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Page 1: I. Program Overview and Update

**Q1** Department(s) Reviewed:

Instructional Technology Services. As explained in the 2017-2018 comprehensive program review, this is not an official designation we use on campus. This annual update includes Instructional Computing Services, Instructional Media Services, Technology Training and the Web Team.

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**Q2** Lead Author and Collaborators:

Kerry Kilber Rebman with Sherri Braaksma, Cyndy Bourget,

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**Q3** Dean:

VPI - Pat Setzer

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## Instructional Program Review Annual Update

**Q4 Program Update (Required):** Please summarize the changes, additions, and achievements that have occurred in your program since the last program review. To access last year's program review, visit the IPRPC Intranet Page, accessible [here](#).

It is important to note that an annual update was not completed for 2018-2019 as the dean for the area went out on maternity leave earlier than expected and was not able to complete the work. This annual update may include information that would have been included in the 2018-2019 update.

The Instructional Technology area had three retirements, a Lab Tech I, a Lab Tech III, and the Photographer/IMS Technician, all of which will go into recruitment in 2019-2020. The position of Photographer/IMS Technician was deleted from the LTR org chart and replaced with an IMS Tech, Senior. The college is still offering photography services on an as needed basis. The plan is to move the photography responsibility to the new PIO (Public Information Officer) position once it is hired. In addition, the IMS, Lead will be retiring March 2019 and this too, will go into recruitment in 2019-2020. The college also approved both the Lab Tech II positions to be 12-months positions (one was a 10-month and the other an 11-month). This change helps the department to better serve the college needs in terms of instructional technology support. In 2017, the newly formed College Technology Committee commenced. This was a direct result of the Technology Business Process Analysis (BPA) that occurred in 2016-2017. The CTC piloted a new technology governance process that encouraged all technology requests to go through the annual program review/annual update process. The committee also created a process that would allow for Off-Cycle requests.

The Distance Education Coordinator continued work on improving the quality of online courses. If the college wants to increase online offerings or wants to consider participating in the state-wide online course exchange, there will be a need to increase the DE Coordinator position from .40 to 1.0. This request has been made to President's Cabinet and we hope it will be considered by the Reassign Time committee in May 2019. The college has funded a pilot of a new online course evaluation system called EvaluationKit. The pilot will be conducted spring 2019 with online courses only. The goal is to increase the student response rate for online courses. If the pilot is successful, the college could consider using the system to evaluate all courses, including face-to-face courses.

In the Governance Redesign, the Professional Development Committee was eliminated and the work subsumed by the Student Success & Equity Council. The Professional Development Coordinator identified a solution for tracking flex hours (Cornerstone) and presented an Off-Cycle Technology Request to CTC and eventually the district Technology Coordinating Council. The request remains under consideration and will go back to TCC spring 2019 for further consideration and prioritization.

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### Page 2: IIB. Student and Program Learning Outcomes

**Q5** Do you have an assessment plan on file with SLOAC? If you have not already done so, you can submit your program's assessment plan to SLO Coordinator, Tania Jabour, at [tania.jabour@gcccd.edu](mailto:tania.jabour@gcccd.edu). **No**

**Q6** Please provide an analysis of your student learning outcomes (SLO) findings and what changes, if any, were made as a result.

As stated in the 2017-2018 Comprehensive Program Review, one of our short-term goals for Data Collection was to work with the SLO Coordinator and office of Institutional Effectiveness to review and update our services outcomes and assessment methodologies. I met with the SLO Coordinator and Senior Dean of IE on October 26, 2018 and attended an SLO workshop on September 28, 2018. While I have not had the opportunity to implement ideas and strategies from these meetings yet, I did obtain some clear guidance on how best to move forward and improve in this area.

## Instructional Program Review Annual Update

**Q7** Review your PLOs. Are the listed PLOs an accurate reflection of the program's current learning objectives? **Respondent skipped this question**

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**Q8** Are the PLOs mapped onto the course SLOs? **Respondent skipped this question**

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**Q9** Discuss your assessment plan for the PLOs. **Respondent skipped this question**

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### Page 3: IIB. Student Achievement

**Q10** How has the program's success rate changed over the past year? **Respondent skipped this question**

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**Q11** The College has set a 2024 goal of reaching a 77% course success rate (students passing with a grade of A, B, C, or P out of those enrolled at census) for the College as a whole. Consider how your will program help the College reach its long-term goal of increasing the course success rate to 77%. This is intended to provide a goal for improvement only; programs will not be penalized for not meeting the goal. What is your program's one-year goal for success rate across all courses in the program? **Respondent skipped this question**

