Instructional Program Review- Annual Update Template

Instructional Program

Indicate the type of program: ☐ AA; ☐AS; ☐AA-T; ☐AS-T; ☐Certificate

Program Name: Information Technology

Academic Year: 2024-2025

Name of Faculty Submitter(s): Juan Rivera, Komal Bandyopadhyay

Annual Update #1 ☒ #2 ☐

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

I. Progress on Program Level Outcomes (PLOs) and Student Learning Outcomes (SLOs) Data

A) Summarize the progress made on course level outcomes and assessments (SLOs):
Click or tap here to enter text.

B) Please list specific courses or SLOs that were identified for student-centered growth and improvement.
Use the information from Part C of the "Program Learning Outcomes Assessment Data" section of the IPR.
Click or tap here to enter text.
   1) List the actions identified to help grow or improve those areas.
      Click or tap here to enter text.
   2) Discuss the progress the program has made on those actions. Include any data used to support progress.
      Click or tap here to enter text.

C) Please list any actions identified to support equitable outcomes.
Use the information from Part D of the "Program Learning Outcomes Assessment Data" section in the IPR.
Click or tap here to enter text.
   1) List the specific student groups the program identified as students they would like to focus their efforts on.
      Click or tap here to enter text.
   2) Discuss any progress with equitable action within the program and any measures taken to ensure the identified student group(s) would receive appropriate support. Include any data used to support progress.
      Click or tap here to enter text.

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D) Describe any other program, course, and/or instructional changes made by your program as a result of the outcomes assessment process.
Click or tap here to enter text.

E) Reflecting on the responses for B) and C) above, what will you implement for the next assessment cycle?
Click or tap here to enter text.

II. Progress Toward Achieving Program Goals, Objectives, and Outcomes
These should be carried forward from your full Program Review (Section III), or from your Annual Update #1, if revised since your full Program Review.

A) **List the 2-3 goals from your Program Review or most recent update.**

1. **GOAL #1**
   Restructure Information Technology Department

2. **GOAL #2**
   5-year I.T. Major Infrastructure Acquisition plan

3. **GOAL #3**
   Click or tap here to enter text.

B) **Have any goals been completed or discontinued?**
   If yes, please list the goal and whether it has been completed or discontinued; if discontinued, please explain why.
   Yes ☐   No ☒

   Click or tap here to enter text.

C) **Discuss the objectives and related outcomes for each goal.**

1. **GOAL #1 Objective(s) with related Outcome.**
   Reorganization with a reclassication of positions

   - **Discuss any progress toward meeting the goal based on the goal objectives.**
     Reorg chart has been created, additionally position descriptions have been rewritten and created. Both items have been submitted to HR for review.

   - **Briefly explain how you have been measuring the goal and any notable indicators of forward progress.**
     A working group consisting of Union, HR, classified and management have been in discussions and understand what the reclassications look like.

2. **GOAL #2 Objectives with related Outcome.**

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5 year I.T. Infrastructure plan

- **Discuss any progress toward meeting the goal based on the goal objectives.**
  A Technology Master Plan has been developed.

- **Briefly explain how you have been measuring the goal and any notable indicators of forward progress.**
  Unfortunately, no movement. Recommendation is to have a working group be assembled to discuss strategies moving forward.

3. **GOAL #3 Objectives with related Outcome.**
  Click or tap here to enter text.

  - **Discuss any progress toward meeting the goal based on the goal objectives.**
    Click or tap here to enter text.

  - **Briefly explain how you have been measuring the goal and any notable indicators of forward progress.**
    Click or tap here to enter text.

D) **List any resource you are requesting for each goal.**

1. Goal 1 ☒   Goal 2 ☐   Goal 3 ☐

   Please list the resource and how it relates to the goal.
   HR oversight
   Professional Development funding

2. Goal 1 ☐   Goal 2 ☒   Goal 3 ☐

   Please list the resource and how it relates to the goal.
   Funds

3. Goal 1 ☐   Goal 2 ☐   Goal 3 ☐

   Please list the resource and how it relates to the goal.
   Click or tap here to enter text.

III.   New Goals (optional)

This section is optional and should be used to replace a completed or discontinued goal OR if a new goal has become necessary for the program.

A. **NEW GOAL #1**
   Professional development for staff

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1. Alignment to BCC Strategic Priority *(Select at least one but choose all that apply)*
Strategic Priority 4: Achieve Sustainable Excellence in all Operations

Choose an item.

Choose an item.

Choose an item.

