Bakersfield College

Program Review – 3-Year Comprehensive Review

Attachments (place a checkmark beside the forms listed below that are attached):

[Faculty Request Form](http://committees.kccd.edu/bc/committee/programreview)  [Classified Request Form](http://committees.kccd.edu/bc/committee/programreview)  [Budget Change Request Form](http://committees.kccd.edu/bc/committee/programreview)

[ISIT Form](http://committees.kccd.edu/bc/committee/programreview)  [M & O Form](http://committees.kccd.edu/bc/committee/programreview)  [Best Practices Form](http://committees.kccd.edu/bc/committee/programreview) **(Required)**

Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

NOTE: The forms were submitted with the Annual Update in October 2013.

**I. Program Information:**

Program Name: Technology Services: Information Services/Media Services

Program Type:  Instructional x Non-Instructional

**Program Mission Statement:**

Technology Services (Information Services & Media Services) develops, installs, maintains and supports the technological environment that allows students, faculty and staff to carry out the mission of the college and community needs with greater efficiency and flexibility.

Technology Services is an integral partner in creating and delivering innovative, effective technology solutions and a proponent of cooperative working environments, committed to providing exceptional support to facilitate teaching, learning, training and campus goals within our community.

**Program Learning Outcomes (PLOs)/Administrative Unit Outcomes (AUOs)—please list:**

AUO: Technology Services will constantly improve end user satisfaction for faculty, staff and students.

AUO: Technology Services will provide reliable and effective up to date technology (hardware and software) for the classroom and for employees.

AUO: Technology Services will continue to grow and support new and innovative technologies.

**Program Description:**

Technology Support Services provides leadership in technological solutions for Bakersfield College. Technology Support Services, a key component to the student learning, progression and completion strategic initiative focus of the college. Technology Support Services staff responds to the needs of the students, the college community, as well as the general public, and the leadership of both BC and the Kern Community College District. Technology Support Services staff installs, maintains and supports the data network infrastructure, computer software, hardware, projectors, document cameras, and associated media equipment. Technology Support Services provides technical support to learners at a distance for both online and interactive environments and provides video production services. Technology Support Services is a partner with the Kern Community College District technology team working together to implement and deploy institutional videoconferencing, web streaming, standards development and network design.

Note: Historically, IS (Information Services) and MS (Media Services) have had separate AUO’s as each area acted independently.

Degrees and Certificates: List the degrees and/or Certificates of Achievement awarded by the program, if applicable.

Not applicable

**II. Program Assessment:**

1. Provide recent data on the measurement of the PLOs/AUOs, as well as a summary of findings.

Planning process for a survey is underway and survey will be conducted during the Spring/Fall 2014.

1. How did your outcomes assessment results during the past three years inform your program planning?

There are two separate (but similar) assessment results both reflecting on what we can do with less budget, resources and people. Technology Services looked for a satisfaction rate with classroom and office technology We are also looking for more cost effective and green technology for use in the classroom. The assessment showed via a survey: <https://committees.kccd.edu/sites/committees.kccd.edu/files/7.2%2520ISIT_SurveyResults_2013_Final.pdf> a majority were happy with the solutions provided to them.

1. How did your outcomes assessment results during the past three years inform your resource requests this year?

The President of the college recommended that both Technology Services come up with a 3-to-5 year replacement plan and budget accordingly for the 2013-2014 budget cycle. Therefore there is a significant increase to the budget for both areas under Technology Support Services.

1. Describe how the program monitors and evaluates its effectiveness.

Job completion rate and end-user satisfaction with services rendered.

1. Describe how the program engages all unit members in the self-evaluation dialogue and process.

Regular staff meetings are held within the department and dialogue with the President of the College, in addition to constant feedback from end-users.

1. What have the program’s SLOs, PLOs, or AUOs revealed or confirmed in the last three years?

The area is understaffed for the amount of infrastructure on the campus. Most PC technicians have approximately 500 computers each to be responsible for. There are over 100 rooms with some form of projection technology.

1. List other information, data feedback or metrics to assess the program’s effectiveness (e.g., surveys, job placement, transfer rates, output measurements, etc…). We will be conducting an updated technology survey of all end-users during the late Spring semester, 2014.
2. Discuss the strengths of your program.

Technology Support Services is in the process of developing of the 3-to-5 year computer/technology replacement plan and determining funding for all technology support. We are also working on developing a comprehensive campus-wide technology plan and implementing such plan.

