**Standard III.C: Technology**

**Standard III.C.1**

**Technology services, professional support, facilities, hardware, and software are appropriate and adequate to support the institution’s management and operational functions, academic programs, teaching and learning, and support services.**

**Evidence of Meeting the Standard**

The College has an established Information Services and Instructional Technology (ISIT) committee comprised of administrative, faculty, staff and student representatives. This committee is responsible for keeping abreast of technology needs, prioritizing and making recommendations. (III.C.1-, IIIC\_ISIT\_web\_2017\_comm\_site.pdf). The College Technology Process was developed in 2013 to disseminate how technology needs are prioritized, processed and effective use of technology is assessed III.C.1-, IIIC\_ISIT\_doc\_4\_3\_2013\_process .pdf). Technology requests are handled through the annual program review process.

Each fall semester, BC students are surveyed to determine their technology needs. Survey questions are designed to determine the various types of technology students are using and how effectively this technology is supported by the college. Additionally, and perhaps more importantly, students are asked what technology the college can support in order to help students achieve academic success (III.C.1-, IIIC\_ISIT\_doc\_2016\_stud\_survey.pdf). Each spring semester, BC staff and faculty are surveyed to determine what technology is needed in order for faculty to effectively contribute to student success. Additionally, comments are solicited about ways in which technology support could be improved (III.C.1-, IIIC\_ISIT\_doc\_2017\_emp\_survey.pdf). A subcommittee of ISIT members analyzes the results of these surveys looking for issues or needs to provide trend data. (III.C.1- IIIC\_ISIT\_doc\_2017\_surv\_summary.pdf).

One of the key reoccurring themes of the surveys is the lack of WiFi coverage on the campus. Recognizing this, the college placed this need on a ballot initiative for a bond measure in 2016. Measure J, which was passed by voters in 2016, allows the campus to utilize the first tranch of bond dollars to supply the campus with updated WiFi coverage. (III.C.1-, IIIC\_BC\_doc\_2016\_bond\_list.pdf)

Technology support is provided campus-wide via a 24/7 help desk while network reliability and security is provided by the D.O. The Baccalaureate program follows the same process as the rest of the College community. Their requests are prioritized by the same process.

**Analysis and Evaluation**

The College has identified a process for requesting, assessing and meeting technology needs. The entire college community is surveyed each academic year to gauge effectiveness. Reviewing feedback, the College looks to alternative methods to fund requests. The College meets Standard III.C.1.