

**San Diego City College**

INSTITUTIONAL  
**INFORMATION TECHNOLOGY  
STRATEGIC PLAN**

**Updated by the Institutional Technology Council Spring 2010**

Master Plan Steering Committee Review \_\_\_\_\_

Adopted by President's Council: May 18, 2010



[ Spring 2010 ]

## **SAN DIEGO CITY COLLEGE INSTITUTIONAL TECHNOLOGY COUNCIL MEMBERS**

Rose LaMuraglia	Faculty Senate Representative, Co-Chair
Gerald Ramsey	Dean Information & Learning Technology (Interim), Co-Chair
Unassigned	Associated Student Government President or Designee
Heidi Bunkowske	Campus Information Officer/Webmaster liaison
Larry Quick	Classified Senate Representative
Sean Ryan	Classified Senate Representative
Susan Hasegawa	Faculty Senate Representative
Barbara Ring	Faculty Senate Representative
Vacant	Faculty Senate Representative
John Hildebrand	Faculty Senate Representative
Steve Ford	Instructional Dean Representative
Lance Soukhaseum	Student Services Division Representative
David Kennemer	SunGard Representative
Majeda Nasrawi	Supervisor of Multimedia Center
Al Cordeiro	Supervisor of Technical Support Group

# Content of City College Institutional Information Technology Strategic Plan

	Page
I. Introduction	4
II. Charge of Institutional Technology Council	4
III. Institutional Technology Council Membership	4
IV. The Planning Process	5
V. Successful Application of Technology	6
VI. Institutional Technology Goals	6
VII. Strategies for Achieving the Technology Goals	7
VIII. Conclusion – Challenges	8
IX. Appendix	10
a. Computing Hardware/Software Replacement Plan	
b. Technology Acquisition Process	
c. Instructional and Student Lab Computers – Warranty Information for Developing Replacement Schedule	
d. Summary of Instructional and Student Lab Computers Replaced June '09	
e. Administrative Computers – Warranty Information for Developing Replacement Schedule	
f. Office Computing – Employee Training Module	
g. Annual Departmental Technology Planning form (Form T)	
h. Computer Services Request (CSR)	
i. Frequently Asked Questions (FAQ)	

**I. Introduction** - In the Fall Semester of 2003, San Diego City College established the Institutional Technology Council (ITC) to develop and maintain high quality technology in support of excellence in teaching, learning, and efficiency and effectiveness in informational administrative services. The college recognized its need to be technologically current and relevant. Facing this major challenge required strategic planning and policy recommendations for informational and supportive technology for the college. Since that time, the ITC has worked on the development of processes and procedures to enable the college meet technology needs.

**II. Charge of the ITC** - The ITC it is charged as follows:

1. Develop and update the Institutional Information Technology Strategic Plan, hereafter “IT Plan”, that primarily supports and delivers information-based resources to students and employees;
2. **Review and revise**, annually, the IT Plan as the college’s priorities and strategies change in response to needs;
3. **Support and assist** the college’s mission with regard to technology decisions. This includes platforms, operating systems, software, microcomputers, and infrastructure. It also includes the ability to ensure acquisition processes; schedule replacement, refurbishment, and reallocations of equipment; and security, staffing and maintenance of technology; and
4. Provide **leadership for developing guidelines** for computer-assisted instruction, including curriculum and assessment of instructional computer use.

A shared governance body, the ITC is one of the college’s five councils. It reports to the President’s Council. The responsibility of the ITC is to make recommendations, consistent with its charge to the College President and President’s Council.

**III. ITC Membership (15)**

- Academic Senate (5) – Appointed by the Academic Senate to include faculty from Computer Science, Engineering, Multimedia and Online Instruction, and Access Technology
- Classified Senate (2) - Appointed by the Classified Senate to include one Network Specialist
- Administration (4) – Dean of Information and Learning Resources; a dean from the Instructional Division; an administrator or supervisor from the Student Services Division; Vice President for Administrative Services or designee
- Associated Student Government (1) – Associated Student Government President or designee
- Technology Staff (3) - IT representative assigned to San Diego City College; Supervisor, Technology Support Group, and Multimedia Supervisor.

**IV. The Planning Process**

History: In the fall of 2003, the newly established ITC (ITC) began its initial work as a subcommittee of the College’s 2003 Accreditation Self Study Standard 3 Committee for the Technology Resource section. Throughout the fall and early spring semester, the ITC collected and analyzed data and reported on the college’s technology. The ITC concluded its self-study report with the planning agenda “to develop and institute an IT Plan with standards and criteria for information technology-based resources to include staffing, funding, technology purchases and replacements, and training.”

In affirming their charge the Accreditation Self-Study, ITC began its work on the college's IT Plan following the WASC team Accreditation visit in October 2004. In the development of the IT Plan, the ITC met during the remainder of the Fall Semester and the spring 2005 Semester to assess the instructional and administrative technology needs of the college and provide guidelines for future decisions based on San Diego City College's Mission and Master Plan. In this process, the ITC identified the **current status of campus technology** and proposed what the college needs to do to be competitive in the rapidly changing technology-based future.

The ITC continued the planning process by examining the **external and internal environmental factors** in which the college exists and developed guiding principles or value statements upon which decisions regarding the acquisition and application of technology are based.

The Council meets monthly during the fall and spring semesters.

## V. Successful Application of Technology

The guiding principles identified as determinants of successful applications of technology at the college include the following:

1. Increase student academic success through the use of technology in instructional and support services
2. Provide access to technology resources without economic and physical barriers to all students
3. Provide ongoing training for faculty and staff to effectively use technology
4. Encourage and support creative and innovative usages of technology
5. Encourage the application of technological solutions
6. Employ appropriate technical support staff as new technology resources and programs are adopted
7. Maximize college resources to ensure quality technology for instructional and administrative services

## VI. Information Technology Goals for San Diego City College

1. **Funding:** To have adequate and stable funding for the purchase, support, maintenance and replacement of technological resources
2. **Utilization:** To provide open access to technological resources across social, economic, and physical barriers to promote student, faculty, and staff success
3. **Infrastructure/Resources:** To establish and develop processes and procedures for purchasing technology related resources
4. **Human Resources:** To acquire appropriate technology support staff and provide for training to accommodate changes in technology
5. **Education:** promote education and training that enhances workforce development
6. **Communication:** To promote effective communication among faculty, staff, students, and the community regarding campus technology
7. **Monitoring and Evaluation:** To establish a baseline for current technological resources and develop an annual review process.

## VII. Strategies for Achieving the Technology Goals

While the broad goals provide a long-term focus for end results, the strategies are the activities and resources identified by the ITC to achieve the goals.

1. **Funding:** Provide adequate and stable funding for the purchase, support, maintenance and replacement of technological resources

Strategies:

1.1 Seek additional outside funding sources

1.1.1 Ensure IT Council participation in grant planning activity

1.1.2 Ensure IT Council participation in planning new activities (FF&E development) and renovation of vacant facilities

1.1.3 Solicit SDCCD Foundation funding

1.1.3.1 Solicit Funding as appropriate from such as Foundation, CTEA, World Culture

1.2 Budget for campus IT needs include identifying multiple sources of funding wherever possible.

1.3 Recommend a District budget line item for repairs/replacements

1.3.1 Participate in the District's IT Council

1.3.2 Advocate for pooling resources district-wide to support technology common software packages needs where feasible.

1.4 Recommend a Campus line item budget for new purchases, maintenance, and repairs for technology assets.

1.4.1 Prepare technology program review and plan that include lists of inventory for AV equipment, networking equipment, and computers that identify maintenance needs (life expectancy and warranty information).

2 Utilization: provide access to technological resources across social, economic, and physical barriers to promote student, faculty, and staff success

Strategies:

2.1 Require identification all administrative workstations for authenticity to protect student confidentiality.

2.2 Continue to provide online student access to student support services, (appointments for placements, on-line tutoring services, on-line registration, student health services, library services, etc).

2.3 Continue to provide ADA accommodations on computer stations for individuals with disabilities.

2.4 Maintain and update a campus website that is ADA compliant.

2.5 Maintain and expand WIFI/wireless access throughout campus.

2.6 Expand and upgrade multimedia resources campus-wide.

2.7 Identify and implement video access technologies.

2.8 Maintain high-speed scanners for converting printed material to digital format to meet ADA requirements.

2.9 Maintain and expand the library's electronic databases and subscriptions.

2.10 Upgrade and expand the campus digital signage.

2.11 Encourage and improve the utilization of technologies by increasing course offerings and advertising them.

2.12 Encourage and improve the utilization of technology through communication and training.

2.13 Implement and upgrade multimedia resources in classrooms and labs.

3 Infrastructure Resources: establishing and developing processes and procedures for the purchase and use of campus technological resources.

Strategies:

- 3.1 Publicize the asset management database of existing software and hardware.
- 3.2 Develop, publicize, and *distribute* a replacement plan for existing hardware and software and other technologies.
- 3.3 Develop and publicize a plan for incorporation of new technologies as growth occurs.
- 3.4 Publicize procedures for obtaining and renewing technology resources.
- 3.5 Establish recommendations and guidelines for instructional workstations.
- 3.6 Establish criteria for new smart classrooms and for the upgrade of existing smart classrooms.
- 3.7 Identify required infrastructure technologies to support campus functions.
- 3.8 Identify and secure dependable funding sources to upgrade campus computers.

- 4 Human Resources: acquiring appropriate technology support staff and provide for training to accommodate changes in technology.

Strategies:

- 4.1 Establish and maintain a contract with a Web Design and Development company that will re-design, maintain and update the campus website.
- 4.2 Evaluate all technology support needs and develop a plan to manage and staff Information Technology positions.
- 4.3 Evaluate the technology support requirements of all adopted technologies and develop a training plan for the IT staff to ensure the proper implementation, maintenance, and support of all adopted technologies. This includes evaluation of staffing needs with consideration given to the growing number of Apple/MAC product acquisitions.

- 5 Education: promoting proper education and training that would enhance workforce development and student achievement.

Strategies:

- 5.1 Develop user-friendly and consistent resources for faculty and staff use that address the use of all campus technologies.
- 5.2 Provide basic technology training orientation for employees.
  - 5.2.1 Promote timely, visible, and appropriately targeted internal communications about training resources to faculty and staff.
  - 5.2.2 Ensure IT Council representation in FLEX Committee, Professional Development and related committees.
- 5.3 Provide training on all online resources such as MS Outlook and course development software for students and faculty, appropriate to respective levels of need.
- 5.4 Develop adequate training processes to support the implementation and introduction of new technologies.
  - 5.4.1 Identify needs of training for campus technical staff.
  - 5.4.2 Report technical staff training needs and opportunities to IT Council to support visibility and utilization of technical resources.
- 5.5 Provide faculty and staff development for online classes and course development with incorporation of FLEX Committee input.
- 5.6 Recommend computer competency for associate degree and Certificate of Achievement.
- 5.7 Establish minimum basic technology competency requirements for students, staff, and faculty.

- 6 Communication: promote effective communication between faculty, staff, students, and the community regarding campus technology resources.

## Strategies

- 6.1 All campus websites should be kept current. An authorized web content administrator is identified in each department/program/office for content oversight and direct text modification.
  - 6.2 Publicize the video access technologies available on campus.
  - 6.3 Provide and encourage the use of District e-mail for campus personnel communications.
    - 6.3.1 All campus personnel are provided with a District e-mail account to facilitate communication for all campus stakeholders. Employees are advised that District e-mail is the main communication-information source and employees are responsible for checking messages.
    - 6.3.2 Encourage the usage of current technologies (i.e. MS Outlook) and related training to improve communications.
      - 6.3.2.1 Schedule semester training sessions focused on the programs, software, and technology utilized by faculty/staff.
  - 6.4 Advocate the usage of wireless communications including telephone technology.
    - 6.4.1 IT staff to be early participants in building development planning.
  - 6.5 Provide guidelines for faculty, staff, and student use of technology resources and tools.
    - 6.5.1 Maintain campus IT website and promote the campus/District technology.
    - 6.5.2 Provide links from the campus IT website to the District's IT website to minimize duplication of services.
- 7 Monitoring and evaluation: establish a baseline of its current technological resources and develop an annual review process.

