College of the Redwoods
Action Plan Submission Form

1. Action Plan Title: Eureka Campus WiFi Service

2. Unit Submitting Action Plan: Information Technology and Technical Support Services

3. Contact Person(s)/Action Plan Leader(s): Paul Agpawa, TSS Manager,
paul-agpawa@redwoods.edu, 707-476-4389

4. Date of Initial Proposal: March 7, 2008

5. Action Plan Description (100 words or fewer):

This action plan will implement wireless service (WiFi) on the Eureka Campus in response to student requests for internet access using their own laptops on campus. ITS/TSS staff and an ad hoc TAG subcommittee developed a plan to meet student demand while reducing the college’s risk and liability. A management protocol has been developed to monitor and manage bandwidth hogging and policy violations. Wireless access will be located within the LRC to enable students to use personal notebooks for research and homework in the LRC building and reduce the impact of unavailable computers in the LRC during high use times.

6. Action Plan Link to Program Review (discuss how the Action Plan is linked to program review goals, objectives and/or Quality Improvement Plans of programs impacted by this plan):

Improvement of wireless access points throughout the district is a Division Goal in the ITS Annual Program Review as part of the Strategic Direction to provide modern technical infrastructure to the district.

7. CR Strategic Goal(s) and 2008-09 Objective(s) specific to the Action Plan:

This action plan will impact Objective 2.3, Improve technology services and support, under Goal 2 (Develop and manage human, physical, and financial resources to effectively support the learning environment). The indicators for this objective include student satisfaction. Based on anecdotal reports of the number and frequency of student requests for WiFi access, it is anticipated that this action plan will increase student satisfaction through technology services and support.

Under Goal 5, Ensure Student Access, this plan may also increase Objective 5.6 (Increase distance and online educational opportunities) by making it easier for students to participate in a mix of traditional, hybrid, and true on-line courses while on campus. Objective 5.9 (Increase student participation in campus life) may also be improved if students spend more time on campus and are thereby able to participate in more CR events.
8. Key Performance Indicators specific to the Action Plan:

As with Objective 2.3, student satisfaction is expected to be increased through this action plan. The Student Services Satisfaction survey asks students about overall satisfaction with the ASC/LRC, and satisfaction might rise 5% or more from a baseline of 73% if computers are easy to access and students can successfully use their own laptops to access the internet while in the LRC.

9. ACCJC/WASC Accreditation Standard(s) specific to the Action Plan

II.C. – Library and Learning Support Services. The standards state, “The institution provides access and training to students so that library and other learning support services may be used effectively and efficiently.” This action plan will improve student access to Blackboard and an ability to complete homework assignments with their own computers and software while on campus.

10. Data supporting the intent of the Action Plan (include enrollment data, committee minutes, etc):

TAG meeting minutes repeatedly reflect the need to develop WiFi capabilities at CR. ASCR meeting minutes also reflect ongoing conversations about the desire for WiFi capabilities at CR.

11. Intended Action Plan Outcomes (include baseline data where applicable):

Intended outcomes include:
- 100 students register for WiFi access during the first year (over 2.5% of students on campus)
- Increased student satisfaction with access to technology

12. Action Plan Activities and Proposed Timeline:

WiFi access will be provided at the LRC to support student learning. Since the research and development of this proposal has already been accomplished, set-up is not anticipated to require more than a day or two of staff time and can be accomplished within the normal workload of the ITS/TSS department. Implementation of WiFi on the Eureka campus will be accomplished during Summer 2008.

The capability for managing and tracking the student user will be accomplished through the installation and use of a management appliance and host server. The Meraki appliance provides a secure way to identify, track, verify and authorize its user base. Additionally, the host server provides a secure method in which to administer these tasks. The initial setup procedure would be as follows:
- 1) The student would bring their notebook to the front counter or reference desk.
2) Upon connection a “Splash” page would be displayed (requiring setup information such as name, possibly student ID number.)
3) After entering this information there would be a section requiring the student to read and check box for Board Policy, Student Conduct and Liability Disclaimer.
4) The LRC staff would then verify the student’s status (via their student ID card etc.) logon to the administration page (on the desk computer.) for authorization.