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**Q12** Which specific groups (by gender and ethnicity) have success rates lower than that of the program overall? **Respondent skipped this question**

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**Q13** What program (or institutional) factors may be contributing to these lower rates of success for these groups of students? **Respondent skipped this question**

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**Q14** What specific steps will the program take to address these equity gaps in the 2019/20 academic year? **Respondent skipped this question**

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**Q15** How do these activities align with the goals set forth in your last comprehensive program review? **Respondent skipped this question**

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**Q16** OPTIONAL: If you would like to attach any charts or additional documentation (aside from the program review report prepared by the IESE Office), please upload it using the button below. You can upload PDF, Word, and image files. **Respondent skipped this question**

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### Page 4: Distance Education

## Instructional Program Review Annual Update

**Q17** Does your program offer any courses via distance education (online)? **No**

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### Page 5: Distance Education Course Success

**Q18** Are there differences in success rates for distance education (online) versus in-person sections? **Respondent skipped this question**

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**Q19** If there are differences in success rates for distance education (online) versus in person sections, what will the program do to address these disparities? **Respondent skipped this question**

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### Page 6: IV. Previous Goals: Update (If Applicable)

**Q20** Would you like to provide an update for your previous program review goal(s)? **Yes**

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### Page 7: Previous Goal 1

**Q21** Previous Goal 1:

Identify funding for professional development for classified staff in Instructional Technology Services.

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**Q22** Link to College Strategic Goal(s): **Organizational Health**

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**Q23** Goal Status **In Progress**

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**Q24** How was the goal evaluated? If the goal is "in progress," how will it be evaluated?

We plan to evaluate the goal on whether or not we obtain funding or other resources to ensure our technical staff receive current training in their fields.

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**Q25** Please provide the rationale for this goal:

Implementing and maintaining technology successfully relies heavily on the availability of training and point of need support, for both students and employees. As such, it is imperative that the LTR staff receive current training in their fields.

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**Q26** Please provide the goal action steps for the year (previously "Activities"):

Meet with technical classified staff in the area to determine and compile needs and identify possible free / open resources. Reach out to district Professional Development Specialists to determine whether they can assist with this process and providing resources.

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## Instructional Program Review Annual Update

**Q27** Do you have another goal to update?

**Yes**

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Page 8: Previous Goal 2

**Q28** Previous Goal 2:

Identify stable base budget for technology replacement, supplies and tools. Streamline PPIS process, create clear web presence outlining the technology request process.

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**Q29** Link to College Strategic Goal(s):

**Organizational Health**

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**Q30** Goal Status

**In Progress**

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**Q31** How was the goal evaluated? If the goal is "in progress," how will it be evaluated?

We did create a website that explains how to obtain software: <https://www.cuyamaca.edu/academics/support/computer-labs/software-requests.aspx> We presented this to CTC, ILAT and Academic Senate.

The goal will be evaluated by whether we are able to identify stable funding for technology replacement and upgrades. In addition, we will evaluate the creation of a web presence outlining our maintenance and replacement processes. It might be interesting to take a survey of program review authors or even all employees to see if they understand technology governance at the college and within the district.

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**Q32** Please provide the rationale for this goal:

We need to ensure our internal planning processes occur on a systematic basis and allow for proper maintenance, replacement and life cycle management of our educational technology assets. In addition, there needs to be a clear, transparent process for technology governance.

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**Q33** Please provide the goal action steps for the year (previously "Activities"):

I have met with the Vice President of Administrative Services and we are working on a plan to set aside annual funding for replacement technology. We should have a plan in place this spring, 2019. The Instructional Computing Facilities Supervisor has created a spreadsheet listing all computers labs, smartcart computers, faculty workrooms and instructional software, including warranty and renewal information. In addition, the Instructional Media Services, Lead has a list of all classroom projectors, document cameras and speakers, along with the end of life cycle information. This information will help us identify annual planning needs for replacement and upgrades. We still need to secure a reasonable base budget for supplies and tools. We have a process for allocating PPIS funding where the deans review augmentation requests and tech plan rankings and determine how the funds will be allocated. This process will change once the new Resources & Operations Council takes on this task.

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**Q34** Do you have another goal to update?

**Yes**

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Page 9: Previous Goal 3

## Instructional Program Review Annual Update

### Q35 Previous Goal 3:

Provide training to faculty and administrators related to Distance Education

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### Q36 Link to College Strategic Goal(s):

**Guided Student Pathways** ,  
**Student Validation and Engagement**

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### Q37 Goal Status

**Completed**

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### Q38 How was the goal evaluated? If the goal is "in progress," how will it be evaluated?