## Strategies

- 7.1 Establish and maintain asset management database to include hardware, software, license agreements, warranty data, maintenance agreements, and replacement dates.
- 7.2 Ensure efficiency by reviewing and monitoring technological resource purchases.
- 7.3 Establish a minimum standard of technology access for employees related to their job/position requirements.
- 7.4 Develop and administer an annual evaluation process to measure the effectiveness of the campus information technology resources.

## **VIII. Conclusion – Challenges**

While the purpose of the IT Plan is to identify and document the goals and direction of technology to be implemented at San Diego City College, the IT Plan also provides a framework for a continuous, collaborative process of evaluating current and innovative uses of technology. With the rapid changes in technology and the fact that institutional changes take time, some strategies will be outdated, superfluous or superseded before implemented. In planning and budgeting for the technology needs of the college, all constituents of the college will need to demonstrate their commitment by providing creative and constructive input, exercising patience and flexibility and supporting the technological changes for successful implementation at San Diego City College.

Working with all constituents, the ITC, by June 2011 must develop:

1. A consistent and acceptable plan for the distribution and placement of technology inventory purchased as bridge units during construction phases.

2. A plan of action to review and address unique technology support needs of the evening students, faculty and staff.

## APPENDIX

### Appendix "a": Computer Hardware/Software Replacement Plan

#### Hardware

The hardware replacement schedule is aligned with the 4-year warranty period of the machines purchased from selected vendors.

**First Priority:** Student Computer labs receive **new** computers. Two cycles, depending on programs

#### *Two Year Cycle:*

- Programs requiring computers with unique and/or enhanced features to meet current industry standards (examples: CAD/CAM, CMC, Multimedia Lab and Microsoft)
- Instructors in these programs should be provided with comparable computers.
- When computers in a lab are replaced, adaptive equipment for DSPTS students will be provided to meet reasonable accommodations as needed.

#### *Four Year Cycle:*

- Other student computer labs that require computers with no more than basic functions will be equipped with new computers.
- When computers in a lab are replaced, adaptive equipment for DSPTS students will be purchased to provide reasonable accommodations.

#### **Second Priority:** College Personnel

To the extent possible, each faculty member will have a computer in his/her office. A "trickle down" system will ensure that all faculty and staff who need computers to perform their duties are provided one.

Unless there are greater needs in instructional labs, the instructional lab computers being replaced will be assigned to faculty and staff workstations. To ensure that computers "trickle down" to employees who need them most, the priority shall be:

- a. Instructors who teach on-line and those who use technology in the classroom
- b. Employees who require computers with unique and/or enhanced features
- c. Employees who have a work-related need for a computer in their office

## Appendix “a” (continued)

### Hardware Replacement Schedule

- Instructional and Student Lab Computers
  - Existing labs
    - Academic year 2010 -2011, replace up to 25% of the computers
    - Academic year 2011-2012 and each year thereafter, replace up to 25% of the computers
  - New student labs
    - Integrate into 4-year cycle, beginning 2 years after purchase
  - Servers
    - Servers will be replaced on an as needed basis
    - A plan and schedule for replacing instructional and student lab servers will be developed, adopted and implemented by July 2011
- Administrative Computers
  - Existing offices
    - For the academic year 2008- 09, replace 600 computers
    - Spring 2010 and each year thereafter, replace 200 of existing computers
  - New offices and new buildings
    - Integrate into 4-year cycle, beginning 2 years after purchase
  - Acquisition and maintenance of administrative servers are centralized responsibilities of the District IT department

### SOFTWARE

- **Software courses:** The software use in these courses shall meet current industry standards. This includes any adaptive software. The software will be upgraded as needed. The College budget should include an allocation for the upgrades.
- **Student computer labs:** Requests for new and updated software are solicited each semester and software purchases must comply with campus and District policy and procedures
- **Administrative software:** The College will equip each administrative computer with the software required for employees to complete assigned tasks. Software will be upgraded as needed.

## **Appendix “b”: Technology Acquisition Process**

Generally, technology related acquisitions, as well as other equipment is coordinated via the Master Planning and Program Review process.

### Master Planning

- Personnel interested in purchasing new technology related to computing, audio-visual equipment or assistive devices must complete an Annual Departmental Technology Planning form (Form T), attach quotes to it, and submit it with Master Plan Form B.
- Form T is to be completed with the assistance of a campus technology representative, and requires signatures from the campus tech rep, the department chair/supervisor, and the dean of the school.
- For assessment purposes, the IT Council may follow up on funded Form T requests.

### Categorically Funded Programs

- Programs interested in purchasing new technology related to computing, audio-visual equipment or assistive devices must complete a Form T and attach quotes to it before submitting it to their respective grant director.
- Form T is to be completed with the assistance of a campus technology representative, and requires signatures from the campus tech rep, the department chair/supervisor, and the dean of the school.
- For assessment purposes, the IT Council may follow up on funded Form T requests.

**Appendix “c”: Instructional and Student Lab Computers – Warranty Information for Developing Replacement Schedule**

Lab	Program	# PCs	Warranty Exp		Total
M-201	Chemistry	2	1/22/2006		
M-202	Chemistry	2	1/22/2006		
M-203	Chemistry	2	1/22/2006		
M-204	Chemistry	2	1/22/2006		
M-205	Chemistry	2	1/22/2006		
T-216	Manufacturing	12	3/29/2006		
A-10	City Middle College	16	5/5/2008		
R-106	Independent Learning Center	37	5/5/2008		
R-107	Independent Learning Center	32	5/5/2008		
T-201	Air	10	5/5/2008		
T-309	Graphic Design	10	7/25/2009		
T-311e	SIFE	5	1/27/2010	Computers currently out of warranty	<b>132</b>
T-326	Nursing	13	8/12/2009	To be replaced with move to CTC sum 2010	
A-222	DSPS	24	5/15/2010		
T-331a	CISC	25	6/5/2010		
T-330	CBTE	16	6/30/2010	Computers that will be out of warranty this year	<b>65</b>
C-226	English	25	1/16/2011		
T-328	CBTE	26	1/17/2011		
T-209	Electronics	26	1/18/2011		
T-213	Engineering	35	1/18/2011		
T-214	Electronics	10	1/18/2011		
T-216	Manufacturing	9	1/18/2011		
T-103	Machine	43	1/24/2011		
T-212	Computer Aided Design	26	1/24/2011		
C-128	Radio/TV	16	10/26/2011		
T-216	Manufacturing	3	8/25/2012		
R-105	Independent Learning Center	46	4/27/2013		
T-329	CBTE	28	4/27/2013		
T-331	CISC	30	4/27/2013		
L-114	TRIO	11	6/19/2013		
L-115	MESA	12	6/19/2013		
L-205c	Tutorial	21	6/19/2013		
L-209	English	37	6/19/2013		
T-311e	SIFE	5	4/27/1013		
M-214	Chemistry	21	Donated		
A-220	DSPS	11			
<b>Total</b>		<b>651</b>			<b>197</b>

**Appendix “d”: Summary of Instructional and Student Lab Computers Replaced June ‘09**

<b>T301</b>			
<b>Total # of Computers (FOR REESTABLISHING LAB</b>			<b>27</b>
<b>Total # of Computers out of Warranty</b>			
<b>Total # of Computers under of Warranty</b>			<b>0</b>
<b>Total # of Computers Replaced w/VTEA</b>			<b>0</b>
<b>Total # of Computer Replaced FY 2009 \$ (non CTEA)</b>			<b>27</b>
<b>Total # Computers Replaced</b>			<b>27</b>
<b>T328</b>			
<b>Total # of Computers</b>			<b>25</b>
<b>Total # of Computers out of Warranty</b>			<b>17</b>
<b>Total # of Computers under of Warranty</b>			<b>8</b>
<b>Total # of Computers Replaced w/VTEA</b>			<b>0</b>
<b>Total # of Computer Replaced FY 2009 \$ (non CTEA)</b>			<b>0</b>
<b>Total # Computers Replaced</b>			<b>17</b>
<b>T329</b>			
<b>Total # of Computers</b>			<b>28</b>
<b>Total # of Computers out of warranty</b>			<b>28</b>
<b>Total # of Computers under warranty</b>			<b>0</b>
<b>Total # of Computers Replaced w/VTEA \$</b>			<b>28</b>
<b>Total # of Computers Replaced (Non VTEA)</b>			<b>0</b>
<b>Total # of Computers Replaced</b>			<b>28</b>
<b>T330</b>			
<b>Total # of Computers</b>			<b>16</b>
<b>Total # of Computers out of Warranty</b>			<b>4</b>
<b>Total # of Computers under of Warranty</b>			<b>12</b>
<b>Total # of Computers Replaced w/VTEA</b>			<b>4</b>
<b>Total # Computer Replaced (non VTEA) \$</b>			<b>0</b>
<b>R105</b>			
<b>Total # of Computers</b>			<b>48</b>
<b>Total # of Computers out of warranty</b>			<b>48</b>
<b>Total # of Computers under warranty</b>			<b>0</b>
<b>Total # of Computers Replaced w/VTEA</b>			<b>0</b>
<b>Total # of Computer Replaced FY 2009 \$ (non CTEA)</b>			<b>0</b>
<b>Total # Computers Replaced</b>			<b>0</b>

**Appendix “d”: Summary of Instructional and Student Lab Computers Replaced June '09 (continued)**

<b>R106</b>			
Total # of Computers		28	
Total # of Computers out of warranty		28	
Total # of Computers under warranty		0	
Total # of Computers Replaced w/VTEA \$		0	
Total # of Computers Replaced (Non VTEA)		0	
Total # of Computers Replaced		0	
<b>R107</b>			
Total # of Computers		37	
Total # of Computers out of Warranty		32	
Total # of Computers under of Warranty		5	
Total # of Computers Replaced w/VTEA		0	
Total # of Computers Replaced (Non VTEA)		32	
Total # of Computer Replaced FY 2009 \$		32	
<b>GRAND TOTAL OF REPLACEMENT FOR GROUP 1</b>			<b>104</b>
<b>GROUP 2</b>			
<b>R209 (Towers only)</b>			
Total # of Computers		24	
Total # of Computers out of Warranty		24	
Total # of Computers under of Warranty		0	
Total # of Computers Replaced w/VTEA		0	
Total # of Computer Replaced FY 2009 \$ (non CTEA)		24	
Total # Computers Replaced		24	
<b>R- Main Floor</b>			
Total # of Computers		76	
Total # of Computers out of Warranty		76	
Total # of Computers under of Warranty		0	
Total # of Computers Replaced w/VTEA		0	
Total # of Computer Replaced FY 2009 \$ (non CTEA)		76	
Total # Computers Replaced		76	
<b>GRAND TOTAL OF REPLACEMENT FOR GROUP 2</b>			<b>100</b>
<b>GRAND TOTAL REPLACED JUNE '09</b>			<b>204</b>

