**Bakersfield College**

**Program Review – Annual Update 2015**

**I. Program Information:**

Program Name:

Program Type:  Instructional  Student Affairs x Administrative Service

***Bakersfield College Mission****:* Bakersfield College provides opportunities for students from diverse economic, cultural, and educational backgrounds to attain Associate and Baccalaureate degrees and certificates, workplace skills, and preparation for transfer. Our rigorous and supportive learning environment fosters students’ abilities to think critically, communicate effectively, and demonstrate competencies and skills in order to engage productively in their communities and the world.

Describe how the program supports the Bakersfield College Mission: ***Technology Services*** *(Information Services & Media Services) develops, designs, 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. Promotes, coordinates and supports professional development in order to meet the needs of faculty, staff and administration in providing professional development growth opportunities.*

**Program Mission Statement**: **Technology Services** *is an integral partner in creating and delivering an innovative, collaborative and effective technology solutions and a proponent of collaborative working environments, providing accessibility, and committed to providing exceptional support to facilitate teaching, learning, training and campus goals within our community as it directly relates to student success. Professional development promotes and supports superior teaching and learning, facilitates technological advancement, institutional effectiveness and student support. Opportunities to develop a sense of college community and develop growth, equity and inclusion with job skills for all employees.*

**II. Progress on Program Goals:**

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

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| --- | --- | --- | --- |
| **Program Goal** | **Which institutional goals from the Bakersfield College Strategic Plan will be advanced upon completion of this goal? (select all that apply)** | **Progress on goal achievement**  **(choose one)** | **Comments** |
| 1.  Work on Wi-fi coverage for the entire campus | 1: Student Learning  2: Student Progression and Completion  XX3: Facilities  4: Oversight and Accountability  5: Leadership and Engagement | Completed: \_\_\_\_\_\_\_\_\_\_ (Date)  Revised: \_\_\_\_\_\_\_\_\_\_ (Date)  **XX** Ongoing: \_\_\_\_\_\_\_\_\_\_ (Date) | Work to get the entire campus blanketed with Wi-fi |
| 2.  Institute a 4-Year Technology Replacement Cycle | XX1: Student Learning  2: Student Progression and Completion  XX 3: Facilities  XX 4: Oversight and Accountability  XX 5: Leadership and Engagement | Completed: \_\_\_\_\_\_\_\_\_\_ (Date)  Revised: \_\_\_\_\_\_\_\_\_\_ (Date)  **XX** Ongoing: \_\_\_\_\_\_\_\_\_\_ (Date)  This goal is ongoing and contingent on budget | Technology is constantly changing. Efforts towards more wireless and mobile solutions is key to keeping students engaged. |

1. List new or revised goals (if applicable)

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| --- | --- | --- |
| **New/Replacement Program Goal** | **Which institutional goals will be advanced upon completion of this goal? (select all that apply)** | **Anticipated Results** |
| Strategize on how Professional Development fits into the scope of daily activities within Technology Services and how to best maximize return. | 1: Student Learning  2: Student Progression and Completion  3: Facilities  XX4: Oversight and Accountability  XX5: Leadership and Engagement | Ultimately, becoming better equipped to handle the daily challenges in the classroom and outside of the classroom are beneficial. This is the vision of the President – to move forward with better equipped employees to assist students with fair and inclusive accessibility to all. |
| **New/Replacement Program Goal** | **Which institutional goals will be advanced upon completion of this goal? (select all that apply)** | **Anticipated Results** |
| Work towards providing more focused professional development academies for each employee group (classified, faculty, management). | 1: Student Learning  2: Student Progression and Completion  3: Facilities  XX4: Oversight and Accountability  XX5: Leadership and Engagement | Document and conduct leadership sessions for new faculty, both full-time |

**III. Trend Data Analysis:**

Highlight ***any significant changes*** in the following metrics and discuss what such changes mean to your program.

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. Changes in the achievement gap and disproportionate impact (Equity).
5. Other program-specific data that reflects significant changes *(please specify or attach).* All Student Affairs and Administrative Services should respond

A Summary of BC weekly help desk tickets closed yearly report from 7/1/2014-6/30/2015 is 2014: 1042, 2015: 944 Total: 1986 – this includes all services both IT and Media Services that were originally submitted as work orders.

