

Bakersfield College 2018-2019

Program Review – Annual Update - Non Instructional

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

Program Type Administrative – Support Service to all areas/programs instructional and non-instructional

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 Support Services (Information Services & Media Services) coordinates, 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.

Program Goals:

A. 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. Please provide an action plan for each goal that gives the steps to completing the goal and the timeline.

1. Program Goal: Campus Wi-Fi Project

The project kicked off in Summer 2018 – after extensive planning and bid processing.

List the institutional goals from the Bakersfield College Strategic Direction that will be advanced upon completion of this goal?

(Student Learning, Student Progression and Completion, Facilities, Leadership and Engagement)

This goal supports the strategic direction of Facilities and Technology 3.9: Provide strong wireless access in all internal spaces on the main campus.

Progress on goal achievement: *Most of the work is currently happening overnight while staff/faculty and students are not on campus. This project is being funded by the first tranche of Measure J funding. Delano campus was completed first, during the Summer months of 2018.*

Status Update – Action Plan and any link to Resource Requests: **The project should be complete by early January 2019 for the interior of campus.**

Once a majority of the interior of campus is completed by Winter 2018, the work on the green spaces will commence.

2. Program Goal: Migration to Windows 10

List the institutional goals from the Bakersfield College Strategic Direction that will be advanced upon completion of this goal?

(1. Student Learning, 2. Student Progression and Completion, 3. Facilities, 4. Leadership and Engagement)

This program goal supports the strategic direction of Facilities

Progress on goal achievement: *Migration of all computers on campus in classrooms and labs to Windows 10 began Summer of 2017 and continues today.*

Status Update – Action Plan and link to Resource Requests

Routine updates of all computers occurs now weekly.

B. List new or revised goals (if applicable)

1. Program Goal: (Revised) Video Framework – Digital Asset Management and Streaming Cloud Services

List the institutional goals from the Bakersfield College Strategic Direction that will be advanced upon completion of this goal?

(Student Learning, Student Progression and Completion, Facilities, Leadership and Engagement)

This program goal supports the strategic direction of Facilities.

Progress on goal achievement: *Research continues.*

Status Update – Action Plan and link to Resource Requests: *This project will archive all of our video projects, clips, streaming of events, and video productions for future access and archival purposes. We recently transition to the IBM cloud for our streaming services and will research best methodology to sustain our programming in the cloud environment. Goal is to have an archive accessible to both our area and the Marketing & Public Relations team.*

2. Program Goal: (NEW) Develop Instructional Software Request Process

List the institutional goals from the Bakersfield College Strategic Direction that will be advanced upon completion of this goal?

(Student Learning, Student Progression and Completion, Facilities, Leadership and Engagement)

This program goal supports the strategic direction of Facilities. This will meet Strategic Direction 3.13: Develop an instructional software needs process for determining software installed in instructional computer labs.

Progress on goal achievement: *In collaboration with the ISIT committee during the 2018-19 school year, develop a process by which faculty can request software/hardware prior to the start of a semester. Communicate more, be frustrated less prior to the start of a semester.*

Status Update – Action Plan and link to Resource Requests: *This project will hopefully result in less stress for all parties involved. By understanding faculty software and equipment needs prior to the start of a semester (even though room assignments/space considerations may/will change) this will allow us to budget technician time more effectively to meet the needs of the campus.*

Program Analysis:

Take a look at your trend data (all programs should have some form of data that is used to look at changes over time). Please report on any unexpected changes or challenges that your program encountered this cycle:

1. How does your trend data (or other data your area collects) impact your decision making process for your program?

Technology Support Services reviews feedback provided in an annual survey of faculty/staff and students processed through our ISIT (Information Services, Instructional Technology) committee. We use this information to assist us in building our budget, looking for service area improvements and determining priorities. We also look at feedback we receive from our help desk ticketing system. We have responded and to over 7,436 support cases requested through our help-desk ticketing system in this past 2017-18 fiscal year June 30 through July 1, 2018. Surveys of Bakersfield College faculty and staff consistently show that we do well with the resources and limited budget we have.

We are a campus service that is reviewed by a campus climate survey. We are working with the Office of Institutional Effectiveness to disseminate that information. We completed over 30 projects during the summer of 2018. Summer is our most significant “downtime” when we are able to work on major equipment updates and technology improvements. This summer the focus was on the campus Wi-Fi project commencing and completing the Delano campus and beginning work on the main campus. We also completed the complete update of the Delano main classroom building technology update (new projectors, cabling and switchers). We updated the administrative videoconference system at Delano. We added new technology in the Renegade Room for instruction and are piloting a wireless video solution through Fall of 2018. We have also updated all computer labs and a few other classrooms on the main campus. We partner with Maintenance & Operations on further Measure J funded projects across campus. We will continue to have staffing challenges as staff retire, this year, we will need to replace a position due to attrition. We will continue to survey students, staff and faculty on a semester basis and use that data to help inform our decision-making process.

