

**2009-2010 Instructional Program Review and Planning Supplemental Form
Academic Technology Resource Center (315100)**

[Priority 1 – Blackboard Adoption](#)

[Priority 2 – Blackboard Content Management System](#)

[Priority 3 – Blackboard Community System](#)

[Priority 4 – AcademicTechnology Support](#)

[Priority 5 - Training](#)

[Priority 6 – Computer Labs](#)

[Priority 7 – Streaming Media](#)

[Priority 8 – Web Servers and Services](#)

[Priority 9 – Hardware Distribution](#)

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Please complete this form for each priority you identified in the 2008-2009 progress report (review these at [PRP Supplemental Report Form](#)). Please list at the end of this form the faculty and staff who participate in this report. Forward (1) a hard copy to Instructional Services and (2) email a Microsoft Word copy to jdecker@palomar.edu no later than 3/05/2010.

Department Academic Technology Resource Center (315100)	Department Priority # 1	No funding/resources are being requested
Program/Discipline: ATRC		Program/Discipline Priority # FOR 2010-2011: 1

To establish a priority, use the current Program Review and Planning (PRP) document submitted Spring 2009 (posted at [PRP Supplemental Report Form](#)) for this program or discipline. Identify from Box #2 in the PRP a priority for the upcoming academic year or develop a priority based on the data analysis discussed in Box #2.

***2. Data Analysis (restate or summarize the data analysis from the PRP):**

The purpose of the Academic Technology Resource Center is to facilitate and enhance teaching and learning at Palomar College through the use of technology. One of the primary means we accomplish this is by administering the Blackboard system which is used to present learning materials for online and technology enhanced classes.

Palomar College licenses the Blackboard Learn Enterprise system. We do not license, but should license (see priority 2 and 3), two other components of the Blackboard Academic Suite called the Blackboard Content Management System (priority 2) and the Blackboard Community System (priority 3).

According to the Solar Winds system, the Blackboard system has enjoyed 100% up time for the last year exclusive of power failure periods. As a whole there are 10,102 course shells in the Blackboard database (a course shell = a class in which it is possible for a student to enroll at Palomar College), down 9.3% from the last reporting period, reflecting the large number of sections cut by the college over the last year. There are a total of 103,859 students in the Blackboard system database, up 42.3% over the last reporting period, due primarily of a change of procedure in the PeopleSoft system that creates a valid Blackboard account for all applicants, rather than all students, in order to accommodate computer and information literacy testing. This is an example of the improper use of the system to meet a need that could better be met by purchasing the components of the system intended to handle these sorts of needs, i.e., the Community System portion of Blackboard (see the worksheet for priority 3).

In a sense these numbers are irrelevant (except for the up-time percentage) because we store the past three semesters of data on the Blackboard system, the current semester's data, and a future semester's data, once we are within 90 days of the commencement of a new semester. Many of the students and courses on the system are actually inactive. A true measure of Blackboard adoption is the active number of courses in any one semester that have remained active through the end of the semester. Fortunately we are able to track this number. See the table and chart below for this detail. The adoption of Blackboard by faculty members in the spring 2010 semester stands at 37.1%, with 988 of 2661 course shells having been activated by instructors. This is up 9.4% since fall of 2008 and up 359.5% since fall of 2006, a very significant adoption rate.

Term	Availability Rate	Total Courses	Total Available
2067	7.2%	2981	215
2077	17.0%	3027	515
2087	29.7%	3045	903
2097	34.0%	2684	913 ¹
2103	37.1%	2661	988

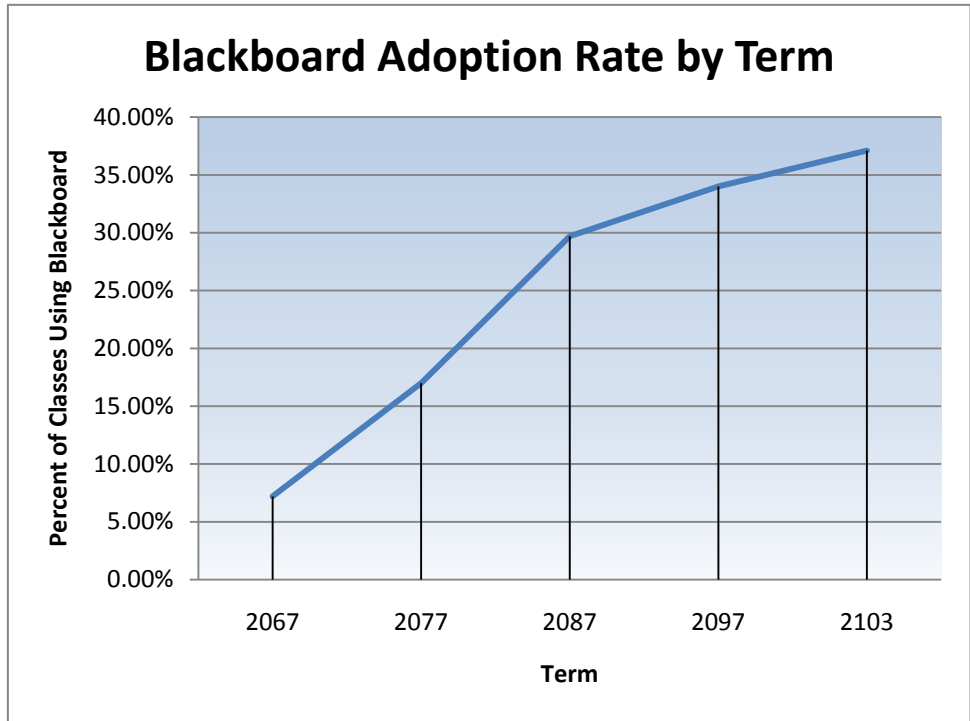
¹ Data for total available courses for fall 2009 was extrapolated from archival data. All other data was measured during the terms listed.

*Numbering parallels sections in original Program Review and Planning document

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***3.a/b. Describe your goal (priority) based on data analysis from the PRP:**

Our goal is to continue a vigorous and growing Blackboard adoption rate because we believe by applying a standard approach to the presentation of learning materials we can significantly lower the barriers to working with technologically enhanced education for both faculty members and students.

