

Non-Instructional Program Review – Annual Update Template

Service Area/Administrative Unit

Service Area/Administrative Unit Name: Academic Affairs: Instructional Technology Department

Submitter: Nancy Olson

Academic Year: 2022-2023

Annual Update #1 #2

An Annual Update must be submitted each year that a Program Review is not submitted.

I. Progress on Service Area/Administrative Unit Outcomes (SAOs/AUOs)

- A) List the Service Area Outcomes (SAOs) or Administrative Unit Outcomes (AUOs) for your unit:
(These should be carried forward from your full Program Review, or from your Annual Update #1 if revised since your full Program Review)

Service Area Outcomes from Strategic Plan 3.1.2, 3.3.2 and 3.3.3

Redesign the Intro to Teaching course so assessment directly applied to class or department shell creation.

Service Area Outcomes from Strategic Plan 1.4.5, 1.4.7, 3.3.2 and 3.3.3

Created Canvas Integrations and ADA Accessibility Compliance course in Fall 2020.

Service Area Outcomes from Strategic Plan 1.2.5, 1.3.6 and 3.3.3

Updated Quest for Online Success in Fall 2020 to provide an accurate pathway to skills and abilities needed for students to succeed in Distance Education.

- B) Summarize the progress your unit has made on SAO/AUO measures over the past year:

Teaching Online With Instructional Design has been offered four times, once in Spring 2022, (7 attendees) once in Summer 2022 (5 attendees) and twice in Fall 2022 (7 attendees and 3 attendees).

Canvas Integrations and ADA Accessibility Compliance has been offered twice, once in Spring 2022 (8 attendees), once in Summer 2022 (5 attendees).

Updated Quest for Online Success has not been updated since Fall 2020, but is on the list to be updated for Fall 2022, in its two year cycle.

- C) Describe any improvements made by your unit as a result of the outcomes assessment process:
1) What did you learn from your evaluation of these measures?

The ITC has determined that we need to reward our faculty and staff for taking professional development courses and to provide more flexibility for class attendees.

- 2) What improvements have you implemented as a result of your analysis of these measures?

Non-Instructional Program Review – Annual Update Template

The ITC has determined that we needed to add another training mode for our additional classes Open Entry/Exit. This mode of delivery was approved by the DEITC and the Academic Senate in September 2022.

There is a need for a stable budget for Instructional Technology. The college has been able to utilize Higher Education Emergency Relief Funding for several years but this funding source ends on 6/30/23. The ITC will utilize program review and will work collaboratively with Academic Affairs administrative leadership to develop a stable budget for Canvas implemented instructional technology.

- 3) What improvements do you plan to implement as a result of your analysis of these measures? (**List any resources required for planned implementation in Section III “Resource Requests”**)

The ITC will continue to add to its repository of training courses. The ITC is currently sending the ASCCC OER class through the approval process, and investigating creating a Hyflex training course to be sent through the process in Fall 2023.

The Director of Instructional Technology and Online Learning has begun the process of developing a stable instructional technology budget.

II. Progress towards Achieving Goals

For Existing Goals, copy and paste each goal from your Program Review, or from your Annual Update #1 if revised since your full Program Review.

Existing Goal 1

The ITC will continue to develop and offer training to the faculty and staff in alignment with Barstow Community College’s strategic goals: 1.4.5, 1.4.7, 3.1.7, 3.2.3, 3.3.2 and 3.3.3.

Objectives:

1. The ITC will continue to refine and offer its Introduction to Teaching in Canvas course, which has now been renamed to Teaching Online With Instructional Design.
2. The ITC will continue to refine and offer its Canvas Integrations and ADA Compliance course.
3. The ITC will modify the @one Cultural Responsiveness Course to be integrated with the Academic Senate approved Equity Rubric.

Progress

Teaching Online With Instructional Design has been offered four times, once in Spring 2022, (7 attendees) once in Summer 2022 (5 attendees) and twice in Fall 2022 (7 attendees and 3 attendees). All newly hired faculty in the 2022-2023 academic year have passed this class, with well over five successful completions.

Canvas Integrations and ADA Accessibility Compliance has been offered twice, once in Spring 2022 (8 attendees), once in Summer 2022 (5 attendees). The Instructional Technology Center will be offering an

Non-Instructional Program Review – Annual Update Template

additional section in October 2022, and successful attendees of this section will have the opportunity to check out and keep a Microsoft Wireless Headset.