**Appendix "e" - Administrative Computers - Warranty Information for Developing Replacement Schedule**

Computer Type	Building	Room	EQ #	Purchase Date	Warranty Expiration (blank = expired/not avail)
PC	F	INF	10009276	06/11/98	06/11/02
PC	PM1	P13	10009368	08/18/98	08/13/02
PC	A	110H	10000569	03/04/00	03/04/04
PC	T	211F	10001486	01/08/01	01/08/05
PC	T	311E	10007826	07/02/01	07/02/05
PC	HWG	100	10008426	10/30/01	10/30/05
PC	A	1M	10008640	01/09/02	01/09/06
PC	C	102	10008630	01/09/02	01/09/06
PC	E	1	10008770	03/13/02	03/13/06
PC	T	314	10008867	04/10/02	04/10/06
PC	A	110	10008921	04/19/02	04/19/06
PC	R	spare	10009169	07/31/02	07/31/06
PC	R	spare	10009196	07/31/02	07/31/06
PC	R	spare	10009226	07/31/02	07/31/06
PC	R	spare	10009236	07/31/02	07/31/06
PC	R	spare	10009239	07/31/02	07/31/06
PC	R	spare	10009249	07/31/02	07/31/06
PC	R	spare	10009271	07/31/02	07/31/06
PC	R	spare	10009284	07/31/02	07/31/06
PC	R	spare	10009291	07/31/02	07/31/06
PC	R	spare	10009305	07/31/02	07/31/06
PC	R	spare	10009333	07/31/02	07/31/06
PC	R	spare	10009372	07/31/02	07/31/06
PC	R	spare	10009386	07/31/02	07/31/06
PC	R	spare	10009421	07/31/02	07/31/06
PC	R	spare	10009430	07/31/02	07/31/06
PC	R	spare	10009435	07/31/02	07/31/06
PC	R	spare	10009440	07/31/02	07/31/06
PC	R	spare	10011661	07/31/02	07/31/06
PC	R	spare	10011735	07/31/02	07/31/06
PC	R	209	10021526	07/31/02	07/31/06
PC	R	209	10023840	07/31/02	07/31/06
PC	R	209	10023841	07/31/02	07/31/06
PC	R	209	10023853	07/31/02	07/31/06
PC	R	209	10023860	07/31/02	07/31/06
PC	R	209	10023861	07/31/02	07/31/06
PC	R	209	10023874	07/31/02	07/31/06
PC	R	209	10023878	07/31/02	07/31/06
PC	R	209	10023879	07/31/02	07/31/06
PC	R	209	10023882	07/31/02	07/31/06
PC	R	209	10023883	07/31/02	07/31/06
PC	R	209	10023884	07/31/02	07/31/06
PC	R	209	10023886	07/31/02	07/31/06
PC	R	209	10023893	07/31/02	07/31/06
PC	R	209	10023894	07/31/02	07/31/06
PC	R	209	10023899	07/31/02	07/31/06
PC	R	209	10023900	07/31/02	07/31/06
PC	R	209	10023901	07/31/02	07/31/06
PC	R	209	10023910	07/31/02	07/31/06
PC	R	209	10023911	07/31/02	07/31/06
PC	R	209	10023915	07/31/02	07/31/06
PC	R	209	10023916	07/31/02	07/31/06
PC	R	209	10023926	07/31/02	07/31/06

**Appendix "e" - Administrative Computers - Warranty Information for Developing Replacement Schedule**

Computer Type	Building	Room	EQ #	Purchase Date	Warranty Expiration (blank = expired/not avail)
PC	R	209	10023928	07/31/02	07/31/06
PC	R	209	10023930	07/31/02	07/31/06
PC	T	Roof	10009497	07/31/02	07/31/06
PC	T	310	10009394	07/31/02	07/31/06
PC	T	206	10009221	07/31/02	07/31/06
PC	T	211	10009679	08/30/02	08/30/06
PC	T	211	10009680	09/05/02	09/05/06
PC	T	208	10009914	10/25/02	10/25/06
PC	A	229	10009954	11/25/02	11/25/06
PC	A	221B	10009938	11/25/02	11/25/06
PC	A	221A	10009936	11/25/02	11/25/06
PC	A	221	10009945	11/25/02	11/25/06
PC	E	1	10009957	11/25/02	11/25/06
PC	T	216	10014275	11/25/02	11/25/06
PC	A	110	10010006	11/27/02	11/27/06
PC	A	105	10010010	11/27/02	11/27/06
PC	C	218	10010069	12/16/02	12/16/06
PC	A	113	10010013	01/07/03	01/07/07
PC	T	316	00137295	01/23/04	01/23/07
PC	A	113	10010840	02/23/04	02/23/08
PC	A	113	10010846	02/23/04	02/23/08
PC	A	112	10011513	04/06/04	04/06/08
PC	A	112	10011514	04/06/04	04/06/08
PC	A	18	10011585	04/30/04	04/30/08
PC	T	208	10011212	05/28/04	05/28/08
PC	A	1N	10011852	06/30/04	06/30/08
PC	T	110A	10011843	06/30/04	06/30/08
PC	A	222C	10011886	07/08/04	07/08/08
PC	A	115	10011893	07/08/04	07/08/08
PC	A	110H	10011885	07/09/04	07/09/08
PC	A	110	10011880	07/09/04	07/09/08
PC	T	211	10012355	12/17/04	12/17/08
PC	C	102	10012795	06/10/05	06/10/09
PC	A	221D	10012906	07/18/05	07/18/09
PC	A	222A	10013047	07/25/05	07/25/09
PC	A	222A	10013048	07/25/05	07/25/09
PC	HWG	204	10013041	07/25/05	07/25/09
PC	HWG	202	10013029	07/25/05	07/25/09
PC	HWG	202	10013036	07/25/05	07/25/09
PC	HWG	106	10013028	07/25/05	07/25/09
PC	HWG	106	10013043	07/25/05	07/25/09
PC	HWG	104	10013027	07/25/05	07/25/09
PC	PM1	P13	10013034	07/25/05	07/25/09
PC	PM13	9	10013033	07/25/05	07/25/09
PC	D	105	10013263	08/09/05	08/09/09
PC	D	105	10013264	08/09/05	08/09/09
PC	D	105	10013265	08/09/05	08/09/09
PC	A	105	10012785	08/13/05	08/13/09
PC	A	105	10012787	08/13/05	08/13/09
PC	A	105	10012790	08/13/05	08/13/09
PC	A	105	10012791	08/13/05	08/13/09
PC	T	211	10013372	10/18/05	10/18/09
PC	RMOD		10013411	12/09/05	12/09/09

**Appendix "e" - Administrative Computers - Warranty Information for Developing Replacement Schedule**

Computer Type	Building	Room	EQ #	Purchase Date	Warranty Expiration (blank = expired/not avail)
PC	RMOD		10013412	12/09/05	12/09/09
PC	RMOD		10013412	12/09/05	12/09/09
PC	T	109	10014096	12/09/05	12/09/09
PC	T	109	10014097	12/09/05	12/09/09
PC	T	109	10014098	12/09/05	12/09/09
PC	A	117	10013500	01/20/06	01/20/10
PC	A	113K	10013510	01/30/06	01/30/10
PC	A	113	10013597	04/12/06	04/12/10
PC	E	1	10013578	04/12/06	04/12/10
PC	E	1	10013581	04/12/06	04/12/10
PC	A	221C	10013594	04/19/06	04/19/10
PC	A	113K	10013598	04/21/06	04/21/10
PC	A	113A	10013599	04/21/06	04/21/10
PC	A	227	10013881	05/31/06	05/31/10
PC	A	1I	10013903	05/31/06	05/31/10
PC	A	1H	10013894	05/31/06	05/31/10
PC	A	1F	10013883	05/31/06	05/31/10
PC	A	1E	10013902	05/31/06	05/31/10
PC	A	1D	10013876	05/31/06	05/31/10
PC	A	1D	10013913	05/31/06	05/31/10
PC	A	1A	10013888	05/31/06	05/31/10
PC	A	1A	10013895	05/31/06	05/31/10
PC	A	17H	10013914	05/31/06	05/31/10
PC	A	17G	10013898	05/31/06	05/31/10
PC	A	17A	10013896	05/31/06	05/31/10
PC	A	16H	10013892	05/31/06	05/31/10
PC	A	16E	10012337	05/31/06	05/31/10
PC	A	16D	10013899	05/31/06	05/31/10
PC	A	116B	10013904	05/31/06	05/31/10
PC	CAFÉ	D113	10013859	05/31/06	05/31/10
PC	CAFÉ	D113	10013872	05/31/06	05/31/10
PC	CAFÉ	D113	10013873	05/31/06	05/31/10
PC	CAFÉ	D113	10013878	05/31/06	05/31/10
PC	CAFÉ	D113	10013880	05/31/06	05/31/10
PC	CAFÉ	D113	10013885	05/31/06	05/31/10
PC	CAFÉ	D113	10013887	05/31/06	05/31/10
PC	CAFÉ	D113	10013891	05/31/06	05/31/10
PC	CAFÉ	D113	10013893	05/31/06	05/31/10
PC	CAFÉ	D113	10013897	05/31/06	05/31/10
PC	CAFÉ	D113	10013901	05/31/06	05/31/10
PC	CAFÉ	D113	10013906	05/31/06	05/31/10
PC	M	GS	10013910	05/31/06	05/31/10
PC	M	106	10013890	05/31/06	05/31/10
PC	T	216	10013911	05/31/06	05/31/10
PC	A	113P	10014041	06/07/06	06/07/10
PC	A	113E	10014275	07/21/06	07/21/10
PC	B	TELCO	10014286	07/25/06	07/25/10
PC	C102	1	10014286	07/25/06	07/25/10
PC	F	INF	10014277	07/25/06	07/25/10
MAC	M	111	00146336	08/27/07	08/27/10
MAC	M	111	00146339	08/27/07	08/27/10
MAC	M	110	00146334	08/27/07	08/27/10
MAC	M	110	00146335	08/27/07	08/27/10

**Appendix "e" - Administrative Computers - Warranty Information for Developing Replacement Schedule**

Computer Type	Building	Room	EQ #	Purchase Date	Warranty Expiration (blank = expired/not avail)
MAC	M	109	00146343	08/27/07	08/27/10
MAC	M	108	00146341	08/27/07	08/27/10
MAC	M	108	00146342	08/27/07	08/27/10
MAC	M	107	00146340	08/27/07	08/27/10
PC	C	102	10014393	09/18/06	09/18/10
PC	L	114A	10014393	09/18/06	09/18/10
PC	A	217	10014383	09/19/06	09/19/10
PC	C	226	10014387	09/19/06	09/19/10
PC	T	208	10014381	09/19/06	09/19/10
PC	T	208	10014384	09/19/06	09/19/10
PC	T	208	10014385	09/19/06	09/19/10
PC	T	211	10014518	10/30/06	10/30/10
PC	T	211	10014521	10/30/06	10/30/10
PC	T	214	10014820	01/18/07	01/18/11
PC	T	211F	10014971	01/31/07	01/31/11
PC	A	1P	10014960	02/23/07	02/23/11
PC	A	116A	10020050	02/26/07	02/26/11
PC	A	116	10020051	02/26/07	02/26/11
PC	A	113	10020122	04/02/07	04/02/11
PC	A	115L	10020127	04/19/07	04/19/11
PC	A	115K	10020128	04/19/07	04/19/11
PC	A	1N	10020133	05/10/07	05/10/11
PC	A	1U	10013884	05/31/07	05/31/11
PC	A	1T	10013877	05/31/07	05/31/11
PC	A	1T	10013900	05/31/07	05/31/11
PC	A	1S	10013905	05/31/07	05/31/11
PC	A	1R	10013882	05/31/07	05/31/11
PC	A	1P	10013886	05/31/07	05/31/11
PC	A	1M	10013912	05/31/07	05/31/11
PC	A	222C	10020199	06/28/07	06/28/11
PC	T	211	10020288	07/23/07	07/23/11
PC	A	1R	10020325	07/27/07	07/27/11
PC	A	1C	10020321	07/27/07	07/27/11
PC	A	1C	10020324	07/27/07	07/27/11
PC	R	123	10020323	07/27/07	07/27/11
PC	R	120	10020323	07/27/07	07/27/11
PC	R	119	10020319	07/27/07	07/27/11
PC	R	118	10020322	07/27/07	07/27/11
PC	A	1Q	10020363	08/02/07	08/02/11
PC	A	1O	10020364	08/02/07	08/02/11
PC	A	1F	10020362	08/02/07	08/02/11
PC	A	111	10020405	08/18/07	08/18/11
PC	A	110T	10020410	08/18/07	08/18/11
PC	A	110S	10020398	08/18/07	08/18/11
PC	A	110R	10020395	08/18/07	08/18/11
PC	A	110Q	10020384	08/18/07	08/18/11
PC	A	110P	10020396	08/18/07	08/18/11
PC	A	110M	10020391	08/18/07	08/18/11
PC	A	110M	10020402	08/18/07	08/18/11
PC	A	110K	10020390	08/18/07	08/18/11
PC	A	110J	10020392	08/18/07	08/18/11
PC	A	110J	10020404	08/18/07	08/18/11
PC	A	110H	10020399	08/18/07	08/18/11

