2014-17

Bakersfield College Technology Plan

Technology Support Services

Bakersfield College

Kern Community College District

Contents

Technology Plan 2014-2017

Overview

Mission Statement
Technology Support Services develops, installs, maintains and supports the technological environment at Bakersfield College. We enable students, faculty and staff to carry out the mission of the college with greater efficiency and flexibility. We are committed to providing exceptional support to facilitate teaching, learning, training and campus goals throughout our community.

General
The focus for Bakersfield College in the next three years will be student success. With the recent changes and mandates every employee is looking for opportunities to contribute to student success. Technology, of course, has a large part in being the underlying framework for many of the student success initiatives.
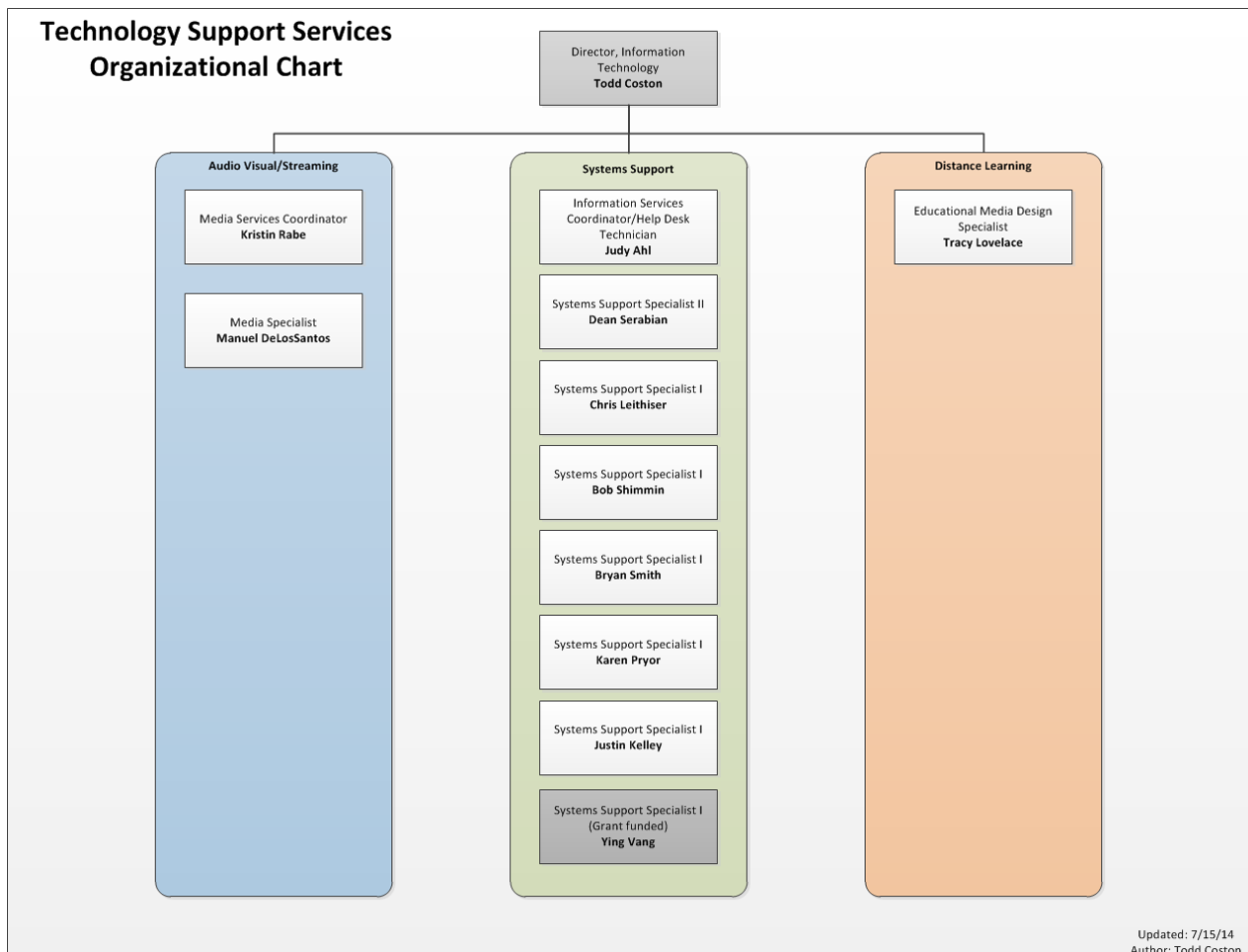
One of the Institutional goals in the area of infrastructure is to maintain, expand and take full advantage of technology and equipment in the pursuit of a richer learning experience for the students. The Information Services and Instructional Technology Committee (ISIT), a participatory governance committee, facilitates collaboration from a cross representation of campus constituent groups on technology-related issues in order to identify needs and requirements. The ISIT committee communicates its recommendations to the campus president and/or IT Director and takes issues raised by that committee back to its constituents. The recommendations of this committee are brought to the attention of the appropriate college governing committees for action.