Resources requested: Identify all the resources you are requesting to support the implementation of this priority. These resources would be additional funding needed beyond what is already provided to the discipline through the base resource allocation process.	Describe the resource(s) requested	Cite page(s) that provide rationale for this priority request	Estimated Amount of Funding Requested	New, one-time funding	New, on-going funding
*4.a. Equipment – Per unit cost is ≥\$500 (microscopes, table saw, etc.)					
*4.a. Technology (computers, data projectors, document readers, etc.)					
*4.b. Budget for 4000s - Per unit cost is					

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≤\$500 (supplies)					
*4.b. Budget for 5000s – Printing, maintenance agreements, software license, accreditation fees, etc.	<p>The license for Blackboard Learn is already regularized in the IS dept. budget and a special request is not being made here, though we must stress the importance of continuing to fund the Blackboard Learn system.</p> <p>The cost of the commercial building blocks we have deployed in the Learn System are also regularized in the IS budget and need to be maintained.</p>				
*4.c. Facilities					
*4.d. Faculty position					
*4.e. Classified staff position (contract)					
*4.e. Classified staff position (hourly)					
			TOTAL		

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How will you evaluate whether or not you have met your goal/priority with the requested resources?
 We will measure ongoing Blackboard adoption rates. I would also suggest that use of Blackboard and satisfaction with Blackboard be included in elements of faculty polling done by the IRP.

What evidence will you provide to reflect the impact these resources had on student learning?
 We administer the Blackboard system and provide training and technical support for its use. Obviously the academic departments are the ones who must supply the evidence on student learning.

<p>*5. Strategic Plan goal or objective addressed by this priority in Strategic Plan 2013? 2.5, 6.1</p>	<p>Course(s) & SLO(s) addressed by this priority in CurricUNET? NA</p>	<p>Program(s) and SLO(s) addressed by this priority (program is defined as a certificate, degree, or discipline) in CurricUNET? NA</p>
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6. Reflect on the progress your discipline and/or department is making on defining, implementing, and assessing course, program, GE/Institutional level SLOs. What have been the benefits and what have been the challenges?

This is an SAO in our area. We support Blackboard for the sake of the academic uses of the institution. One of the benefits has been in reaching a population that would otherwise be underserved (distance students) and, more significantly, permitting students to fit courses into schedules that would otherwise not permit academic participation. Further, in-person courses can extend their reach into out-of-classroom time by mounting web accessible materials and communications. In fact, the Blackboard system is so powerful in extending to instructors the means to communicate with their students that it is hard to imagine why all professors would not opt to use it at least in some limited sense. One of the challenges has been the ongoing training and technical support that comes with a constantly changing faculty and student population.

Individuals completing this Program Review and Planning Supplemental document:

Name(s):	Signatures:	Date:
Terry Gray		3/4/10

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Department Academic Technology Resource Center (315100)	Department Priority # 2	\$75,000
Program/Discipline: ATRC		Program/Discipline Priority # FOR 2010-2011: 2

To establish a priority, use the current Program Review and Planning (PRP) document submitted Spring 2009 (posted at [PRP Supplemental Report Form](#)) for this program or discipline. Identify from Box #2 in the PRP a priority for the upcoming academic year or develop a priority based on the data analysis discussed in Box #2.

***2. Data Analysis (restate or summarize the data analysis from the PRP):**

The purpose of the Academic Technology Resource Center is to facilitate and enhance teaching and learning at Palomar College through the use of technology. One of the primary means we accomplish this is by administering the Blackboard system which is used to present learning materials for online and technology enhanced classes.

Palomar College licenses the Blackboard Learn Enterprise system. We do not license, but should license, two other components of the Blackboard Academic Suite called the Blackboard Content Management System (priority 2) and the Blackboard Community System (priority 3). This priority requests the purchase of the second most important component of the Blackboard Academic Suite, the Content Management System.

Our implementation of the Blackboard system stores 3 previous semesters, the current semester, and the future semester—once the classes are created in PeopleSoft, 90 days before the beginning of the future semester—on the Blackboard system on a rolling basis. As a current semester ends, its corresponding semester's data from a year ago is pruned from the system. The Blackboard Content Management system would give us the tools we need to efficiently manage this mass of professor generated data. Under the current implementation, if a professor teaches 5 sections of the same course using Blackboard, that professor must upload and maintain 5 SEPARATE COPIES of the data. If that professor has taught the courses for the past year, and will be teaching it again in the future semester, this amounts to no less than 25 SEPARATE COPIES of the SAME DATA residing within the Blackboard file and database systems. There is no way to upload and maintain a single copy of the data and deploy it across multiple classes. The Content Management system would solve this problem, thereby enormously simplifying the effort required by professors to manage their classes. It would also bring clarity and organization to the student experience of Blackboard. Additionally, the Content Management system provides student e-portfolio and library and other departmental e-reserve tools that we could use to enhance education and library services. Various professors have asked for the creation of student e-portfolios over the years, but we have had no convenient way to manage them that would keep data secure and private. The Content Management System would solve this problem. Further, we in Academic Technology have created a video catalog available to professors, but have had to maintain it using blogging software on a web site external to Blackboard that requires separate user login. With the Content Management System this catalog could be moved within Blackboard, making it far easier to access and use.

Currently the average Blackboard course stores 106MB of data within the Blackboard file structure. In the scenario outlined above it means that 2.65GB of redundant data is being stored for the professor who uses Blackboard. With deployment of the Content Management system we would expect to see an

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immediate and dramatic reduction in the amount of data stored on the system (a 25-fold reduction in the scenario described above) and a more efficient means of managing data for professors. With the Content Management system professors will only need to maintain a single copy of their data on the system, and use a system of pointers to deploy it across classes. When they make modifications, the data need only be modified once.

Even more critically, many courses have in excess of 250MB of data, but the Learn System cannot support successful backup/archive of courses larger than this limit. This means that the courses cannot be restored to the system using normal means, another problem that could be solved by the Content Management System.

***3.a/b. Describe your goal (priority) based on data analysis from the PRP:**

Our goal is to provide the most efficient, reliable method of data storage and management for our target consumer, the faculty member users of the Blackboard system. An extended goal would be to provide previously unavailable features for professors and students, including e-portfolios and e-reserve systems.

Resources requested: Identify all the resources you are requesting to support the implementation of this priority. These resources would be additional funding needed beyond what is already provided to the discipline through the base resource allocation process.	Describe the resource(s) requested	Cite page(s) that provide rationale for this priority request	Estimated Amount of Funding Requested	New, one-time funding	New, on-going funding
*4.a. Equipment – Per unit cost is ≥\$500 (microscopes, table saw, etc.)					
*4.a. Technology (computers, data projectors, document readers, etc.)					
*4.b. Budget for 4000s - Per unit cost is ≤\$500 (supplies)					
*4.b. Budget for 5000s – Printing, maintenance agreements, software license, accreditation fees, etc.	License for the Blackboard Content Management System to supplement the Blackboard Enterprise Learn system we currently deploy. The price quoted above, \$75,000 is approximately the current “retail, street price.” We could expect a substantial discount from this price (as we experience with the Learn System) by purchasing at discount through the FCCC.	See item 2 above and see p. 1 of the 2009 progress report. This semester Priority 1 from 2009 has become the first 3 priority items, since the parts can be identified separately.	\$75,000	\$75,000	\$75,000
*4.c. Facilities					
*4.d. Faculty position					
*4.e. Classified staff position (contract)					
*4.e. Classified staff position (hourly)					
			TOTAL \$75,000	\$75,000	\$75,000

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How will you evaluate whether or not you have met your goal/priority with the requested resources?