The Instructional Design Technology Specialist offered numerous sessions on Canvas and other DE related topics during both the fall and spring professional development weeks. She also met with individual instructors to provide direct support for their online and face-to-face courses. In addition, we provided funding for online instructors to attend @One training and attend the Online Teaching Conference.

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### Q39 Please provide the rationale for this goal:

We need to ensure that we are providing an excellent online learning experience for students, as we do in face-to-face courses. Training and support for faculty is critical in this area.

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### Q40 Please provide the goal action steps for the year (previously "Activities"):

Continue to offer training for faculty and opportunities to attend the Online Teaching Conference.

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### Q41 Do you have another goal to update?

**Yes**

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Page 10: Previous Goal 4

### Q42 Previous Goal 4:

Improve the return rate of online student evaluations.

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### Q43 Link to College Strategic Goal(s):

**Guided Student Pathways** ,  
**Student Validation and Engagement** ,  
**Organizational Health**

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## Instructional Program Review Annual Update

**Q44** Goal Status

**In Progress**

**Q45** How was the goal evaluated? If the goal is "in progress," how will it be evaluated?

A demonstrated increase in student evaluations for online courses.

**Q46** Please provide the rationale for this goal:

Student feedback is critical component of the continuous improvement process. It also helps to validate student experiences by ensuring their voices are heard in the course evaluation process.

**Q47** Please provide the goal action steps for the year (previously "Activities"):

Conduct a pilot of EvaluationKit, an online course evaluation system, in the spring 2019. Evaluate the pilot and determine whether to purchase the system long-term. Also, if the system is adopted for online courses, the next step would be to consider whether it could be used for face-to-face courses as well.

Page 11: V. New Goals (If Applicable)

**Q48** Would you like to propose any new goal(s)?

**Yes**

Page 12: New Goal 1

**Q49** New Goal 1:

Adopt Cornerstone, a professional development solution, that will help us deploy and track professional development for faculty, staff and administrators.

**Q50** Link to College Strategic Goal(s):

**Basic Skills** ,  
**Acceleration**  
**Guided Student** ,  
**Pathways**  
**Student Validation and** ,  
**Engagement**  
**Organizational Health**

**Q51** Please provide the rationale for this goal:

This project supports all areas of the strategic plan by providing a system that can help us offer a robust professional development program focused on all areas, specifically Guided Pathways. Once set up, faculty and staff would be able to participate in a wide variety and large quantity of professional development as Cornerstone will suggest PD options based on faculty/staff interest.

## Instructional Program Review Annual Update

**Q52** Please provide the goal action steps for the year (previously "Activities"):

Obtain District IT approval to integrate Cornerstone with Workday. Deploy Cornerstone.

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**Q53** How will the goal be evaluated?

Whether we are able to deploy Cornerstone. Also, the system provides detailed reporting and we would be able to evaluate the use of the system.

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**Q54** Do you have another new goal? **Yes**

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Page 13: New Goal 2

**Q55** New Goal 2:

Determine whether the college wants to participate in the state-wide Online Course Exchange.

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**Q56** Link to College Strategic Goal(s): **Organizational Health**

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**Q57** Please provide the rationale for this goal:

The demand for Distance Education continues to increase locally, regionally and nationally. A recent Inside Higher Ed article Number stated that the proportion of college and university students taking classes online grew solidly in 2017, as overall postsecondary enrollments fell. It further stated that without online education, college and university enrollments would be declining even more. If the college wants to remain competitive in terms of enrollment management, we need to explore every avenue available.

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**Q58** Please provide the goal action steps for the year (previously "Activities"):

Work with the IE Office to gather information that will assist in the decision-making process. Request additional reassign time for the DE Coordinator to assist with this process.

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**Q59** How will the goal be evaluated?

Progress made towards making a decision on whether to move forward with joining the online course exchange.

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**Q60** Do you have another new goal? **No**

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Page 14: New Goal 3

**Q61** New Goal 3: **Respondent skipped this question**

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## Instructional Program Review Annual Update

**Q62** Link to College Strategic Goal(s): Respondent skipped this question

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**Q63** Please provide the rationale for this goal: Respondent skipped this question

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**Q64** Please provide the goal action steps for the year (previously "Activities"): Respondent skipped this question

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**Q65** How will the goal be evaluated? Respondent skipped this question

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**Q66** Do you have another new goal? Respondent skipped this question

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Page 15: New Goal 4

**Q67** New Goal 4: Respondent skipped this question

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**Q68** Link to College Strategic Goal(s): Respondent skipped this question

