

Standard III: Resources

The institution effectively uses its human, physical, technology, and financial resources to achieve its mission and to improve academic quality and institutional effectiveness. Accredited colleges in multi-college systems may be organized so that responsibility for resources, allocation of resources, and planning rests with the district/system. In such cases, the district/system is responsible for meeting the Standards, and an evaluation of its performance is reflected in the accredited status of the institution(s).

Standard III.C.1 – Technology

Standard III.C.1

Technology services, professional support, facilities, hardware, and software are appropriate and adequate to support the institution's management and operational functions, academic programs, teaching and learning, and support services.

Bakersfield College ensures that all of its technology needs are satisfied through a two-prong approach: a dedicated Technology Support Services department and a shared governance committee. Technology Support Services collaborates with the Information Technology department at the District Office (DO) to provide a reliable technological environment that enables B.C. to meet its mission (III.C.1-, IIC_IT_BCTechSuppHome_web; III.C.1-, IIC_IT_DOInfoTech-Home_web). The shared governance committee, Information Services and Instructional Technology (ISIT), is comprised of administrative, faculty, classified staff, and student representatives (III.C.1-, IIC_ISIT_Home_web). The ISIT committee keeps abreast of technology needs and is responsible for prioritizing and making recommendations for policy, procedures, and allocation of resources.

Analysis and Evaluation

The ISIT committee developed the College Technology Process in 2013 for how **technology needs** are **prioritized** and processed and how the effective use of technology is **assessed** (III.C.1-, IIC_ISIT_TechProcess13_doc). Instructional programs, student support services, and administrative service units all submit their technology requests through the annual program review process. The technology request forms are given to the ISIT committee for processing and prioritization described in the College Technology Process document (III.C.1-, IIC_ISIT_TechReqform_doc). An evaluation of the technology request and prioritization process led to changes in technology request form in 2017 as shown with the evidence file. Technology Support Services is evaluated through the annual program review process as well as in ISIT committee discussions (III.C.1-, IIC_PRC_TechSupp17AU_doc).

Another avenue of determining technology needs is through surveys of constituent groups. Students are surveyed every fall semester to find out their technology needs and what technology the students feel we should support in order to help students achieve academic success. The survey questions enable us to see what technology students are using and how effectively this technology is supported by the College (III.C.1-, IIC_ISIT_StudentSrvy16_doc). BC employees are also regularly surveyed to find out what technology is needed to effectively contribute to student success and how technology support can be improved (III.C.1-, IIC_ISIT_EmploySrvy17_doc). A subcommittee of ISIT analyzes the results of these surveys looking for common themes in issues and needs (III.C.1-, IIC_ISIT_EmpSvy17Anal_doc). Reviewing feedback from the surveys and the program review's technology requests, ISIT looks for alternative methods to fund requests.

One of the reoccurring themes of the surveys is the need for better WiFi coverage on the Panorama campus. Because of this documented need, we placed the expansion of WiFi in the Measure J local bond that was passed by voters in 2016 (III.C.1-, IIC_FAC_MeasJ-Tech_web). Technology support is provided campus-wide via a 24/7 help desk while network reliability and security are provided by the DO. The evaluation of services provided by the DO Information Technology department is described in our response to Standard IV.D.

Baccalaureate Degree

The Bachelor's of Science in Industrial Automation (BSIA) program participates in the same annual program review process as the rest of the College. The BSIA program's technology needs are prioritized and effective technology use are assessed using the same College Technology Process as the rest of the College.

The College meets Standard III.C.1.

Note that the ACCJC Criteria lists will be removed from the final report

<<ACCJC Criteria from Guide for Evaluating Institutions:

- *The institution ensures that its various types of technology needs are identified.*
- *The institution regularly evaluates the effectiveness of its technology in meeting its range of needs.*
- *The institution demonstrates it makes decisions about technology services, facilities, hardware, and software. The process includes input from faculty, staff, and students.*
- *There are provisions for reliability, disaster recovery, privacy, and security, whether technology is provided directly by the institution or through a contractual arrangement.*
- *The institution makes decisions about use and distribution of its technology resources.*

For institutions with a baccalaureate degree:

- *Technology services, support, facilities, hardware, and software utilized by the baccalaureate program are appropriate and adequate for the program.*

List of Evidence

IIC_IT_BCTechSuppHome_web
IIC_IT_DOInfoTech-Home_web
IIC_ISIT_Home_web
IIC_ISIT_TechProcess13_doc
IIC_ISIT_TechReqform_doc
IIC_PRC_TechSupp17AU_doc
IIC_ISIT_StudentSrvy16_doc
IIC_ISIT_EmploySrvy17_doc
IIC_ISIT_EmpSvy17Anal_doc
IIC_FAC_MeasJ-Tech_web

Standard III.C.2 – Technology

Standard III.C.2

The institution continuously plans for, updates and replaces technology to ensure its technological infrastructure, quality and capacity are adequate to support its mission, operations, programs, and services.

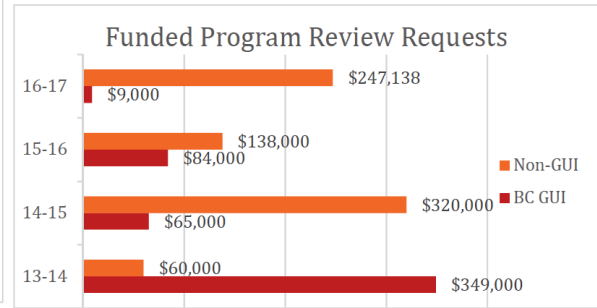
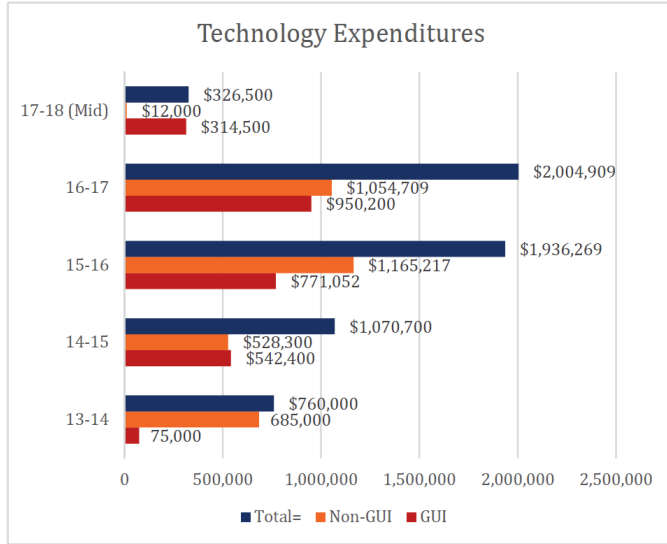
The Technology Support Services department in collaboration with the ISIT committee updates the Bakersfield College Technology Plan every three years (III.C.2-, IIC_ISIT_TechPlan1720_doc). The Technology Plan is approved by College Council (III.C.2-, IIC_CC_15Sep17Min_mtg). In addition to the prioritization outlined in the Technology Plan, the Technology Support Services works with the DO Infrastructure group, which provides backend network support, to prioritize districtwide projects that impact College service needs (III.C.2-, IIC_IT_DO-projectlist_web).

Instructional programs, student support service units and administrative service units all submit their technology requests through the annual program review process. The technology request forms are given to the ISIT committee for processing and prioritization (III.C.2-, IIC_ISIT_TechReqform_doc). Technology Support Services also does annual planning for technology updates through the annual program review process as well as in ISIT committee discussions (III.C.2-, IIC_PRC_TechSupp17AU_doc). In addition to future upgrade/replacement plans of Technology Support Services, the evidence file shows that all programs and service units must describe how the technology they received impacts their program and helps contribute to student success.

Analysis and Evaluation

The Bakersfield College Technology Plan shows the long-term plan for how the **technology updates will ensure that the technology infrastructure, quality, and capacity are adequate to support our mission, operations, programs, and services**. The annual updates in the program review process show our progress in meeting those long-term goals along with the assessment of technology requests. The ISIT committee adopted a new prioritization process in 2016 where programs and services were given the opportunity to give a brief (two-minute) presentation of their technology requests along with the required technology request form from program review (III.C.2-, IIC_ISIT_PriorityProc16_doc). This process enables ISIT to get clarifications of technology requests stated on the program review's technology request form. ISIT then creates a prioritized list of technology requests that can be implemented if funding is identified (III.C.2-, IIC_ISIT_PriorityList16_doc).

