

Technology Plan

Beaufort County Community College Washington,
North Carolina 27889
2013-2014

For more information, contact:
Arthur Richard
Director of Information Technology (252) 940-6210
arthurr@beaufortccc.edu

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Beaufort County Community College Vision Statement

Beaufort County Community College will continue to be an innovative community leader, providing an open door to the future through educational opportunity, economic development, and public service.

Mission Statement

Beaufort County Community College is a public comprehensive community college committed to providing accessible and affordable quality education, effective teaching, relevant training, and lifelong learning opportunities for the people served by the College.

Long Range Goals

Provide a comprehensive education program focused on student learning and excellence in teaching. Maintain a positive and safe learning environment for a diverse population.

Provide services which enhance and/or encourage personal or educational growth.

Promote the development of work force training and retraining.

Offer services to business and industry designed to enhance economic development.

Seek and develop additional resources necessary to achieve the goals and objectives of the College.

Identify emerging technology trends in higher education and adopt those technologies which enhance efficiencies and effectiveness.

Improve the services of the College through a continuous evaluation and revision of goals and objectives, instruction, programs, and administrative organization.

Partner with educational institutions and workplace training organizations creating continuous learning opportunities for students.

Information Technology Work Group

The Information Technology Working Group is the group responsible for setting the general direction of technology adoption at Beaufort County Community College. This group meets several times a year to discuss the current technological environment, threats and risks to operation and opportunities in which technology will facilitate.

Members of the Information Technology Work Group for Beaufort County Community College are:

- Dr. Barbara Tansey, President of Beaufort County Community College
- Mr. Rick Anderson, Vice President of Student Service
- Dr. Crystal Ange, Vice President of Academics
- Ms. Teresa Edwards, Student Activities Coordinator
- Mr. Mark Nelson, Vice President of Administrative Services
- Mr. Arthur Richard, Director of Information Technology
- Ms. Penny Sermon, Learning Resource Center, Director of Distance Education
- Dr. Jay Sullivan, Vice President of Research and Institutional Effectiveness

General Introduction

This technology plan is as fluid as the introduction and acceptance of technology itself. The technology plan must assess the growing trends and capabilities of a changing technology infrastructure and move towards new technology when it is in the best interest of Beaufort County Community College (BCCC). This is the nature of 21st century technology planning.

Beaufort County Community College's current network infrastructure consists of the following:

A 14 Building Campus located at 5337 Highway 264 East, Washington, North Carolina.

12 of the buildings are connected with either a 1 Gigabit fiber Ethernet connection or a 10 Gigabit fiber Ethernet connection. The other two buildings are connected via a 1 Gigabit copper Ethernet connection.

Power over Ethernet (PoE) Gigabit connections are provided to the desktop with 802.11 network signals throughout. The distribution architecture consists of Hewlett Packard 9500 series core switches in main distribution frame locations and Hewlett Packard 2910 and 2520 border switches.

Server infrastructure for network services consists of HP Proliant servers, Dell Poweredge servers and EqualLogic SAS storage with 15TeraBytes of storage. Server infrastructure for College Information System services are currently on a SUN V480 server with 2 Storage Area Network devices for an additional 1.5 TeraBytes of storage. The CIS will be moving to a SUN 5220 server with 1.2 TeraBytes of storage. Additionally, a Barracuda 991 Enterprise Backup appliance with 33 TeraBytes of storage is positioned to provide system wide backup.

BCCC provides two wireless Local Area Networks. A secure wireless network to support faculty and staff and an open wireless network to support students and visitors.

Computer Resources BCCC 2013		
	Faculty/Staff	Student Use
President	10	
Administrative Services	37	
Student Services	30	
Labs		26
Instructional Affairs	11	
Labs		
Allied Health	22	
Labs		51
Arts & Sciences	37	
Labs		279
Business & Industrial Technology	25	
Labs		196
Learning Resource Center	13	
Labs		60
Continuing Education	19	
Labs		48
Offsite		76
Early College High School	7	
Labs		50
Sub totals	211	786
Total Computer Resources	997	

Networking

Security

Servers, networking equipment and telephone equipment are located in secure locations requiring key card access. Only the Information Technology department personnel have access to the server rooms and access is recorded. There is a Cisco 5540 firewall fronting all access to the network. Remote access to the core network is controlled via VPN access that is granted and controlled by the Information Technology department.

Web filtering is performed by a Websense appliance and is in use on both the Core and both wireless networks (secure and open).

Virus and malware protection is managed via a Sophos enterprise console. The definitions are updated as available and deployed to the end user community via centralized delivery.

Authentication for network access is controlled via Active Directory

Acceptable Use

1. While on the job, performing work-related duties, or using College owned or College provided information processing resources, College employees and other College network users are expected to use the College's network and the Internet responsibly and professionally and shall not intentionally use these services in an illegal, malicious, or obscene manner. College owned or College provided information processing resources are not to be used for personal use.
2. College employees have a responsibility to make sure that all public information disseminated by the College network and the Internet is accurate. Employees shall provide in association with such information the date at which it was current and an electronic mail address allowing the recipient to contact the College staff responsible for making the information available in its current form.
3. All files from a source external to the College network must be scanned by approved virus and malware software. This includes files obtained as e-mail attachments and by any other file transfer mechanism (including USB drive, Cd/DVD or other portable storage device). It is the responsibility of College

employees and College network users to help prevent the introduction or propagation of computer viruses.