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**Q69** Please provide the rationale for this goal: Respondent skipped this question

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**Q70** Please provide the goal action steps for the year (previously "Activities"): Respondent skipped this question

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**Q71** How will the goal be evaluated? Respondent skipped this question

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Page 16: VI. Resources Needed to Fully Achieve Goal(s)

**Q72** Is the program requesting resources this year to achieve this goal? Yes

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Page 17: V. Faculty Resource Needs

**Q73** Are you requesting one or more faculty positions to achieve this goal? Yes

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Page 18: Faculty Position Request(s)

## Instructional Program Review Annual Update

**Q74** Please remember to complete the Faculty Position Request Form (accessible here, under Staffing Request Information) for this position that you are requesting and upload it using the button below. The Faculty Position Request Form (In Word) can be located here (under Staffing Request Information). Brief Description of the Position Requested:

The Faculty Coordinator of Online Education would be responsible for a wide variety of duties related to the leadership, planning, implementation and support of distance education at the college, including those related to instruction, student support services and administrative services as required.

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**Q75** Faculty Position Request 1 - Related Program Goal(s):

Conducting a pilot with EvaluationKit, Researching whether or not to join the Online Course Exchange.

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**Q76** Faculty Position Request Upload 1: Please upload the completed faculty request form for the above position using the button below. You can access the Word version of the Faculty Position Request Form here (under Staffing Request Information).

**FacultyPositionRequestForm-2018-19FINAL\_faculty coordinator online ed.docx (17.6KB)**

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**Q77** Faculty Position Request 2 (if applicable): Please remember to complete the Faculty Position Request Form (accessible here, under Staffing Request Information) for this position that you are requesting and upload it using the button below. The Faculty Position Request Form (In Word) can be located here (under Staffing Request Information). Brief Description of Position Requested:

The Professional Development Coordinator will work within the framework of the College Strategic Plan and state guidelines to plan and coordinate robust professional development offerings for all employees targeted at Guided Pathways and Equity.

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**Q78** Faculty Position Request 2 - Related Program Goal(s):

Obtaining Cornerstone

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**Q79** Faculty Position Request Upload 2: Please upload the completed faculty request form for the above position using the button below. You can access the Word version of the Faculty Position Request Form here.

**FacultyPositionRequestForm-2018-19FINAL\_PD Coordinator.docx (16.1KB)**

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Page 19: VI. Classified Staff Resource Needs

**Q80** Are you requesting one or more classified positions to achieve this goal? **Yes**

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Page 20: Classified Staff Position Request(s)

## Instructional Program Review Annual Update

**Q81** Classified Staff Position Request 1: Please remember to complete the Classified Staff Position Request Form (accessible here, under Staffing Request Information) for this position you are requesting. Brief Description of Position Requested:

The campus has two Network Specialist II positions and they have been doing their best to handle the ever-increasing workload. One of the challenges is that we often don't have computer labs ready for the start of the semester or they are not running at an optimal level. There is simply too much work for two people. As a reference, we have just as many computer labs as Grossmont College does, but they have three Network Specialists.

**Q82** Classified Staff Position 1 Related Program Goal(s):

Technology Support

**Q83** Classified Staff Position 1 Request Upload: Please upload a completed Classified Position Request Form for this request using the button below. You can access the Word version of the Classified Position Request Form here.

**2018-19 Classified Position Request Form Network Spec.docx(22.7KB)**

**Q84** \*\*\*OPTIONAL\*\*\* Please use the button below to upload the position classification description (obtained from HR).

**NETWORK SPECIALIST II-LRC-GC.doc (45.5KB)**

**Q85** Classified Staff Position Request 2: Please remember to complete the Classified Staff Position Request Form (accessible here, under Staffing Request Information) for each position you are requesting. Brief Description of Position Requested:

Respondent skipped this question

**Q86** Classified Staff Position 2 Related Program Goal(s):

Respondent skipped this question

**Q87** Classified Staff Position Request 2 Upload: Please upload a completed Classified Position Request Form for this request using the button below. You can access the Word version of the Classified Position Request Form here (under Staffing Request Information).

Respondent skipped this question

**Q88** \*\*\*OPTIONAL\*\*\* Please use the button below to upload the position classification description (obtained from HR).