In the annual "Closing the Loop" document, the College President's office explains how it translated the technology requests from program review and the longer-term Technology Plan into the allocation of resources and how that allocation of resources enables us to **meet our mission** (III.C.2-, IIC_CL_16Tech_doc; III.C.2-, IIC_CL_17Tech_doc). We spent almost \$2.3 million on technology in fiscal year 2016-17. Other years expenditures are shown in the figures below as of December 2017 (III.C.2-, IIC_CL18midTech_doc).



The College meets Standard III.C.2.

<<ACCJC Criteria from Guide for Evaluating Institutions:

- *The institution has established provisions to ensure a robust, current, sustainable, and secure technical infrastructure is maintained that provides maximum reliability for students and faculty.*
- *The institution bases its technology decisions on the results of evaluation of program and service needs.*
- *The institution has developed a process to prioritize needs when making decisions about technology purchases.*

List of Evidence

- IIC_ISIT_TechPlan1720_doc
- IIC_CC_15Sep17Min_mtg
- IIC_IT_DO-projectlist_web
- IIC_ISIT_TechReqform_doc
- IIC_PRC_TechSupp17AU_doc
- IIC_ISIT_PriorityProc16_doc
- IIC_ISIT_PriorityList16_doc
- IIC_CL_16Tech_doc
- IIC_CL_17Tech_doc
- IIC_CL18midTech_doc

Standard III.C.3 – Technology

Standard III.C.3

The institution assures that technology resources at all locations where it offers courses, programs, and services are implemented and maintained to assure reliable access, safety, and security.

Bakersfield College's Technology Support Services collaborates with the Information Technology department at the District Office (DO) to provide a **reliable, safe, and secure** technological environment that enables B.C. to meet its mission (III.C.3-, IIC_IT_BCTechSuppHome_web; III.C.3-, IIC_IT_DOInfoTech-Home_web). The DO is responsible for most of the technology security at the colleges (III.C.3-, IIC_IT_DO-SecSvcs17_doc). Our student and employee information system is Ellucian's Banner suite. The Banner database is encrypted to protect student and employee information.

Analysis and Evaluation

Technology maintenance occurs during regularly-scheduled monthly downtimes for applying upgrades and patches along with other maintenance activities (III.C.3-, IIC_IT_DO-DataBackup_doc). Scheduled downtimes are posted at the start of the academic year and reminders are sent to the entire college (III.C.3-, IIC_IT_DO-SchedDown_web). The KCCD has also built a Banner Disaster Recovery site at our sister college site, Porterville College that is one hour away from the Panorama campus (III.C.3-, IIC_IT_DO-ItBytes-W17_doc). If a disaster strikes the main KCCD site in downtown Bakersfield, the Porterville site could be used to provide all of the necessary operations.

The DO Information Technology department maintains a website of all current projects being worked on that gives descriptions and the current status of the project (III.C.3-, IIC_IT_DO-projectlist_web). The three individual college IT teams meet with the DO Information Technology team twice a month to discuss common issues, get updates on projects and collaborate to solve various technology challenges.

The College meets Standard III.C.3.

<<ACCJC Criteria from Guide for Evaluating Institutions:

- *The institution allocates resources for the management, maintenance, and operation of its technological infrastructure and equipment.*
- *The college provides an appropriate system for reliability and emergency backup.*

List of Evidence

IIC_IT_BCTechSuppHome_web
IIC_IT_DOInfoTech-Home_web
IIC_IT_DO-SecSvcs17_doc
IIC_IT_DO-DataBackup_doc
IIC_IT_DO-ItBytes-W17_doc
IIC_IT_DO-projectlist_web

Standard III.C.4 – Technology

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.