4. The Internet provides easy access to software distributed by companies on a trial basis. College employees are not permitted to download any software from the Internet
5. College employees and other College network users shall avoid unnecessary network traffic and interference with other users including but not limited to:
 - a. Unsolicited commercial advertising by College employees and other College network users is strictly forbidden.
 - b. Any other type of mass mailing by College employees. Additionally, College employees and other College network users must access Internet "streaming" sites as consistent with the mission of the agency for the minimum amount of time necessary to obtain the information originally sought.
 - c. College employees and other College network users shall not harass, post, transmit, or originate any unlawful, threatening, abusive, fraudulent, hateful, defamatory, obscene, or pornographic communication, or any communication where the message, or its transmission or distribution, would constitute a criminal offense, give rise to civil liability, or otherwise violate any applicable law.
 - d. College employees and other College network users shall not access or attempt to gain access to any computer accounts, portion of College networks to which they are not authorized. Additionally, they shall not intercept or attempt to intercept data transmissions of any kind to which they are not authorized.

By accessing and utilizing the College computing resources, users are consenting to the access and monitoring of their computer use by the College.

Failure to follow acceptable use guidelines may result in the suspension or revocation of computer privileges and/or other College disciplinary action.

Electronic Mail

Whenever a user sends electronic mail, your name and User ID are included in each mail message. You are responsible for all electronic mail originating from your User ID. By accepting an account, the applicant authorizes the designated SPC system administrators to have access to the applicant's e-mail and to make that e-mail

available to district, local, state, and federal officials in conjunction with any investigation. Therefore:

1. Forgery, or attempted forgery, of electronic mail messages is prohibited.
2. Attempts to read, delete, copy, or modify the electronic mail of other users are prohibited.
3. Attempts at sending harassing, obscene and/or other threatening email to another user are prohibited.
4. Attempts at sending unsolicited junk mail, "for-profit" messages, or chain letters are prohibited.

Digital Media Guidelines

BCCC recognizes the importance of using technology to enhance and support instruction. In order for the College to remain relevant, to foster innovation, and to teach with 21st Century skills in mind, we must adhere to appropriate guidelines to encourage the use of emerging technology. Digital publications must support the mission of the college and be consistent with printed policies, procedures, and guidelines.

In the context of BCCC's teaching and learning process the following definition applies: digital media - forms of electronic communication through which users share information, ideas, personal messages, and other content that is published or distributed in a digital form, including text, lecture captures, data, sound recordings, photographs and images. These guidelines apply to Social Media (Facebook, Twitter) and digital content created by BCCC instructors, staff, and students. For more detailed information contact triciaw@beaufortccc.edu.

Employees and students should consider the following regarding digital media:

1. Be responsible for what you write. Treat everything you post on the Internet as though it were available to the general public. Exercise good judgment. Think twice before hitting send.
2. Most social media sites require you to supply an email address when joining. Be aware that Facebook's terms of use prohibit maintaining more than one account. It is strongly suggested you use a personal email account when joining Facebook.
3. Use common sense when posting information, comments, photos, etc. Everything you post reflects on you both as an individual, and in many cases as

an associate of the College. Use the same amount of restraint as you would use if you were posting the information on a bulletin board in a public space.

4. Use privacy settings to ensure that you do not compromise your personal information and/or safety. Do not post information online that you do not want made available to the general public.
5. Adhere to copyright laws.
6. Use College computing resources for College related purposes. Employee access to social media sites during the workday should be reserved for business related purposes. Access for personal reasons should take place during personal time.
7. Make sure your access to and use of social media sites does not violate existing College policies. Remember, College related social media sites may be subject to monitoring, archiving, and disclosure to third parties in accordance with North Carolina Public Records Law.

The creation of any Internet based social media account, page, or site that represents the College or a College related organization or group and is separate from the College's official domain (beaufort.edu) must be approved in advance by the appropriate division chair. The webmaster must have administrative rights to the account.

All social media accounts, pages, or sites that represent the College or a College related organization or group must contain the following statement:

Representatives of Beaufort Community College use this site for official communication purposes. Consequently, any communication via this site (whether by a BCCC representative or by the general public) may be subject to monitoring, archiving, and disclosure to third parties in accordance with North Carolina Public Records Law. The views and opinions expressed in this digital publication are strictly those of the author.

Questions, comments, suggestions, or requests related to the College's social media presence should be directed to the webmaster at triciaw@beaufortccc.edu.

The Digital Media Submission form must be completed for publication of digital content.

Evaluation of Technology Resources

The evaluation process is done at both the departmental level and the Information Technology department on an annual basis. Departments prepare requests for instructional or area specific technologies which either enhance instructional capabilities or fulfill a specific required business function. These requests also includes areas of budget sourcing and future budget implications. The Information Technology department performs annual and ongoing evaluation of technology infrastructure needs that affect department wide, campus wide and college information system needs. The Information Technology department present these budget requirements to the Vice President of Administrative Services, who in turn makes recommendations to the senior staff consisting of the President of the College, the Vice President of Academic, the Vice President of Student Services, the Vice President of Institutional Effectiveness and Research, the Vice President of Continuing Education and the Vice President of Administrative Services. This committee makes the final decisions.