Respondent skipped this question

Page 21: VII. Technology Resource Needs

**Q89** Are you requesting technology resources to achieve this goal? **Yes**

## Instructional Program Review Annual Update

### Page 22: Technology Request(s)

**Q90** Technology Request 1: Please remember to complete a Technology Request Form for each request you are submitting. You can access the online Technology Request Form here: [Technology Request Form](#)

Description:	<b>Purchase EvaluationKit on an on-going basis to evaluate online courses. Consider purchasing it to support on-campus course evaluations as well.</b>
One time or On-going	<b>On-going</b>
Amount Requested \$	<b>Depends on number of courses being evaluated but the cost of the pilot for only online courses is \$6500</b>
Related Program Review Goal(s):	<b>EvaluationKit Pilot</b>

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**Q91** Technology Request 2: Please remember to complete a Technology Request Form for each request you are submitting. You can access the online Technology Request Form here: [Technology Request Form](#)

Description:	<b>Cornerstone</b>
One time or On-going	<b>On-going</b>
Amount Requested \$	<b>Cost of time for IT Integration</b>
Related Program Review Goal(s):	<b>Professional Development</b>

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### Page 23: VIII. Perkins and Strong Workforce Resource Needs

<b>Q92</b> Are you requesting Perkins and/or Strong Workforce resources to achieve this goal?	<b>No</b>
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### Page 24: Perkins Request and Strong Workforce

<b>Q93</b> Perkins Request and Strong Workforce 1: Please remember to complete the Perkins Request Form and submit it via the annual Perkins/Strong Workforce request process/cycle.	<b>Respondent skipped this question</b>
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<b>Q94</b> Perkins Request and Strong Workforce 2: Please remember to complete the Perkins Request Form and submit it via the annual Perkins/Strong Workforce request process/cycle.	<b>Respondent skipped this question</b>
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### Page 25: IX. Supplies/Equipment Resource Needs

<b>Q95</b> Are you requesting supplies and/or equipment resources to achieve this goal?	<b>Yes</b>
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### Page 26: Supplies/Equipment Request(s)

## Instructional Program Review Annual Update

**Q96** Supplies/Equipment Request 1: In the boxes below please provide information on your request. Supplies/Equipment requests will be considered on a one-time funding basis.

Description:	<b>Supplies and tools to support Instructional Technology across campus, including computer labs, smart classrooms and the Theaters</b>
Amount Requested \$:	<b>35,000</b>
Related Program Review Goal(s):	<b>Technology Support</b>

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**Q97** Supplies/Equipment Documentation 1: Please upload any supplies/equipment quotes or additional documentation for this request. Respondent skipped this question

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**Q98** Supplies/Equipment Request 2: In the boxes below please provide information on your request. Supplies/Equipment requests will be considered on a one-time funding basis. Respondent skipped this question

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**Q99** Supplies/Equipment Documentation 2 : Please upload any supplies/equipment quotes or additional documentation for this request. Respondent skipped this question

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### Page 27: X. Facilities Resource Needs

**Q100** Are you requesting facilities resources to achieve this goal? **Yes**

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### Page 28: Facilities Request

**Q101** Facilities Request 1: Please provide the information below and remember to complete a Facilities Request Form accessible here: [Facilities Request Form](#)

Description:	<b>Electric Utility Vehicle to transport technical equipment to classrooms, computer labs and faculty workrooms and offices</b>
Amount Requested \$:	<b>\$8,000</b>
Related Program Review Goal(s):	<b>Technology Support</b>

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**Q102** Facilities Request 2: Please provide the information below and remember to complete a Facilities Request Form, accessible here: [Facilities Request Form](#) Respondent skipped this question

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### Page 29: XI. Professional Development Resource Needs

## Instructional Program Review Annual Update

**Q103** Are you requesting professional development resources to achieve this goal? **Yes**

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### Page 30: Professional Development Request

**Q104** Professional Development Request 1: Please provide the information identified below and follow the process for requesting professional development funds, outlined here.

Description:	<b>Professional Development for classified staff to remain current in their fields, such as networking, web development, instructional technology support</b>
Amount Requested \$:	<b>16,000</b>
Related Program Review Goal(s):	<b>Professional Development for classified staff</b>

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**Q105** Professional Development Request 2: Please provide the information identified below and follow the process for requesting professional development funds, outlined here. **Respondent skipped this question**

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### Page 31: XII. Other Resource Needs

**Q106** Are you requesting any other resources to achieve this goal? **No**

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### Page 32: Other Resource Requests

**Q107** Other Resource Requests 1: Other resource requests will be considered on a one-time funding basis. Please fill in the information below. **Respondent skipped this question**

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**Q108** Other Resource Requests 2: Other resource requests will be considered on a one-time funding basis. Please fill in the information below. **Respondent skipped this question**

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### Page 33

**Q109** Are you ready to submit your program review? If you click "No," you will be redirected to the start of the program review module. **Respondent skipped this question**

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