We will measure the average per course for current courses (currently 106MB per course) across all courses stored within the Blackboard file system and show a significant decrease after implementation of the Content Management system. We also suggest that 'management of Blackboard course' be a survey item on future surveys conducted by IRP and would expect to see rising satisfaction by users. Finally, we will report on the existence of student e-portfolios and the usage of an e-reserve system specifically for streaming media, but also for other catalog-related enterprises..

What evidence will you provide to reflect the impact these resources had on student learning?

<p>*5. Strategic Plan goal or objective addressed by this priority in Strategic Plan 2013?</p> <p>2.3, 2.4, 2.5, 6.1</p>	<p>Course(s) & SLO(s) addressed by this priority in Curricunet?</p> <p>NA</p>	<p>Program(s) and SLO(s) addressed by this priority (program is defined as a certificate, degree, or discipline) in Curricunet?</p> <p>NA</p>
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6. Reflect on the progress your discipline and/or department is making on defining, implementing, and assessing course, program, GE/Institutional level SLOs. What have been the benefits and what have been the challenges?

This is an SAO in our area. We support Blackboard for the sake of the academic uses of the institution. We would expect with greater ease of use, and a more powerful feature set in Blackboard, we will drive adoption rates, ease management chores for faculty members, and empower both faculty members and students with new tools. Student e-portfolios, in fact, could be used to assess SLOs by academic departments.

Individuals completing this Program Review and Planning Supplemental document:

Name(s):	Signatures:	Date:
Terry Gray		3/4/10

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Department Academic Technology Resource Center (315100)	Department Priority # 3	\$60,000
Program/Discipline: ATRC		Program/Discipline Priority # FOR 2010-2011: 3

To establish a priority, use the current Program Review and Planning (PRP) document submitted Spring 2009 (posted at [PRP Supplemental Report Form](#)) for this program or discipline. Identify from Box #2 in the PRP a priority for the upcoming academic year or develop a priority based on the data analysis discussed in Box #2.

<p>*2. Data Analysis (restate or summarize the data analysis from the PRP): The purpose of the Academic Technology Resource Center is to facilitate and enhance teaching and learning at Palomar College through the use of technology. One of the primary means we accomplish this is by administering the Blackboard system which is used to present learning materials for online and technology enhanced classes.</p> <p>Palomar College licenses the Blackboard Learn Enterprise system. We do not license, but should license, two other components of the Blackboard Academic Suite called the Blackboard Content Management System (priority 2) and the Blackboard Community System (priority 3). This priority requests the purchase of the third most important component of the Blackboard Academic Suite, the Blackboard Community System.</p> <p>Currently we do not have the ability within our Blackboard system to create communities of interest that spans classes, or create organizational units that do not depend on course enrollment. The Community system would give us the ability to create community (in the local and broadest senses) groupings that could pursue learning and communication goals apart from specific coursework in Blackboard. We receive many requests to create “special” Blackboard courses for groups, clubs, committees, and other organizational units. It is possible to manually create such courses, but they do not have the social networking aspects that the Community System could provide and “enrolling” participants is also problematic. Furthermore, the Community System would give us the ability to make our Blackboard System a true learning portal, with managed tabs for the library, counseling, athletics, performing arts, campus police, etc. A true communication tool for building community and distributing information.</p>					
<p>*3.a/b. Describe your goal (priority) based on data analysis from the PRP: Our goal is to provide the best communications tools and manage the college web presence most effectively. The Blackboard Community system would allow us to do this.</p>					
Resources requested: Identify all the resources you are requesting to support the implementation of this priority. These resources would be additional funding needed beyond what is already provided to the discipline through the base resource allocation process.	Describe the resource(s) requested	Cite page(s) that provide rationale for this priority request	Estimated Amount of Funding Requested	New, one-time funding	New, on-going funding
<p>*4.a. Equipment – Per unit cost is</p>					

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≥\$500 (microscopes, table saw, etc.)					
*4.a. Technology (computers, data projectors, document readers, etc.)					
*4.b. Budget for 4000s - Per unit cost is ≤\$500 (supplies)					
*4.b. Budget for 5000s – Printing, maintenance agreements, software license, accreditation fees, etc.	License for the Blackboard Content Management System to supplement the Blackboard Enterprise Learn system we currently deploy. The price quoted above, \$60,000 is approximately the current “retail, street price.” We could expect a substantial discount from this price (as we experience with the Learn System) by purchasing at discount through the FCCC.	See item 2 above and see p. 1 of the 2009 progress report. This semester Priority 1 from 2009 has become the first 3 priority items, since the parts can be identified separately.	\$60,000	\$60,000	\$60,000
*4.c. Facilities					
*4.d. Faculty position					
*4.e. Classified staff position (contract)					
*4.e. Classified staff position (hourly)					
			TOTAL \$60,000	\$60,000	\$60,000

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How will you evaluate whether or not you have met your goal/priority with the requested resources?

Since we are starting from zero, we would expect to show immediate results by the existence of community organizational units created in Blackboard and the existence of a managed portal system. Over time we would expect to see growth as measured by community participation in groups, the existence of club presences, the dissemination of information using the portal resources.

What evidence will you provide to reflect the impact these resources had on student learning?

<p>*5. Strategic Plan goal or objective addressed by this priority in Strategic Plan 2013?</p> <p>2.1, 2.3, 2.4, 2.5, 3.1, 3.2, 3.3, 6.1</p>	<p>Course(s) & SLO(s) addressed by this priority in Curricunet?</p> <p>NA</p>	<p>Program(s) and SLO(s) addressed by this priority (program is defined as a certificate, degree, or discipline) in Curricunet?</p> <p>NA</p>
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6. Reflect on the progress your discipline and/or department is making on defining, implementing, and assessing course, program, GE/Institutional level SLOs. What have been the benefits and what have been the challenges?

This is an SAO in our area. We support Blackboard for the sake of the academic and community uses of the institution. We would expect that by adding community features and managed portals that we could increase and centralize reliable communications from the college to constituent groups, and among the groups.