 Underlying all institutional goals is the need to maintain a robust information technology infrastructure and to continue to provide reliable, accessible, high-quality information technology services upon which academic programs, student services and operations can depend. The Technology Support Services departmental operational plans and goals are updated annually to address changing requirements for providing these services. These plans and goals are guided by the operational plans of other departments, both academic and administrative, and are driven by the Educational Master Plan.

Technology on the Bakersfield College campus and surrounding sites is supported by Technology Support Services. In the last year, Information Services and Media Services merged together to form one support unit. Information Services primarily supports the data network as well as all printers, computers, servers and switches and other related hardware. Media Services supports all multimedia equipment used in classrooms as well as supporting distance education, broadcast cable television, on-line classes and streaming technology. The two areas have worked together for a long time under current leadership and have now merged as Technology Support Services.

Staffing

The staff of the Technology Support Services Department is made up of six Systems Support Specialist I, one Systems Support Specialist II, one Information Services Coordinator, one Media Services Coordinator and one Media Specialist. There is also an Educational Media Specialist supporting on-line instruction. The staff provides support for the Bakersfield College, Delano and Weill campuses. With over 2500 total computers and a plethora of other network attached devices, this department works hard to keep things running. The Media Services Coordinator and Media Specialist facilitate the implementation of all media related-equipment including requests for setups, video production, Instructional Television broadcasts and interactive instructional and administrative videoconferencing and video streaming.   Staff covers all non-computer related multimedia equipment at the main campus, the Weill Institute and the Delano Center. Also, provide support for the equipment provided for classes at our remote high school locations such as Arvin High School although we do not have an onsite person. The department is constantly looking for opportunities to improve efficiency, reduce waste and improve processes to make the technology experience better for the Bakersfield College students, staff and faculty.

Technology Support Services Organizational Chart

Director, Information Technology
Todd Coston

Audio Visual/Streaming

Media Services Coordinator
Kristin Rabe

Media Specialist
Manuel DeLosSantos

Systems Support

Information Services Coordinator/Help Desk Technician
Judy Ahl

Systems Support Specialist II
Dean Serabian

Systems Support Specialist I
Chris Leithiser

Systems Support Specialist I
Bob Shimmin

Systems Support Specialist I
Bryan Smith

Systems Support Specialist I
Karen Pryor

Systems Support Specialist I
Justin Kelley

Systems Support Specialist I (Grant funded)
Ying Vang

Distance Learning

Educational Media Design Specialist
Tracy Lovelace

Updated: 7/15/14
Author: Todd Coston

Bakersfield College has over 1000 computers in specialized computer labs supporting student learning outcomes in the areas of math, tutoring services, computer graphics, multimedia, drafting, business and health sciences. The college has one large open computer lab with 160 computers located in the Library and another 90 computers located on the 2nd floor of the Student Services building used for a large Academic Development and Writing lab.

Bakersfield College recognizes the importance of keeping its computer labs equipped with as up-to-date equipment and software as is fiscally possible. A three to five year cycle has been unofficially agreed upon and has been followed as closely as budget will allow. Office computers, with the exception of some high-end users, have historically gone longer than three years before replacing. Each department is responsible for reviewing its own needs for upgrading and then utilizes a formal procedure for requesting replacement equipment. The Technology Support Services department, in conjunction with the ISIT Committee, has established and publishes a minimum configuration for all desktops.

Technology Support Services actively participates in district-wide committees and decision relating to technology. The Director, Information Technology is a member of the IT Managers committee and plays two roles on the committee. The first role is as an advocate for the needs of Bakersfield College and communicating needs, priorities and ideas. The second role is to help solve district-wide technology problems and to set standards and provide recommendations for how technology is used within the Kern Community College District. The Information Services Coordinator participates in the ISIT committee and the Staff Development Coordinating Council. The Media Services Coordinator participates in the facilities planning committee, ISIT Committee, Program Review Committee and SSSP committee. Also, information is shared within the IT Managers committee relating to district office equipment and software upgrades. Those updates are then communicated back to the campus via the ISIT committee or in some cases campus-wide communications. More information about IT Staff involvement on campus committees can be found in the Governance and Committees section of this document.