Equity and Cultural Responsiveness has been offered twice, once in Summer 2022, (3 attendees) and once in Fall 2022 (6 attendees). The fall section is being offered as open entry/exit which has doubled the enrollment. The ITC has submitted a funding request to the Student Success and Equity Committee in order to obtain promotional technology items for attendees who successfully complete the Equity and Cultural Responsiveness course.

Resource Requested?

Yes

Existing Goal 2

The ITC will continue to collaborate with other departments and outside entities in order to develop projects designed to strengthen student success and retention in alignment with Barstow Community College's strategic goals: 1.3.4, 1.4.5, 1.4.7, 2.1.5, 3.1.2, 3.1.7, 3.2.3, 3.3.2 and 3.3.3.

1. The ITC will collaborate with the TLSC on the Canvas Help Desk Project to increase awareness and ensure quick response to submitted tickets.
2. The ITC will continue to work with the California Virtual Campus-Online Education Initiative (CVC-OEI) to further enhance access to resources for students and faculty as well as enhance online offerings and pathways.
3. ITC will continue to work with the ACCESS department to streamline and clarify the college's ADA processes.

Progress

The Canvas Helpdesk personnel in cooperation with the ITC has resolved 156 helpdesk tickets.

The ITC is currently working with the Distance Education and Instructional Technology Committee to approve a Peer Online Course Review Team, consisting of the Director of Instructional Technology and Online Learning, the three Instructional Design Specialists and the Coordinator of Distance Education and Instructional Technology.

The ITC will be running another section of Canvas Integrations and ADA compliance and will offer attendees who complete the course a Microsoft Wireless Headset. The ITC also developed a master OER spreadsheet and an OER Textbook Canvas Account role, that allows ACCESS to download the OER textbooks and work with their student population in a timely fashion.

Resource Requested?

No

Existing Goal 3

Administer the Canvas Learning Management System in alignment with Barstow Community College's strategic goals: 1.3.4, 1.4.7, 3.1.2, 3.1.7, 3.3.2 and 3.3.3.

1. Ensure standardization of the non-instructional components of class shells.
2. Work with vendors to ensure optimum uptime.
3. Ensure college personnel are satisfied with Canvas and the ITC.

Non-Instructional Program Review – Annual Update Template

Progress

During the 2021-2022 Academic year the Instructional Design Specialists applied updates to all classes taught through the Canvas Learning Management System.

Semester	Instructional Designer	Number of Standard Updates/Classes
Fall 2021	Adrienne	93
Fall 2021	Aniko	89
Fall 2021	Heather	98
Spring 2022	Adrienne	113
Spring 2022	Aniko	114
Spring 2022	Heather	101
Summer 2022	Adrienne	32
Summer 2022	Aniko	37
Summer 2022	Heather	33
Total # of Standard Updates		710

Canvas is our learning management system and had an overall uptime rate between July 12 – October 6 of 99.934%.

The Canvas Course Activity Reports indicate over 90+% of courses have content and we consistently had between 104 and 166 instructors and between 1,800 and 2,500 students active in Canvas, with only 156 helpdesk tickets for the 2021-2022 fiscal year. This indicates less than 7% of the students had to reach out for help and therefore Canvas has a high satisfaction rate.

Resource Requested?

No

Existing Goal 4

Click or tap here to enter text.

Progress

Click or tap here to enter text.

Resource Requested?

Choose an item.

Existing Goal 5

Click or tap here to enter text.

Progress

Click or tap here to enter text.

Resource Requested?

Choose an item.

For New Goals, complete the below information.

New Goal #1

Create an ITC budget for Instructional Technology and Professional Development Professional Items

Non-Instructional Program Review – Annual Update Template

Objective 1

Work with appropriate administration through the program review process to create an ITC budget for Instructional Technology

Actions, Tasks

Gather quotes for faculty chosen instructional technology. Bring quotes to DEITC committee and send totals through program review

Outcomes, Measures, Assessment

Instructional Technology will have a stable budget.

Objective 2

Gather information from approved vendors on promotional items.