**IV. Program Assessment (focus on most recent year):**

1. How did your outcomes assessment results inform your program planning? Use bullet points to organize your response.
   * Technology Services is striving to arrive at a suitable hardware replacement plan (HRP). Both budget and personnel drive the outcomes of this plan, thus, lack of budget and lack of staff to deploy adequately have hindered the process.
   * In the last year, we have completed both a student and an employee satisfaction survey. With results showing a majority of respondents are happy with the solutions of technology support delivered. Students want more Wi-fi and mobile technology resources.
   * We have also completed the technology plan that is part of the Bakersfield College Educational Master Plan.
   * Some of the goals we had established in our 2014-2015 Comprehensive review were actually developed into Strategic Directions that the college is pursuing. Hardware Replacement Plan (HRP) is the most elusive of all of the goals due to budget. Technology and Facilities budgets are often viewed as places where money can be saved – without the age of existing equipment being taken into account.
   * As our audio visual equipment ages across campus the greater the likelihood for failure during instruction. We do not have a make-good budget for spares and auxiliary equipment to have as backup. There are no multiple document cameras waiting in the wings as a spare.
   * We’re looking at alternative methods of providing technology that does not impact our environment. We are looking into methods of recycling older equipment and repurposing outdated auxiliary materials.
2. How did your outcomes assessment results inform your resource requests? The results should support and justify resource requests. The President of the college had recommended that we develop a 3-5 year HRP and budget to accomplish this. Budgets were trimmed at the beginning of the school year and this was no longer an option to complete for the 2014-2015 budget year. We are creating a goal of a 4-year HRP in hopes that the budget will eventually allow us to accommodate and better plan purchasing for this to happen. Technology Services will continue to request the additional budget for both areas under Technology Services.
3. How do course level student learning outcomes align with program learning outcomes? Instructional programs can combine questions C and D for one response (SLO/PLO/ILO).
4. How do the program learning outcomes or Administrative Unit Outcomes align with Institutional Learning Outcomes? All Student Affairs and Administrative Services should respond. Our AUO’s speak directly to the Institutional Learning Outcomes. We collaborate directly with the management of the district-wide infrastructure. The management of the infrastructure at the district office involves the telephone and backend server and video network infrastructures. Our collaboration with the district office allows us to directly support the day to day operation of our campus computers and end users. Our successful outcomes are based entirely on customer satisfaction and job completion rate. Ultimately, if the student is successful in his or her class, we’ve had some part – as the technology used by the faculty member is serving purpose in providing accessibility.

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

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

AUO: Technology Services will continue to grow and support new and innovative technologies as they relate to student success.

AUO: Technology Services will engage with the campus community to provide accessible, timely professional development that will further enhance our employees.

AUO: Professional Development will provide effective opportunities to support teaching and learning, technological advancement, institutional effectiveness and student support to meet the personal and professional goals of all employees.

AUO: Professional Development will provide timely opportunities during the designated flex week with growth opportunities via workshops or academies.

***Institutional Learning Outcomes***:

*Think: Think critically and evaluate sources and information for validity and usefulness.*

*Communicate: Communicate effectively in both written and oral forms.*

*Demonstrate: Demonstrate competency in a field of knowledge or with job-related skills.*

*Engage: Engage productively in all levels of society – interpersonal, community, the state and the nation, and the world.*

1. Describe *any significant changes* in your program’s strengths since last year. When funding was cut for our 3-5 year HRP, we decided to look at alternatives to either 3-5 in developing a 4-year replacement cycle. We have developed the campus-wide technology plan and we’re in the process of creating a robust staff development plan. Technology Services continues to work well with the District Facilities Group and the BC Maintenance & Operations Department. We are looking at sustainability for the entire campus. Technology Services has staff dedicated to serving on the Facilities and Sustainability Committee. We revamped the Technology Request form and the Facilities Request form for the Program Review Process. We have added additional rubrics which will allow the Information Services and Instructional Technology Committee (ISIT) and the Facilities & Sustainability Committee the ability to offer feedback to the requestor. This will help significantly with reporting out and closing the loop documents for each committee. It’s also a transparent method of accountability to the campus community. Accessibility is also key to providing technology for Student Success. The Director of Technology Services and Professional Development along with the Media Services Coordinator and the Educational Media Specialist serve on the recently created Accessibility Task Force.
2. Describe *any significant changes* in your program’s weaknesses since last year. A noteworthy weakness is our ability to support each and every facility that uses technology. Technology Services simply does not have enough staff to cover over 141 rooms on the Bakersfield College, Weill Institute and Delano campuses. Budget and Communication also have major impacts on Technology Services. Our biggest weakness is Communication. We need to communicate more effectively to each other and to our campus community when there are issues and when there are no issues. The campus community also needs to communicate effectively with us. One of the biggest hurdles to getting faculty and staff the necessary assistance they need is the understanding of the process to call in a trouble ticket or submit one online. Because we are short-staffed – the old way of calling someone may feel more accommodating. In actuality, it does a disservice to everyone involved. The technician may be pulled off of one job to resolve a system down situation. Follow through is key.
3. If applicable, describe any unplanned events that affected 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 the existing infrastructure. We found the summer months to allow for a more effective implementation.