Individuals completing this Program Review and Planning Supplemental document:

Name(s):	Signatures:	Date:
Terry Gray		3/4/10

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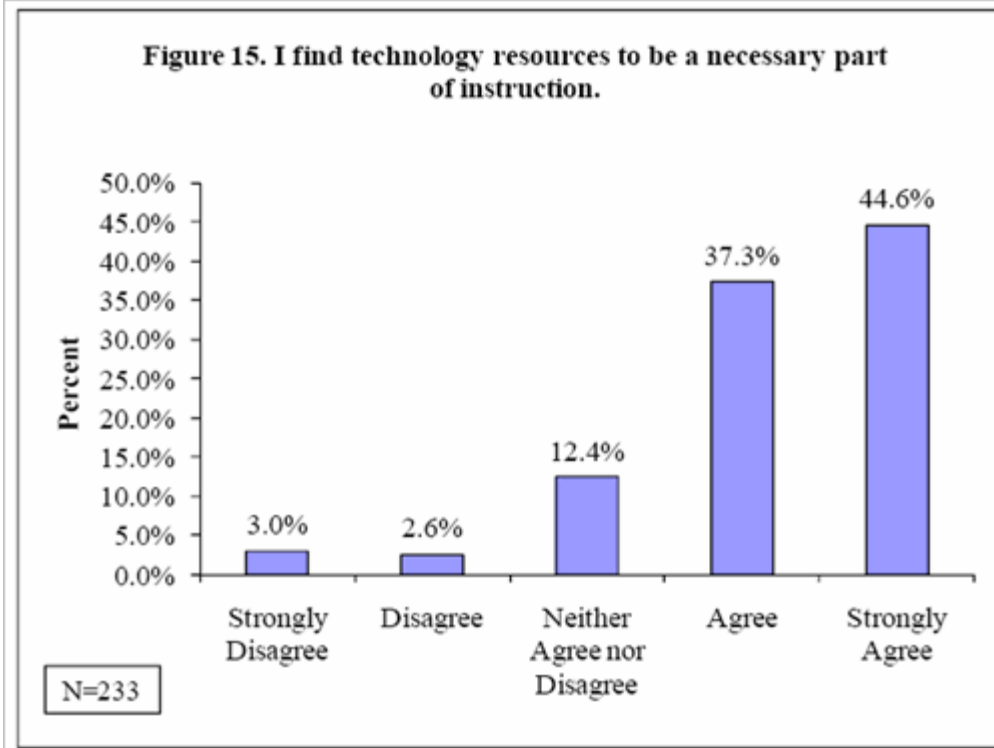
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Department Academic Technology Resource Center (315100)	Department Priority # 4	No funding/resources are being requested
Program/Discipline: ATRC		Program/Discipline Priority # FOR 2010-2011: 4

To establish a priority, use the current Program Review and Planning (PRP) document submitted Spring 2009 (posted at [PRP Supplemental Report Form](#)) for this program or discipline. Identify from Box #2 in the PRP a priority for the upcoming academic year or develop a priority based on the data analysis discussed in Box #2.

***2. Data Analysis (restate or summarize the data analysis from the PRP):**

The purpose of the Academic Technology Resource Center is to facilitate and enhance teaching and learning at Palomar College through the use of technology. One of the primary means we accomplish this is by providing technical support to faculty members and students using academic technology. A survey conducted in 2008 (2/08) by the IRP office showed that 81.9% of respondents agreed or strongly agreed (44.6%) that "technology resources are a necessary part of instruction":

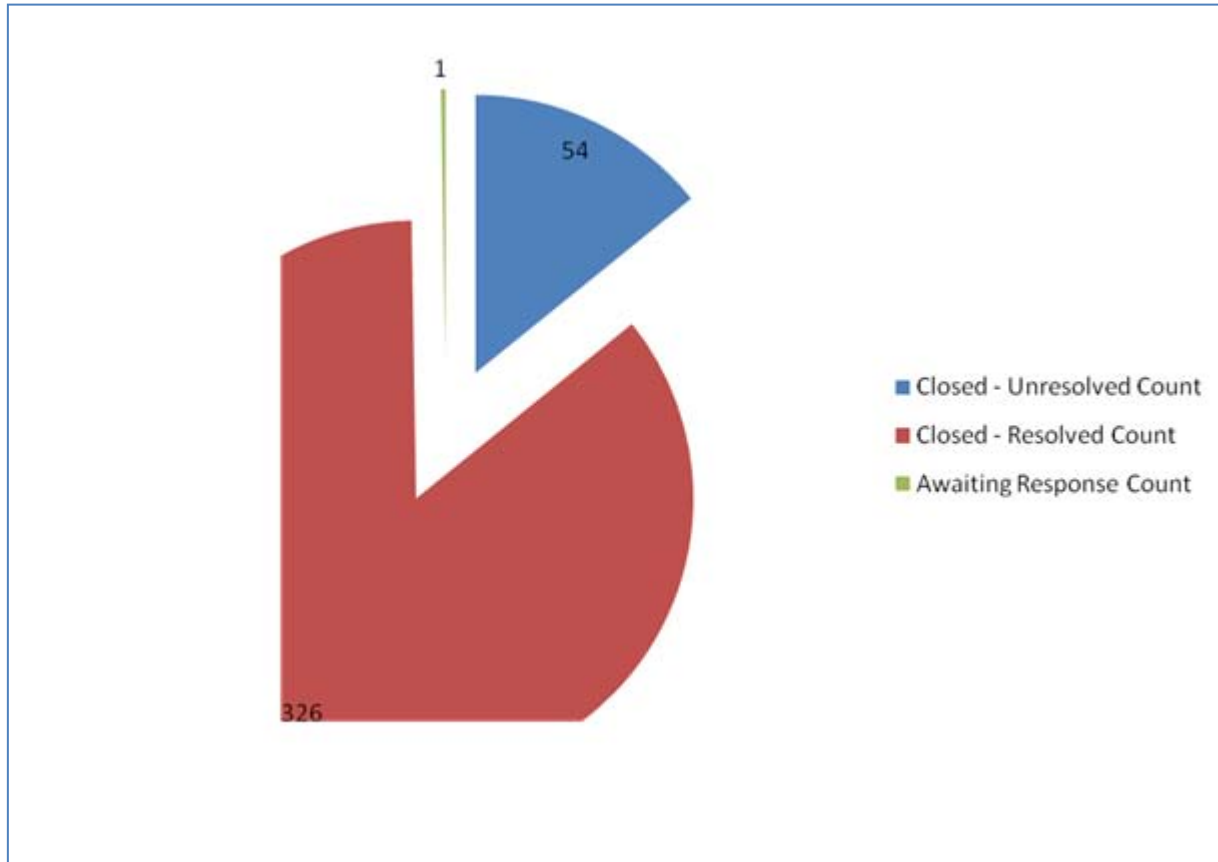


However, technology is sometimes difficult for faculty members and students to use. Therefore, one of our primary functions has been to provide support for this group related

