

1. Mission and Vision

A. Service Area/Administrative Unit Mission

The Instructional Technology Center (ITC) provides support for online learning and maintains the websites, in order to promote faculty and student engagement in the learning process and promotes internal and external communication by ongoing development and maintenance of the college's websites.

B. Service Area/Administrative Unit Vision *(Where would you like the Program to be three years from now?)*

Empowering customers to achieve their personal best by providing excellent technical support, instructional design and training.

C. Describe how mission and vision align with and contribute to the College's [Mission](#) and [Vision](#)

The ITC and College mission closely align with each other, as the ultimate goal of both the college and the ITC is to:

- Promote critical thinking, communication, personal and professional responsibility, and global awareness by offering quality courses, programs, and support services.
- Foster an innovative learning environment that respects the diversity of individual backgrounds, abilities, and cultures.
- Promote student engagement and retention through caring customer service, and strong student support services.
- Use institutional research to further develop courses, programs, and services.
- Increase access to all students by continuing to promote and develop our extensive distance education program.

The ITC and College vision also closely align with each other. It is the goal of the ITC staff to empower customers to achieve their personal best by providing excellent technical support, instructional design and training. The ITC staff is the first line of response for students and faculty. We work to resolve issues with solutions that work for both sides. We empower students/faculty and staff by training them to use our system more efficiently, and assisting them when they are unable to do so themselves. The ITC staff develops and implements technically advanced websites, while still meeting the requirements of all students regardless of disability, individual background, ability and culture. The CC staff ensures accreditation guidelines are met by operating an efficient proctoring system.

DATE: 9/18/2013

ANNUAL UPDATE #1: The mission and vision of the ITC will remain the same for the 2013/2014 school year. The college is in the midst of moving to new platforms for all web content. The ITC will continue to review our Mission and Vision Statement throughout this process to ensure our statements continue to closely align with and contribute to the college's Mission and Vision Statements.

DATE: 10/2/2014

ANNUAL UPDATE #2: Although the ITC mission statement remained the same, the Barstow Community College mission statement changed. However, the ITC and College mission still closely align with each other, as the ultimate goal of both the college and the ITC is to provide the students, community and military population with the educational tools to achieve personal goals and professional growth. Specifically, the ITC focuses on distance education courses, programs and pathways designed to enhance student success, leadership development and career opportunities, enabling all in the community to thrive in a changing global society.

It is important to note the ITC staff also ensures accreditation guidelines are met by providing final decisions on remote potential proctors and by serving as the line of last resort for proctoring issues during final exam weeks.