2. Relationship to Guided Pathways

☐　　　Clarify the Path

☐　　　Entering the Path

☐　　　Staying on the Path

☐　　　Support Learning

3. Please list at least one objective for achieving this goal.
　　Identify Skill Gaps and Needs
　　Offer Certifications and Advanced Training
　　Provide Regular In-House Training Sessions
　　Facilitate Mentorship and Peer-learning Programs
　　Support Soft Skill Development
　　Promote Continuous Learning Culture

4. Please list outcome statements for each objective.
　　Identify Skill Gaps and Needs By the end of the assessment phase, the IT department will understand existing skill gaps and learning needs. This will identify what professional development training is required, resulting in an increase in staff proficiency by 25% within the first year. **Offer Certifications and Advanced Training** Staff who complete certifications in key areas such as cybersecurity, cloud computing, data management or application services will demonstrate a measurable improvement in technical competencies. This will be reflected in a 20% increase in successful project completions and improved service delivery within six months of certification. **Provide Regular In-House Training Sessions** Within six months, at least 80% of the IT staff will have participated in quarterly in-house training sessions. Staff will report a 90% satisfaction rate with the relevancy of training content, and a measurable enhancement of team problem-solving capabilities will be observed in day-to-day operations. **Facilitate Mentorship and Peer-Learning Programs** Over the next year, the mentorship program will result in a 30% increase in staff retention, with mentees reporting greater job satisfaction and mentors noting a deeper understanding of leadership and teaching skills. Additionally, the department will benefit from a more cohesive and collaborative work environment. **Support Soft Skill Development** After completing the soft skill development training, 75% of participants will demonstrate improved communication, leadership, and project management abilities. This will

result in more efficient cross-departmental collaboration, improved stakeholder relationships, and a reduction in project delays by 15% within the first year. **Promote Continuous Learning Culture** By the end of the year, 90% of staff will have engaged with online learning platforms or self-paced learning resources. This commitment to continuous learning will result in a 20% increase in the number of staff prepared to take on new roles or responsibilities within the department, fostering a culture of ongoing professional growth.

5. Briefly explain how you will measure the outcome.
   Identify Skill Gaps and Needs Conduct a baseline skills assessment through surveys or self-assessment tools at the start of the initiative. Track progress through follow-up assessments after professional development interventions. Improvement can be measured by comparing pre- and post-training skill levels. **Offer Certifications and Advanced Training** Track the number of staff who complete certifications and monitor their performance through key performance indicators (KPIs), such as project success rates or reduced error rates. Conduct post-certification evaluations to assess improvements in competency and apply feedback on certification relevance. **Provide Regular In-House Training Sessions** Use attendance logs to ensure participation and post-training surveys to gauge satisfaction and perceived relevance of the content. Evaluate the practical application of new knowledge in daily tasks through manager feedback or performance reviews. **Facilitate Mentorship and Peer-Learning Programs** Measure retention rates of both mentors and mentees, as well as job satisfaction through regular surveys. Track participation in the program and measure qualitative improvements in workplace collaboration using 360-degree feedback mechanisms. **Support Soft Skill Development** Assess improvements in communication, leadership, and project management through post-training assessments, peer evaluations, and performance reviews. Track project completion times, quality, and collaboration levels pre- and post-training. **Promote Continuous Learning Culture** Track staff engagement with online learning platforms through login data and course completions. Use surveys to assess how well staff feel supported in their learning journeys and measure the impact of self-paced learning on job performance through supervisor evaluations.

6. Please list resources (if any) that will be needed to achieve the goal/outcome.

1. **Coursera**

   Offers a wide range of IT-related courses and certifications from universities and organizations like Google, IBM, and AWS. Courses cover topics like cybersecurity, cloud computing, data science and specific applications.
   Resource Needed: Coursera for Teams subscription to allow multiple employees to access content.

2. **Stormwind Studios**

   Offers assessments and learning paths. Provides a vast library of IT and technical courses, including programming, network security, and cloud services. Employees can choose self-paced courses tailored to their needs.
   Resource Needed: Stormwind Studios subscription for access to a broad catalog of courses for staff.

3. **Pluralsight**

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Focuses on technology and creative skills, offering assessments and learning paths for IT professionals. It covers specialized areas like DevOps, software development, and IT operations.
Resource Needed: Pluralsight Team subscription to track progress and manage learning paths.

4. **Cisco Networking Academy**

Offers free and paid online training in networking, cybersecurity, and IT essentials. It is ideal for staff involved in managing network infrastructure.
Resource Needed: Enrollment in relevant Cisco courses and exam vouchers for certification.

5. **CompTIA Learning**

Provides foundational and advanced IT certifications, such as CompTIA A+, Network+, and Security+. These courses are essential for staff development in IT infrastructure and security.
Resource Needed: Access to CompTIA's online learning platform and certification exam fees.

....

B. **NEW GOAL #1**
Click or tap here to enter text.

1. Alignment to BCC Strategic Priority *(Select at least one but choose all that apply)*
Choose an item.

Choose an item.

Choose an item.

Choose an item.

2. Relationship to Guided Pathways

☐ Clarify the Path

☐ Entering the Path

☐ Staying on the Path

☐ Support Learning

3. Please list at least one objective for achieving this goal.
Click or tap here to enter text.

4. Please list outcome statements for each objective.
Click or tap here to enter text.

5. Briefly explain how you will measure the outcome.
Click or tap here to enter text.

6. Please list resources (if any) that will be needed to achieve the goal/outcome.

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Click or tap here to enter text.