 We are consistently looking to best utilize resources and create various replacement policies which have been suggested to help support technology in the most effective way. Bakersfield College has media equipment stationed in most classrooms on campus and at remote sites and also offers equipment for faculty and staff check-out. When equipment is stolen, we replace with repurposed equipment. We do not replace equipment such as projectors with brand new units unless funding becomes available. A project is created for the ISIT unit plan and it's added to our request for replacement equipment.

Bakersfield College is a Regional Production Center for the California Community College Satellite Network now known as 3C Media Solutions. Technology Support Services maintains and operates the Bakersfield College video production studio. The facility is available to all faculty and staff for the production of course materials and campus productions. We recently acquired Wirecast software that allows us to screen capture during a video production and immediately upload the production once completed with titles and effects. This software also allows us to create a virtual studio environment for our video projects.   We are currently looking to develop our streaming media solution involving video

production, streaming live events and conferences, closed-captioning for those events, and digital archiving.

Bakersfield College is part of the Kern Educational Telecommunications Consortium (KETC), allowing the shared resource use of a cable channel on both cable systems in the metropolitan Bakersfield viewing area. Kern Educational Telecommunications Network (KETN) is comprised of consortium members at the K-12 level and the community college and university level. We maintain our presence on KETN by advertising with our BC Billboard that airs most weekly mornings and early evenings/afternoons.

We support district-wide videoconferencing efforts, both instructional and administrative. We serve as technical support for the four distance education classrooms (two in Bakersfield and two in Delano) and develop and implement policies and procedures for instructional and administrative videoconferences.

 All multimedia equipment used on campus, such as projectors, and other forms of technology are selected by our staff and are based on the flexibility and reliability of the equipment and the needs of campus departments as requested. We have recently added video streaming of live events and conferences to our service offerings and are slowly growing our capabilities.

Review of 2011-14 Technology Plan Goals

Goal	Objectives	Strategies	Timeline	Status
Bakersfield College will adequately meet the technology needs of our administration, classified, faculty and students.	Improve access to our many technology systems.	Consolidate our 4 district Active Directory domains to one Active Directory domain.	1-2 years	**Completed**
	Improve our ability to manage processes and approvals.	Collaborate district wide with the implementation of Workflow.	1 year	*Not complete*
	Provide a system with better clarification for degree requirements.	Collaborate district wide with the implementation of Degree Works.	1 year	**Completed**
	Improve our ability to track facilities issues and scheduled maintenance.	Collaborate district wide with the implementation of School Dude.	1 year	**Completed**
	Efficiently provide access to internal web resources when accessing from offsite.	Collaborate district wide to implement the Unified Application Gateway for publishing internal	1-3 years	*Not complete*

		web sites and applications for external use.		
Bakersfield College will adequately meet the technology needs of our administration, classified, faculty and students.	Provide a system for maintaining contracts across the district.	Collaborate district wide to implement a Contract Management System.	1-2 years	*Not complete*
	Provide a system for managing facilities projects across the district.	Collaborate district wide to implement the Primavera facilities management software.	1 year	*Not complete*
	Provide a district wide purchasing management system.	Collaborate district wide to implement the Sciquest Purchasing System.	1-2 years	**Completed**
Bakersfield College will adequately meet the need for video and classroom materials production	Improve ability for faculty to present diverse materials to their classes	Utilize cutting edge software that will allow us to instantly make a DVD or stream live to the web with graphics.	1 year	**Completed**
Bakersfield College will provide reliable infrastructure by maintaining, updating and planning for future growth.	Upgrade outdated infrastructure.	Upgrade the current Exchange 2003 server to Exchange 2010.	1-2 years	**Completed**
		Media Services will continue to engage with the District office to update videoconference infrastructure both administrative and instructional classrooms. Collaborate district wide to implement new policies and procedures related to videoconferencing.	1-2 years 1-2 years	**On-going**
		Continue to upgrade switches and improve backbone bandwidth.	On-going	**On-going**
		Continue to upgrade labs on campus to maintain a 3-5 year	On-going	**On-going**

