**Bakersfield College**

**Program Review – Annual Update 2016**

**I. Program Information:**

Program Name: Technology Services (Information Services & Media Services)

Program Type:  Instructional  Student Affairs ⮽ 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.  WiFi coverage for the entire campus | 1: Student Learning  2: Student Progression and Completion  ⮽ 3: Facilities  4: Oversight and Accountability  5: Leadership and Engagement | Completed: \_\_\_\_\_\_\_\_\_\_ (Date)  Revised: \_\_\_\_\_\_\_\_\_\_ (Date)  ⮽Ongoing: \_\_\_\_\_\_\_\_\_\_ (Date) | WiFi coverage has increased since last review cycle. Coverage has been added to the Language and Fine Arts Bldgs., Outdoor Theater among locations. |
| 2.  Hardware Replacement Cycle | 1: Student Learning  2: Student Progression and Completion  ⮽ 3: Facilities  ⮽ 4: Oversight and Accountability  5: Leadership and Engagement | Completed: \_\_\_\_\_\_\_\_\_\_ (Date)  Revised: \_\_\_\_\_\_\_\_\_\_ (Date)  ⮽Ongoing: \_\_\_\_\_\_\_\_\_\_ (Date) | This goal is perpetually in progress. This is a goal for all computers, projectors and technology equipment. Contingent on funding. |
| 3.  Phones switched from Analog to IP | 1: Student Learning  2: Student Progression and Completion  ⮽ 3: Facilities  ⮽ 4: Oversight and Accountability  5: Leadership and Engagement | Completed: \_\_\_\_\_\_\_\_\_\_ (Date)  Revised: \_\_\_\_\_\_\_\_\_\_ (Date)  ⮽Ongoing: \_\_\_\_\_\_\_\_\_\_ (Date) | Entire Infrastructure is being changed from analog phones to IP phones. This is an ongoing project. Expected completion by Fall 2017. |
| 4.  Upgrade Classroom Technology | 1: Student Learning  2: Student Progression and Completion  ⮽ 3: Facilities  ⮽ 4: Oversight and Accountability  5: Leadership and Engagement | Completed: \_\_\_\_\_\_\_\_\_\_ (Date)  Revised: \_\_\_\_\_\_\_\_\_\_ (Date)  ⮽Ongoing: \_\_\_\_\_\_\_\_\_\_ (Date) | This goal is perpetually in progress. This is a goal for all computers, projectors and technology equipment. Contingent on funding. |

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** |
| Update Existing Technology Plan. | 1: Student Learning  2: Student Progression and Completion  ⮽ 3: Facilities  ⮽ 4: Oversight and Accountability  ⮽ 5: Leadership and Engagement | Current plan sunsets June 2017. We will update the plan to anticipate the current and future direction of technology on campus. |
| Work on focused professional development academies for each employee group (classified, faculty and management). | 1: Student Learning  2: Student Progression and Completion  3: Facilities  ⮽ 4: Oversight and Accountability  ⮽ 5: Leadership and Engagement | With the state adding Lynda.com to the professional development availability statewide – this assists us with being able to offer more Professional Development in a timely fashion. |
| Work on R.I.D.E. project (Rural Initiatives, Distance Education project) with Delano and Arvin high schools. | ⮽ 1: Student Learning  ⮽ 2: Student Progression and Completion  ⮽ 3: Facilities  ⮽ 4: Oversight and Accountability  ⮽ 5: Leadership and Engagement | This is a collaborative project between BC, Arvin and Delano High Schools to offer dual enrollment and college enrollment teaching via interactive classrooms. |

**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). N/A
2. Changes in enrollment (headcount, sections, course enrollment and productivity). N/A
3. Success and retention for face-to-face, as well as online/distance courses. N/A
4. Other program-specific data that reflects significant changes *(please specify or attach).* All Student Affairs and Administrative Services should respond.
5. A Summary of BC weekly help desk tickets closed yearly report from 7/1/2015-6/30/2016 is 2,401 total tickets submitted with 2,322 closed tickets as of June 30, 2016 this includes all services both IT and Media Services that were originally submitted as work orders.

Statewide initiative to go with Course Management System Canvas – training summary is as follows: 26 faculty took part in an early Spring roll out of Canvas. There was a summer pilot of 16 faculty. There is an online class with the Educational Media Specialist of over 30 faculty this Fall 2016 and there’s over 82 faculty in flex activities with our Instructional technologist during the Fall Semester. This is a total of 154 faculty that have been trained or are in some form of training with Canvas.