Once this is completed the student will be able to choose a password and will be free to logon. This would only be a one time setup and access would be granted via student ID and password.

Bandwidth may be managed through the appliance administration page. This would allow ITS/TSS to “throttle” the users connecting in order to prevent bandwidth hogging. It is also a practical way of limiting users from downloading/uploading large files such as music or videos (potentially preventing copyright infringement).

Should violations occur, ITS/TSS will disable the offending user account. ITS/TSS will have the capability to report a user’s information in order to report the user to enforcement agencies if needed.

The schematic for the proposed project follows:
13. Is the Action Plan an inter-unit project? If yes, describe.

No. This is a project initiated by ITS/TSS, although it will impact other units (see Item 14, below).

13.A. Contact information of involved manager(s) (name, title, email, phone)

14. Identify any additional organizational areas that may be affected or involved in this Action Plan:

- □ Facilities/Maintenance
- □ ITS/TSS
- □ Other: ________________________
- X Library
- □ Disabled Students Programs/Services
- □ Student Services (List Specific Department(s):

15. Identify the impact on resources and anticipated costs of the Action Plan.

| Action Plan Budget Submission Form |
|-----------------------------------|----------------|
| **Budget Items**                  | **Estimated Dollar Amount** | **Justification/Notes** |
| Supplies                           |                           |                          |
| Equipment                          |                           |                          |
| Technology                         | $2632                      | 1 Cisco PIX 506E ($930)  |
|                                   |                            | 1 Cisco Catalyst 3560 *-|
|                                   |                            | port POE switch ($830)  |
|                                   |                            | 4 Meraki Outdoor Prop   |
|                                   |                            | Edition (US Plug)@$199  |
|                                   |                            | ea.                     |
|                                   |                            | 4 Meraki High-Gain Omni-|
|                                   |                            | Directional Antenna@$19 |
|                                   |                            | ea.                     |
| Human Resources                   | Negligible                 |                          |
| Staff Development                 |                            |                          |
| Facilities                        |                            |                          |
| Other Direct Costs                | $2,640                     | ISP ($220 monthly, 3-year|
|                                   |                            | agreement, ongoing cost)|                          |
| Other Indirect Costs              |                            |                          |
| Total Expected Cost               | $5,272                     |                          |
16. **Impacted Area Review (for all units/departments listed in items 12 and 13):**

<table>
<thead>
<tr>
<th>Unit/Department Name</th>
<th>Manager (name, title, signature)</th>
<th>Review Date</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>See attached.</td>
<td></td>
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</tbody>
</table>

17. *Manager signature is an acknowledgment only and does not indicate approval or disapproval of the Action Plan Proposal*

Manager Review: ___________________________ Date: ___________
(name and title)
Comments:

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**For Office Use Only**

Date submitted to CPC Support Team:

Action Plan Number Assigned:

CPC Support Team Action:

Date submitted to CPC:

CPC Action:

Date:

Revision: February 25, 2008
First, let me commend the efforts on the part of ITS/TSS and TAG to bring wireless access to the campus, particularly the LRC. The vast majority of comment cards received by the library are requests for wireless access, so this plan is clearly filling a need. Given student demand and a lack of alternatives, I must endorse this plan, despite the following caveat:

While the plan states that the human resource cost is negligible, this may underestimate the additional demand placed on LRC staff. The plan requires wireless users to be verified and authorized at the front desk (thankfully, only the first time), and it is my understanding that this will need to be done by a full-time staff member. Factoring in the explanation that usually accompanies such transactions, we can anticipate that this will take several minutes on average each time. In addition, while the LRC is not responsible for maintaining the wireless network, LRC staff will naturally be on the front lines of dealing with problems and complaints pertaining to it. This will mean additional staff time doing basic troubleshooting, responding to questions and concerns (including handling the inevitable forgotten passwords), notifying ITS/TSS and/or Suddenlink of problems, and filling out work requests.

These extra duties are not overwhelming, of course. The committee simply needs to be aware that those costs are present, continuing a trend of additional duties that began with the LRC taking on responsibility for creating college IDs. At some point, the college may want to consider dedicated technical support for the LRC, the place where our students are most likely to come into contact with the tools of technology, home to a large number of public computers, public printers, the machine that makes their IDs, and, soon, wireless.