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to their problems with ACADEMIC technology. By this we mean the technology related to Blackboard, browsers, media players, various physical devices like iPods, cell phones (in their browser-related capacities), laptops, and so on. It is a broad and varied canvass. Our support and lab help desk technicians field thousands of help requests each semester. In order to support technology enhanced education, we have established a voice call help system (x2862), an email help system (onlineclasses@palomar.edu) and, the preferred method, an online help ticketing system (<http://palomaratrc.helpserve.com/>). We also employ classified lab technicians and trained student hourly support employees to assist students in our computer labs. Finally, we have mounted "how-to" articles, videos and online resources so that users can discover self-help solutions. This has required a huge effort, but has paid off in generally high levels of faculty and student technical competence and confidence. While part of this effort could be classified as "training" (see priority 5), much of it should be considered just-in-time tech support. We handle so many support requests in our labs and via phone and email, that we do not attempt to count them (though beginning in April 2010 we are instituting at least a partial counting system). We do track, however, the help requests made to our help ticketing system (these are generally of a more complicated nature). As of March 4, 2010, the help ticketing system has 5752 registered users (registration is required to receive email replies to help tickets). In the last year it has been used to submit 381 help requests. 99.74% of tickets submitted in the last year have been closed, either "closed-resolved" (85.56%) or "closed-unresolved" (14.17% - most 'closed-unresolved' tickets are closed because the original client fails to respond to repeated requests for further information). See the chart below.



Average time to ticket response was just over 24 hours, including weekends and night hours when we are not available to work on issues.

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*3.a/b. Describe your goal (priority) based on data analysis from the PRP:					
Our goal is to provide the best, quickest academic technology support to faculty members and students.					
Resources requested: Identify all the resources you are requesting to support the implementation of this priority. These resources would be additional funding needed beyond what is already provided to the discipline through the base resource allocation process.	Describe the resource(s) requested	Cite page(s) that provide rationale for this priority request	Estimated Amount of Funding Requested	New, one-time funding	New, on-going funding
*4.a. Equipment – Per unit cost is ≥\$500 (microscopes, table saw, etc.)					
*4.a. Technology (computers, data projectors, document readers, etc.)					
*4.b. Budget for 4000s - Per unit cost is ≤\$500 (supplies)					
*4.b. Budget for 5000s – Printing, maintenance agreements, software license, accreditation fees, etc.	We currently subscribe to a help ticketing system, so budgetary support for these needs to be maintained.				
*4.c. Facilities					
*4.d. Faculty position					
*4.e. Classified staff position (contract)					
*4.e. Classified staff position (hourly)					
			TOTAL		

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How will you evaluate whether or not you have met your goal/priority with the requested resources?

The best help systems need to do the least, because they have automated and explained processes in ways that make individual calls and queries for help unnecessary. We have the following plans: 1) begin tracking phone and email requests so that we can report on these over time; 2) increase help ticketing system monitoring to reduce average response time. We would expect, over time, a reduction in help requests (though this will obviously vary depending on the ever-changing technology environment); increase in the number of ticketing system Knowledge Base articles; and an ongoing reduction in average response time.

What evidence will you provide to reflect the impact these resources had on student learning?

As an SAO we will provide charts descriptive of the data described in the item above.

<p>*5. Strategic Plan goal or objective addressed by this priority in Strategic Plan 2013?</p> <p>2.5, 6.1</p>	<p>Course(s) & SLO(s) addressed by this priority in Curricunet?</p> <p>NA</p>	<p>Program(s) and SLO(s) addressed by this priority (program is defined as a certificate, degree, or discipline) in Curricunet?</p> <p>NA</p>
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6. Reflect on the progress your discipline and/or department is making on defining, implementing, and assessing course, program, GE/Institutional level SLOs. What have been the benefits and what have been the challenges?

This is an SAO in our area. We have no direct way to measure the effect of technical support to students in terms of learning outcomes.

Individuals completing this Program Review and Planning Supplemental document:

Name(s):	Signatures:	Date:
Terry Gray		3/4/10

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Department Academic Technology Resource Center (315100)	Department Priority # 5	\$45,000
Program/Discipline: ATRC		Program/Discipline Priority # FOR 2010-2011: 5

To establish a priority, use the current Program Review and Planning (PRP) document submitted Spring 2009 (posted at [PRP Supplemental Report Form](#)) for this program or discipline. Identify from Box #2 in the PRP a priority for the upcoming academic year or develop a priority based on the data analysis discussed in Box #2.

***2. Data Analysis (restate or summarize the data analysis from the PRP):**

Academic Technology delivers in-person group, one-on-one, and online Just-In-Time, and online self-paced training to faculty members and staff. Some of our training materials are also aimed at students, but they are not our primary audience. According to the IRP Accreditation Survey of February 2008, 62.5% of respondents said they had taken an Academic Technology training workshop and another 24.4% reported an online class or using an online resource, not necessarily an Academic Technology resource, however.

Table 14. Type of Training Attended

Attended a Workshop Delivered by:	N	Percent
A Specific Department	277	69.8%
Professional Development Office	231	58.2%
3C Media Solutions	68	17.1%
Academic Technology	248	62.5%
Online Class or Resource	97	24.4%
Other	62	15.6%

Academic Technology delivers approximately 30 in-person workshops per semester, and dozens of one-on-one training sessions with faculty members. The numbers vary, of course, based on current needs. In addition to face-to-face training we provide training from the following sources:

1. The Tech Talk Topic blog (<http://techtalktopic.wordpress.com/>)
2. The Teaching with Technology blog (<http://palomarteachingwithtechnology.wordpress.com/>)
3. The Blackboard for Faculty blog (<http://blackboardforfaculty.wordpress.com/>)
4. The Academic Technology Podcast series (<http://www.palomar.edu/atrc/Pod/podindex.htm>)
5. The Academic Technology newsletter (<http://www.palomar.edu/atrc/newsletters/NewsletterIndex.htm>)
6. The Academic Technology Facebook Group site (<http://www.facebook.com/group.php?v=wall&gid=418087590176>)

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- 7. The Academic Technology Twitter feed (<http://twitter.com/palomaratrc/>)
- 8. The Academic Technology YouTube channel (<http://www.youtube.com/palomaratrc>)
- 9. The Academic Technology web site (<http://www.palomar.edu/atrc>)

We store metrics from all these sites and will be comparing monthly and annual results over time.