**Appendix "e" - Administrative Computers - Warranty Information for Developing Replacement Schedule**

Computer Type	Building	Room	EQ #	Purchase Date	Warranty Expiration (blank = expired/not avail)
PC	A	110F	10020407	08/18/07	08/18/11
PC	A	110E	10020408	08/18/07	08/18/11
PC	A	110D	10020394	08/18/07	08/18/11
PC	A	110C	10020406	08/18/07	08/18/11
PC	A	110B	10020400	08/18/07	08/18/11
PC	A	110	10020385	08/18/07	08/18/11
PC	A	110	10020387	08/18/07	08/18/11
PC	A	110	10020393	08/18/07	08/18/11
PC	A	110	10020397	08/18/07	08/18/11
PC	A	110	10020412	08/18/07	08/18/11
PC	A	113D	10020714	09/04/07	09/04/11
PC	A	113	10020450	09/04/07	09/04/11
PC	T	319	10020451	09/04/07	09/04/11
PC	T	203	10020452	09/04/07	09/04/11
PC	PM13	1	10020496	10/02/07	10/02/11
PC	A	204	10020492	10/08/07	10/08/11
PC	C	122	10020493	10/08/07	10/08/11
PC	M	208	10020494	10/08/07	10/08/11
PC	PM13	4	10020495	10/08/07	10/08/11
PC	R	121	10020509	10/08/07	10/08/11
PC	A	229	10020702	10/26/07	10/26/11
PC	A	114B	10020677	10/26/07	10/26/11
PC	A	114	10020573	10/26/07	10/26/11
PC	A	114	10020575	10/26/07	10/26/11
PC	A	114	10020638	10/26/07	10/26/11
PC	A	114	10020649	10/26/07	10/26/11
PC	A	114	10020665	10/26/07	10/26/11
PC	A	110	10020717	10/26/07	10/26/11
PC	A	8	10020566	10/27/07	10/27/11
PC	A	8	10020569	10/27/07	10/27/11
PC	A	8	10020606	10/27/07	10/27/11
PC	A	8	10020709	10/27/07	10/27/11
PC	A	229	10020705	10/27/07	10/27/11
PC	A	17D	10020637	10/27/07	10/27/11
PC	A	17C	10020559	10/27/07	10/27/11
PC	A	17B	10020587	10/27/07	10/27/11
PC	A	16G	10020594	10/27/07	10/27/11
PC	A	16F	10020611	10/27/07	10/27/11
PC	A	16C	10020642	10/27/07	10/27/11
PC	A	16B	10020567	10/27/07	10/27/11
PC	A	16A	10020698	10/27/07	10/27/11
PC	A	113	10020510	10/27/07	10/27/11
PC	A	113	10020682	10/27/07	10/27/11
PC	A	112	10020505	10/27/07	10/27/11
PC	A	112	10020511	10/27/07	10/27/11
PC	A	112	10020537	10/27/07	10/27/11
PC	A	112	10020538	10/27/07	10/27/11
PC	A	112	10020539	10/27/07	10/27/11
PC	A	112	10020678	10/27/07	10/27/11
PC	A	111	10020744	10/27/07	10/27/11
PC	A	111	10020746	10/27/07	10/27/11
PC	A	111	10020750	10/27/07	10/27/11
PC	A	111	10020753	10/27/07	10/27/11

**Appendix "e" - Administrative Computers - Warranty Information for Developing Replacement Schedule**

Computer Type	Building	Room	EQ #	Purchase Date	Warranty Expiration (blank = expired/not avail)
PC	A	111	10020757	10/27/07	10/27/11
PC	A	111	10020761	10/27/07	10/27/11
PC	A	110	10020499	10/27/07	10/27/11
PC	A	110	10020620	10/27/07	10/27/11
PC	A	109	10020498	10/27/07	10/27/11
PC	A	109	10020504	10/27/07	10/27/11
PC	A	109	10020514	10/27/07	10/27/11
PC	A	109	10020515	10/27/07	10/27/11
PC	A	109	10020533	10/27/07	10/27/11
PC	A	109	10020535	10/27/07	10/27/11
PC	A	109	10020643	10/27/07	10/27/11
PC	A	109	10020675	10/27/07	10/27/11
PC	A	109	10020680	10/27/07	10/27/11
PC	A	108	10020640	10/27/07	10/27/11
PC	A	107B	10020618	10/27/07	10/27/11
PC	A	107A	10020526	10/27/07	10/27/11
PC	A	107A	10020580	10/27/07	10/27/11
PC	A	107A	10020624	10/27/07	10/27/11
PC	C	226B	10020612	10/27/07	10/27/11
PC	C	226B	10020697	10/27/07	10/27/11
PC	C	226A	10020622	10/27/07	10/27/11
PC	C	225G	10020664	10/27/07	10/27/11
PC	C	225F	10020655	10/27/07	10/27/11
PC	C	225E	10020553	10/27/07	10/27/11
PC	C	225D	10020650	10/27/07	10/27/11
PC	C	225D	10020699	10/27/07	10/27/11
PC	C	225C	10020554	10/27/07	10/27/11
PC	C	225C	10020659	10/27/07	10/27/11
PC	C	225B	10020700	10/27/07	10/27/11
PC	C	225A	10020656	10/27/07	10/27/11
PC	C	224E	10020657	10/27/07	10/27/11
PC	C	224D	10020570	10/27/07	10/27/11
PC	C	224C	10020550	10/27/07	10/27/11
PC	C	224B	10020521	10/27/07	10/27/11
PC	C	224B	10020558	10/27/07	10/27/11
PC	C	224A	10020548	10/27/07	10/27/11
PC	C	216	10020708	10/27/07	10/27/11
PC	C	215	10020672	10/27/07	10/27/11
PC	C	208	10020671	10/27/07	10/27/11
PC	C	207	10020519	10/27/07	10/27/11
PC	C	206	10020674	10/27/07	10/27/11
PC	C	205	10020667	10/27/07	10/27/11
PC	C	204	10020673	10/27/07	10/27/11
PC	C	203	10020658	10/27/07	10/27/11
PC	C	202	10020564	10/27/07	10/27/11
PC	C	201	10020518	10/27/07	10/27/11
PC	C	125	10020754	10/27/07	10/27/11
PC	C	110	10020522	10/27/07	10/27/11
PC	C	109	10020615	10/27/07	10/27/11
PC	C	108	10020703	10/27/07	10/27/11
PC	C	107	10020578	10/27/07	10/27/11
PC	C	106	10020718	10/27/07	10/27/11
PC	C	104	10020662	10/27/07	10/27/11

**Appendix "e" - Administrative Computers - Warranty Information for Developing Replacement Schedule**

Computer Type	Building	Room	EQ #	Purchase Date	Warranty Expiration (blank = expired/not avail)
PC	C	104	10020692	10/27/07	10/27/11
PC	C	104	10020924	10/27/07	10/27/11
PC	L	209	10020586	10/27/07	10/27/11
PC	M	217	10020710	10/27/07	10/27/11
PC	M	214	10020524	10/27/07	10/27/11
PC	M	210	10020619	10/27/07	10/27/11
PC	M	210	10020648	10/27/07	10/27/11
PC	M	209	10020614	10/27/07	10/27/11
PC	M	208	10020562	10/27/07	10/27/11
PC	M	208	10020582	10/27/07	10/27/11
PC	M	207	10020546	10/27/07	10/27/11
PC	M	207	10020607	10/27/07	10/27/11
PC	PM12	1	10020528	10/27/07	10/27/11
PC	PM13	8	10020571	10/27/07	10/27/11
PC	PM13	7	10020601	10/27/07	10/27/11
PC	PM13	6	10020653	10/27/07	10/27/11
PC	PM13	5	10020639	10/27/07	10/27/11
PC	PM13	3	10020644	10/27/07	10/27/11
PC	PM13	2	10020599	10/27/07	10/27/11
PC	R	123	10020540	10/27/07	10/27/11
PC	R	117	10020701	10/27/07	10/27/11
PC	R	110	10020711	10/27/07	10/27/11
PC	S	8	10020712	10/27/07	10/27/11
PC	S	4D	10020716	10/27/07	10/27/11
PC	S	4C	10020719	10/27/07	10/27/11
PC	S	4B	10020707	10/27/07	10/27/11
PC	S	3B	10020605	10/27/07	10/27/11
PC	S	1	10020574	10/27/07	10/27/11
PC	T	311E	10020747	10/27/07	10/27/11
PC	T	311C	10020652	10/27/07	10/27/11
PC	A	204	10020596	10/28/07	10/28/11
PC	A	204	10020688	10/28/07	10/28/11
PC	A	1U	10020634	10/28/07	10/28/11
PC	A	1S	10020598	10/28/07	10/28/11
PC	A	1O	10020547	10/28/07	10/28/11
PC	A	1L	10020552	10/28/07	10/28/11
PC	A	1L	10020613	10/28/07	10/28/11
PC	A	1K	10020561	10/28/07	10/28/11
PC	A	1K	10020595	10/28/07	10/28/11
PC	A	1J	10020501	10/28/07	10/28/11
PC	A	1J	10020556	10/28/07	10/28/11
PC	A	1I	10020500	10/28/07	10/28/11
PC	A	1G	10020497	10/28/07	10/28/11
PC	A	1G	10020654	10/28/07	10/28/11
PC	A	1E	10020670	10/28/07	10/28/11
PC	A	115J	10020610	10/28/07	10/28/11
PC	A	115I	10020608	10/28/07	10/28/11
PC	A	115G	10020621	10/28/07	10/28/11
PC	A	115F	10020585	10/28/07	10/28/11
PC	A	115	10020525	10/28/07	10/28/11
PC	A	115	10020604	10/28/07	10/28/11
PC	A	115	10020687	10/28/07	10/28/11
PC	A	114C	10020660	10/28/07	10/28/11

**Appendix "e" - Administrative Computers - Warranty Information for Developing Replacement Schedule**

Computer Type	Building	Room	EQ #	Purchase Date	Warranty Expiration (blank = expired/not avail)
PC	A	114	10020527	10/28/07	10/28/11
PC	A	114	10020589	10/28/07	10/28/11
PC	A	113P	10020513	10/28/07	10/28/11
PC	A	113P	10020641	10/28/07	10/28/11
PC	A	113P	10020695	10/28/07	10/28/11
PC	A	113O	10020557	10/28/07	10/28/11
PC	A	113N	10020647	10/28/07	10/28/11
PC	A	113M	10020668	10/28/07	10/28/11
PC	A	113L	10020544	10/28/07	10/28/11
PC	A	113K	10020638	10/28/07	10/28/11
PC	A	113K	10020646	10/28/07	10/28/11
PC	A	113K	10020663	10/28/07	10/28/11
PC	A	113K	10020694	10/28/07	10/28/11
PC	A	113I	10020560	10/28/07	10/28/11
PC	A	113F	10020693	10/28/07	10/28/11
PC	A	113C	10020661	10/28/07	10/28/11
PC	A	113C	10020715	10/28/07	10/28/11
PC	A	113B	10020506	10/28/07	10/28/11
PC	A	113B	10020651	10/28/07	10/28/11
PC	A	113	10020512	10/28/07	10/28/11
PC	A	113	10020516	10/28/07	10/28/11
PC	A	113	10020532	10/28/07	10/28/11
PC	A	113	10020536	10/28/07	10/28/11
PC	A	113	10020581	10/28/07	10/28/11
PC	A	113	10020597	10/28/07	10/28/11
PC	A	113	10020669	10/28/07	10/28/11
PC	A	113	10020683	10/28/07	10/28/11
PC	A	105	1002	10/28/07	10/28/11
PC	E	1	10020453	10/28/07	10/28/11
PC	E	1	10020545	10/28/07	10/28/11
PC	E	1	10020549	10/28/07	10/28/11
PC	E	1	10020555	10/28/07	10/28/11
PC	E	1	10020563	10/28/07	10/28/11
PC	E	1	10020623	10/28/07	10/28/11
PC	E	1	10020689	10/28/07	10/28/11
PC	E	1	10020696	10/28/07	10/28/11
PC	E	1	10020704	10/28/07	10/28/11
PC	E	1	10020713	10/28/07	10/28/11
PC	T	216	10020679	10/28/07	10/28/11
PC	T	211	10020625	10/29/07	10/29/11
PC	T	211	10020626	10/29/07	10/29/11
PC	T	211	100206627	10/29/07	10/29/11
PC	T	211	10020629	10/30/07	10/30/11
PC	A	1H	10020743	11/06/07	11/06/11
PC	A	1B	10020749	11/06/07	11/06/11
PC	A	1B	10020752	11/06/07	11/06/11
PC	A	1B	10020755	11/06/07	11/06/11
PC	A	113E	10020756	11/06/07	11/06/11
PC	A	112	10020759	11/06/07	11/06/11
PC	E	1	10020742	11/06/07	11/06/11
PC	E	1	10020748	11/06/07	11/06/11
PC	E	1	10020751	11/06/07	11/06/11
PC	E	1	10020758	11/06/07	11/06/11

