**Response to Accreditation Recommendation #7**: Develop an assessment methodology to evaluate how well technology resources support institutional goals.

In order to meet the Standard, the team recommends that the College develop and use an assessment methodology to evaluate how well technology resources support institutional goals and use the result of the evaluation as a basis for improvement (III. C.2). Sharing this at the shared-governance committee ISIT – the suggestion for a three-prong approach with one being a short-term/immediate one and the other two adjusting our annual processes with the data collection happening in the fall term.

* **Short-term Assessment of technology/project initiatives** : Assessment of technology initiatives for both software and hardware following technology deployment within a reasonable timeframe. How does the goal or expectation get met from the addition of new/newer technology deployment in a department or program. The process to evaluate these resources is by building a template of questions that can be modified to include other more time intensive initiatives. Sending out the survey, evaluating the results and collecting the data to be returned to the technology leadership on campus for short and long term planning. The goal is to provide transparency and communication about technology initiatives and their effectiveness in meeting college goals to support student success. Example: a new lab may be surveyed at the end of the first semester of deployment.

1. Survey areas with New technology initiatives both brand new and newer technology
   1. STEM – Mid-Spring term 2013
   2. Counseling/EOPS/Financial Aid – SS 151 – Mid-Spring Term 2013
   3. Effectiveness of new committees website
2. Discuss need for training of the above initiatives
3. Meet with areas in person or through other means to determine needs
4. Conduct in person observations of the use of technology/Focus Groups
5. Survey data disseminated and returned to the departments and programs to assist with budgeting/planning and technology leadership on campus to determine future planning.

* **Adjust Annual Program Review Process** form to reflect necessary assessment of technology and provide the assessment results to technology leadership. Programs and departments fill out their ISIT request form as part of the annual program review process. The form is submitted by the dean over the program or manager of a department. The form is collated and ordered by scoring them and the program or department assigns a point value of worth. Tech Services adjusts priority, ISIT reviews and adjusts priorities based on input and perspective. The outcome of the ISIT review is once again reviewed by Tech Services. The summary forms ISIT recommendations are made to college council and the president and Technology Services supports and creates budget. This process assumes a 3-to-5 year budget cycle for lab/equipment replacement. The outcome will then be processed through the next APR cycle. Changes to the APR process would include:

1. Adjust APR form by adding additional text box and questions –OR-
2. Use existing ISIT form and modify it to reflect the assessment piece
3. Look at how well the technology is helping the program meet college goals and/or student success rates
4. PRC will provide ISIT with results from this process to further institutionalize goals.

* **Annual Fall Survey** of all Bakersfield College faculty, staff and administrators using the INSIDE BC portal. (Attach Line Diagram)

1. Yearly survey asking questions with respect to the following:
2. Adequate technology in Classroom
3. Adequate technology in Office
4. Adequate technology training for the classroom
5. Adequate technology training for the office
6. Adequate response rates for problems with technology
   1. BC IS
   2. BC MS
7. Satisfaction with Software (Applications): Curricunet, Inside BC portal and DegreeWorks and if any training.

**Evidence**: Survey results will provide the assessment for both planning and future budgetary processes. Focus Group results will also assist in both planning and budgetary processes. The Information Services and Instructional Technology committee will use the data and results to form data-based budget decisions. The technology plan will continue to be evaluated and reviewed and revamped for effectiveness in meeting college goals that will drive student success.

Evidence Immediately Available for Response to Recommendation:

* Short-term survey responses for SS-151, STEM classrooms and Committees web site.
* APR form with modification to demonstrate the changes are part of our APR process.
* Sample questions for Annual Survey
* Diagram of IT processes demonstrating participatory governance involvement.