Media Services has completed over 40 installations and integrations of technology. The Media Services Coordinator is being asked to work with Delano on the R.I.D.E. Rural Initiatives Distance Education project that will support Dual Enrollment and Master Teacher classes to three Delano High Schools and Arvin High School as part of the Game Changer Initiative. In addition, we’ve partnered with M&O on numerous construction projects and walk-throughs as well as complex equipment specifications. We have also live video streamed over 75 live events on campus and completed well over 50 video related projects for faculty events/classroom projects. We have been the live technical support for over 20 large scale events such as opening and closing day events and commencement. We worked with local Congressman Kevin McCarthy’s office serving as crew and recording facility on a Veteran’s project for the Library of Congress.

Professional Development opportunities have increased for Fall 2016. With the addition of our Program Manager, Professional Development, Flex workshop selections increased for Fall 2016 flex week. There were 52 sessions that were held. 58 sessions were scheduled and 6 did not occur due either to low registration or scheduling. The workshops served over 314 individual attendees – there were over 123 completed evaluations. Some of the best attended sessions were: Canvas trainings, suicide prevention training, Excel workshops, StudOrg Advisor trainings, Supplemental Instruction Faculty Orientations and a few thought provoking workshops directed at student success such as “The Impossible Dream: Can We Teach Our Students to “Think Critically” and “Gaining Insight Through Instant Analysis of Student Learning with Go Formative”.

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

Use attached **Assessment Report Form AU Tab**

1. **Describe *any significant changes* in your program’s strengths since last year.** When funding was cut for our 3-5 year HRP in 2015, we decided to look at alternatives to either 3-5 in developing a 4-year replacement cycle in 2016. The funding was cut again in 2016. We have yet to make it into an effective full Hardware Replacement cycle. In the last program review cycle, we were unable to make funding fit all the technology requests and needs we had determined. We will be in the process during this 2016-2017 cycle of updating the campus-wide technology plan. We were able to hire a Program Manager for Professional Development. Having someone serve in this role has increased communication of professional development offerings, increased the number of flex week workshops and enhanced the availability to all employee groups. We will update the Campus Technology Plan within this academic year. 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 Information Systems and Instructional Technology, Program Review and Facilities and Sustainability Committees. Upon suggestion to each committee at the end of last program review cycle, we revamped the technology and Facilities request forms and added an additional form for “other” types of technology or classroom equipment needs. Also, upon suggestion, we worked with each committee to update processes and work more congruently with other committees in how each request is prioritized. 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 Accessibility Task Force. The Accessibility Task force will begin its second year of looking at accessibility for all students, staff and faculty.
2. **Describe *any significant changes* in your program’s weaknesses since last year.**  Our top weakness continues to be the lack of staffing versus the amount of equipment/technology across our entire service area. Our ability to support each and every facility that uses technology is not even close to where it needs to be. Technology Services simply does not have enough staff to cover over 141 rooms on the Bakersfield College, Weill Institute and Delano campuses. Lack of staffing is due to budget. Positions in Media Services have not been filled upon the retirement of one support position and another basic tech position was not refunded after someone left the position. While staffing and budget are major factors, our biggest weakness continues to be 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. That said, 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. Trying to implement newer technology in older facilities also presents a complex hurdle we often have to work with. Most of our facilities are antiquated and not designed to support today’s technology.
3. **If applicable, describe any unplanned events that affected your program.** Grant funded equipment continues to burden our already over-burdened support staff. Grants often pay for equipment but not additional staff. We added at least two full labs of computers and equipment this past summer (2016), with those labs did not come additional support staff. Also, those labs did not come with replacement money down the road to replace those computers and technology when they get to end of life. Summer projects were added to the scope of normal summer maintenance and upkeep of the existing infrastructure. The other unforeseen/unplanned is that we now have no down time in any of our facilities. We used to have some scheduled downtime between semesters. We now have additional sessions of summer school which really doesn’t allow for much needed scheduled downtime for IT/Media Services. We will have to start scheduling rooms and buildings to be off-line for classes and events in the future.

**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.

Technology Services is asking for two classified positions. We are asking for a Systems Support Specialist I position and an Audio Visual Technician position. Both positions would assist IT and Media Services in addressing immediate classroom issues and would also assist in the maintenance of existing infrastructure and deployment of new hardware across campus. Media Services was not able to rehire three positions overall in the past ten years. This would increase our ability to offer more efficient service across campus and maintain our level of agility in working on larger scale projects.

1. Professional Development:
2. 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. Our area was able to hire a Program Manager for Professional Development and this position has dramatically increased the offerings for flex week, staff training and professional knowledge across campus. The ability to use Lynda.com which was recently approved at the State Chancellor’s office has been a professional development boon. It will allow staff to get adequate training online on their time schedule.