**Appendix "e" - Administrative Computers - Warranty Information for Developing Replacement Schedule**

Computer Type	Building	Room	EQ #	Purchase Date	Warranty Expiration (blank = expired/not avail)
PC	TM1	1	10020833	01/18/08	01/18/12
PC	TM10	1	10020826	01/18/08	01/18/12
PC	TM11	1	10020828	01/18/08	01/18/12
PC	TM12	1	10020829	01/18/08	01/18/12
PC	TM2	1	10020834	01/18/08	01/18/12
PC	TM3	1	10020836	01/18/08	01/18/12
PC	TM4	1	10020827	01/18/08	01/18/12
PC	TM6	1	10020831	01/18/08	01/18/12
PC	TM7	1	10020832	01/18/08	01/18/12
PC	TM8	1	10020835	01/18/08	01/18/12
PC	TM9	1	10020830	01/18/08	01/18/12
PC	F	1	10020894	01/30/08	01/30/12
PC	F	1	10020895	01/30/08	01/30/12
PC	F	1	10020896	01/30/08	01/30/12
PC	T	311E	10020925	02/04/08	02/04/12
PC	T	311E	10020926	02/04/08	02/04/12
PC	F	100	10021210	02/22/08	02/22/12
PC	R	107	10021203	02/22/08	02/22/12
PC	R	106	10021209	02/22/08	02/22/12
PC	R	105	10021205	02/22/08	02/22/12
PC	R	105	10021207	02/22/08	02/22/12
PC	E	2	10021276	03/11/08	03/11/12
PC	E	1	10021279	03/11/08	03/11/12
PC	A	10	10021333	04/12/08	04/12/12
PC	A	10	10021334	04/12/08	04/12/12
PC	A	10	10021335	04/12/08	04/12/12
PC	D	107	10021508	06/02/12	06/02/12
PC	D	107	10021581	06/02/12	06/02/12
PC	D	106	10014980	06/02/12	06/02/12
PC	D	106	10014981	06/02/12	06/02/12
PC	D	106	10014982	06/02/12	06/02/12
PC	D	106	10021471	06/02/08	06/02/12
PC	D	106	10021481	06/02/12	06/02/12
PC	D	106	10021518	06/02/12	06/02/12
PC	D	106	10021522	06/02/12	06/02/12
PC	D	105	10021468	06/02/12	06/02/12
PC	D	105	10021529	06/02/12	06/02/12
PC	D	105	10021559	06/02/12	06/02/12
PC	D	105	10021561	06/02/12	06/02/12
PC	D	104	10021597	06/02/08	06/02/12
PC	D	104	10021598	06/02/08	06/02/12
PC	D	104	10021598	06/02/08	06/02/12
PC	D	104	10021598	06/02/08	06/02/12
PC	D	104	10021598	06/02/08	06/02/12
PC	HWG	107	10021493	06/02/08	06/02/12
PC	LRC	R202E	10021485	06/02/12	06/02/12
PC	LRC	R202B	10021574	06/02/12	06/02/12
PC	R	R202A	10021530	06/02/12	06/02/12
PC	R	R202A	10021543	06/02/12	06/02/12
PC	R	301	10021466	06/02/08	06/02/12
PC	R	301	10021469	06/02/08	06/02/12
PC	R	301	10021478	06/02/08	06/02/12
PC	R	301	10021480	06/02/08	06/02/12

**Appendix "e" - Administrative Computers - Warranty Information for Developing Replacement Schedule**

Computer Type	Building	Room	EQ #	Purchase Date	Warranty Expiration (blank = expired/not avail)
PC	R	301	10021494	06/02/08	06/02/12
PC	R	301	10021496	06/02/08	06/02/12
PC	R	301	10021500	06/02/08	06/02/12
PC	R	301	10021503	06/02/08	06/02/12
PC	R	301	10021511	06/02/08	06/02/12
PC	R	301	10021524	06/02/08	06/02/12
PC	R	301	10021528	06/02/08	06/02/12
PC	R	301	10021535	06/02/08	06/02/12
PC	R	301	10021559	06/02/08	06/02/12
PC	R	301	10021560	06/02/08	06/02/12
PC	R	301	10021565	06/02/08	06/02/12
PC	R	301	10021566	06/02/08	06/02/12
PC	R	301	10021570	06/02/08	06/02/12
PC	R	200	10021474	06/02/08	06/02/12
PC	R	200	10021477	06/02/08	06/02/12
PC	R	200	10021483	06/02/08	06/02/12
PC	R	200	10021563	06/02/08	06/02/12
PC	R	200	10021582	06/02/08	06/02/12
PC	R	101	10021470	06/02/12	06/02/12
PC	R	101	10021472	06/02/12	06/02/12
PC	R	101	10021475	06/02/12	06/02/12
PC	R	101	10021482	06/02/12	06/02/12
PC	R	101	10021495	06/02/12	06/02/12
PC	R	101	10021501	06/02/12	06/02/12
PC	R	101	10021513	06/02/12	06/02/12
PC	R	101	10021534	06/02/12	06/02/12
PC	R	101	10021578	06/02/12	06/02/12
PC	R	101	10021583	06/02/12	06/02/12
PC	T	320	10021473	06/02/12	06/02/12
PC	T	320	10021498	06/02/12	06/02/12
PC	T	320	10021537	06/02/12	06/02/12
PC	A	115H	10021577	06/03/08	06/03/12
PC	A	105		06/03/08	06/03/12
PC	C	214	10021581	06/03/08	06/03/12
PC	E	1	10021512	06/03/08	06/03/12
PC	E	1	10021512	06/03/08	06/03/12
PC	HWG	202	10021521	06/03/08	06/03/12
PC	HWG	106	10021479	06/03/08	06/03/12
PC	HWG	106	10021490	06/03/08	06/03/12
PC	HWG	106	10021519	06/03/08	06/03/12
PC	HWG	104	10021580	06/03/08	06/03/12
PC	P-GYM	1	10021539	06/03/08	06/03/12
PC	P-GYM	1	10021541	06/03/08	06/03/12
PC	R	R207B	10021542	06/03/08	06/03/12
PC	R	R207	10021542	06/03/08	06/03/12
PC	R	207A	10021542	06/03/08	06/03/12
PC	R	202D	10021538	06/03/08	06/03/12
PC	R	202A	10021532	06/03/12	06/03/12
PC	R	202	10021489	06/03/08	06/03/12
PC	R	202	10021521	06/03/08	06/03/12
PC	R	202	10021567	06/03/08	06/03/12
PC	R	202	10021572	06/03/08	06/03/12
PC	R	200	10021476	06/03/08	06/03/12

**Appendix "e" - Administrative Computers - Warranty Information for Developing Replacement Schedule**

Computer Type	Building	Room	EQ #	Purchase Date	Warranty Expiration (blank = expired/not avail)
PC	R	200	10021657	06/03/08	06/03/12
PC	R	106	10021463	06/03/08	06/03/12
PC	R	106	10021707	06/03/08	06/03/12
PC	R	105	10021467	06/03/08	06/03/12
PC	R	104	10021536	06/03/08	06/03/12
PC	R	104	10021564	06/03/08	06/03/12
PC	R	104	10021575	06/03/08	06/03/12
PC	RMOD		10020745	06/03/08	06/03/12
PC	RMOD		10021461	06/03/08	06/03/12
PC	T	325	10021550	06/03/08	06/03/12
PC	T	325	10021558	06/03/08	06/03/12
PC	T	324	10021455	06/03/08	06/03/12
PC	T	324	10021491	06/03/08	06/03/12
PC	T	323	10021486	06/03/08	06/03/12
PC	T	323	10021527	06/03/08	06/03/12
PC	T	322	10021514	06/03/08	06/03/12
PC	T	321	10021531	06/03/08	06/03/12
PC	T	320	10021473	06/03/08	06/03/12
PC	T	320	10021488	06/03/08	06/03/12
PC	T	320	10021498	06/03/08	06/03/12
PC	T	320	10021537	06/03/08	06/03/12
PC	T	318	10021506	06/03/08	06/03/12
PC	T	317	10021465	06/03/08	06/03/12
PC	T	317	10021576	06/03/08	06/03/12
PC	T	309A	10021509	06/03/08	06/03/12
PC	T	216	10020529	06/03/08	06/03/12
PC	T	216	10020690	06/03/08	06/03/12
PC	T	211F	10021633	06/03/08	06/03/12
PC	T	110b	10020760	06/03/08	06/03/12
PC	T	106	10021569	06/03/08	06/03/12
PC	T	106	10021499	06/10/08	06/10/12
PC	T	330	10012800	06/18/08	06/15/12
PC	T	330	10021664	06/18/08	06/15/12
PC	T	330	10021665	06/18/08	06/15/12
PC	T	330	10021666	06/18/08	06/15/12
PC	T	311C	10021937	09/17/08	09/17/12
PC	T	321	10021746	10/08/08	10/08/12
PC	R	200	10023829	04/14/09	04/14/13
PC	R	200	10023830	04/14/09	04/14/13
PC	R	200	10023831	04/14/09	04/14/13
PC	R	200	10023832	04/14/09	04/14/13
PC	R	200	10023833	04/14/09	04/14/13
PC	R	200	10023834	04/14/09	04/14/13
PC	R	200	10023835	04/14/09	04/14/13
PC	R	200	10023836	04/14/09	04/14/13
PC	R	200	10023837	04/14/09	04/14/13
PC	R	200	10023838	04/14/09	04/14/13
PC	R	200	10023842	04/14/09	04/14/13
PC	R	200	10023843	04/14/09	04/14/13
PC	R	200	10023844	04/14/09	04/14/13
PC	R	200	10023845	04/14/09	04/14/13
PC	R	200	10023846	04/14/09	04/14/13
PC	R	200	10023847	04/14/09	04/14/13

**Appendix "e" - Administrative Computers - Warranty Information for Developing Replacement Schedule**

Computer Type	Building	Room	EQ #	Purchase Date	Warranty Expiration (blank = expired/not avail)
PC	R	200	10023848	04/14/09	04/14/13
PC	R	200	10023849	04/14/09	04/14/13
PC	R	200	10023850	04/14/09	04/14/13
PC	R	200	10023851	04/14/09	04/14/13
PC	R	200	10023852	04/14/09	04/14/13
PC	R	200	10023854	04/14/09	04/14/13
PC	R	200	10023855	04/14/09	04/14/13
PC	R	200	10023858	04/14/09	04/14/13
PC	R	200	10023859	04/14/09	04/14/13
PC	R	200	10023859	04/14/09	04/14/13
PC	R	200	10023862	04/14/09	04/14/13
PC	R	200	10023863	04/14/09	04/14/13
PC	R	200	10023864	04/14/09	04/14/13
PC	R	200	10023865	04/14/09	04/14/13
PC	R	200	10023866	04/14/09	04/14/13
PC	R	200	10023867	04/14/09	04/14/13
PC	R	200	10023868	04/14/09	04/14/13
PC	R	200	10023869	04/14/09	04/14/13
PC	R	200	10023870	04/14/09	04/14/13
PC	R	200	10023871	04/14/09	04/14/13
PC	R	200	10023872	04/14/09	04/14/13
PC	R	200	10023873	04/14/09	04/14/13
PC	R	200	10023875	04/14/09	04/14/13
PC	R	200	10023876	04/14/09	04/14/13
PC	R	200	10023877	04/14/09	04/14/13
PC	R	200	10023880	04/14/09	04/14/13
PC	R	200	10023881	04/14/09	04/14/13
PC	R	200	10023885	04/14/09	04/14/13
PC	R	200	10023887	04/14/09	04/14/13
PC	R	200	10023888	04/14/09	04/14/13
PC	R	200	10023889	04/14/09	04/14/13
PC	R	200	10023890	04/14/09	04/14/13
PC	R	200	10023891	04/14/09	04/14/13
PC	R	200	10023892	04/14/09	04/14/13
PC	R	200	10023895	04/14/09	04/14/13
PC	R	200	10023896	04/14/09	04/14/13
PC	R	200	10023898	04/14/09	04/14/13
PC	R	200	10023902	04/14/09	04/14/13
PC	R	200	10023903	04/14/09	04/14/13
PC	R	200	10023904	04/14/09	04/14/13
PC	R	200	10023905	04/14/09	04/14/13
PC	R	200	10023906	04/14/09	04/14/13
PC	R	200	10023907	04/14/09	04/14/13
PC	R	200	10023908	04/14/09	04/14/13
PC	R	200	10023909	04/14/09	04/14/13
PC	R	200	10023912	04/14/09	04/14/13
PC	R	200	10023913	04/14/09	04/14/13
PC	R	200	10023914	04/14/09	04/14/13
PC	R	200	10023917	04/14/09	04/14/13
PC	R	200	10023918	04/14/09	04/14/13
PC	R	200	10023919	04/14/09	04/14/13
PC	R	200	10023920	04/14/09	04/14/13
PC	R	200	10023921	04/14/09	04/14/13