The Rural Initiatives Distance Education Project with Delano Joint Unified High School District and the Kern High School District continues to grow. We have classrooms with videoconferencing equipment at Delano High, Robert F. Kennedy High, Chavez High in Delano and Arvin High in Arvin (KHSD). We will add a technology classroom at North High School in Bakersfield by December 2018. We are still working on an initiative to staff support for this initiative.

Media Services has live-streamed over 35 events and continues to provide technical event support to large scale events such as opening/closing day events and commencement. Media Services completed the Guided Pathways Video project which includes 12 videos, one for each pathway. It’s been a time consuming project which has taken over 6 months. We also have worked on projects for the President of the college. In our desire to meet accessibility requirements, we make a conscious effort to live caption each event for those who cannot hear the presentation. Viewers can watch the live captioning as the presentation occurs and there is a live transcript provided with the video afterwards. We are pursuing having events closed

captioned with an outside company to further our accessibility goals. Both the Media Services Coordinator and the IT Director participate on the Accessibility Task Force, which looks at all accessibility across campus, be it facilities, technology or instruction.

2. Evidence of Program Dialog of data

- If you have had time to review and discuss your program's data with members of your department, attach documentation of your discussion. Documentation can come in the form of minutes from meetings or retreats, email dialog or any other ways that show substantive discussion.

We have twice-monthly staff meetings. The Director of Information Services leads the meetings, staff provide a 2-minute update of their respective responsibilities and any changes that might impact the infrastructure. We also have a yearly staff retreat which happens usually after the Spring Semester. We also have twice-monthly technician meetings and trainings that occur as needed. The IT Director also participates in the DTAC (District Technology Advisory Committee) which is a newly formed committee at the Kern Community College District made up of the leadership and faculty from each of the 3 colleges and the district office.

3. Were there any changes to student demographics (age, gender, or ethnicity) for the past cycle? *Not applicable to Technology Services.*

4. Equity gaps

- Please look for large differences, or gaps, between top performing groups and others. Consider how you could identify the reasons behind these gaps, and if there changes that could be made to reduce them. For in depth review of equity issues, and on changes that are being made campus-wide, please refer to the current [Bakersfield College Student Equity Plan](#).

Not applicable to Technology Support Services. However, part of our strategy is to assist all areas in making technology accessible to all students, staff and faculty, be it hardware or software. As we continue to grow rapidly, our support coverage is not growing as rapidly. This is the rationale for requesting a basic Media Technician to assist with basic maintenance and troubleshooting of a classroom emergency. This will assist us in having more boots on the ground to meet the needs of our growing infrastructure.

5. Please describe any recent achievements of members of your area who have won awards or distinctions, new projects your area has implemented, professional development work, professional conference presentations or recently published work.

Team members consistently serve in leadership roles across the campus. The IT director, Todd Coston, serves as the co-chair of the Information Services and Instructional Technology (ISIT) committee. He also serves on the AIQ committee and leads the 2018-2020 Strategic Directions committee. In addition, Todd has presented/participated in the CISOA (Chief Information Officer Security Officer) Training. The Media Services Coordinator, Kristin Rabe, serves as Program Review Co-Chair and on the ISIT, Facilities and Accessibility Task Force. Our technicians serve multiple locations with multiple concerns, such as Bakersfield Southwest campus, Delano, Arvin, Shafter and the Job Spot. Ian Mason, one of our Support Services technicians is responsible for the implementation of the Starfish program for kiosks.

6. The college has embarked on significant efforts such as **Guided Pathways, affinity groups and completion coaching communities** to improve the success and completion rates of our students. Please describe what your program/department/office is doing to contribute to these efforts.

Media Services completed the Guided Pathways Video project which includes 12 videos, one for each pathway. It's been a time consuming project which has taken over 6 months. The Media Services Coordinator also serves as a data coach and eLumen project lead for Program Review. Todd, IT director, is co-chairing the Strategic Directions committee and Accreditation & Institutional Quality Committee.

Explain your role if you are involved in Dual Enrollment, Inmate Education, or Rural Initiatives.

The Rural Initiatives Distance Education Project with Delano Joint Unified High School District and the Kern High School District continues to grow. We have classrooms with videoconferencing equipment at Delano High, Robert F. Kennedy High, Chavez High in Delano and Arvin High in Arvin (KHSD). We will add a technology classroom at North High School in Bakersfield by December 2018. We are still working on an initiative to staff support for this initiative. The Media Services Coordinator, Kristin Rabe, is responsible for specifying equipment, project management through to completion of the facility implementation and training for equipment used in these facilities. Everyone in Technology Support Services engages in communicating and collaborating with the college on various technology solutions.