IV.   Resource Requests: What does the program need to meet its goals and objectives?

What does the program need to meet its goals and objectives?
List all resources from Sections II.D and III.6 below.
If there was no room on the template to list all resources being requested for a single goal/objective, you may list additional resource requests here. Also list any resources required to implement planned improvements.

IMPORTANT: A <u>BUDGET ALLOCATION PROPOSAL</u> must be completed and submitted for **EACH** new resource requested.

Goal #	Objective #	Resource Required	Estimated Cost	BAP Required? Yes or No	In No, indicate funding source
1	1	Funding for Online IT Training	$28,000	Yes	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.	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: 07/0302024		**Originator:** Juan Rivera	
Program or Department Name:		Information Technology Department	
Dean/Vice President/Supervisor:		VPAS – Deedee Garcia	

What are you requesting? *(Brief)*   Training funds

Amount Requested: $28,000   ☒ One-time Funding   ☐ Ongoing Funding

Funding Source (if known):

REQUEST TYPE:

☐ Personnel/Staffing *Complete **Personnel/Staffing** section below* ☐ OTHER	☐ Technology Resource *Complete **Technology** section below*	☐ Facilities Resource *Complete **Facilities** section below*	☒ Professional Development *Complete **Professional Development** section below*

PERSONNEL/STAFFING REQUEST

Is the position request for: ☐ Faculty   ☐ Classified   ☐ Management/Confidential

Is the position requested: ☐ A new classification   (Attach *proposed* job description, or *detailed* list of proposed duties)

☐ An existing classification   *Official Job Title:*

Is the position requested: ☐ Full Time   ☐ Part Time: Months/Year   Hours/Week

TECHNOLOGY RESOURCE REQUEST

Indicate the category of the request:

☐ Hardware   ☐ Software   ☐ Printer/Copier   ☐ Network   ☐ Audio-Visual   ☐ License/Maintenance

Indicate the intended users: ☐ Students   ☐ Faculty   ☐ Staff   ☐ Other

Is training required?   ☐ No   ☐ Yes   Explain:

How will it be secured? ☐ Alarm   ☐ Secure Room   ☐ Secure Cabinet   ☐ Cable/Lock   ☐ Password

Have you completed and attached the Technology Assessment Form?

FACILITIES RESOURCE REQUEST

Indicate the intended users: ☐ Students   ☐ Faculty   ☐ Staff   ☐ Other

Is maintenance required? ☐ No   ☐ Yes   Explain:

PROFESSIONAL DEVELOPMENT REQUEST

Indicate the intended users: ☐ Students   ☐ Faculty   ☒ Staff   ☐ Other

Do other internal areas/departments need to be involved?
☒ No   ☐ Yes   Explain: _____

Is technology needed?   ☒ No   ☒ Yes   Explain: _____

1. Why is the request being made?

> Multiple SWOT analysis has been conducted and the common theme throughout is the lack of trained Information Technology (IT) technicians. It is one of the most Single Point of Failure within the organization. In this field, technology is continually changing and with it our expertise must grow with it. The costs of not having in-house expertise is having to continually contract out the issues to outside sources at a much more substantial cost rather than investing those funds in-house.

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).

> Goal 1 – Departmental Reorganization of personnel, skill sets, and responsibilities to better reflect the current needs of the institution.

   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).

> This request is supported by simply auditing the outsourced IT support contracts, and the backlog (Time to Complete) Happy Fox tickets.

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

> The Program Review will be submitted with this Allocation Proposal. Please see Goal 1 within that Program Review.

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.)

> The impact of approving this training request would be felt throughout the institution through quicker response times, streamlined practices, more secure data and network security, etc.
> The COVID-19 pandemic highlighted the need for flexible learning options. Training in cloud computing, network management and application services enables IT staff to support robust remote and hybrid learning platforms. This ensures that students have consistent access to educational resources, regardless of their location, enhancing inclusivity and accessibility.

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

Investing in up-to-date IT, network, cloud computing, cybersecurity and applications training for IT staff can significantly enhance the institution's services and positively impact student success. This strategic investment addresses the rapidly evolving technological and applications landscape, ensuring the college remains at the forefront of educational innovation and operational efficiency.

Advanced training equips IT staff with the latest knowledge and skills to manage and optimize the college's IT infrastructure and applications services. This includes ensuring robust, secure, efficient network systems, and knowledge in the latest updates to the software we use campus wide, which are critical for smooth administrative operations and seamless delivery of educational services. Enhanced IT services lead to reduced downtime, quicker resolution of technical issues, and improved user experiences for both students and staff.

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

The reduction of service tickets, lower budget requests for contracted IT services and security assessment scores would improve.

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

2. Strategic Priorities / Strategic Goals

3. Educational Master Plan

4. Others: Such as Technology Plan , Facilities Master Plan, HR Staffing Plan, Professional Development Plan

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: _____