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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 utilizes a 3-year technology plan to guide the long and short-term maintenance of technology, including hardware, software and technology facilities to support both the management and the instructional function of the college. This technology plan takes into account both the personnel changes and physical growth or changes in the campus environment, and also projected and actual changes in the organizational structure of the college.

Management, operational and academic functions of technology are all evaluated on an ongoing basis by our Information Services staff and our Information Systems and Instructional Technology (ISIT) Committee. These functions are also informed on a yearly basis by our academic and administrative unit plans, which provide data that is both specific to each unit and useful on a global scale. Additionally, periodic surveys are used to measure specific areas, such as faculty and staff perceptions of the effectiveness of the implementation of new technology on campus. All of this data is used to direct and inform our planning.

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.

Bakersfield College Technology Support Services engages in the annual program review process. In the Spring of 2014, Technology Support Services participated in a pilot of the Comprehensive 3-year program review. There is now a section in the annual update program review process that will allow areas to assess their technology, both new and existing technology. Upon the completion of the Comprehensive review, Technology Support Services has requested further funding to further implement a three to five year replacement plan for desktop computers in addition to other types of technology. We submitted a Budget Change Request in order to gain that additional funding.   In the summer of 2014, Technology Support Services updated the Technology Plan for the campus. The Technology Plan is a fluid document that looks at the use of technology, the ability to provide technology and subsequent technology training on the campus. Technology Support Services has utilized funding from various grant dollars to purchase classroom and video production technology that was not originally in the operational budget.

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.

Reliability
Reliability of the college's data network is (Do we have a target? Is there a report that shows this?)

Safety
?????

Security

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At all sites where technology is employed, in compliance with FERPA regulations as well as other legal requirements (examples??) security is ensured by several means. All computers require login to access: each user is assigned a unique username and password. After fifteen minutes of inactivity, computers are locked and require users to re-enter username and password. Regular user education regarding phishing attempts and other unauthorized use is communicated regularly to all users via email from the Technology Director.

Since security is tantamount concern to the college district a new Security Director position is being filled at the district level to ensure that the college is in compliance with all government regulations and the integrity of the network remains uncompromised.

[I need some help with background on mandates we must comply with. I have none.
Should we say more about the new Security position?
Not sure how to address the issue of safety.]

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.

Technology instruction is provided throughout the year to Bakersfield College (BC) faculty, staff, and administrators through a diverse offering of technology focused staff development activities (see list of technology staff development sessions and brown bag sessions) offered prior to and throughout each semester. Furthermore, short Screencast videos and quick-start guides provide instruction to BC students and faculty on commonly accessed online technology tools (https://inside.bakersfieldcollege.edu/training/). Surveys and program review are used by the BC Professional Development Committee (PDC) to assess the technology instruction and support needs of faculty, staff, and administrators (see PDC post FLEX week survey and the professional development section in the program review) and to plan future professional development activities. Support is provided to all BC constituents via a 24/7 technology help-desk, providing a quick response/solution to minor technology issues and an avenue for faculty, staff, and administrators to submit work tickets for larger issues where a quick fix is not possible. Additional support is provided through the Bakersfield College Technology, Innovation, and Professional Development (TIPD) website (http://www.bc-tipd.net/main/), which provides links to technology resources for faculty and recommendations for the effective use of each technology by fellow BC colleagues.

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 the Kern Community College District Board Policy manual section 3E. The policies address acceptable use of technology on campus, expectation of privacy for employees, email, and general security. Bakersfield College also adheres to federal guidelines for ADA and 508 compliance. Faculty are reminded via email each semester of the ADA and 508 compliance concerns, related to technology, and are given resources for addressing relevant issues. The college also follows the ADA requirements of having videos captioned, including live streamed events such as the various campus conferences. [evidence: Board Policy Manual Section 3 Business Services, sample email sent to faculty about ADA and 508 compliance, …]
Proposed new academic technologies are reviewed and discussed in the campus technology committee. The committee will review and discuss the technology and evaluate accessibility of the technology.

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Ultimately, the committee will make a recommendation on the technology along with any concerns or compliance concerns. [evidence: ISIT committee meeting notes. Note: this assumes we use this paragraph]