Technology Support Services is working on the development of a campus/district-wide standard for infrastructure cabling, wiring and installation with the District Facilities Group and BC Maintenance & Operations.

1. Discuss areas for improvement in your program.

Need more staffing. This reduces the number of coverage staff available for interactive classroom coverage and overall support. Budget has an impact on Technology Support Services. Communication on the campus is also has an impact on technology support.

1. If applicable, describe any unplanned events that impacted your program.

Grant funded technology projects impact implementation and installation staff workloads. Summer projects were added to the scope of normal summer maintenance and upkeep of existing infrastructure.

**III. Technology and Facilities Analysis**

1. How do you assess the effectiveness of technology used in your program in meeting [college strategic goals](http://www.bakersfieldcollege.edu/collegecouncil/BAKERSFIELD%20COLLEGE%20STRATEGIC%20FOCUS%202013-14.pdf)?

We conduct annual technology surveys gauging the campus climate towards using technology. We seek feedback from end-users prior to the implementation of technology to determine what the need is.

NOTE: The ISIT requests for 2013-2014 have already been submitted as part of the AU process. The ISIT Committee has prioritized them and the list is waiting for funding. Because this is a pilot 3-Year Comprehensive, we will not submit another ISIT request.

1. Justify your technology request.

(NOTE: Technology requests can be made by filling out the [ISIT Request form](http://www.bakersfieldcollege.edu/irp/Annual%20Program%20Reviews/2012-13/13%20ISIT%20Priority%20Workbook%2012-13.xlsx))

1. How do you assess the effectiveness of the facilities used by your program in meeting [college strategic goals](http://www.bakersfieldcollege.edu/collegecouncil/BAKERSFIELD%20COLLEGE%20STRATEGIC%20FOCUS%202013-14.pdf)?
2. Justify your facilities and M & O request.

(NOTE: Facilities and M&O requests can be made by filling out the [M&O request form](https://committees.kccd.edu/sites/committees.kccd.edu/files/Copy%20of%2012%20M%26O%20Needs%20Workbook%2012-13%20APR.xlsx))

Technology Services is housed in the library building. Built in 1996, the building needs updating, worn carpeting from normal wear and tear.

**IV. Trend Data Analysis:**

Review the data provided by Institutional Research. Provide an analysis of program data throughout the last five years, including: Not applicable

* 1. Changes in student demographics (gender, age and ethnicity)
  2. Changes in enrollment (headcount, sections, course enrollment and productivity)
  3. Success and retention for face-to-face as well as online/distance courses
  4. Degrees and certificates awarded (five-year trend data for each degree and/or certificate awarded)
  5. Other program-specific data *(please specify or attach)*

**V. Progress on Previously Established Program Goals, Future Goals and Action Plans:**

1. List the program’s goals from the previous Program Review. For each goal, please discuss progress and changes. If the program is addressing more than two (2) goals, please duplicate this section.

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| **Previously Established Goal 1:** *Develop a more comprehensive 3 and 5 year technology “replacement” plan*  Progress on Goal: *Funded but not fully implemented*  Completed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Date) x Revised: 3/7/2014 (Date)  Comments on Goal 1: 3 and 5 year plan was partially funded for 2013-14 but has not be fully vetted – meaning that there has been initial input on what should be part of the replacement cycles but it hasn’t been shared with campus shared governance – ISIT committee.  3/7/2014: The wording on the above goal was changed to reflect the actual plan. This is the 3-to-5 year replacement of hardware.  Which institutional goals from the [Bakersfield College Strategic Plan](http://www.bc.cc.ca.us/collegecouncil/BakersfieldCollegeStrategicPlan2012-15-23Oct12.pdf) will be advanced upon completion of this goal? (select all that apply)  x 1: Student Success  2: Communication x3: Facilities & Infrastructure x4: Oversight & Accountability x 5: Integration  6: Professional Development  **Previously Established Goal 2:** *Promote effective and efficient customer support in the classroom and office*  Progress on Goal: Both areas worked together all summer of 2013 to complete projects and meet target deadlines.  There’s a total of 4275 overall tickets in the system. 4270 of those tickets have been resolved as of the date of this report (3/7). Further reports available upon request.  X Completed: March 2014 (Date)  Revised: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Date)  Comments on Goal 2:  Meet more often and work collaboratively with the job ticketing system and help desk. Using the project management software Trello online has improved communication and accountability. Continue to provide necessary technology support to the campus for instruction and student success.  Summer 2013 Projects List for ISITUpdated.docx  Which institutional goals from the [Bakersfield College Strategic Plan](http://www.bc.cc.ca.us/collegecouncil/BakersfieldCollegeStrategicPlan2012-15-23Oct12.pdf) will be advanced upon completion of this goal? (select all that apply)  x1: Student Success  2: Communication x3: Facilities & Infrastructure  x4: Oversight & Accountability x 5: Integration  6: Professional Development |