Assessment Report - Annual Update

- A. List your Administrative Unit Outcomes (AUOs)

AUO 1: Technology Services will continue to improve our response to technology needs of our faculty, staff and students.

AUO 2: Technology Services will continue to improve positive reinforcement of job completion and recognition of staff.

- B. How did your outcomes results inform your program planning? *Technology Services will continue to survey our end users (faculty, staff and students) to gauge effectiveness and where there can be improvement made. We will monitor our response time/effectiveness of our Help Desk reports and logs will determine how many jobs are completed and where problem areas have increased. AIQ Committee Survey Results help inform as to how the services assist the entire campus.*
- C. How do the Administrative Unit Outcomes align with Institutional Learning Outcomes? *Technology Services AUO's align perfectly with ILO's Communicate and Demonstrate. We will continue to measure our effectiveness in meeting the technology needs of our campus and communicate to the proper committees through Program Review such as ISIT, Facilities and Accessibility Task Force and on a larger scale at the KCCD District level of DTAC (District Technology Advisory Committee). We will Demonstrate the effectiveness and support of our Technology Support Staff by recognizing our efforts through support by recognition both in our department and with those we serve.*

Analysis of Received Resources from Previous Cycle

Discuss the type of resources you received and their Impact on program effectiveness?

Facilities:

If your program received a building remodel or renovation, additional furniture or beyond routine maintenance, please explain how this request or requests impacts your program and helps contribute to student success.

1: Space Allocation

2: Renovation

3: Furniture *New chairs were provided to the Computer Commons which was over a 10-year request fulfilled. This was accomplished using Scheduled Maintenance funding. Replacing chairs has eliminated broken chairs and created a much cleaner and positive environment in the computer commons area of the library.*

4: Other

5: Beyond Routine Maintenance

Technology:

If your program received technology (audio/visual – projectors, TV's, document cameras) and computers, how does the technology impact your program and help contribute to student success?

1: Replacement Technology. *Technology Support Services specified and completed ISIT prioritized projects. Multiple laptop carts, Renegade Room Television project and updates to multiple desktops and classroom instructor stations. Delano main building technology refresh occurred the Summer of 2018 – and over 7 classrooms were completely re-cabled and updated. This has provided a much more stable learning environment. The Delano administrative videoconferencing equipment was replaced after 11 years of continuous service and is assisting in meeting their needs for administrative and student government meetings.*

2: New Technology

3: Software

4: Other _____

Other Equipment

If your program received equipment that is not considered audio/visual or computer equipment technology, please explain how these resources impact your program and help contribute to student success.

Not applicable

Conclusion:

Present any conclusions and findings about the program. This is an opportunity to provide a brief abstract or synopsis of your program's current circumstances and needs. Consider this a snapshot of your program if someone were to only read this portion of your annual program review.

Technology is constantly changing, evolving and expanding, as is Bakersfield College. 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, so do our processes. Technology Support Services areas of Information Services and Media Services collaborate together as one unit. Measure J was a huge bond that will change the landscape of Bakersfield College for generations to come. It will increase our technology footprint in providing for more classrooms, technology enabled conference rooms/facilities and developing more collaborative spaces for our students, staff and faculty to work in. Our environment is ever changing and we're changing with it. We continue to expand our use of our video studio and our live streaming for campus events and state-wide conferences often held on our campus. We provide our faculty and staff a wide-array of technology workshops on collaboration tools and simple software guides. As our campus and off-site centers continue to grow in more locations, more staff will be needed to support our infrastructure. Technology Support Services is challenged with supporting, measuring and improving the ever-changing technology footprint we continue to build.

Technology Support Services align with the Bakersfield College Strategic Directions:

Student Learning: *Technology Support Services continues to provide support for software like SARS, ACCUSQL, Starfish and many more to help students be successful. 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. We have requested a basic Media Technician position to enable us to be more reactive and proactive in the support of our growing infrastructure.*

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

Facilities & Technology: *Bakersfield College has a clear vision for a strong future in facilities and technology. Our facilities will continue to grow. Our clear vision is being mapped by our Bond commitments, construction projects and growing infrastructure, increasing staffing and students, budgeting, planning and program review and of course technology itself. We work with all committees but are specifically in tune with the Facilities and Sustainability Committee.*

Leadership & Engagement: *Technology Support Services engages with the following committees in the course of their important work: Facilities & Sustainability, Information Services & Instructional Technology (ISIT), Program Review, Professional Development, District-Wide IT Managers, Presidents Cabinet and the Accessibility Task Force just to name a few. It is our duty to ensure that we communicate and engage with staff to provide solutions that will make our students successful in their endeavors.*

