issue
 - Follow up with the customer to ensure satisfactory resolution
- Continue to foster professional development to provide a skilled IT workforce
 - Provide all staff with training opportunities and resources
 - Review and update professional development plans for each employee
 - Encourage communication, providing input, and asking questions

Conclusion

This plan is designed to provide an overall direction for the technology of the college. The details of each goal will be included in the departmental planning document. This document will include the activity, task, or project, the strategic goal it supports, intended outcomes, indicator(s), anticipated budget, and the status. We will regularly refer to the IT Master Plan and the Departmental planning document throughout the year to ensure our planned activities are in alignment.

2022-23 IT Department Plan

Departmental Activity, Task, or Project	Intended Outcome	Indicator(s)	Budget
<p>Replace approximately 50 computers and monitors. Replace Dell 3020 computers at each of the locations.</p> <p>Milton-Freewater 102 computer lab Baker 104 open lab 106 Computer lab Hermiston Commons/Open area Offices Pendleton Office</p> <p>Complete by May 2023.</p>	<p>Keeping technology up-to-date and staff with new computers to improve their access to online resources</p>	<p>Reduce the number of computer related calls by 10% over the 2021-2022's statics.</p>	<p>Computers \$45,000 Monitors \$12,500</p>
<p>Upgrades to Instructional technology Planned upgrades are EOHEC:</p> <ul style="list-style-type: none"> 130-New Desk Style Instructor station and screen 131-New podium instructor station and screen 132-New screen 133-New screen 134-New screen 137-New display with video conferencing system 138-New display with video conferencing system 230-New screen 231-New screen 232-New podium instructor station with display 233-New screen 234-New podium instructor station with display 235-New podium instructor station with display 236-New podium instructor station with display 237-New display with video conferencing system 238- Conference Room-New display with video conferencing system P-132-New podium instructor station and screen Boardroom- New display with video conferencing system <p>Completed by December 2022.</p>	<p>New instructor station in the classrooms. Replacement cycle of 8 years</p>	<p>Reduce the number of helpdesk requests for repair or replacement of instructional technology by 20% over 2021-2022's statics.</p>	<p>Equipment and Installations \$42,000</p>

<p>Upgrade the Phone line to latest SIP trunk connections. Complete by December 2022.</p>	<p>Improve communications and keep the technology up to date</p>	<p>Increased customer satisfaction and reliability of communications between each location and the communities we serve</p>	<p>Non-Recurring \$10,000 Recurring \$15,000</p>
<p>Increase internet connectivity from the campus to the outside from 100 megabit per second to 1gigabit per second Complete by March 2023</p>	<p>Improve network communication between the campus and center locations to our cloud services and the general internet</p>	<p>Increased connectivity to 1 GBPS between the host computer and the network switch</p>	<p>Non-Recurring \$5,000 Recurring \$15,000</p>
<p>Wireless Access Points upgrade Baker Main Hallway Computer Lab Hallway Eagle Cap Room Hallway Timberwolf Room Hallway Modular Main Room Hermiston EOHEC 103 Hallway 110 Hallway 132 133 136 230 Pendleton Morrow Hall M201 Hallway M3 Hallway M152 M123 M20 Hallway P101 Hallway P154 P181 P8 Complete by December 2022</p>	<p>Improve wireless coverage in each location and increase availability with up-to-date technology</p>	<p>Improved connectivity for wireless devices to 95% of the time. Limit down time to off hours for system updates.</p>	<p>Equipment \$24,000</p>
<p>Replacement of the Center Servers Milton-Freewater Baker City Hermiston EOHEC Hermiston PIAF Boardman WFTC</p>	<p>Improve storage and connectivity for network devices.</p>	<p>Increase our uptime to 95% on our servers at each location. Down time will be limited to off hours for system updates.</p>	<p>Equipment \$15,000 Setup and Licensing \$7,000</p>



Blue Mountain Community College *Administrative Procedure*

Procedure Title: Technology and Computer Equipment Replacement
Procedure Number: 04-2022-0001
Board Policy Reference: IV.A.
NWCCU Standard:

Accountable Administrator: Chief Technology Officer
Position responsible for updating: Chief Technology Officer
Original Date:
Date Approved by College Planning Council:
Authorizing Signature: *signed original on file*
Dated:
Date Posted on Web: **Reviewed:**

Overview

This procedure supports BMCC's approach to upgrading or replacing computer technology and equipment through an annual cycle. The College has established a budget and process for the regular replacement of computer technology and equipment for faculty and staff, classrooms, and computing labs. Information Technology (IT) is responsible for the upgrading and replacement of computer technology and equipment.

Purpose

The college's computer inventory is planned to be replaced every 6 years. The college follows industry best practice as the budget allows. The actual number of computers replaced annually will depend on the funds allocated.

In general, computers in the computer labs and instructional areas are upgraded first. In addition, classroom computers in the instructional podiums are upgraded to keep the newest computers in our instructional areas. The trickled computers will then be provided to staff, faculty, and other areas to replace older computers. Tablets, monitors, and other technologies, as well as printers are not included in the replacement cycle. All computers and other technologies are part of the college's inventory, regardless of the funds used for purchase. Computer replacements will be made based on the age of the computer and the needs of the user. IT staff will maintain an inventory of equipment to determine which equipment is eligible for replacement each year. Older, computers will be evaluated by IT staff, if it is still functional it will be relocated by IT for further use. All computers and other technologies that are determined to be non-functional will be de-inventoried and recycled by the college.

Monitors will not follow the same replacement cycle. A monitor will be deemed usable until it has either ceased to function properly or is incapable of being connected to an existing computer. A standard monitor will be purchased, if a different monitor is needed or requested, they may need to be purchased

from departmental funds.

Printers are purchased on a limited basis. Most of the printing needs to be directed to an area copy machine to utilize the investment and to save the college money. If a department purchases a printer, all supplies (including toner cartridges and paper) and support are the responsibility of the departments. IT will recommend and provide quotes of specific printers or other peripherals.

Computers and other technologies are not to be moved or reallocated without the approval from the IT department.

Support

The Information Technology Department provides the following support to all approved computer systems.

1. A connection to the campus network and the Internet is available across campus, by a wired or wireless network connection.
2. Inventory of the computer for replacement purposes.
3. Installation and configuration of the computer and supported software.
4. Resolution of functional problems when notified by the user.
5. Management of repair requests and processes for computers and other technologies.