1. List the program’s goals for the next three years. Ensure that stated goals are specific and measurable. State how each program goal supports the College’s strategic goals. Each program goal must include an action plan.

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| **Newly Established Program Goals and Action Plans**  If the program is establishing more than two (2) goals, please duplicate this section.   |  |  |  | | --- | --- | --- | | Goal | Assigned to | Timeline for Completion | | 1. Technology Plan | Todd Coston, Kristin Rabe, ISIT Committee | Fall 2014 |   Which institutional goals from the [Bakersfield College Strategic Plan](http://www.bc.cc.ca.us/collegecouncil/BakersfieldCollegeStrategicPlan2012-15-23Oct12.pdf) will be advanced upon completion of this goal? (select all that apply)  x 1: Student Success x 2: Communication X 3: Facilities & Infrastructure  x 4: Oversight & Accountability X 5: Integration  6: Professional Development  Action Plan for Goal 1: Historically, every 3 years Information Services/Media Services (Technology Services) would update and refresh the technology plan. We will be working through the summer of 2014 to update and rebuild the technology report. Ultimately, it will be approved by ISIT and recommended to the President.   |  |  |  | | --- | --- | --- | | Goal | Assigned to | Timeline for Completion | | 2. Establishing processes and procedures for video streaming and production. Communicate those policies and procedures to the campus community. | Kristin Rabe/Manuel De Los Santos | Fall 2014 - |   Which institutional goals from the [Bakersfield College Strategic Plan](http://www.bc.cc.ca.us/collegecouncil/BakersfieldCollegeStrategicPlan2012-15-23Oct12.pdf) (see pages 6-11) will be advanced upon completion of this goal? (select all that apply)  x 1: Student Success x 2: Communication x 3: Facilities & Infrastructure x4: Oversight & Accountability x5: Integration x 6: Professional Development  Action Plan for Goal 2:  Working on new policy and procedure for offering video production services (ongoing) and video streaming (new) to the campus community.   |  |  |  | | --- | --- | --- | | Goal | Assigned to | Timeline for Completion | | 3. Changes to the ISIT request form | Todd Coston, Kristin Rabe, ISIT Committee | Fall 2014 - |   Which institutional goals from the [Bakersfield College Strategic Plan](http://www.bc.cc.ca.us/collegecouncil/BakersfieldCollegeStrategicPlan2012-15-23Oct12.pdf) (see pages 6-11) will be advanced upon completion of this goal? (select all that apply)  x 1: Student Success x 2: Communication x 3: Facilities & Infrastructure x4: Oversight & Accountability x5: Integration x 6: Professional Development  Action Plan for Goal 3:  Work with a sub-committee of ISIT (Ron Schott, Todd Coston, Kristin Rabe, Judy Ahl, Nick Strobel) to develop changes in the rubric for both instructional and non-instructional hardware and software requests completed through this form by departments/programs. Final changes will be approved by ISIT and available in the 2014-2015 Annual Update. |
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**VI. Curricular Revisions (Instructional Programs only):**

1. Discuss how the department reviews, revises, and creates new curricula. Include:
   1. The process by which department members participate in the review and revision of curriculum.
   2. How the department ensures that course syllabi are aligned with the course outline of record.
2. List each of the courses offered within the discipline’s academic program in the first column, using one row per course. Place an **X** in the appropriate column to indicate when the course is scheduled for review.

