Technology Plan II TCO Model

February 19, 2002

Student PC Baseline Standards

A1.a	PCs for student	One PC will be dedicated to student use for every 20 FTES.
A1.b	PCs for student with assistive technology	10 percent of all computers in this category will be configured with assistive technology to provide increased access to students with disabilities.
A2	Printers	One printer rated at 8 ppm or greater will be dedicated to every 30 student computers.
A3	Office Software	80 percent of student computers will have access to word processing, spreadsheet, and presentation software.
A4	E-mail	100% of students will have access to a college provided email account, which enables off-campus access, for the period of their enrollment
A5	Internet	80 percent of student computers will have access to the Internet via a browser.
A6	Virus detection software	Each student computer connected to the Internet will be protected by anti-virus software.
A7	Student Online Services	80 percent of student computers will have access to all student online services provided by the college.
A8	Refresh rate and currency of computers	PCs will be replaced on a three-year basis. This requirement is consistent with industry practices.
A9	Online Library and Learning Resources	80 percent of student computers will have access to electronic library databases and the library card catalog.

Faculty PC Baseline Standards

B1.a	PCs for Full-time Faculty	One PC, with appropriate assistive technology as needed, will be provided for every full-time faculty member.
B1.b	PCs for Adjunct Faculty	One PC, with appropriate assistive technology as needed, will be dedicated to part-time faculty for every part-time FTEF.
B2	Printers	One printer rated at 8 ppm or greater will be dedicated to every 25 faculty computers.
B3	Office Software	100 percent of faculty computers will have access to word processing, spreadsheet, and presentation software.
B4.a	E-mail for Full-time Faculty	100 percent of full-time faculty will have access to campus e-mail via their computer. The E-mail system will enable off-site access.
B4.b	E-mail for Adjunct Faculty	Each district/college will provide adjunct faculty with a campus e-mail account upon request.
B5	Internet	100 percent of faculty computers will have access to the Internet via a browser.
B6	Virus detection software	Each faculty computer connected to the Internet will be protected by anti-virus software.
B7	Faculty Online Services	100 percent of faculty computers will have access to all faculty online services provided by the college.
B8	Refresh rate and currency of computers	PCs will be replaced on a three-year basis. This requirement is consistent with industry practices.
B9	Online Library and Learning Resources	100 percent of faculty computers will have access to electronic library databases and the library card catalog.
B10	Digital Media Services	Optical-character recognition and image scanning are available to faculty.

Administrative and Classified Staff PC Baseline Standards

C1	PCs for permanent administrative and classified staff	One PC, with appropriate assistive technology as needed, will be provided for each of 80% of the permanent administrative and classified staff.
C2	Printers	One printer rated at 17 ppm or greater will be dedicated to every 25 staff members.
C3	Office Software	100 percent of staff computers will have access to word processing, spreadsheet, and presentation software.
C4	E-mail	100 percent of permanent staff will have access to campus e-mail. The E-mail system will enable off-site access.
C5	Internet	100 percent of staff computers in this category will have access to the Internet via a browser.
C6	Virus detection software	Each staff computer that is connected to the Internet will be protected by anti-virus software.
C7	Administrative Online Services	100 percent of staff computers will have access to job-related administrative online services provided by the college.
C8	Refresh rate and currency of computers	PCs will be replaced on a three-year basis. This requirement is consistent with industry practices.

Support Baseline Standards
Based on a requirement to provide support only Mondays through Fridays, eight hours a day (5x8). This is insufficient to support most colleges' requirements for IT support.

	Position	**Description**	**Basis**	**Minimum**
S1	Computer Technician	Installs, configures, repairs, & maintains computer hardware and software including servers and assistive technologies. Maintains network connectivity and provides customer support.	1 / 125 computers (for all college / district computers)	1
S2	Computer lab/classroom technical assistant	Provides simple technology maintenance and assists faculty & students during and out of class with technology issues.	1 / 75 computers (for all computers in labs and classrooms)	1
S3	Network Engineer / Technician	Designs, installs, configures, repairs, & maintains campus backbone(s), networks, and WANs	1 / 500 computers (for all college / district computers)	1
S4	Webmaster / Web Administrator / Web Designer	Designs and maintains the district's / college's Web infrastructure and Web site	1 / 4,000 FTES	1
S5	Instructional Designer / Technology Specialist	Assists faculty with integrating technology into curriculum	1 / 100 FTE faculty (PT & FT)	1
S6	Multi-media technician	Installs, configures, repairs, & maintains multi-media equipment (satellite downlink, broadcast equip., microwave, head-end delivery, etc.)	1 / 300 FTE faculty (PT & FT)	.5

S7	Multi-media production specialist	Supports faculty with multi-media production, delivery, and operations.	1 / 200 FTE faculty (PT & FT)	.5
S8	Technical Training Specialist	Trains staff and faculty. Runs a technology training center.	1 / 300 FTE faculty & staff (PT & FT)	1
S9	Instructional Application Developer / Administrator	Designs, installs, configures, repairs, & maintains software applications to support instruction (e.g. systems analyst, programmer, systems administrator roles) to include support for email, library systems, course management software, listserves, and newsfeeds.	1 / 200 FTE faculty (PT & FT)	1
S10	Communications Technician	Installs, configures, repairs, & maintains communication systems and wiring	1 / 1,000 FTE staff and faculty (FT & PT)	1
S11	Helpdesk Technician	Provides a central point of contact to receive reports of technical problems from students, faculty, and staff. Documents all requests and notifies appropriate service area. Provides technical answers to questions.	1 / 5,000 FTES	1
S12	Technical Manager	Manages technical personnel & sub- functions	1 /10 technical staff	0
S13	Director or higher level manager who supports instructional systems	Manages overall instructional technology function. Acts as liaison with academic administration.	1	1

Key Definitions

Term	Definition	Applies to:
PC	Personal computer: Any system which is based on Intel or AMD chip architectures, thin clients (such as Sun's "Sunray"), and Apple computer systems such as the Macintosh series qualify.	All Students, Faculty, Administrative and Classified Staff Baselines
Offsite access	The email system will have the capability to allow members to access their accounts via home or remote computers. Current email system standards in 2001 that facilitate this are SMTP, MAPI, and POP3. Offsite access does not imply the requirement for a college or District to employ remote access services – RAS (e.g. modem dial-up services).	B4.a, B4.b, C4
Staff computers	Requirements for services referring to "staff computers" apply only to the personal computers assigned to permanent staff members as personal workstations (and not to all computers that may be dedicated to supporting administrative functions).	Administrative and Classified Staff Baselines