Bakersfield College will provide reliable infrastructure by maintaining, updating and planning for future growth.		rotation of new computers.		
	Replace older technology with newer technology	Continue to update outdated equipment to meet needs	On-going	**On-going**
	Improve planning and maintenance of equipment.	Update inventory system to a more robust platform with reporting.	1-2 years	**On-going**
	Provide documentation on strategic technology initiatives.	Update this document each year.	Ongoing	**On-going**
	Develop web framework and design for college websites	Collaborate district wide in the implementation of a content management system.	1-2 years	**Completed**
	Standardize on a one card payment system for use across the district.	Upgrade the current CBORD system and move to the district office as part of the pay-for-print upgrade.	1 year	**Completed**
Bakersfield College will look for alternative funding sources to supplement budget	Look for alternative methods of funding equipment through grants and other funding possibilities	Seek grant assistance, look at campus available funding through such programs as VTEA, etc.	On-going	**On-going**
Bakersfield College will maintain presence on KETN (Kern Educational Telecommunications Network)	Look for alternative local programming to air on our channel. Continue to maintain BC Billboard and add new events as they become known.	Seek assistance from PIO and other departments to advertise events.	On-going	**On-going**
Bakersfield College will provide support and training for administration, classified, faculty and students.	Improve communication between campus and district technology staff.	Develop a specific procedure for communicating network problems, system outages and other key events.	1 year	**On-going**

	Media Services serves as the liaison with faculty and staff for Edustream and any potential lecture capture infrastructure or solution.	Continue to research the impact of lecture capture and report back to ISIT and other campus groups. Maintain campus accounts and manage presence with Edustream.	1-2 years and Ongoing for Edustream	**On-going**
Bakersfield College will provide support and training for administration, classified, faculty and students.	Media Services will foster collaboration with Information Services	Improve communication between the two departments	Ongoing	**Completed**
	Encourage and support innovation.	Develop a specific procedure or policy for introducing new technology into the campus environment.	1 year	**Completed**
	Consolidate help desk ticket systems across the district.	Collaborate district wide in moving all ticket systems to the Parature ticketing system.	1 year	**Completed**
	Provide support for all applications via the external help desk.	Collaborate district wide on the Phase II implementation of the external help desk.	2-3 years	**Completed**

Strategic Objectives

The purpose of the Strategic Objectives section of this document is to give a brief overview statements of the technology focus in each of the listed areas. In the next section are specific Strategic Initiatives that will fall under one or more of the Strategic Objectives listed in this section.

Support Student Success with Technology

Use technology to provide and enhance student support services enabling greater student success and access. Such advancements could include tools like online financial aid resources, scholarship application resources, online orientation, online tutoring, self-service degree audit, 24/7 help desk, and greater access to digital learning materials.

Support Instruction and Learning through technology

As part of the College's commitment to model best practice in instructional and service delivery, provide leadership and support for effective, high-quality instruction and learning outcomes through the appropriate use of technology. Continue to enhance the focus on academic technologies.

Develop sustainable technology funding strategies

In a time of economic scarcity, develop funding strategies in order to sustain and enhance mission-critical technologies. Continue to evaluate and develop processes for fair and timely technology allocation

Support Green Initiatives

Implement 'green' technologies to reduce overall energy consumption and extend hardware lifecycles. Identify opportunities for minimizing the use of printed material and moving to electronic mediums.

Enhance end-user education on security

Pro-actively provide end-user education to reduce the risk of social engineering and to increase general technology security competence.

Improve Communication to Campus Community

Provide timely and relevant communication to all campus constituents related to planning, improving, changing, upgrading or removing campus technology.

Employee Professional Development

Provide technology professional development opportunities to all employees to improve technology literacy.

Improved support for Online Education

Provide resources and technology tools to better support online classes.

Strategic Goals & Initiatives

Classroom technology improvements and standardization

Maintain and update existing technology to meet the development of innovative instructional practices. Develop standards that are broad enough to foster innovation but narrow enough to be able to support.

Develop new methods and procedures for improving inventory and asset tracking,

Work with our District Facilities in the coordination and facilitation of district-wide construction standards for technology and infrastructure.

Improve wireless access and infrastructure

Continue to expand and improve the wireless access on the Bakersfield College campus with a goal of complete wireless coverage by 2017.

ISIT Technology Requests

Review and maintain current infrastructure and classroom technology by supporting requests made to the Instructional Technology Committee. Prioritize and determine best use of department and college funding to update and maintain technology.

Video Production and Streaming Framework

Develop a video streaming framework that will encompass live event capture, editing and digital archiving of materials. This infrastructure will be accessible to the campus community for on-demand training and materials. Review of budget, equipment and facility needs is required.