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| Course | **2013-2014**  **(2019-2020)** | **2014-2015**  **(2020-2021)** | **2015-2016**  **(2021-2022)** | **2016-2017**  **(2022-2023)** | **2017-2018**  **(2023-2024)** | **2018-2019**  **(2024-2025)** |
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1. List courses that are proposed for *addition* within the next three years.
2. List courses that are proposed for *deletion* within the next three years.
3. List any changes the program has made to online/hybrid/distance education courses.
4. Provide an update on the program’s transition to adopting a [Transfer Model Curriculum](http://www.c-id.net/degreereview.html) (AA-T or AS-T).
5. List *degrees and/or certificates* that are proposed for *deletion or addition* within the next three years.

**VII. Faculty and Staff Engagement:**

1. Discuss how program members have engaged in institutional efforts such as committees, presentations, and departmental activities.

The Information Services Director is actively engaged in President’s Cabinet, Admin Council, Committee Co-Chairs, District IT Managers, Co-Chairs: ISIT (Information Services & Instructional Technology) Committee, Staff Development Coordinating Council, participates in the Facilities Planning Committee, Accreditation Steering Committee.

The Media Services Coordinator is actively involved in the Program Review Committee, Facilities Planning Committee and ISIT.

The Information Services Coordinator serves as classified co-chair of the Staff Development Coordinating Council and serves on ISIT. The Educational Media Specialist conducts semi-annual week-long workshops on Moodle and other online programs and resources.

The IT Director, Media Services Coordinator and the Information Services Coordinator all serve on the Student Success Stewardship Team.

1. Instructional Only: Discuss how adjunct faculty are included in departmental training, discussions and decision-making.

**VIII. Program Funding Sources:**

Identify any non-KCCD general fund sources

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| --- | --- | --- | --- | --- | --- |
|  | **Title of Account/Grant/Categorical Funding** | **Start Date** | **End Date** | **Percentage of Program Budget Covered** | **Positions funded wholly or in part** |
| Foundation Accounts |  |  |  |  |  |
| Grants |  |  |  |  |  |
| Categorical Funding |  |  |  |  |  |

**IX. Conclusions and Findings:**

Present any conclusions and findings about the program.

Technology is constantly changing and evolving. We use some form of technology every day no matter what our job classification is. As technology continues this evolution and becomes furthermore efficient and integrated – Technology Services areas of Information Services and Media Services have merged together and work more collaboratively. The integration of computers with some form of presentation technology, monitor or projector is a natural given in most instructional spaces on the Bakersfield College campus. There are probably only a handful of classrooms that are not touched by some form of technology, antiquated or brand new. This natural fit allows us to provide more effective and efficient support services to the entire campus community.

We contribute to student success by offering workshops on innovative technology and ideas liked the Flipped Classroom Environment. Partnering with our faculty adopters of this methodology, we’ve introduced this to other areas on campus that might benefit from the success. We’ve added video streaming to our services provided to the campus community. As we develop more procedures and policies for utilizing this service (goal) we will communicate those to the Campus community. We’ve completed a library basic research skills DVD that is on loan to the Kern High School District for all students who will be attending Bakersfield College describing how they should prepare to come to college. We provide an array of workshops, from basic skills to advanced operation of equipment and training.

Technology Support Services align with the Bakersfield College Core Values and Strategic Goals/Initiatives:

**Student Success:** Technology support Services puts students first and is an underlying tenant of how we operate. This is evident in our priority to respond to classroom emergencies immediately and in our strategy to keep technology labs updated and relevant for our students.

**Professional Development:**  Technology Support Services consistently provides direct end-user training along with targeted training sessions on new technology (i.e. Outlook, thin-client orientation, multimedia training). Additionally, the Technology Director co-chairs the Staff Development Coordinating Council which helps provide visibility and awareness of needed technology professional development opportunities.

**Communication:**  Technology Support Services has an increased effort in providing up-to-date communication in all technology related issues and achievements. This communication happens through campus-wide e-mail and in committee involvement.

**Facilities, Infrastructure & Technology:**  The President has indicated a vision for a strong relationship between Facilities and Technology. The vision is being played out with the participation in the Facilities Planning Committee meetings and other ad-hoc meetings to address facilities and technology needs (i.e. summer projects and other construction related items).

**Oversight & Accountability** Technology Support Services works closely with the ISIT Committee to insure that technology upgrades and improvements are compatible with the recommendations and direction of the committee.

**Integration:** Technology Support Services works closely with the Facilities Planning Committee, Technology Committee, Staff Development Committee, Program Review Committee, District-Wide IT Managers Committee and Presidents Cabinet to make sure each area is updated and involved in technology problems and solutions.