**V. Assess Your Program’s Resource Needs:** To request resources (staff, faculty, technology, equipment, budget, and facilities), please fill out the appropriate form. <https://committees.kccd.edu/bc/committee/programreview>

1. Human Resources and Professional Development:
2. If you are requesting any additional positions, explain briefly how the additional positions will contribute to increased student success. Include upcoming retirements or open positions that need to be filled.
3. Professional Development:
4. Describe briefly the effectiveness of the professional development your program has been engaged in (either providing or attending) during the last year, focusing on how it contributed to student success. Our Director of Technology Services and Professional Development has been engaged with the campus community by serving as the Administrative Co-Chair of the Professional Development Committee (PDC). PDC meets once a month and is a participatory governance committee. The Media Services Coordinator at the end of the 2015 school year in May was approved to serve as the first classified co-chair of the Program Review Committee. This is a great responsibility and honor.
5. What professional development opportunities and contributions can your program make to the college in the future? Recently (August 2015), the Director of Technology Services, Media Services Coordinator and Educational Media Specialist worked together with DSP&S to create the first Accessibility Task Force
6. Facilities:
7. How have facilities’ maintenance, repair or updating affected your program in the past year as it relates to student success? Technology Services is housed in the library building. Built in 1996, the building needs updating, worn carpeting from normal wear and tear.
8. How will your Facilities Request for next year contribute to student success? We will be asking for another golf cart in order to facilitate the growing need for expediency with response times. We currently have 3 carts for 12 staff members. With over 150+ classrooms utilizing technology, this is a tall order for all staff to reach during all times of the year.

C. Technology and Equipment:

1. Understanding that some programs teach in multiple classrooms, how has new, repurposed or existing technology or equipment affected your program in the past year as it relates to student success? Technology Services looks at all multi-purpose facilities where multiple disciplines are taught in one room as being primary service areas. These rooms and labs are not just geared towards one discipline. Very often, these rooms are left off of a technology request and we make up for that.
2. How will your new or repurposed classroom, office technology and/or equipment request contribute to student success? Newer technology has a direct impact on the level of instruction being offered. If existing technology breaks down often and/or is not reliable, it needs to be replaced. Instituting the surveys both to students and staff/administration/faculty offer us insight as to how effective our support is being realized.
3. Discuss the effectiveness of technology used in your area to meet college strategic goals. We support all computer and audio/visual technology on the Bakersfield college campus, Delano, Weill Institute (Downtown Center). The effectiveness of the technology is how well the instructor is able to teach his/her class and the student outcome. It’s a far stretch to say that student success is based on technology.

D. Budget: Explain how your budget justifications will contribute to increased student success for your program. Moving towards a balanced 4-year technology hardware replacement plan will allow for stability in the classroom and the non-instructional spaces.

**VI. Conclusions and Findings:**

Present any conclusions and findings about the program. This is an opportunity to provide a brief abstract/synopsis of your program’s current circumstances and needs.

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.

The common thread through this annual update for Technology Services is Professional Development. The Director of Technology Services not only serves as the Professional Development Committee administrative chair, he’s also being tasked with developing the professional development plan for the college. Part of the task is being responsible for the development of a flex calendar and academies for all employee groups.

Technology Support Services align with the Bakersfield College Core Values and Strategic Directions:

**Student Success and Student Learning:** 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.

**Student Progression and Completion**: Technology Support Services works with the Student Success Stewardship Team in development of methods that will help students achieve their goals and educational pursuits.

**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:**  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.

**Leadership & Engagement:** 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.

**VII. Forms Checklist (place a checkmark beside the forms listed below that are submitted as part of the Annual Update):**

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

Curricular Review Form **(Instructional Programs Required)**

[Certificate Form](http://committees.kccd.edu/bc/committee/programreview) **(CTE Programs** **Required)**

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

Professional Development Form  [ISIT Form](http://committees.kccd.edu/bc/committee/programreview)  [Facilities Form](http://committees.kccd.edu/bc/committee/programreview) (Includes Equipment)

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