We pursue these training avenues at relatively low cost (our most expensive training enterprise is our summer “Tech Camp” where we pay for catering and technology that we distribute to participants). However, we feel the need to provide the institution with more thoroughgoing training opportunities on a broader range of software products than we can possibly provide. Therefore, we recommend purchase lynda.com training for our college. For an annual cost of \$45,000 we could supply all faculty, staff and students with access to lynda.com’s catalog of over 42,000 online video tutorials across a wide spectrum of software products commonly used in our environment. This would not eliminate the need for AT in-person training, but would be an effective supplement—and classroom aid for many courses—to that training.

***3.a/b. Describe your goal (priority) based on data analysis from the PRP:**

Our goal is to provide the most useful and timely training materials possible to assist faculty members with technology.

Resources requested: Identify all the resources you are requesting to support the implementation of this priority. These resources would be additional funding needed beyond what is already provided to the discipline through the base resource allocation process.	Describe the resource(s) requested	Cite page(s) that provide rationale for this priority request	Estimated Amount of Funding Requested	New, one-time funding	New, on-going funding
*4.a. Equipment – Per unit cost is ≥\$500 (microscopes, table saw, etc.)					
*4.a. Technology (computers, data projectors, document readers, etc.)					
*4.b. Budget for 4000s - Per unit cost is ≤\$500 (supplies)					
*4.b. Budget for 5000s – Printing, maintenance agreements, software license, accreditation fees, etc.	License for Lynda.com training for all faculty, staff and students at Palomar College.	See item 2 above and see p. 3 of the 2009 progress report.	\$45,000	\$45,000	\$45,000
*4.c. Facilities					
*4.d. Faculty position					
*4.e. Classified staff position (contract)					
*4.e. Classified staff position (hourly)					
			TOTAL \$45,000	\$45,000	\$45,000

How will you evaluate whether or not you have met your goal/priority with the requested resources?

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We recommend IRP conduct a follow-up survey to query AT training use among the Palomar faculty and general community. We will also follow our blog/podcast/newsletter metrics, and once we have subscribed to the lynda.com training we will be able to closely track usage through the lynda.com management tools.

What evidence will you provide to reflect the impact these resources had on student learning?

This can only be measured indirectly through academic departments, but as an SAO in our area we can show workshop attendance and display training avenue metrics over time.

<p>*5. Strategic Plan goal or objective addressed by this priority in Strategic Plan 2013?</p> <p>2.5, 6.1</p>	<p>Course(s) & SLO(s) addressed by this priority in Curricunet?</p> <p>NA</p>	<p>Program(s) and SLO(s) addressed by this priority (program is defined as a certificate, degree, or discipline) in Curricunet?</p> <p>NA</p>
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6. Reflect on the progress your discipline and/or department is making on defining, implementing, and assessing course, program, GE/Institutional level SLOs. What have been the benefits and what have been the challenges?

This is an SAO in our area. The benefits have been expanded awareness and expertise in using technology to teach and learn. The challenges of delivering training to faculty members in particular are the limitations of the free time they have to participate.

Individuals completing this Program Review and Planning Supplemental document:

Name(s):	Signatures:	Date:
Terry Gray		3/4/10

*Numbering parallels sections in original Program Review and Planning document
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Please complete this form for each priority you identified in the 2008-2009 progress report (review these at [PRP Supplemental Report Form](#)). Please list at the end of this form the faculty and staff who participate in this report. Forward (1) a hard copy to Instructional Services and (2) email a Microsoft Word copy to jdecker@palomar.edu no later than 3/05/2010.

Department Academic Technology Resource Center (315100)	Department Priority # 6	
Program/Discipline: ATRC		Program/Discipline Priority # FOR 2010-2011: 6

To establish a priority, use the current Program Review and Planning (PRP) document submitted Spring 2009 (posted at [PRP Supplemental Report Form](#)) for this program or discipline. Identify from Box #2 in the PRP a priority for the upcoming academic year or develop a priority based on the data analysis discussed in Box #2.

<p>*2. Data Analysis (restate or summarize the data analysis from the PRP): Academic Technology administers 178 public access computers, including a 30-computer mobile, wireless lab and 4 specialized ADA public access computers. The total number of public access computers is up 38% from 2005. We also maintain a 4-computer faculty technology center, which provides specialized training to faculty members. General student lab attendance is consistently very high, with significant lines forming daily at peak times. We participate in a District pay-for-print system which pays for the cost of print supplies and the purchase of new printers, yielding a significant designated account of print-related revenue.</p>					
<p>*3.a/b. Describe your goal (priority) based on data analysis from the PRP: Our goal is to provide a well run, safe and secure computer lab environment where students and scheduled classes that use computers can congregate to pursue their academic goals.</p>					
<p style="color: red;">Resources requested: Identify all the resources you are requesting to support the implementation of this priority. These resources would be additional funding needed beyond what is already provided to the discipline through the base resource allocation process.</p>	<p style="color: red;">Describe the resource(s) requested</p>	<p style="color: red;">Cite page(s) that provide rationale for this priority request</p>	<p style="color: red;">Estimated Amount of Funding Requested</p>	<p style="color: red;">New, one-time funding</p>	<p style="color: red;">New, on-going funding</p>
<p>*4.a. Equipment – Per unit cost is ≥\$500 (microscopes, table saw, etc.)</p>	<p>In accordance with the IS plan to replace computers in primary labs across campus, every year of each of the last two years and will do so, under this plan, for another three years. We do not, therefore, have a budget request for lab equipment at this time. Unfortunately no replacement cost budget has been identified after the Prop. M money is spent, and after it is it is critical that we be able to fund new equipment in the AT</p>				

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	labs. The labs need to be expanded to meet student need, but we are physically out of floor space. The expansion will probably have to await the construction of the new library building.				
*4.a. Technology (computers, data projectors, document readers, etc.)					
*4.b. Budget for 4000s - Per unit cost is ≤\$500 (supplies)					
*4.b. Budget for 5000s – Printing, maintenance agreements, software license, accreditation fees, etc.					
*4.c. Facilities					
*4.d. Faculty position					
*4.e. Classified staff position (contract)					
*4.e. Classified staff position (hourly)					
			TOTAL \$45,000	\$45,000	\$45,000

How will you evaluate whether or not you have met your goal/priority with the requested resources?

We no longer track lab attendance since it is almost always completely full. If it would serve any purpose we could develop a census time when head counts could be taken, but all this would really show is when people like to come to campus. If they come to campus and have free time, they are often in the labs. We can demonstrate that we consistently, of the labs at Palomar College, are the leader in deploying the latest technology and the widest range of applications and tutorials to our students.

