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| **2018-19 Annual Update Review and Feedback**  **Program Name: Technology Services­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­** | | |
| **Section** | **Feedback** |  |
| **College Mission**   1. Is the discussion of how the program supports the college mission clear? | Yes. Tech. Services are supportive of every aspect of the BC mission The discussion of how the program serves the college is well-written and concise. |  |
| **Progress of Goals**   1. Is the discussion of the program’s progress and changes in goals clear and complete? 2. Is the action plan to reach the program’s goals for the future clear and complete? | The goals (Wi-Fi, video archival, software request process) are all clear as to purpose and outcome. The video archival goal does not have a completion date. |  |
| **List of Degrees and Certificates** | N/A |  |
| **Program Analysis**  **Did the program’s analysis of trend data address the following:**   1. How does your trend data (or other data your area collects) impact your decision making process for your program? 2. Evidence of Program Dialog of data 3. Changes to student demographics (age, gender, or ethnicity) 4. Equity gaps      1. Recent achievements, awards or distinctions, new projects implemented, professional development work, professional conference presentations or recently published work. 2. Description of program/department/office is doing to contribute to **Guided Pathways, affinity groups** and **completion coaching communities**. 3. Explanation of role if involved in Dual Enrollment, Inmate Education, or Rural Initiatives. | 1. Very thorough discussion of the use of data from surveys, help desk ticket counts, etc. 2. Yes. Bi-weekly meetings and annual retreat. 3. N/A 4. N/A. However, the need for accessibility is discussed. 5. Several members of this program are filling Campus and District leadership roles. 6. Completed a 12 part video series on Guided Pathways. 7. Technology is an essential part of these initiatives.   Tech Services has plenty of data and feedback supporting the program. The use of this information to improve service is clear. Members of the program are responsive to the needs of the college – there is evidence of planning to meet future goals as well. |  |
| **Resource Request and Analysis**   1. Were discussions for resources received from previous program review cycle included for each applicable section? | Yes. |  |
| **Conclusion**   1. Does the conclusion provide a clear overview of the program? | Yes. The conclusion is very clear and is a great snapshot of the program. The conclusion does a great job of underlining the importance of having a competent and responsive tech services department. |  |
| **Have all the appropriate forms been completed?**   1. Human Resources    1. Additional positions —with form(s) 2. Resource Requests    1. Request—with form | 1. One classified position request. This might have been strengthened by completing the question about the impact of not filling the request.The HR request is not supported with information about how tech services fell short or could improve responsiveness with an additional position. 2. Yes. The rationale / negative impact was not addressed. |  |
| **Assessment** | Yes. AUOs are included. |  |
| **Certificate Form:**   1. Have programs with stackable Certificates of Achievement completed Certificate Forms? | N/A |  |

ADDITIONAL COMMENTS: