Department:	Instructional Technology Center				
Academic Year:	2016-17	Annual Update # 1	x	Annual Update #2	

1. Progress on Service Area/Administrative Unit Outcomes (SAOs/AUOs) *(from #3A of full PR)*

A) List the Service Area Outcomes (SAOs) or Administrative Unit Outcomes (AUOs) for your unit:

Technical Support for Distance Education (DE) Program and College Websites
Instructional Design/Research/Development for DE/College Websites
Training for Faculty/Staff/Students as it pertains to all aspects of the Internet

B) Summarize the progress your unit has made on SAO/AUO measures since the last program review:

The Dean has begun the process of implementing automated uploading of students and course schedules
The Dean has attended various workshops, conferences and presentations
The Dean has implemented weekly staff meetings.

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 technical training course for Moodle will need to be converted to Canvas.
The DE Committee needs to create a template for online courses.
Once the template is created the ITC will work with faculty to implement the OEI rubric for all classes

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

A Dean has been hired to bring the Distance Education department up to the State's standards.

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 #3: Resources.)

The college is moving towards a full implementation of Canvas, which will resolve all issues with the current system.

2. GOALS AND OBJECTIVES *(Taken From #9--Action Plan--of FULL Program Review)*

	GOAL		OBJECTIVE	ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE	OUTCOMES, MEASURES, and ASSESSMENT
#1	Upgrade CMS to Canvas while meeting all deadlines	#1	Move classes to Canvas	Train Faculty	All courses will reside in Canvas
		#2	Eliminate BCCOnline	All links moved to Barstow.edu	Delete BCCOnline domains
		#3	Maintain classes throughout process	Continue to meet all deadlines	All deadlines will be met

Goal #1 Annual Update: (Assess progress made toward goal attainment)

Currently the ITC handles all technical issues for both the Distance Education Platform and for http://www.barstow.edu. An example of the issues resolved for students is password resets, grading and communication issues between students and faculty, student services questions (general), navigation issues, tutorial requests such as uploading files, accessing TurnItIn etc. For Barstow.edu changes ranged from simple text updates to front page redesign and full website changes to every page on website. As an example of the volume of email issues resolved by this office, the Webmaster sent 6,091 emails in 2015, all of which were work-related and resolved a College issue. As an example in Fall 2015 there were a total of 184 online and hybrid class offered and the ITC handled all technical issues, worked with instructors to build/maintain/fix/update classes. BCCOnline has been eliminated as a home page for Barstow Community College. Classes have been condensed into two sessions. ITS/ITC hold weekly meetings regarding Canvas Automation.

	GOAL		OBJECTIVE	ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE	OUTCOMES, MEASURES, and ASSESSMENT
#2	Courses will be implemented in Canvas	#1	Transfer to new CMS: Canvas	Train ITC staff	ITC Staff will become effective administrators in the Canvas System
		#2		Train faculty	Faculty will be able to complete common tasks in Canvas without assistance
		#3		Train students	Students will be able to complete common tasks in Canvas without assistance

Goal #2 Annual Update: (Assess progress made toward goal attainment)

Two courses were implemented in Spring 2016. The Dean is now working with ITS to have Banner automatically load blank shells and users. Testing will begin in Fall 2016. Full implementation by Fall 2017.

	GOAL		OBJECTIVE	ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE	OUTCOMES, MEASURES, and ASSESSMENT
#3	ITC Staff will take Canvas Administration Training	#1	ITC Staff will become effective Canvas Administrators	Take Canvas Administration Training	All faculty will have professional assistance to create courses in Canvas
		#2	ITC Staff will become effective Canvas Instructional Designers	Take Canvas Faculty Training	All faculty will have professional assistance to create courses in Canvas
		#3			

Goal #3 Annual Update: (Assess progress made toward goal attainment)

ITC staff attended workshop via teleconference on Canvas Administration.
ITC staff will begin Canvas Administration and Faculty Training in Fall 2016

3. Resources Required

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.

Goal #	Objective #	Resource Required	Estimated Cost	BAP Required? Yes or No	If No, indicate funding source