What evidence will you provide to reflect the impact these resources had on student learning?

There is no way to demonstrate this apart from performance in academic courses. We print an enormous number of pages which are turned in as assignments, but measuring this really only measures who does not have access to a home, or other, printer. A recent FCC survey showed that over 30% of Americans still do not have access to computers at home, so we believe that public access computers remain essential.

<p>*5. Strategic Plan goal or objective addressed by this priority in Strategic Plan 2013?</p> <p>2.5, 6.1</p>	<p>Course(s) & SLO(s) addressed by this priority in Curricunet?</p> <p>NA</p>	<p>Program(s) and SLO(s) addressed by this priority (program is defined as a certificate, degree, or discipline) in Curricunet?</p> <p>NA</p>
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6. Reflect on the progress your discipline and/or department is making on defining, implementing, and assessing course, program, GE/Institutional level SLOs. What have been the benefits and what have been the challenges?

This is an SAO in our area. We intend to begin tracking student lab attendance by a system by establishing a census day each week in which we will count student attendance at various times throughout the day.

Individuals completing this Program Review and Planning Supplemental document:

Name(s):	Signatures:	Date:
Terry Gray		3/4/10

*Numbering parallels sections in original Program Review and Planning document
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Please complete this form for each priority you identified in the 2008-2009 progress report (review these at [PRP Supplemental Report Form](#)). Please list at the end of this form the faculty and staff who participate in this report. Forward (1) a hard copy to Instructional Services and (2) email a Microsoft Word copy to jdecker@palomar.edu no later than 3/05/2010.

Department Academic Technology Resource Center (315100)	Department Priority # 7	\$4,272
Program/Discipline: ATRC		Program/Discipline Priority # FOR 2010-2011: 7

To establish a priority, use the current Program Review and Planning (PRP) document submitted Spring 2009 (posted at [PRP Supplemental Report Form](#)) for this program or discipline. Identify from Box #2 in the PRP a priority for the upcoming academic year or develop a priority based on the data analysis discussed in Box #2.

***2. Data Analysis (restate or summarize the data analysis from the PRP):**
 Academic Technology provides streaming media services for academic purposes. We have, for many years, maintained a streaming media server system at venus.palomar.edu. It contains 6,286 video titles and 1,450 audio titles; media that is streamed on-demand by academic courses at Palomar College. Beginning in January 2010 we have started to migrate this content to a new system at streaming.palomar.edu. The migration process requires re-encoding all media using a new encoding technology called “smoothstreaming” and deploying the media through a new Silverlight-based player. The resulting videos play much more smoothly, look better, and are more secure. Unfortunately this process requires a re-encode of all media. We have begun this enormous project, and as of March 4, 2010 have encoded only 129 videos, some of which were not on the old server. As an additional (time-consuming) step, we are web captioning as many of the re-encoded videos as possible through a grant from the DSP&S department. Some of the over 6000 titles on “venus” are obsolete, and many are not. In order to achieve a smooth migration by the end of this calendar year, our target date for turning off the old, out-of-warranty venus servers, we will need at least 2 more video capture/encoding machines. We currently have four such machines.

***3.a/b. Describe your goal (priority) based on data analysis from the PRP:**
 Our goal is to continue to provide the best possible streaming media services to the academic departments at Palomar College and migrate all relevant existing titles to the new server platform by the end of calendar year 2010.

Resources requested: Identify all the resources you are requesting to support the implementation of this priority. These resources would be additional funding needed beyond what is already provided to the discipline through the base resource allocation process.	Describe the resource(s) requested	Cite page(s) that provide rationale for this priority request	Estimated Amount of Funding Requested	New, one-time funding	New, on-going funding
*4.a. Equipment – Per unit cost is ≥\$500 (microscopes, table saw, etc.)	\$4,072 for 2 ea. Dell standard District computers with 24” monitors and Black Magic video capture cards.	p. 3 and item 2 above.	\$4,072	4,072	0
*4.a. Technology (computers, data projectors, document readers, etc.)					

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*4.b. Budget for 4000s - Per unit cost is ≤\$500 (supplies)					
*4.b. Budget for 5000s – Printing, maintenance agreements, software license, accreditation fees, etc.	\$200 for encoding and web-authoring software.		\$200	\$200	0
*4.c. Facilities					
*4.d. Faculty position					
*4.e. Classified staff position (contract)					
*4.e. Classified staff position (hourly)					
			TOTAL \$4,272	\$4,272	\$4,272

How will you evaluate whether or not you have met your goal/priority with the requested resources?

We can clearly evaluate the goal by counting the video/audio titles that have been migrated to the new system. Of course, this relies on faculty members who are being asked to bring their masters back in for re-encoding, and not all will. We will also be able, at the end of the project, to report on the number of obsolete titles deleted from the old server system.

What evidence will you provide to reflect the impact these resources had on student learning?

After the old system is decommissioned, we can count the number of video titles linked from within Blackboard—the only source from which the videos and audios can be played—to determine the rate of streamed media use in academics. Professors need to be surveyed to determine the impact of assigned media on their students.

*5. Strategic Plan goal or objective addressed by this priority in Strategic Plan 2013? 2.5, 6.1	Course(s) & SLO(s) addressed by this priority in Curricunet? NA	Program(s) and SLO(s) addressed by this priority (program is defined as a certificate, degree, or discipline) in Curricunet? NA
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6. Reflect on the progress your discipline and/or department is making on defining, implementing, and assessing course, program, GE/Institutional level SLOs. What have been the benefits and what have been the challenges?

This is an SAO in our area. We will track the rate of encoding and can count the rate of access to our new video catalog.

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Individuals completing this Program Review and Planning Supplemental document:

Name(s):	Signatures:	Date:
Terry Gray		3/4/10

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Department Academic Technology Resource Center (315100)	Department Priority # 8	
Program/Discipline: ATRC		Program/Discipline Priority # FOR 2010-2011: 8

To establish a priority, use the current Program Review and Planning (PRP) document submitted Spring 2009 (posted at [PRP Supplemental Report Form](#)) for this program or discipline. Identify from Box #2 in the PRP a priority for the upcoming academic year or develop a priority based on the data analysis discussed in Box #2.

<p>*2. Data Analysis (restate or summarize the data analysis from the PRP): Academic Technology Palomar College District web servers and manages and provides web space, web folders, and access rights to faculty, staff and students for purposes of publishing web contents. We are responsible for creating and maintaining the District web site, its sub-portals, and assist many departments and faculty and staff members in creating their own web contents. We have recently undertaken a project with the IS department to create a redundant server solution for our web presence, to replace the current single-point-of-failure system, and we are well on the way to completion of this project. Once it is completed we must migrate all web content from the old to the new server system. This will require examination of each Palomar web site and in many cases we will have to work directly with web authors to help them re-write forms and other dynamic pages.</p>					
<p>*3.a/b. Describe your goal (priority) based on data analysis from the PRP: Our goal is to migrate all District content to the new server platform by the end of June, 2011.</p>					
<p>Resources requested: Identify all the resources you are requesting to support the implementation of this priority. These resources would be additional funding needed beyond what is already provided to the discipline through the base resource allocation process.</p>	<p style="text-align: center;">Describe the resource(s) requested</p>	<p style="text-align: center;">Cite page(s) that provide rationale for this priority request</p>	<p style="text-align: center;">Estimated Amount of Funding Requested</p>	<p style="text-align: center;">New, one-time funding</p>	<p style="text-align: center;">New, on-going funding</p>
<p>*4.a. Equipment – Per unit cost is ≥\$500 (microscopes, table saw, etc.)</p>	<p>The IS department have provided virtual servers for the new environment, and are providing SAN storage capacity. These resources need to continue to be funded through their budget.</p>	<p>p. 3 and item 2 above.</p>			
<p>*4.a. Technology (computers, data projectors, document readers, etc.)</p>					
<p>*4.b. Budget for 4000s - Per unit cost is ≤\$500 (supplies)</p>					

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*4.b. Budget for 5000s – Printing, maintenance agreements, software license, accreditation fees, etc.					
*4.c. Facilities					
*4.d. Faculty position					
*4.e. Classified staff position (contract)					
*4.e. Classified staff position (hourly)					
			TOTAL		

How will you evaluate whether or not you have met your goal/priority with the requested resources?

We will maintain a list of old/new web sites and be able to tell when they have been migrated. With respect to the District web site, we have recently revised it and will evaluate success through surveys and functionality reports.

What evidence will you provide to reflect the impact these resources had on student learning?

We have no way of relating server platform to student learning.

*5. Strategic Plan goal or objective addressed by this priority in Strategic Plan 2013? 2.5, 6.1	Course(s) & SLO(s) addressed by this priority in Curricunet? NA	Program(s) and SLO(s) addressed by this priority (program is defined as a certificate, degree, or discipline) in Curricunet? NA
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6. Reflect on the progress your discipline and/or department is making on defining, implementing, and assessing course, program, GE/Institutional level SLOs. What have been the benefits and what have been the challenges?

This is an SAO in our area. We will track the rate of encoding and can count the rate of access to our new video catalog.

Individuals completing this Program Review and Planning Supplemental document:

Name(s):	Signatures:	Date:
Terry Gray		3/4/10

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Please complete this form for each priority you identified in the 2008-2009 progress report (review these at [PRP Supplemental Report Form](#)). Please list at the end of this form the faculty and staff who participate in this report. Forward (1) a hard copy to Instructional Services and (2) email a Microsoft Word copy to jdecker@palomar.edu no later than 3/05/2010.

Department Academic Technology Resource Center (315100)	Department Priority # 9	\$30,000
Program/Discipline: ATRC		Program/Discipline Priority # FOR 2010-2011: 9

To establish a priority, use the current Program Review and Planning (PRP) document submitted Spring 2009 (posted at [PRP Supplemental Report Form](#)) for this program or discipline. Identify from Box #2 in the PRP a priority for the upcoming academic year or develop a priority based on the data analysis discussed in Box #2.

<p>*2. Data Analysis (restate or summarize the data analysis from the PRP): One of the most successful strategies we have followed to get new technology into the hands of faculty members has been to lend out, and give away, various small technology tools as part of our normal operation or our training sessions. Specifically I am referring to digital audio recorders, Flip video cameras, USB headsets, flash drives, and other fairly inexpensive items. We see the need to provide a means that faculty members can borrow more expensive items, including laptop computers, tablet computers, digitizing tablets, iPods, iPads, Kindles, and other newer technologies. We are proposing a fund that would purchase these things so that we could build a lending library of more expensive hardware, and provide free of cost to faculty members lower cost items, as incentives for attending training sessions.</p>					
<p>*3.a/b. Describe your goal (priority) based on data analysis from the PRP: Our goal is to get new technology into the hands of faculty members who cannot otherwise afford them.</p>					
<p>Resources requested: Identify all the resources you are requesting to support the implementation of this priority. These resources would be additional funding needed beyond what is already provided to the discipline through the base resource allocation process.</p>	<p>Describe the resource(s) requested</p>	<p>Cite page(s) that provide rationale for this priority request</p>	<p>Estimated Amount of Funding Requested</p>	<p>New, one-time funding</p>	<p>New, on-going funding</p>
<p>*4.a. Equipment – Per unit cost is ≥\$500 (microscopes, table saw, etc.)</p>	<p>\$30,000 for various hardware devices.</p>	<p>See item 2 above.</p>	<p>\$30,000</p>	<p>\$30,000</p>	<p>\$10,000</p>
<p>*4.a. Technology (computers, data projectors, document readers, etc.)</p>					
<p>*4.b. Budget for 4000s - Per unit cost is ≤\$500 (supplies)</p>					
<p>*4.b. Budget for 5000s – Printing, maintenance agreements, software license, accreditation fees, etc.</p>					
<p>*4.c. Facilities</p>					

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*4.d. Faculty position					
*4.e. Classified staff position (contract)					
*4.e. Classified staff position (hourly)					
			TOTAL \$30,000	\$30,000	\$10,000

How will you evaluate whether or not you have met your goal/priority with the requested resources?

We will maintain a catalog of lent items and suggest that IRP survey faculty needs so that we might meet them.

What evidence will you provide to reflect the impact these resources had on student learning?

A faculty survey of technology use might be conducted by IRP. We would expect rising levels of satisfaction and relevance related to tech questions.

*5. Strategic Plan goal or objective addressed by this priority in Strategic Plan 2013? 2.5, 6.1	Course(s) & SLO(s) addressed by this priority in Curricunet? NA	Program(s) and SLO(s) addressed by this priority (program is defined as a certificate, degree, or discipline) in Curricunet? NA
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6. Reflect on the progress your discipline and/or department is making on defining, implementing, and assessing course, program, GE/Institutional level SLOs. What have been the benefits and what have been the challenges?

This is an SAO in our area. We will track the rate of encoding and can count the rate of access to our new video catalog.

Individuals completing this Program Review and Planning Supplemental document:

Name(s):	Signatures:	Date:
Terry Gray		3/4/10

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