Actions, Tasks

Gather information from approved vendors on promotional items. Send promotional item funding requests through the Student Success Committee and the HEERF funding process as well as the program review process.

Outcomes, Measures, Assessment

Promotional funding will be generated.

Objective 3

Click or tap here to enter text.

Actions, Tasks

Click or tap here to enter text.

Outcomes, Measures, Assessment

Click or tap here to enter text.

Alignment to BCC Strategic Priority (Select at least one but also choose all that apply – click Choose an item for the drop-down list to appear)

Strategic Priority 2: Ignite a Culture of Learning and Innovation

Strategic Priority 4: Achieve Sustainable Excellence in all Operations

Choose an item.

Choose an item.

New Goal #2

Click or tap here to enter text.

Objective 1

Click or tap here to enter text.

Actions, Tasks

Click or tap here to enter text.

Outcomes, Measures, Assessment

Click or tap here to enter text.

Non-Instructional Program Review – Annual Update Template

Objective 2

Click or tap here to enter text.

Actions, Tasks

Click or tap here to enter text.

Outcomes, Measures, Assessment

Click or tap here to enter text.

Objective 3

Click or tap here to enter text.

Actions, Tasks

Click or tap here to enter text.

Outcomes, Measures, Assessment

Click or tap here to enter text.

Alignment to BCC Strategic Priority (Select at least one but also choose all that apply – click Choose an item for the drop-down list to appear)

Choose an item.

Choose an item.

Choose an item.

Choose an item.

New Goal #3

Click or tap here to enter text.

Objective 1

Click or tap here to enter text.

Actions, Tasks

Click or tap here to enter text.

Outcomes, Measures, Assessment

Click or tap here to enter text.

Objective 2

Click or tap here to enter text.

Actions, Tasks

Click or tap here to enter text.

Outcomes, Measures, Assessment

Click or tap here to enter text.

Objective 3

Click or tap here to enter text.

Non-Instructional Program Review – Annual Update Template

Actions, Tasks

Click or tap here to enter text.

Outcomes, Measures, Assessment

Click or tap here to enter text.

Alignment to BCC Strategic Priority (Select at least one but also choose all that apply – click Choose an item for the drop-down list to appear)

Choose an item.

Choose an item.

Choose an item.

Choose an item.

New Goal #4

Click or tap here to enter text.

Objective 1

Click or tap here to enter text.

Actions, Tasks

Click or tap here to enter text.

Outcomes, Measures, Assessment

Click or tap here to enter text.

Objective 2

Click or tap here to enter text.

Actions, Tasks

Click or tap here to enter text.

Outcomes, Measures, Assessment

Click or tap here to enter text.

Objective 3

Click or tap here to enter text.

Actions, Tasks

Click or tap here to enter text.

Outcomes, Measures, Assessment

Click or tap here to enter text.

Alignment to BCC Strategic Priority (Select at least one but also choose all that apply – click Choose an item for the drop-down list to appear)

Choose an item.

Choose an item.

Choose an item.

Non-Instructional Program Review – Annual Update Template

Choose an item.

New Goal #5

Click or tap here to enter text.

Objective 1

Click or tap here to enter text.

Actions, Tasks

Click or tap here to enter text.

Outcomes, Measures, Assessment

Click or tap here to enter text.

Objective 2

Click or tap here to enter text.

Actions, Tasks

Click or tap here to enter text.

Outcomes, Measures, Assessment

Click or tap here to enter text.

Objective 3

Click or tap here to enter text.

Actions, Tasks

Click or tap here to enter text.

Outcomes, Measures, Assessment

Click or tap here to enter text.

Alignment to BCC Strategic Priority (Select at least one but also choose all that apply – click Choose an item for the drop-down list to appear)

Choose an item.

Choose an item.

Choose an item.

Choose an item.

III. Resource Requests: What does the area need to meet its goals and objectives?

List all significant resources needed to achieve the objectives shown in your action plan, including personnel, training, technology, information, equipment, supplies, and space. Every request for additional resources must support at least one objective.

Also list any resources required to implement planned improvements.

IMPORTANT: A [BUDGET ALLOCATION PROPOSAL](#) must be completed and submitted for EACH new resource requested.