**Appendix "e" - Administrative Computers - Warranty Information for Developing Replacement Schedule**

Computer Type	Building	Room	EQ #	Purchase Date	Warranty Expiration (blank = expired/not avail)
PC	R	200	10023922	04/14/09	04/14/13
PC	R	200	10023923	04/14/09	04/14/13
PC	R	200	10023924	04/14/09	04/14/13
PC	R	200	10023925	04/14/09	04/14/13
PC	R	200	10023927	04/14/09	04/14/13
PC	R	200	10023929	04/14/09	04/14/13
PC	R	200	10023931	04/14/09	04/14/13
PC	L	209D	10022113	06/19/09	06/19/13
PC	L	209	10022114	06/19/09	06/19/13
PC	L	209	10022281	06/19/09	06/19/13
PC	L	207	10022112	06/19/09	06/19/13
PC	L	207	10022120	06/19/09	06/19/13
PC	L	207	10022126	06/19/09	06/19/13
PC	L	207	10022129	06/19/09	06/19/13
PC	L	207	10022143	06/19/09	06/19/13
PC	L	207	10022144	06/19/09	06/19/13
PC	L	207	10022145	06/19/09	06/19/13
PC	L	207	10022155	06/19/09	06/19/13
PC	L	207	10022163	06/19/09	06/19/13
PC	L	207	10022165	06/19/09	06/19/13
PC	L	207	10022171	06/19/09	06/19/13
PC	L	207	10022173	06/19/09	06/19/13
PC	L	207	10022175	06/19/09	06/19/13
PC	L	207	10022182	06/19/09	06/19/13
PC	L	207	10022192	06/19/09	06/19/13
PC	L	207	10022193	06/19/09	06/19/13
PC	L	207	10022198	06/19/09	06/19/13
PC	L	207	10022260	06/19/09	06/19/13
PC	L	207	10022261	06/19/09	06/19/13
PC	L	207	10022262	06/19/09	06/19/13
PC	L	207	10022264	06/19/09	06/19/13
PC	L	207	10022265	06/19/09	06/19/13
PC	L	207	10022272	06/19/09	06/19/13
PC	L	207	10022275	06/19/09	06/19/13
PC	L	207	10022317	06/19/09	06/19/13
PC	L	207	10022319	06/19/09	06/19/13
PC	L	207	10022320	06/19/09	06/19/13
PC	L	207	10022325	06/19/09	06/19/13
PC	L	207	10022328	06/19/09	06/19/13
PC	L	207	10022329	06/19/09	06/19/13
PC	L	206F	10022163	06/19/09	06/19/13
PC	L	206E	10022189	06/19/09	06/19/13
PC	L	206A	10022269	06/19/09	06/19/13
PC	L	206	10022119	06/19/09	06/19/13
PC	L	206	10022146	06/19/09	06/19/13
PC	L	206	10022147	06/19/09	06/19/13
PC	L	206	10022148	06/19/09	06/19/13
PC	L	206	10022162	06/19/09	06/19/13
PC	L	206	10022164	06/19/09	06/19/13
PC	L	205I	10022267	06/19/09	06/19/13
PC	L	205H	10022161	06/19/09	06/19/13
PC	L	205	10022149	06/19/09	06/19/13
PC	L	205	10022195	06/19/09	06/19/13

**Appendix "e" - Administrative Computers - Warranty Information for Developing Replacement Schedule**

Computer Type	Building	Room	EQ #	Purchase Date	Warranty Expiration (blank = expired/not avail)
PC	L	205	10022268	06/19/09	06/19/13
PC	L	205	10022270	06/19/09	06/19/13
PC	L	200	10022181	06/19/09	06/19/13
PC	L	200	10022301	06/19/09	06/19/13
PC	L	121B	10022187	06/19/09	06/19/13
PC	L	121A	10022178	06/19/09	06/19/13
PC	L	121	10022176	06/19/09	06/19/13
PC	L	121	10022184	06/19/09	06/19/13
PC	L	121	10022196	06/19/09	06/19/13
PC	L	121	10022256	06/19/09	06/19/13
PC	L	121	10022288	06/19/09	06/19/13
PC	L	121	10022292	06/19/09	06/19/13
PC	L	121	10022314	06/19/09	06/19/13
PC	L	117I	10022125	06/19/09	06/19/13
PC	L	117H	10022282	06/19/09	06/19/13
PC	L	117G	10022122	06/19/09	06/19/13
PC	L	117F	10022311	06/19/09	06/19/13
PC	L	117E	10022284	06/19/09	06/19/13
PC	L	117D	10022310	06/19/09	06/19/13
PC	L	117C	10022316	06/19/09	06/19/13
PC	L	117B	10022285	06/19/09	06/19/13
PC	L	117A	10022152	06/19/09	06/19/13
PC	L	117A	10022156	06/19/09	06/19/13
PC	L	117A	10022177	06/19/09	06/19/13
PC	L	117A	10022190	06/19/09	06/19/13
PC	L	117A	10022293	06/19/09	06/19/13
PC	L	117A	10022324	06/19/09	06/19/13
PC	L	117		06/19/09	06/19/13
PC	L	117		06/19/09	06/19/13
PC	L	117		06/19/09	06/19/13
PC	L	117	10022159	06/19/09	06/19/13
PC	L	117	10022278	06/19/09	06/19/13
PC	L	117	10022280	06/19/09	06/19/13
PC	L	117	10022283	06/19/09	06/19/13
PC	L	117	10022289	06/19/09	06/19/13
PC	L	117	10022291	06/19/09	06/19/13
PC	L	117	10022294	06/19/09	06/19/13
PC	L	117	10022304	06/19/09	06/19/13
PC	L	117	10022307	06/19/09	06/19/13
PC	L	116C	10022183	06/19/09	06/19/13
PC	L	116B	10022160	06/19/09	06/19/13
PC	L	116	10022305	06/19/09	06/19/13
PC	L	115E	10022274	06/19/09	06/19/13
PC	L	115D	10022186	06/19/09	06/19/13
PC	L	115	10022174	06/19/09	06/19/13
PC	L	115	10022312	06/19/09	06/19/13
PC	L	114C	10022286	06/19/09	06/19/13
PC	L	114B	10022128	06/19/09	06/19/13
PC	L	114	10022272	06/19/09	06/19/13
PC	L	114	10022290	06/19/09	06/19/13
PC	L	113	10022121	06/19/09	06/19/13
PC	L	113	10022141	06/19/09	06/19/13
PC	L	113	10022142	06/19/09	06/19/13

**Appendix "e" - Administrative Computers - Warranty Information for Developing Replacement Schedule**

Computer Type	Building	Room	EQ #	Purchase Date	Warranty Expiration (blank = expired/not avail)
PC	L	113	10022150	06/19/09	06/19/13
PC	L	113	10022153	06/19/09	06/19/13
PC	L	113	10022157	06/19/09	06/19/13
PC	L	113	10022179	06/19/09	06/19/13
PC	L	113	10022180	06/19/09	06/19/13
PC	L	113	10022194	06/19/09	06/19/13
PC	L	113	10022197	06/19/09	06/19/13
PC	L	113	10022199	06/19/09	06/19/13
PC	L	113	10022217	06/19/09	06/19/13
PC	L	113	10022257	06/19/09	06/19/13
PC	L	113	10022259	06/19/09	06/19/13
PC	L	113	10022295	06/19/09	06/19/13
PC	L	113	10022296	06/19/09	06/19/13
PC	L	113	10022297	06/19/09	06/19/13
PC	L	113	10022302	06/19/09	06/19/13
PC	L	113	10022308	06/19/09	06/19/13
PC	L	113	10022315	06/19/09	06/19/13
PC	L	113	10022318	06/19/09	06/19/13
PC	L	113	10022321	06/19/09	06/19/13
PC	L	113	10022322	06/19/09	06/19/13
PC	L	113	10022323	06/19/09	06/19/13
PC	L	113	10022326	06/19/09	06/19/13
PC	L	113	10022327	06/19/09	06/19/13
PC	L	113	10022330	06/19/09	06/19/13
MAC	L	208A	00155650	06/19/09	06/19/13
MAC	L	208A	00155653	06/19/09	06/19/13
MAC	L	208A	00155689	06/19/09	06/19/13
MAC	L	208A	00155690	06/19/09	06/19/13
MAC	L	208A	00155691	06/19/09	06/19/13
MAC	L	208A	00155692	06/19/09	06/19/13
MAC	L	208A	00155693	06/19/09	06/19/13
MAC	L	208A	00155694	06/19/09	06/19/13
MAC	L	208A	00155695	06/19/09	06/19/13
MAC	L	208A	00155697	06/19/09	06/19/13
MAC	L	208A	00155719	06/19/09	06/19/13
MAC	L	208A	00155721	06/19/09	06/19/13
MAC	L	208A	00155723	06/19/09	06/19/13
MAC	L	208A	00155726	06/19/09	06/19/13
MAC	L	208A	00155727	06/19/09	06/19/13
MAC	L	208A	00155730	06/19/09	06/19/13
MAC	L	208A	00155731	06/19/09	06/19/13
MAC	L	208A	00155736	06/19/09	06/19/13
MAC	L	208A	00155738	06/19/09	06/19/13
MAC	L	208A	00155740	06/19/09	06/19/13
MAC	L	208A	00155742	06/19/09	06/19/13
MAC	L	208A	00155743	06/19/09	06/19/13
MAC	L	208A	00155744	06/19/09	06/19/13
MAC	L	208A	00155745	06/19/09	06/19/13
MAC	L	208A	00155746	06/19/09	06/19/13
MAC	L	208A	00155747	06/19/09	06/19/13
MAC	L	208A	00155748	06/19/09	06/19/13
MAC	L	208A	00155749	06/19/09	06/19/13
MAC	L	208A	00155752	06/19/09	06/19/13