Event Coordination

Develop process for seamless event coordination from initial technology request to execution of event at a designated time. Work in tandem with other campus resources to provide technology and coordinate with outside vendors to facilitate equipment, if not available in-house.

Support the Academic Technology Roadmap

Develop process and plan work on infrastructure changes needed to develop the Student Success Support Plan (SSSP). Implement a number of new technologies including SARS Alert and Accuplacer.

Capital Construction Projects Support

The IT Department provides multiple services related to the construction of new facilities. Services are coordinated with the various departments under the direction of the Maintenance and Operations department. These services include, but are not limited to:

- Time and effort is spent with the Architects and their subcontractors on the building specifications for technology infrastructure
- Interviews of stakeholders to determine long-term technology needs
- Input on bid specifications
- Review of bid submittals
- Meetings with the general contractor and subcontractor to review and discuss details of the infrastructure
- Review of work completed in conjunction with contract administration
- Work with Purchasing and the colleges on equipment budgets and procurement
- Equipment installation in facility (network, computers, phones, Audio/Visual)
- Assist with moves into the new facilities

There are typically multiple construction projects of various sizes in progress at any given time. IT will continue to provide services for all projects through completion, and will maintain the infrastructure after occupancy.
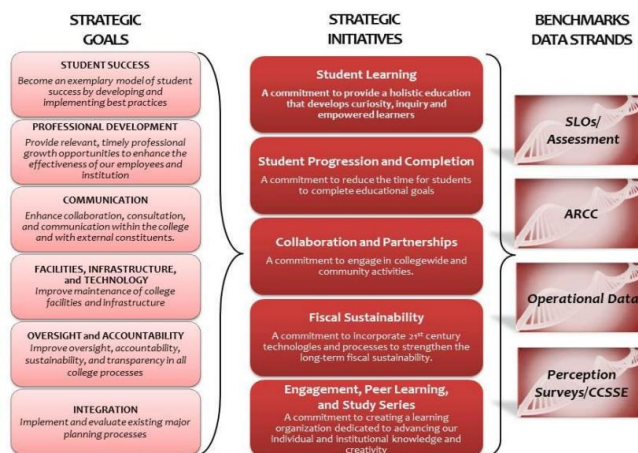
Benefits:

- All work conforms to District IT and campus infrastructure standards
- Ensure sufficient infrastructure for initial needs, and provide for growth
- All new technology equipment and software is deployed to campus and District standards

Professional Development

General Overview

In 2013-14, Professional Development was added as one of six strategic goals for Bakersfield College. The professional development needs for each of the three groups on campus (classified, faculty and administration) is different but there are areas of overlap. Technology touches all groups in many different ways. Historically technology can change rapidly which requires an aggressive approach to keeping employee technology skills updated and relevant. The Director of Information Services and the Information Services Coordinator along with one faculty member co-chair the Staff Development Committee. The committee focuses on all aspects of professional development but having representation from within Technology Support Services insures that technology training will be a key component to staff development. The next three sections will go more in-depth on some of the strategic initiatives for each of the three employee groups.

Faculty Professional Development

Historically, Bakersfield College has been on the forefront of academic technology, leveraging the interest and willingness of faculty to try out new, and even cutting edge technologies in the physical and online classrooms. Bakersfield College was a leader in providing online education, we have consistently been on the cutting edge of providing distance education via closed-circuit, interactive television, and we have been a part of other initiatives including lecture-capture and flipping the classroom. Our faculty have experimented with tablet computing, as well as more exotic technologies such as using Google Glass for annotated video capture. Social networks, blogs and a multitude of other tools have become everyday parts of our curricular landscape.

After a period of time where support for advancing technology on campus was limited by statewide budget constraints, Bakersfield College is experiencing a surge of renewed energy toward advancing our instructional technology, and increasing our participation in statewide technology initiatives. Bakersfield College has a wealth of talent and interest in technology among our faculty, and several individuals who are ready to lead the charge.

The 2014 NMC Horizon Report details several key trends in technology use that will affect higher education in the coming years. Bakersfield College is in a strong position to participate in the larger educational community around some of these opportunities because of our wealth of personal and

technological resources. The NMC report discusses two trends that are driving immediate change in higher education; the "Growing Ubiquity of Social Media" and The "Integration" of different modalities of learning are areas with which many Bakersfield College faculty have a level of comfort. Many of our faculty have taught a class in multiple formats, and many faculty are fluent in the use of social media. While these numbers might not reach the critical mass that would equal institutional-level participation in these trends, they are large enough that when coupled with a strategic faculty-development program they will be able to mobilize significant numbers of faculty.

The NMC report also mentions "Data-Driven Learning" and a shift in how students are viewed from "Consumers" to "Creators" in the three to five year planning zone for higher education. These are two specific concepts that Bakersfield College has already begun discussing in the last year, and many faculty have begun to embrace the key ideas of each.

Moving forward, Bakersfield College will continue to act progressively when it comes to technology in education. Our immediate plans focus around a strong push for faculty development that will not only develop technological fluency, but also pedagogical strength that will enhance the use of technology in our classes. Our technology purchases will not be driven by what is available in the market, but by what is demanded to meet the growing needs of strong, data-driven and effective pedagogy both online and face to face. Our goal is that innovative teaching and dynamic, technology-enhanced learning will become the norm for every class, in every department, campus wide.

The Staff Development committee continues to provide a wide assortment of training opportunities on academic technology. These range from sessions on very specific technologies to broader brown bag sessions for the purpose of sharing ideas and pedagogical strategies for various technologies in the classroom. The availability of various grant monies like STEM, BSI and C6 have created opportunities for enhancing our classroom technology. For example, monies have been used to create a Design Center that allows students to design and then 3D print their designs. Hands-on maker technologies will continue to be advanced at Bakersfield College along with the necessary faculty development to use these technologies.

Classified Support Staff Professional Development

The administrative technology systems used daily to manage classes, grades, payroll, students, enrollment, work order systems for technology and maintenance and operations, the content management system for the website, the phone system, etc. all require training. The challenge with training our classified support staff is finding times for training that do not impact the support they provide. The college has moved to closing the campus before each semester for one day so that all classified staff (along with faculty and administrators) can take advantage of professional development training.

There has also been effort to encourage managers to not only allow, but encourage their staff, to participate in professional development opportunities. Sometimes with creative coverage managers can create more opportunities for staff development. Also, many of our presenters and trainers are willing to train whole departments on a specific technology with lead time coordination on time.

Administrator Professional Development

Administrators also benefit from many of the same trainings offered to classified staff in the previous section. The administrative team also meets periodically for retreats and professional development plays a key role in those retreats. Although not specific to technology, technology literacy and training does often results from the administrative retreats.

Although administrators are also encouraged to attend Staff Development Committee trainings, there are also opportunities for administrators to participate in conferences. These are typically conference relating to strategic initiatives already going on campus-wide. For example, we've had administrators attend conferences on accessibility, diversity, emerging technologies, clery reporting, scholarships, etc. Again, these conference may not all be specific to technology but all involve at varying levels technology literacy and familiarity with specific technology tools.

Finally, Bakersfield College hosts 2-3 conferences a year. Recently there were two conference related to Data. The purpose of the conferences was to increase data literacy but also to make faculty, staff and administrator aware of the various technology tools available for mining data. Administrators are learning better how to use these tools to find the data so they can make better data-informed decisions. The college will continue to focus on providing professional development opportunities for improving technology literacy across all groups.

TEDx Partnership

As part of our Staff Development strategy Bakersfield College would also like to create opportunities for professional development that involve the community. Bakersfield College has an interest in becoming a TEDx partner (http://www.ted.com/about/programs-initiatives/tedx-program) realizing that a partnership like this would create a relationship with Bakersfield and Kern County. TED talks are known for sparking innovative and creative conversations within communities. Building this relationship with our community has many positive outcomes because it promotes friend building, sharing of ideas and allows for creative and engaging discussions.

Predictive Analytics

Near future technology vision with SARS Alert

In the near future (next semester) we will pilot a process for about 500 students and in about 20 classrooms where early alerts will be sent via SARs alert in order to alert faculty, counselors and student service areas concerning student needs. Students will be messaged regarding specifically identified individual needs through the SARS Early Alert System. Examples of this include: when a student fails the first quiz or exam, the faculty member will send an early alert which will indicate to all relevant parties an action, such as tutoring or supplemental education or if a student indicates health, financial or family issues, messaging to the appropriate support and resource centers will be sent to contact the student directly. The student will receive messaging about setting up an appointment and after the appointment is set up the student will receive texts prior to the meeting to remind them of the meeting time and location. This will require updating of some faculty computers and training on SARs.

Future technology vision with predictive analytics:

This project is directed at creating messaging for student success based upon predictive analytics or the analysis of historical student data in order to determine patterns that provide a measure of predictability. The concept applies data- mining to create insights and suggestions that save students time, money, and energy; ultimately resulting in greater efficiency and success for the student and the institution. Amazon and Net-flicks, are just a few well-known companies among many others, that employ advanced data analysis, computer-based data mining, and risk analysis to create predictive messaging and marketing. While those companies suggest, "others who purchased this same item also bought XXX" or "Another book you may enjoy is XXX" we leave student guidance to the information they can glean through what appears as an indiscernible maize for many First-Generation students. The goal of this project is to use substantial analysis of student behaviors, course-taking patterns and success in order to determine messaging to the student with a goal to increase the likelihood of success. Currently matriculation steps include some form of predictive analytics with regards to multiple measures that augment placement test information to determine what math and English courses are most likely to result in success. This project proposes going beyond those matriculation steps and intends to study and apply predictive analytics in order to provide timely messaging to students in a deliberate and intentional manner that helps them to keep on track with their declared major, find open courses, remind them of appointments and address specific interventions that contribute to success. Currently data analysis is being conducted by a researcher (Dr. Peter Riley Bahr University of Michigan) examining the historical student data. The data above will be examined to determine patterns contributing to success as well as patterns that appear to contribute to students checking out or failure. The long term goal is to use "machine learning" in order to inform student services and to create early warning messaging within the institution that involves any area that could provide support, guidance, interventions or other necessary educational supports to help sustain and guide the student's efforts. Interventions related to these key points will be identified and tracked in order to create a college guidance system accessible perhaps through an APPLE or DROID app. The guidance system will message students via email and text in order to provide real-time relevant guidance on a regular basis.

The information gleaned from these data will be used for interventions with students, examples of these interventions include basic things such as:

If a student says on the application that they are a veteran – they will be messaged about the veterans' center and given information for services.
If a student indicates that they have children, they will be sent a message about the child care center on campus.
If the student has applied for a BOG (Board of Governors) waiver, the student will be messaged concerning FAFSA due dates and other relevant and timely information.

The goal is continuous and relevant messaging informed through data mining and organized through machine learning. In addition BC will use this information to further fine-tune and inform our pathways and interventions such as:
a. Analyzing and using high school data to guide students
b. Tracking and improving our Multiple Measures Placement
c. Analyzing the efficacy of our placement test, including practice and diagnostics to improve more accurate placement

d. Track and measure student completion of remediation courses and the pathway to college level courses
e. Track and Measure BC student completion of college outcomes
f. Incorporate California Statewide career pathways – using messaging about http://www.statewidepathways.org/ and other career pathway guidance

This work will be informed through continuum data which is currently housed in a central CalPASS[1] website. Cal-PASS Plus' mission is to provide actionable data to help improve student success along the education-to-workforce pipeline. Collaboration using this data will inform better instruction, help close achievement gaps, identify scalable best practices, and improve transitions. Cal-PASS Plus offers longitudinal data charts, detailed analysis of pre-K through 16 transitions and workplace outcomes, information and artifacts on success factors, and comparisons among like universities, colleges, K-12 school. And completed with wage and work data from the federal government.

Online Learning Support

The Bakersfield College online learning support has gone through several ups and downs over the last two decades when it comes to support. Thankfully, technology support and support services are on the upswing and with our new leadership there is a renewed focus on providing quality online learning. To provide "quality" online learning we are improving our efforts to offer online student support services. There is a renewed focus on improving our online tutoring, counseling and orientation. Each of these will have a technology component to make them happen. The new SARS Alert early alert system will also be beneficial to our online students.

Separate from the support services there are also new and constantly evolving academic technologies that are ideal for online learning. The bulk of the efforts to improve this are encompassed within the faculty professional development initiatives. Several academic technologies can be used in face-to-face classes or in an online environment. Video lectures have gained in popularity and also screen capture technology which allows instructors to provide a video recording of their desktop while narrating the experience for the students.

Accessibility

Bakersfield College always tries to keep accessibility in mind when adding or using technology across campus. Depending on the computer lab, each lab has one or several accessible workstations. These stations provide software and hardware to assist our hearing impaired and blind students. We also have accessible workstations in our open computer labs and our assessment center. Our Alternative Media department has several tools for converting books to braille, various audio options, screen readers and other key technologies that make learning available to all of our students.

There is also a focus on finding software that is accessible. This includes 508 and other compliance regulations. We strive to keep our campus website and resources complaint and accessible. Although all of our technology may not be 100% accessible, we make every effort to provide accommodations when the software we use is not accessible. The biggest challenge in the accessibility efforts come back to professional development and raising the accessibility literacy of our support staff, faculty and administrators.

Total Cost of Ownership

Bakersfield College is moving toward integrating the business practice commonly referred to as the Total Cost of Ownership, which provides an estimate of the total cost to deploy and maintain a given technology over its lifetime. This is considered an essential aspect of financial planning because technology deployments typically incur, over their lifetime, a variety of direct or indirect operational costs that are less apparent than the initial capital expense of deployment.

One specific aspect of total cost of ownership planning is the cost to replace the technology as it ages. This is particularly relevant to Bakersfield College because, while many technology deployments at the College are initiated by special one---time funds (such as grants, new building funds, special programs, etc.), the replacement costs are typically borne by the District. As one--- time funded projects age, the District must allocate funds to renovate obsolete systems. By budgeting for the inevitable replacement costs, the College will be better able to plan instructional and administrative programs confident that the underlying technology will be maintained at an appropriate standard.

Governance and Committees

Committee participation is a key part of involvement on the campus. The Director of Information Technology and various staff members are involved in the committees listed below. This committee participation helps to insure the technology needs of the campus are being met. Below are a list of committees with direct linkage to technology. IT staff also participate in other non-technology committees such as Program Review Committee, Accreditation and Institutional Quality Committee, Student Success Stewardship Team, Student Success and Support Plan, Presidents Cabinet, Administrative Council, College Council and Committee Co-chairs.

Technology Committee (ISIT)

The Information Services and Instructional Technology Committee (ISIT) is a participatory governance committee. The committee is co-chaired by a faculty representative and an administrative representative. The current administrative co-chair is the Director, Information Technology. The membership also consists of 7 administrative representatives, 23 Academic Senate representatives, 3 classified representatives and 2 Student Government representatives.   Currently, the BC IT Director, IT Coordinator and Media Services Coordinator participate on the ISIT Committee.

The charge of this committee is:

1. Recommend campus-wide technology policy and procedures.
2. Determine and monitor campus software and hardware standards.
3. Allocate technology resources.
4. Review all significant technology projects.
5. Determine and monitor procedures for obtaining technology services.
6. Establish a system of communication between users, district and campus technology resources, and the Academic Senate.
7. Assess how well the implementation of new technology resources support institutional goals and improve student success.
8. Proposed: *Assure that technology support meets the needs of learning, teaching, college-wide communications, research, and operational systems.*
9. Proposed: *Assure that technology planning is integrated with institutional planning.*

The scope of this committee is to:

Make policy development and implementation recommendations regarding campus-wide technology.

More information on this committee can be found at: http://committees.kccd.edu/bc/committee/isit

District IT Managers Committee

There are seven members of the District IT Managers Committee. The members include the three IT Directors from each campus, two District Office Assistant Directors of Information Technology, the Director of Web Development and the Vice Chancellor of Operations. The Committee typically meets once a month throughout the year and discusses operational issues related to district-wide initiatives.

Staff Development Coordinating Council

The Staff Development Coordinating Council (SDCC) is a participatory governance committee. The committee is co-chaired by a Classified representative, a Faculty representative and an Administrative representative. The current Administrative co-chair is the Director of Information Technology. Additionally, membership is made up of 5 administrative representatives, 5 academic senate representatives, 5 classified representative and 2 CSEA representatives.

The charge of the committee is:

To provide and support activities and opportunities which will enhance job performance, personal growth, and social interaction among all Bakersfield College employees, thereby developing a sense of campus community.

The scope of the committee is to:

Makes recommendations for staff development activities to the College President, and oversees the expenditures created to fund such activities.

More information on this committee can be found at: http://committees.kccd.edu/bc/committee/scdc

Facilities Committee

The Facilities committee is a participatory governance committee. The committee membership consists of 3 administrative representatives, 3 faculty representatives, 3 classified representatives and 1 Student Government representative.

The charge of the committee is:

To review and/or provide recommendations for new and improved facilities and infrastructure improvements to enhance current and future learning environments for students, community, faculty, and staff to the College Council.

The scope of the committee is to:

Serves to provide the President with a venue for reviewing on-going and proposed projects that impact the physical campus plants and facilities.

More information about this committee can be found at: http://committees.kccd.edu/bc/committee/facilities