Accreditation Mid-Term Report – Standard III C – Technology Resources

Bakersfield College (BC) utilizes a three-year technology plan to guide the long and short-term maintenance of its technology, including hardware, software and technology facilities in order to support the management and instructional functions of the college. This technology plan takes into account both the personnel changes and physical growth or changes in the campus environment, as well as projected and actual changes in the organizational structure of the college. The technology plan was recently updated and reflects the campus strategy for 2014-2017. Furthermore, management, operational, and academic functions of technology are all evaluated on an ongoing basis by our Technology Support Services staff and our Information Systems and Instructional Technology (ISIT) Committee.

The college engages in the annual program review process which informs our academic and administrative unit plans, which provide data that is both specific to each unit and useful on an institutional level. Technology assessment questions (see section III.C) are included in the annual program review and are routinely refined by the ISIT and Program Review committees. The institution has recently developed a three-year comprehensive program review (see section III.C) which includes an in-depth technology assessment. Additionally, an annual technology survey is used to measure faculty and staff perceptions of the effectiveness of new technology deployed on campus. All of this data is used to direct and inform institutional planning.

The college's network is protected by several devices against malware, viruses, and other external threats. Maintenance occurs during scheduled, monthly downtime which allows for upgrades, patches, and other maintenance activities. At all sites where technology is employed, in compliance with FERPA regulations as well as other legal requirements, security is ensured through several means. For example, all computers require login to access: each user is assigned a unique username and password. The organization has also recognized the need for an increased focus on security and is in the process of hiring a Director of Information Technology Security.

Technology focused staff development activities are offered prior to and during each semester for faculty, staff, and administrators. Instruction on routinely accessed technology tools is provided via screencast videos and quick-start guides to Bakersfield College students and faculty. The college's Professional Development Committee (PDC) uses surveys and program review information to assess the technology instruction and support needs of faculty, staff, and administrators and to plan future professional development activities.

Technology support is provided to all Bakersfield College constituents via a 24/7 help-desk, providing a quick response and solution to minor technology issues. This help-desk also provides an avenue for BC faculty, staff, and administrators to submit work tickets when a quick fix is not possible. The Bakersfield College Technology, Innovation, and Professional Development (TIPD) website offers additional support, providing links to technology resources for faculty along with recommendations for effective use.

Bakersfield College adheres to the technology policies specified in the Kern Community College District Board Policy manual section 3E. The policies address acceptable use of technology on campus, employee expectations of privacy, email, and general security. Bakersfield College also adheres to federal guidelines for ADA and 508 compliance. Faculty are reminded each semester via email of ADA and 508 compliance concerns related to technology and are provided with resources for addressing relevant issues. The college also complies with ADA requirements for video captioning, including live streamed events such as the various campus conferences.

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Evidence:
2014-17 three-year technology plan
2014 APR Technology assessment questions
2014 3-year Comprehensive Program Review
Annual Technology survey summary
Scheduled monthly downtime dates
Staff Development activities
TIPD Web site
Board Policy Manual section 3E