**Appendix "e" - Administrative Computers - Warranty Information for Developing Replacement Schedule**

Computer Type	Building	Room	EQ #	Purchase Date	Warranty Expiration (blank = expired/not avail)
MAC	L	208A	00155753	06/19/09	06/19/13
MAC	L	208A	00155754	06/19/09	06/19/13
MAC	L	208A	00155755	06/19/09	06/19/13
MAC	L	208A	00155756	06/19/09	06/19/13
MAC	L	208	00155632	06/19/09	06/19/13
MAC	L	208	00155633	06/19/09	06/19/13
MAC	L	208	00155649	06/19/09	06/19/13
MAC	L	208	00155652	06/19/09	06/19/13
MAC	L	208	00155684	06/19/09	06/19/13
MAC	L	208	00155685	06/19/09	06/19/13
MAC	L	208	00155686	06/19/09	06/19/13
MAC	L	208	00155687	06/19/09	06/19/13
MAC	L	208	00155688	06/19/09	06/19/13
MAC	L	208	00155696	06/19/09	06/19/13
MAC	L	208	00155700	06/19/09	06/19/13
MAC	L	208	00155704	06/19/09	06/19/13
MAC	L	208	00155705	06/19/09	06/19/13
MAC	L	208	00155708	06/19/09	06/19/13
MAC	L	208	00155710	06/19/09	06/19/13
MAC	L	208	00155711	06/19/09	06/19/13
MAC	L	208	00155713	06/19/09	06/19/13
MAC	L	208	00155714	06/19/09	06/19/13
MAC	L	208	00155715	06/19/09	06/19/13
MAC	L	208	00155716	06/19/09	06/19/13
MAC	L	208	00155717	06/19/09	06/19/13
MAC	L	208	00155718	06/19/09	06/19/13
MAC	L	208	00155720	06/19/09	06/19/13
MAC	L	208	00155724	06/19/09	06/19/13
MAC	L	208	00155725	06/19/09	06/19/13
MAC	L	208	00155728	06/19/09	06/19/13
MAC	L	208	00155729	06/19/09	06/19/13
MAC	L	208	00155733	06/19/09	06/19/13
MAC	L	208	00155735	06/19/09	06/19/13
MAC	L	208	00155737	06/19/09	06/19/13
MAC	L	208	00155741	06/19/09	06/19/13
PC	A	229	10001478		
MAC	A	228	00119746		
PC	A	228	10001645		
MAC	A	1B	10014663		
MAC	A	117	00137295		
Laptop	A	112A	10023781		
PC	A	111	10021826		
PC	A	111	10021828		
PC	A	111	10021829		
PC	C	102	00113960		
MAC	M	211	00129413		
MAC	M	211	00145211		
MAC	M	209	00129536		
MAC	M	106	00146149		
Laptop	R	104			
MAC	R		100155646		
MAC	R		100155647		
MAC	R		100155675		

**Appendix "e" - Administrative Computers - Warranty Information for Developing Replacement Schedule**

Computer Type	Building	Room	EQ #	Purchase Date	Warranty Expiration (blank = expired/not avail)
MAC	R		100155782		
MAC	R		100155783		
MAC	R		100155784		
PC	T	326	10020309		
Total Units	852				

**Appendix “f”: Office Computing – Employee Training Module**  
**Draft/Proposed Fall 2009 for Possible Implementation 2010 -2011**  
**Trainer(s) Campus IT Staff**

- Introduction
- Getting Started
  - a. Accounts
  - b. Login
- Network Shares (G:\ & H :\)
  - a. What are Network Shares
  - b. How to Use Them
  - c. Requesting New Network Shares
- File Storage
  - a. Best Practices
  - b. Maintenance
- Email
  - a. How To
  - b. Limits
  - c. Archiving and Management
  - d. PDAs and Other Mobile Devices
- Microsoft Office Basics
  - a. Intro to Office 2007
  - b. Major Differences from Previous Versions
  - c. Tips for Effective Use
- Internet Browsing
  - a. Homepage & Favorites
  - b. Avoiding a Virus and Spyware
  - c. Practice Responsible Browsing
- Software and Hardware
  - a. Reporting Problems
  - b. Requesting Installation
- Security Tips
  - a. Using Anti-virus/spyware Program
  - b. Securing You PC While Away
  - c. Password Tips & Changing Your Password
- Q&A

**APPENDIX "g"**  
**FORM T—Annual Departmental Technology Planning**  
**Academic Year 2010-2011**

Department/Area: \_\_\_\_\_ Contact: \_\_\_\_\_ Phone: \_\_\_\_\_ Email: \_\_\_\_\_

*INSTRUCTIONS: Please read!*

- a) Fill out this form if your technology planning includes technology regarding any or all of the following (check all that apply):  
 Computing ( hardware, software, network)  Audio-visual  Assistive devices  Other \_\_\_\_\_
- b) Complete one form for each project (see #1 Description below).
- c) Go to the IT Council web site at <http://www.sdccity.edu/it/advice.asp> to find the appropriate campus technology representative(s) to assist you in completing this form and getting you a quote or specifications (specs) on the equipment you will need. The quote/spec(s) will be used to compile the equipment list you will include on Form B's question #4.
- d) **Attach a copy of the quote/spec(s) to this form and submit the package (quote/spec(s) and Form T) with Form B.**

**1. DESCRIPTION** *What do you want to accomplish? (This is a project.)*

**Briefly** explain your objective in obtaining the technology. (Examples: I want a video camera for my department so we can record student tutorials, or, I want a projection system for my classroom so I can show web sites to the class, or, I want to connect several computers to one printer so we don't have to buy another one.) See Question 6 below for assessment of this objective.

\_\_\_\_\_  
\_\_\_\_\_

Comments:

**2. USAGE** *Who are the intended users, is anyone else using this on campus, and is it accessible to disabled students?*

- a. Intended users:  Students  Faculty  Staff  Managers  Other \_\_\_\_\_
- b. This technology is already in use on campus:  Don't know  No  Yes: Where? \_\_\_\_\_
- c. This technology is accessible to disabled students:  Don't know  No  Yes

*Comments*

**3. SUPPORT** *Who will handle maintenance, updates, troubleshooting, and repairs?*

- a. Support for the technology will be handled by (check all that apply):  
 SunGard  TSG  Multimedia  DSPS  My department  Vendor  Other \_\_\_\_\_
- b. The above support group(s) has been notified of this project:  No  Yes

*Comments:*

**4. TRAINING** *How will users be trained on the technology, including who will perform the training and how often?*

- a.  Yes, training is required for:  End-user  Trainer/Instructor  Other \_\_\_\_\_
- (1) Training to be performed by :  SunGard  TSG  Multimedia  DSPTS  My department  Vendor  
 Other \_\_\_\_\_
- (2) Training needed how often:  One-time-only  Annually  Each semester  Other \_\_\_\_\_
- b.  No, training is not required. Explain: \_\_\_\_\_

Comments:

**5. SECURITY** *How will the technology be secured, tracked for usage, and replaced if lost, stolen, or destroyed?*

- a. This technology will be secured by (check all that apply):
- Alarm system  Secure room/office  Secure cabinet  Cable & lock  Password  
 Permanently affixed to wall/furniture  Other \_\_\_\_\_
- b. If the technology is intended to be loaned out, tracking its location will be handled by:
- SunGard  TSG  Multimedia  DSPTS  My department  Vendor  Other  
\_\_\_\_\_
- c. The technology will be replaced if lost, stolen or destroyed:  No  Yes

Comments:

**6. ASSESSMENT** *How will the technology fit with outcomes and/or priorities?*

Briefly describe how the technology for your project aligns with (first check all that apply, then explain):

- Student learning outcome(s)  Administrative outcome(s)  Institutional priorities

\_\_\_\_\_  
\_\_\_\_\_

***The IT Council will ask for a brief report (a few sentences) of your assessment results at the end of the program review cycle.***

This brief report should explain your success in accomplishing your original objective, as stated in #1 above, and how the results of such assessment (aligning #1 with #6) will be used as the basis for further improvement.

Reviewed by campus technology support rep(s): \_\_\_\_\_ Date: \_\_\_\_\_

Recommended by Chair/Supervisor: \_\_\_\_\_ Date: \_\_\_\_\_

Approved by Dean: \_\_\_\_\_ Date: \_\_\_\_\_

# Appendix "h": Computer Service Request (CRS) Form

**Computing Service Request Form**  
**San Diego City College**  
*Use for account requests and installations of software and hardware only.  
 Required fields are marked with an asterisk (\*). Please print unless otherwise indicated.*

WO#: \_\_\_\_\_  
 (Work Order Number)

\*Contact Name: \_\_\_\_\_ Email: \_\_\_\_\_ \*Phone: \_\_\_\_\_  
 \*Date Needed : \_\_\_\_\_ \*Bldg/Room : \_\_\_\_\_

**Type of Account Request**  
(Check all that apply)

**New Account**  
 \*Full Name : \_\_\_\_\_

Contract     Adjunct     Classified Hourly  
 (business necessity only)

\*Access rights similar to \_\_\_\_\_

**\*Type of Access Needed for New Account**  
(Check all that apply)

email only (active assignment required)  
 Network (email incl.—active assignment required)  
 Dial-in access only  
 Other : \_\_\_\_\_

**Transfer Account**  
 \*Current Login Name: \_\_\_\_\_

**Internet Account Only**

**Delete Account** Please verify this is NOT a transfer  
 \*Initial "No longer on paid status": \_\_\_\_\_

**Software Installation Request**

*Please note:*

- Software must be the original licensed version only.
- Duplicates and illegal copies will not be loaded.
- Personal software license must first be transferred to the District via a gift form.

Software Title: \_\_\_\_\_

Company (i.e. Adobe): \_\_\_\_\_

Version Number: \_\_\_\_\_

**Hardware Installation Request**  
*Hardware must be District-owned equipment.*

Description of item to be installed (check all that apply):

CPU  
 Monitor  
 Printer  
 Network connection ("drop")  
 Other: \_\_\_\_\_

**Special instructions** (please be specific):  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**Appropriate signatures:**

\*Supervisor signature: \_\_\_\_\_ Print Name: \_\_\_\_\_ Date: \_\_\_\_\_  
 \*Dep't Chair signature: \_\_\_\_\_ Print Name: \_\_\_\_\_ Date: \_\_\_\_\_  
 \*Dean signature: \_\_\_\_\_ Print Name: \_\_\_\_\_ Date: \_\_\_\_\_  
 \*Vice President, Administrative Services \_\_\_\_\_ Date: \_\_\_\_\_  
 (approval signature)

*Please return this form to Business Services in A-105.*

**Appendix “i”:** **Workplace Technology Frequently Asked Questions (FAQ) – Draft (work-in-progress, last updated fall 2009)**

	Topic		Subject	Question	Resource/Contact	Answer
<b>A</b>	<b>Computer Hardware</b> (e.g, CPU, monitor, printer, peripherals)	1	Purchase or Ordering	How do I get a new computer for my office/area?	SunGard Business Services	1. Email HelpDesk for quote (email here) 2. Contact Business Services 3. Fill out a CSR form (link here) 4. Get department/dean approvals.
		2	Specifications	What are the approved specifications for a CPU, monitor and peripherals?	SunGard	1. For general specifications, go to vendor (Southland) web site: <a href="http://www.southlandtechnology.com/">http://www.southlandtechnology.com/</a> 2. email: <a href="mailto:dkememe@sdcdd.edu">dkememe@sdcdd.edu</a> 3. For purchases, see A1 above
		3	Installation	How do I get computer hardware installed?	Business Services	1. Fill out Computer Services Request form and have supervisor sign <a href="http://www.sdcity.edu/faculty/BusinessServices/CSRIFAS.pdf">http://www.sdcity.edu/faculty/BusinessServices/CSRIFAS.pdf</a> 2. Submit form to Business Services
		4	Borrowing	How can I borrow laptop from the Multimedia desk in the LRC?	Multimedia/x3333	1. Come to the Multimedia desk in the lower level of the LRC. Fill out form. Laptops can be checked out for a maximum of xxx days 2. Laptop supply limited.
		5	Personal	Where and how can I use my personal laptop on campus?	Library Multimedia TSG	1. Wireless access in LRC and Cafeteria. 2. Plugging into campus network jacks is only allowed in the smart classroom podiums IF your laptop has the required virus protection software. Contact Multimedia Center or TSG for virus protection software. 3. Plugging into campus network jacks other than smart classroom podiums is not permitted, for network security reasons.
<b>B</b>	<b>Computer Software</b>	1	Software purchase and installation	How do I add work-related software to my campus computer?	SunGard Business Svcs	Fill out Computer Services Request form and have supervisor sign <a href="http://www.sdcity.edu/faculty/BusinessServices/CSRIFAS.pdf">http://www.sdcity.edu/faculty/BusinessServices/CSRIFAS.pdf</a>
		2	Discount software options	Are there any special software purchase options for District employees?	Business Services	(link to Southland employee purchase page) <a href="http://storefront.southlandtechnology.com/">http://storefront.southlandtechnology.com/</a>
<b>C</b>	<b>Email</b>	1	Employee Accounts	How do I get a District email account?	Business Services	Fill out Computer Services Request form and have supervisor sign <a href="http://www.sdcity.edu/faculty/BusinessServices/CSRIFAS.pdf">http://www.sdcity.edu/faculty/BusinessServices/CSRIFAS.pdf</a>
<b>D</b>	<b>Equipment (office)</b> e.g., fax machine, copier, etc.	1	Purchase	How do I purchase a new piece of office equipment?	Business Services	Contact Business Services
		2	Installation	How do I get new office equipment installed?	Business Services	Contact Business Services
<b>E</b>	<b>Network &amp; Internet</b>	1	Connecting to campus network	Can I connect my personal computer or laptop to the campus network?	Help Desk x7000 (email)	Campus network security prohibits connection of personal laptops to the campus network. See A5 above.
		2	Installing network connections	I just rearranged some furniture in my area. How do I get a network port/jack relocated?	Business Services TSG	Offices: Contact Business Services and/or fill out Computer Service Request form.  Labs: 1. Contact TSG to discuss location and requirements. 2. TSG will contact Business Services to obtain a quote form ACI Communications 3. Department secures funding for purchase. 4. Fill out requisition 5. Get department/dean approvals.
		3	Offsite access/ Remote	How do I get access to library resources from off-	Library	Off-campus resources: <a href="http://www.sdcity.edu/lrc/learningresource/generalpolicies.asp#Computer Use">http://www.sdcity.edu/lrc/learningresource/generalpolicies.asp#Computer Use</a>