Non-Instructional Program Review – Annual Update Template

Goal #	Objective #	Resource Required	Estimated Cost	BAP Required? Yes or No	In No, indicate funding source
Professional Development	Canvas Integrations and ADA Compliance	Instructional Technology Promotional items for successful completion of course.	\$9,173.15	Maybe?	HEERF or Student Success and Equity Committee
ITC Budget	Instructional Technology Software	Instructional Technology Budget	\$157,047.31	Yes	Unknown
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.

BUDGET ALLOCATION PROPOSAL

Date: <u>10/11/2022</u>	Originator: <u>Nancy Olson</u>		
Program or Department Name:	<u>Academic Affairs: Instructional Technology Center</u>		
Dean/Vice President/Supervisor:	<u>Dr. Jennifer Rodden</u>		
What are you requesting? (<i>Brief</i>)	<u>Instructional Technology Software Budget</u>		
Amount Requested: <u>\$157,048</u>	<input type="checkbox"/> One-time Funding	<input checked="" type="checkbox"/> Ongoing Funding	
Funding Source (if known) :	<u>Unknown</u>		
REQUEST TYPE:			
<input type="checkbox"/> Personnel/Staffing <small>Complete <i>Personnel/Staffing</i> section below</small>	<input checked="" type="checkbox"/> Technology Resource <small>Complete <i>Technology</i> section below</small>	<input type="checkbox"/> Facilities Resource <small>Complete <i>Facilities</i> section below</small>	<input type="checkbox"/> OTHER

PERSONNEL/STAFFING REQUEST			
Is the position request for:	<input type="checkbox"/> Faculty	<input type="checkbox"/> Classified	<input type="checkbox"/> Management/Confidential
Is the position requested:	<input type="checkbox"/> A new classification (Attach <i>proposed</i> job description, or <i>detailed</i> list of proposed duties)		
	<input type="checkbox"/> An existing classification	Official Job Title: _____	
Is the position requested:	<input type="checkbox"/> Full Time	<input type="checkbox"/> Part Time: _____ Months/Year	_____ Hours/Week

TECHNOLOGY RESOURCE REQUEST			
Indicate the category of the request:			
<input type="checkbox"/> Hardware	<input checked="" type="checkbox"/> Software	<input type="checkbox"/> Printer/Copier	<input type="checkbox"/> Network
		<input type="checkbox"/> Audio-Visual	<input type="checkbox"/> License/Maintenance
Indicate the intended users:			
	<input type="checkbox"/> Students	<input type="checkbox"/> Faculty	<input type="checkbox"/> Staff
		<input type="checkbox"/> Other	
Training delivered by Instructional Design			
Is training required?	<input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes	Explain: <u>Specialists</u>
How will it be secured?	<input type="checkbox"/> Alarm	<input type="checkbox"/> Secure Room	<input type="checkbox"/> Secure Cabinet
		<input type="checkbox"/> Cable/Lock	<input checked="" type="checkbox"/> Password
Have you completed and attached the Technology Assessment Form ?			

FACILITIES RESOURCE REQUEST			
Indicate the intended users:			
	<input type="checkbox"/> Students	<input type="checkbox"/> Faculty	<input type="checkbox"/> Staff
		<input type="checkbox"/> Other	
Is maintenance required?	<input type="checkbox"/> No	<input type="checkbox"/> Yes	Explain: _____

BUDGET ALLOCATION PROPOSAL

1. Why is the request being made?

We currently have \$56,491.29 in ongoing unfunded liabilities for instructional technology: Chronometer, Cranium Café, Draw It To Know It, Hypothesis, Labster, Net Tutor, Pivot Interactives, Sensource and the Visible Body.

We also have requests for an additional unfunded \$100,556.02 in instructional technology. Quotes have been obtained for this instructional technology: Harmonize (social media discussion board), Canvas Credentials (Guided Pathway Badging), Aktiv (chemistry), Edpuzzle (Interactive Video lessons), and Meazure Learning (proctoring).

2. a) Where in the Program Review/Annual Update is the request supported? Include the text from the Program Review AND cite the applicable section number(s).

Strategic Priorities 1.3.4, 1.4.5, 1.4.7 (a-d), 2.1.5, 3.1.2, 3.1.7, 3.2.3, 3.3.2, 3.3.3.
Section I Alignment to BCC Strategic Goals

b) Explain how the request is supported with information gathered from the assessment of outcomes (Student Learning Outcomes, Program Level Outcomes, Service Area Outcomes, or Administrative Unit Outcomes).

