2013-14 Annual Program Review

General Best Practices Form

Submit this form as a separate attachment to the same email message with your completed APR.

Programs often do something particularly well; usually they have learned through assessment—sometimes trial and error—what solves a problem or makes their programs work so well. These are often called **Best Practices** and can help others. Please share the practices your program has found to be effective. The contact information lets others know whom to contact for more information.

For examples of Best Practices visit the Assessment Web Site at: http://www2.bakersfieldcollege.edu/assessment/

Or go directly to the Assessment Blog at: http://bc-outcomes.tumblr.com/

Department   Technology Support Services (IT/MS)   Name of Chair/Director/Manager: Todd Coston

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Practices:

1. Technology Support Services is using an online tool called Trello do track pro-active projects and monitor their progress. The tool allows the whole team to see current projects and know the status of each project.
2. Technology Support Services uses staff creative staff scheduling to cover the lunch hours and extended hours during the first week of school to better support our faculty in the classrooms.
3. Technology Support Services assists in the development of staff and professional growth by hosting a full day department retreat that focuses on teambuilding exercises and relationship development.
4. Technology Support Services will focus on updating the technology plan and work with M&O and District Facilities to develop a standard for all future campus construction projects.