The Media Services Coordinator continues to serve as a co-chair for the Program Review Committee and has been integral in assisting Program Review understand the processes that each of the administrative units have such as facilities and IT and budget. Each of those areas now have forms to accurately respond to campus needs in an effort to be more transparent.

1. What professional development opportunities and contributions can your program make to the college in the future? With the addition of our Program Manager, Professional Development, the opportunities will be many and forthcoming. Professional Development Academies are in the near future and use of tools such as Lynda.com are already available.
2. Facilities:
3. How have facilities’ maintenance, repair or updating affected your program in the past year as it relates to student success? When grants continue to fund building labs and very little or no staff is added, this impacts our operation significantly. This past summer we added two additional computer labs. We also created a number of new technology enabled classrooms. No additional staff was added. We are still unable to get to each room for preventative maintenance on projectors and equipment. Cabling and wiring need to be redone at the Delano campus. We need new equipment installed in a timely fashion. We also need the people to respond and troubleshoot when technology does not work as it should.
4. How will your Facilities Request for next year contribute to student success? We are requesting that all multi-purpose rooms be updated with new technology. These rooms are often pushed lower on the list to accommodate those rooms that grants can take care of. The Forums must be redone this cycle. They have been requested for 4 years straight and passed over each time. We are also asking for an update to one of our two distance education classrooms to help the Rural Initiatives Distance Education project with Delano and Arvin High. There are also a few infrastructure needs.

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 continues to work with the implementation phase of all summer projects. We are working closely with the new Director of Maintenance and Operations about developing a form that those who have tech and construction projects go through before the project is approved and resources are committed. This will help us plan more tactfully and create better timelines.
2. How will your new or repurposed classroom, office technology and/or equipment request contribute to student success? Classrooms need to be on a hardware replacement cycle just as computers need a hardware replacement plan. Technology used effectively and often wears out! We need to be proactive more so than reactive when it comes to responding to all of our instructional spaces.
3. Discuss the effectiveness of technology used in your area to meet college strategic goals. We continue to look at new trends in technology and strive to obtain the best for our dollar. This will become more of a precedent if we obtain additional funding in this election year. Grant monies are good for the one time purchase. We need to be more strategic in our planning and consider the long term sustainability of our campus and the equipment.

D. Budget: Explain how your budget justifications will contribute to increased student success for your program. We are asking for funding to help us get to a hardware replacement plan. In addition we are asking for two additional staff to assist us with the impact of more technology on the campus.

**VI. Conclusions and Findings:**

Technology is constantly changing and evolving. We use some form of technology every single 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 as one unit. 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, be it at the main campus, Delano or any of our outlying centers. 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, mobile methods of using technology and more. Partnering with our faculty adopters of this methodology, we’ve introduced this to other areas on campus that might benefit from the success. Canvas, the new statewide CMS (Course Management System) seems to be the most popular topic of conversation in the Instructional space currently. Faculty are not thrilled with having to learn yet another CMS in addition to their normal course load. Our area is focused in supporting faculty make it through the changeover from Moodle to Canvas. Our existing portal for online courseware and students that many faculty have grown accustomed to using is dying on the vine. The company that developed it, no longer supports it and it is going away. Until that happens, which should be soon, Inside BC remains. Once we move into our new portal system, there will be a learning curve however, it is a natural progression.

Video streaming continues to be a popular service provided to the campus community. We were able to add a Drone to our tools this past year and that’s assisted us in a number of our productions by providing stunning visuals of our campus and community. As we develop more procedures and policies for utilizing this service we will communicate those to the Campus community. We provide an array of workshops, from basic skills to advanced operation of equipment and training.

The common thread through this annual update is that our area does a lot to contribute to student success with very few people. We simply need more staff. We know it’s frustrating when there’s a problem and we cannot respond immediately to address it. Budget and our aging facilities are also factors in our ability to support Bakersfield College to our best capacity. We want the campus community to know that we hear you, but please work with us, understand that we’re doing our absolute very best to make sure you can work with your students and help them be successful in their educational pursuit at Bakersfield College.

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 Professional Development Committee which helps provide visibility and awareness of needed technology professional development opportunities. We do have a program manager for Professional Development that was a recent hire within the last program review cycle. This position has significantly grown professional development at Bakersfield College.

**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. We have also created an “other” equipment form that will help adequately address those needs that are not presentation or office related technology needs by areas on campus. IT/Media Services will work closely with the budget committee to address those needs.

**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.