The software listed below is all instructional technology aimed at allowing the educational programs listed to succeed. Review of the student learning outcomes and program level outcomes of these educational programs will be needed in order to provide this information.

Existing Software:

Draw It to Know It, Hypothesis, Labster, Pivot Interactives, The Visible Body, Science labs cannot be offered online without several of the existing software packages.

Canvas Studio was paid by the Chancellor's office this year, but may not be next year. It is our Canvas integrated streaming video creation tool and is embedded throughout many classes in Canvas.

Chronometer is a software program used by the Health students.

Canvas 24-7 Tech Support ensures students and faculty have after business hours tech support.

Cranium Café is the counseling platform.

Net Tutor is the online tutoring service.

Sensource is a library patron counting system.

Requested Software:

Harmonize is a social media overlay on the discussion board that would allow for discussion posts to be checked by TurnItIn.

Canvas Credentials would allow the college to have a Canvas badging system, for each course/degree so that students would see their progress on their educational path and could show this progress to potential employers/schools.

Aktiv is a chemistry lab simulation program.

Edpuzzle allows for assessment within videos created by Canvas Studio.

Meazure Learning is a proctoring system and this cost is associated with paying the student proctoring fees.

c) How was this included in the Area Goals section of your Program Review? Please cite section/item number and include the text.

BUDGET ALLOCATION PROPOSAL

Area goal one and two relate to this request, as we must provide training and be the connection between outside entities and the faculty for software installed on Canvas.

3. If this item is approved, what departments or resources are needed, or would be affected, when implementing or developing it, on both a short-term and a long-term basis? Have they been notified?

Example: [Technology Assessment Form](#)

(This question is not required for Personnel/Staffing requests.)

This software is maintained by the company and training is delivered by the Instructional Design Specialists and the company. No other department is impacted.

4. a) How will this resource improve student success or institutional services?

It will increase student success and equity for all classes by providing additional student supports.

- b) What data will you gather and analyze to demonstrate that your proposal is meeting this goal(s)?

Analyze overall class success/retention rates and specific program rates through the program reviews of the programs utilizing the software.

- 5) Describe how your request is aligned with as many of the college's strategic planning documents as applicable. (If the request does not align with a document, indicate N/A.)

Please be specific and provide detail, ensuring a clear correlation between content of referenced document and the request. Cite the section and page numbers where the correlation can be found.

(Follow the links to access each document)

1. [Mission Statement](#)

The mission statement includes a clause stating we offer our classes online. We cannot equitably offer our classes online without an instructional technology budget.

2. [Strategic Priorities](#) / [Strategic Goals](#)

Strategic goals, 1.3.5 and 1.4

3. [Educational Master Plan](#)

Page 50 of the Educational Master plan states, "A serious revisiting of online instruction as a delivery mode is being funded in the State. While the College has been building an array of online classes, the online education initiative is a promising opportunity in which the College should consider participating."

After reading this quote it is apparent that part of this revisiting of online instruction must include providing sufficient tools for students to be successful.

BUDGET ALLOCATION PROPOSAL

4. Others: Such as [Technology Plan](#) , [Facilities Master Plan](#), [HR Staffing Plan](#), [Professional Development Plan](#)

Page four of the Technology Master Plan states, “As you well know, technology changes at an incredibly fast rate, and in order for our students to receive an education that translates into a good job or continuation at a 4-year college or university, it is important that our college stay up-to-date with technological advances. In fact, technology affects all departments and classrooms on our campus and satellite locations.”

Providing stable and ongoing funding for instructional technology that currently exists or that is approved through the program review process is a critical component of student success and retention.

BUDGET ALLOCATION PROPOSAL

ADMINISTRATIVE USE

Administrator: _____ Title: _____

Comments/Recommendations:

Signature: _____ Date: _____

Administrator: _____ Title: _____

Comments/Recommendations:

Unit Priority Ranking: _____ of _____

BUDGET INFORMATION
*(This section **MUST** be completed)*

Budget Program Number: _____ Restricted Unrestricted

Comments regarding Budget Information: _____

Signature: _____ Date: _____