Bakersfield College created the Academic Technology Department in 2016 to be responsible for strategic and instructional leadership of technology and professional development efforts at the College (III.C.4-, IIC_BC_AcadTech-Home_web; III.C.4-, IIC_EMP_SecXIVAcadTech_doc). The Dean of Academic Technology leads the department comprised of instructional design faculty and support staff. The Academic Technology department goes through the same program review evaluation process as other instructional and student support and administrative units (III.C.4-, IIC_PRC_AcadTechAU17_doc).

Analysis and Evaluation

Reflecting our Student Learning Strategic Direction, instruction and support for the **effective use of technology** and technology systems is provided throughout the year for students and employees and also, for employees, during the week prior to the start of each semester. The Academic Technology department collaborates with the Professional Development Committee (PDC), a shared governance committee that provides and supports activities and opportunities to enhance job performance, personal growth, and social interaction among all BC employees (III.C.4-, IIC_PDC_Home_web). The PDC surveys campus staff on their training needs and also receives professional development requests via our annual program review process (III.C.4-, IIC_PDC_Surveys1617_doc; III.C.4-, IIC_PDC_ProfDevReq_frm_doc). The evidence file gives a sample of the face-to-face and online workshops that are offered at Bakersfield College in 2017 (III.C.4-, IIC_PDC_Wrkshops17_web).

Technology workshops focus on commonly-used applications such as Canvas (our learning management system) and the campus portal. Other workshops are held for specialized technology applications such as CCCConfer, ConferZoom, ZipGrade, Turnitin, and Prezi. The Program Manager for Professional Development conducts pre- and post-evaluations of workshops.

Students receive technology training year-round via multiple platforms (III.C.4-, IIC_BC_StudTrain1617_doc). In addition, incoming first-time college students receive training through our Summer Bridge orientation (III.C.4-, IIC_BC_SumrBridgeHome_web). 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. Summer Bridge is also recognized as a great orientation for newer faculty (III.C.4-, IIC_PDC_SumrBridgeWrk_web).

The College meets Standard III.C.4.

<<ACCJC Criteria from Guide for Evaluating Institutions:

- *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.*

List of Evidence

IIC_BC_AcadTech-Home_web
IIC_EMP_SecXIVAcadTech_doc
IIC_PRC_AcadTechAU17_doc
IIC_PDC_Home_web
IIC_PDC_Surveys1617_doc
IIC_PDC_ProfDevReq-frm_doc
IIC_PDC_Wrkshops17_web
IIC_BC_StudTrain1617_doc
IIC_BC_SumrBridgeHome_web
IIC_PDC_SumrBridgeWrk_web

Standard III.C.5 – Technology

Standard III.C.5

The institution has policies and procedures that guide the appropriate use of technology in the teaching and learning processes.

Bakersfield College adheres to the technology policies specified in Section 3E of KCCD Board Policy Manual (III.C.5-, IIC_KCCD_BP3E-InfoTech_doc). The policies address acceptable use of technology, email, employee expectations of privacy, and general security. Students and employees must agree to the KCCD Acceptable Use Policy (BP 3E1) when logging into a computer attached to the KCCD network (III.C.5-, IIC_KCCD_2017AUP_web; III.C.5-, IIC_IT_needtoagreeAUP_web).

Analysis and Evaluation

Bakersfield College also adheres to federal guidelines for ADA and Section 508 compliance. Faculty receive reminder emails each semester of ADA and 508 compliance concerns for technology and they receive resources for addressing relevant issues (III.C.5-, IIC_DSPS_AccessState_eml). BC complies with ADA requirements for video captioning, including video productions and live open captioning for streamed events (III.C.5-, IIC_ATF_Home_web; III.C.5-, IIC_ATF_Flyer2017_doc). Bakersfield College has policies and procedures that guide the appropriate use of technology in the teaching and learning process.

The College meets Standard III.C.5.

<<ACCJC Criteria from Guide for Evaluating Institutions:

- *The institution has established processes to make decisions about the appropriate use and distribution of its technology resources.*
- *The institution publicizes these policies and processes.*

List of Evidence

IIC_KCCD_BP3E-InfoTech_doc
IIC_KCCD_2017AUP_web
IIC_IT_needtoagreeAUP_web
IIC_DSPS_AccessState_eml
IIC_ATF_Home_web
IIC_ATF_Flyer2017_doc