	Topic	Subject	Question	Resource/Contact	Answer
		authentication	campus?		
<b>F.</b>	<b>Security</b>	1 Loss or theft	What should I do if campus computer equipment goes missing?	Campus Police Multimedia TSG SunGard	Lost & Found Protocol:? 1. Verify with department/supervisor that equipment is lost/stolen/missing. 2. The person who discovered equipment missing contacts college police to make a report.
<b>G.</b>	<b>Support &amp; Training</b>	1 HelpDesk	What is the Help Desk?	SunGard	The Help Desk handles problem calls and service requests for software, hardware, and network-related issues.
		2 Flex	What is Flex?	Flex coordinator	Flex web site link Sign-up process
		3 Orientations	Will I receive computer technology information at my orientation?	VPI office	
		4 Systems Training	How do I get help with...	Varies by system owner	Outlook: SunGard Colleague: ISIS: WebAdvisor: SIRSI/Dynix: library systems admin. Blackboard/WebCT: SDCCD Online office/ campus mentor
		5 CitySITE	Is there a professional development center on campus?		CitySITE: <a href="http://www.sdcity.edu/lrc/citysite/csitehome.asp">http://www.sdcity.edu/lrc/citysite/csitehome.asp</a> (confirm content accuracy) Professional Development
<b>H</b>	<b>Tele-communications</b>	1 Office Telephones	How do I get a new telephone?	Business Services	Fill out form <a href="http://www.sdcity.edu/faculty/BusinessServices/TSOformGimv.pdf">http://www.sdcity.edu/faculty/BusinessServices/TSOformGimv.pdf</a>
		Long Distance Calling	How do I make a long distance telephone call?	Business Services	Go to Outlook public folder for City Business Services and obtain the form: <b>PIN- Personal Identification Number for Long Distance</b> . Complete and send to Business Services for processing.
		2 Conference calls/phone bridge/teleconferencing	How do I set up a conference call?	Multimedia? Business Services?	Omni speaker phone equipment available through Multimedia desk.
		3 Videoconferencing	How do I schedule a videoconference?	Multimedia	Multimedia schedules videoconference dates and coordinates dialing through the District. (post directions on MM web page)
		4 Webcasting (e-meeting)	How do I schedule a webcast/e-meeting?	CCC Confer	Go to <a href="http://www.cccconfer.org">http://www.cccconfer.org</a> and set up a free account.
<b>J</b>	<b>Web Site</b>	1 Web page Development	How do I develop a web page	Webmaster	Webmaster page.... <a href="http://www.sdcity.edu/facstaff/updates.asp">http://www.sdcity.edu/facstaff/updates.asp</a>
		2 Web site updating	How do I make updates to a web page?	Webmaster	<a href="http://www.sdcity.edu/facstaff/updates.asp">http://www.sdcity.edu/facstaff/updates.asp</a>
<b>K</b>	<b>Wireless</b>	1 Access	How do I gain access to the campus wireless network?	LRC	1. Go to information desk in LRC for access code (bring identification)
		2	How do I get wireless installed in my classroom/department?	Business Services TSG	Contact Business Services to discuss procedure, which will include finding funding, contacting SunGard for quote, and getting project approved by your dean. Classroom/lab: There currently is no procedure to obtain wireless access in classrooms.

	Topic		Subject	Question	Resource/Contact	Answer
	communications		Telephones	telephone?		<a href="http://www.sdccity.edu/faculty/BusinessServices/TSOformGinny.pdf">http://www.sdccity.edu/faculty/BusinessServices/TSOformGinny.pdf</a>
			Long Distance Calling	How do I make a long distance telephone call?	Business Services	Go to Outlook public folder for City Business Services and obtain the form: <b>PIN-Personal Identification Number for Long Distance</b> . Complete and send to Business Services for processing.
		2	Conference calls/phone bridge/teleconferencing	How do I set up a conference call?	Multimedia? Business Services?	Omni speaker phone equipment available through Multimedia desk.
		3	Videoconferencing	How do I schedule a videoconference?	Multimedia	Multimedia schedules videoconference dates and coordinates dialing through the District. (post directions on MM web page)
		4	Webcasting (e-meeting)	How do I schedule a webcast/e-meeting?	CCC Confer	Go to <a href="http://www.cccconfer.org">http://www.cccconfer.org</a> and set up a free account.
J	Web Site	1	Web page Development	How do I develop a web page	Webmaster	Webmaster page.... <a href="http://www.sdccity.edu/facstaff/updates.asp">http://www.sdccity.edu/facstaff/updates.asp</a>
		2	Web site updating	How do I make updates to a web page?	Webmaster	<a href="http://www.sdccity.edu/facstaff/updates.asp">http://www.sdccity.edu/facstaff/updates.asp</a>
K	Wireless	1	Access	How do I gain access to the campus wireless network?	LRC	1. Go to information desk in LRC for access code (bring identification)
		2		How do I get wireless installed in my classroom/department?	Business Services TSG	Contact Business Services to discuss procedure, which will include finding funding, contacting SunGard for quote, and getting project approved by your dean. Classroom/lab: There currently is no procedure to obtain wireless access in classrooms.

	Topic		Subject	Question	Resource/Contact	Answer
		8	Video Production	classroom? Who videotapes campus events?	Multimedia	Multimedia Center <a href="mailto:avcity@sdccity.edu">avcity@sdccity.edu</a> <a href="http://www.sdccity.edu/lrc/multimedia/mmhome.asp">www.sdccity.edu/lrc/multimedia/mmhome.asp</a>
<b>C</b>	<b>Student Lab Types</b>		Computer	Who maintains the student computer labs?	SunGard TSG	Library (SunGard): contact HelpDesk.  Labs (TSG): 1. Troubleshooting - Report problems to TSG via <a href="http://citytsg/helpdesk">http://citytsg/helpdesk</a> 2. Installing new software: <ul style="list-style-type: none"> <li>• Contact TSG for a Software Installation Request form.</li> <li>• Obtain dean's signature for approval.</li> <li>• Submit form to TSG</li> </ul> 3. Acquiring new hardware <ul style="list-style-type: none"> <li>• Contact TSG x3636 to discuss hardware specifications.</li> <li>• TSG obtains quote.</li> <li>• TSG sends quote to department.</li> <li>• Department secures funding for purchase.</li> <li>• Fill out requisition</li> <li>• Get department/dean approvals.</li> </ul> 4. Equipment is installed by TSG during semester breaks.
			Science	Who maintains the science labs?		Science laboratory equipment is maintained by lab technicians and vendors.
			Vocational	Who maintains the vocational labs?		TSG (x3636)
<b>D</b>	<b>Technology accommodations for students with disabilities</b>	1	Captioning	What if I need to show an uncaptioned video in class?	DSPS Librarians	<a href="http://www.sdccity.edu/dsps/stu_fac_resources.asp">http://www.sdccity.edu/dsps/stu_fac_resources.asp</a> - see CAPTIONING INFORMATION
		2		Are on-campus videos captioned?	Multimedia	Multimedia Center <a href="mailto:avcity@sdccity.edu">avcity@sdccity.edu</a>  <a href="http://www.sdccity.edu/lrc/multimedia/mmhome.asp">http://www.sdccity.edu/lrc/multimedia/mmhome.asp</a>
		3	Adaptive Software	What adaptive software is available on campus for students with disabilities?	High Tech Center	<a href="http://www.sdccity.edu/dsps/high_tech_center.asp">www.sdccity.edu/dsps/high_tech_center.asp</a>
<b>E</b>	<b>Online Student Support Services</b>	1	Online tutoring	What online tutoring resources are available for students?	Tutorial Center Math Center English Center	Tutorial Center <a href="http://www.sdccity.edu/TutorialCenter/default.asp">http://www.sdccity.edu/TutorialCenter/default.asp</a> Math Center <a href="http://citysite.sdccd.edu/mathcenter/">http://citysite.sdccd.edu/mathcenter/</a> English Center

	Topic		Subject	Question	Resource/Contact	Answer
						<a href="http://www.sdccity.edu/englishcenter/default.asp">http://www.sdccity.edu/englishcenter/default.asp</a>
		2	Online research assistance	What online research tools are available for students?	LRC/ Library	LRC web site <a href="http://www.sdccity.edu/lrc/default.asp">http://www.sdccity.edu/lrc/default.asp</a>
		3	Online counseling	What online counseling resources are available for students?	Counseling	Counseling web site <a href="http://www.sdccity.edu/counseling/default.asp">http://www.sdccity.edu/counseling/default.asp</a>

### Student FAQ

	Topic	Subject	Question	Resource/Contact	Answer
<b>A</b>	<b>Email Account</b>	1 Account access	How do I get an email account?	SunGard	City College does not provide email accounts to students. Free accounts are available from numerous Internet vendors, such as Yahoo, Hotmail, Google, and home internet service providers.
<b>B</b>	<b>Wireless Network</b>	1 Access	How do I get access to the wireless network?	LRC/Library	Ask for a wireless access code at the LRC Information Desk. You will need to show your current CSID card. Wireless is only available in the Library (second and third floors) and the cafeteria.
		2 Troubleshooting	How do I get help with my personal laptop on the wireless network?	SunGard	City College does not support student personal equipment. Please read the documentation that comes with your computer or contact the vendor/manufacturer for support.
<b>C</b>	<b>Pay-to-Print System</b>	1 Printing from computers in labs	How do I print from a computer?	LRC/Library Computer labs Tutorial labs	Purchase copy card from Library. Copy card system is used for all student computers on campus. See LRC web site: <a href="http://www.sdccity.edu/lrc/learningresource/generalpolicies.asp#Printing &amp; Copy Cards">http://www.sdccity.edu/lrc/learningresource/generalpolicies.asp#Printing &amp; Copy Cards</a>
		2 Make Copies	How do I make a copy?	LRC/ Library/ Cafeteria/ SIFE	Three copiers in library Copy Room, one in cafeteria. These use the copy card system. Copy services also available in Students in Free Enterprise (SIFE) office for cash only, NOT copy card system.
<b>D</b>	<b>Document Services</b>	1 Faxing	How do I send or receive a fax?	SIFE	Students In Free Enterprise (SIFE) offers a business resource center for students. <a href="http://www.sdsife.com/">http://www.sdsife.com/</a>
<b>E</b>	<b>Computer Software</b>	1 Discount software options	Are there any special software purchase discounts for students?	???	Check vendor web sites for educational pricing. Sites like JourneyEd.com and Gradware.com usually offer discounted software for students.

### Glossary

Administrative Technology:	Technology for administrator, faculty and staff offices on campus
CitySITE,	Support for Integration of Technology in Education, is the college's faculty and staff training center
CPU:	Central Processing Unit – this is the computer hardware box with the hard drive, motherboard, chips, and processors in it. Sometimes it is a tower configuration, sometimes a desktop configuration.
HelpDesk:	For general office computer and technology queries
Instructional Technology:	Any technology used by a student, or as part of the instructional process
IT:	Information Technology
IT Council:	(charge)
SunGard:	Outsourced technology vendor for Administrative Technology, manages the HelpDesk
TSG:	Technical Support Group; college technician group that maintains student computer labs on campus