**Standard III.C.4**

**The institution provides appropriate instruction and support for faculty, staff, students, and administrators, in the effective use of technology and technology systems related to its programs, services, and institutional operations.**

**Evidence of Meeting the Standard**

In 2016, because of improved funding, the College recognized the increased need to support online courses and professional development by creating the Academic Technology department. The department is supported by one academic dean, instructional design faculty and staff and support staff. The responsibilities include online instruction support for faculty and students, instructional design, and professional development. (Academic Technology).

Professional development and technology training is provided throughout the year and prior to the start of each semester during FLEX week. Training is conducted via face to face and online workshops (III.C.4-, IIIC\_PDC\_doc\_2016-17\_list.pdf). Workshops focus on routinely accessed technologies applications used campus wide, such as Canvas and the campus portal. Specialized technology applications such as CCCConfer, ConferZoom, ZipGrade, Turnitin, Prezi workshops are offered. The Program Manager for Professional Development conducts pre and post evaluations of workshops. The Professional Development Committee (PDC) surveys campus staff on training needs. Requests for professional development can be conducted through the annual program review process. Those requests are made available to the PDC as part of the program review process. (III.C.4-, IIIC\_PDC\_doc\_2017\_surveys.pdf, IIIC\_PDC\_doc\_2017\_profdevform.pdf)

Technology training for students is offered year round via multiple platforms (III.C.4-, IIIC\_BC\_doc\_2016-17\_stdnt\_train.pdf). Summer Bridge to BC, is a one-day orientation program required of all incoming freshmen. (summer bridge stats KB) During this interactive day, students engage with faculty one-on-one and in group settings, receiving training on how to navigate and locate resources on the BC website. The College Outreach and School Relations Department visits high schools across the valley throughout the year to enroll students, administer placement tests and host campus enrollment. (It’s Possible Stats AWW)

**Analysis and Evaluation**

The College recognizes the need for staff, faculty and student training in the effective use of technology and has dedicated resources to meet this need. Successful programs like Summer Bridge and our Outreach programs are bringing preparing new students for success. The College meets Standard III.C.4.

***Evaluation Criteria:***

*• The institution assesses the need for information technology training for students and*

*personnel.*

*• The institution allocates resources for information technology training for faculty,*

*students, and staff.*

*• The institution regularly evaluates the training and technical support it provides for*

*faculty and staff to ensure these programs are appropriate and effective.*