

Bakersfield College

Program Review – Annual Update

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

- [Faculty Request Form](#) [Classified Request Form](#) x [Budget Change Request Form](#)
x [ISIT Form](#) x [M & O Form](#) x [Best Practices Form \(Required\)](#)
 Other: _____

I. Program Information:

Program Name: **Technology Support Services (Information Services and Media Services)**

Program Type: Instructional x Non-Instructional

Program Mission Statement:

Technology Support 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 Support 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 Description: Describe how the program supports the mission of Bakersfield College:

Technology Support Services provides leadership in technological solutions for Bakersfield College. Technology Support Services is 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.

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

Not applicable

II. Program Assessment:

- a. How did your outcomes assessment results 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. Information Services looked for a satisfaction rate with classroom and office technology and Media Services is 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. Media Services is continuing to look for greener technology and equipment efficiency.

- b. How did your outcomes assessment results inform your resource requests this year?

The President of the college recommended that both Information & Media 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.

- c. Note any significant changes in your program's strengths since last year.

Technology Support Services is in the process of developing of the 3-to-5 year computer/technology replacement cycle and determining funding for all technology support. Updating and 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.

- d. Note any significant changes in your program's weaknesses since last year.

There was loss of one full-time (40 hour) classified staff (electronics technician/video control room operator) from Media Services that will not be replaced. This reduces the number of coverage staff available for interactive classroom coverage and overall support.

- e. 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

- a. Has your program received new or repurposed technology in this cycle?

- i. If yes, how have you assessed the outcome of the use of that technology and its effectiveness as it relates to student outcomes? With the implementation of the two thin client labs (SS-151 and SS-3) the back-end technology support and expertise has increased. Thin client stations as another option for labs gives us the opportunity to be more efficient using relevant technologies. Using web streaming devices such as Sony bloggies and GoPro cameras has assisted in capturing training and events to be used online. Working with faculty using technology (webcams) to develop and create flipped classroom environments utilizing CCC Confer has contributed to student success in nursing.
- ii. If no, what technology could play a contributing factor in future student success and outcomes for your program? How would you evaluate the use of this technology?
- iii. How might other areas use this technology? All areas on campus might benefit from using the technology purchased above for use with flipped classroom environments and training, presentations.

(NOTE: Technology requests can be made by filling out the [ISIT Request form](#).)

- b. Has your area received any facilities maintenance, repair or updating in this cycle? If yes, how has the outcome contributed to student success?

(NOTE: Facilities and M&O requests can be submitted by completing the [M&O request form](#))

IV. Trend Data Analysis:

Discuss any significant changes in data trends over the last year using data provided by Institutional Research. Metrics may include the following: Not Applicable

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

V. Progress on Program Goals:

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.

Previously Established Goal 1: *(state goal) Develop a more comprehensive 3 and 5 year technology plan*
 Progress on Goal: *Funded but not fully implemented*

Completed: _____ (Date) Revised: _____ (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.

Previously Established Goal 2: *(state goal) Promote effective and efficient customer support in the classroom and office and continue to develop staff working relationships within Technology Support Services (Information Services and Media Services).*
 Progress on Goal: Both areas worked together all summer of 2013 to complete projects and meet target deadlines. There is a total of 14,581 overall tickets in the system. 14,272 of those tickets have been resolved as of the date of this report (9/30). Further reports available upon request.

Completed: _____ (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](#)

VI. Curricular Review (Instructional Programs only):

- a. 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.

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)

- b. List courses that are proposed for addition.
- c. List courses that are proposed for deletion.
- d. List any changes the program has made to online/hybrid/distance education courses.
- e. Provide an update on the program’s transition to adopting a [Transfer Model Curriculum](#) (AA-T or AS-T), if applicable.

VII. 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 – the Information Services and Media Services areas are naturally working together more often. 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 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.

Kristin Rabe/Todd Coston Final 9/15/2013

Updated: 9/30/2013 KR