

Program Review & Planning (PRP)

ANNUAL UPDATE

Part 1: General Information

Program Review is a self-study of your unit. For non-instructional program review, the definition of what is a unit varies based upon your division. A unit may be a department (e.g., Information Services, Institutional Research and Planning, Financial Aid), a program (e.g., EOPS, TRIO), or a division (Human Resource Services). The Vice Presidents for each division have identified/defined the units that will complete the review cycle.

Regardless of whether your unit is a program, department, or division, program review is about documenting the plans you have for improving Institutional Effectiveness in your area and sharing that information with the college community. Through the review of and reflection on key elements, program review and planning identifies program strengths as well as strategies necessary to improve the operation of your area.

The Annual Update is designed to help you track progress on your three-year plan. It allows for updates to your plan based on:

- 1) updates to Service Area Outcomes assessment cycle or unit data;
- 2) new events, legislation, or processes that affect your unit's ability to meet your mission; and
- 3) a review of progress on your three-year plan's goals.

Date:	10/14/2019
Unit Name:	ATRC
Department Name:	Academic Technology Resources Center
Division Name:	Social and Behavioral Sciences
Name of person responsible for the Program/Unit:	Najib Manea
Website address for your unit:	www.palomar.edu/atrc/

Please list all participants in this Program Review:

Name	Position
Najib Manea	Manager
Chris Norcross	ATRC Systems Admin
Kelly Helming	Web Coordinator
Shay Phillips	ATRC Systems Admin
David Gray	ATRC Systems Admin
Brian Chan	Instructional Computer Lab/Help Desk Specialist

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Myrna Valencia	Instructional Computer Lab/Help Desk Specialist
Steve Perry	Faculty DE Coordinator

SECTION 1: Staffing Updates and Services Updates**Staffing**

Using the table below, describe any changes you have experienced in staff in the past year.

<u>Full-time Staff</u>		<u>Part-time Staff</u>	
Total Number of Full-time Staff	8	Total Number of Permanent Part-time Staff	0
Number of Classified Staff	6	FTE of Part-time Staff (2X19 hr/wk = .95)	
Number of CAST Staff	0	FTEF of Part-time Faculty	
Number of Administrators	1		
Number of Full-time Faculty	1		

Describe additional temporary hourly or contract staff support this unit and/or department? (Include FWS/District Student Worker/Veteran Student Worker)

1 short term Hourly employee (20 Hours/Week)
2 Student workers (20 Hours/Week)

Program/Unit Description

Has the services your unit performs changed in any way over the past year?

No

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PART 2: PROGRAM/UNIT ASSESSMENT

SECTION 1: Service Area Outcomes Update

GOT SERVICE AREA OUTCOMES?

Outcomes are statements written in support of student learning to show direct support (instruction) or indirect support (services) provided on campus. Assessment is the way we measure how well we are achieving our outcomes.

For non-instructional areas, outcomes are called Service Area Outcomes (SAO).

So what is an SAO?

A Service Area Outcome (SAO) is a statement about what a client will experience, receive, or know as a result of a given service. Clients can be students, faculty, staff, or community members.

As part of our three year planning and review cycles, all non-instructional units are asked to:

- identify at least two SAOs,
- develop a plan and assess their SAOs,
- reflect on the results,
- and take action, as necessary.

Palomar has adopted TracDat as our official repository for SLO and SAO Assessment information.

Review and/or define your SAOs and assessment plans and ensure they are entered in TracDat by:

- 1) Login to Nuventive Improve (TracDat): <https://www2.palomar.edu/pages/sloresources/2015/08/10/tracdat/>.
Your Palomar username and password will get you in.
- 2) Update or add your SAOs and assessment plans.

NEED HELP?

TracDat:

- 1) If you need help with anything TracDat related such as login, unit identification, entering SAO info, contact Marti Snyder at msnyder2@palomar.edu.
- 2) Check out this video on how to enter SAOs in TracDat: <https://youtu.be/b1sRa68wm4c>

Defining and Assessing SAOs:

Not sure if your SAOs make the grade? Need some help writing an SAO? Not sure about how to assess your SAOs?

1. [Hartnell's SAO Guide](#) is a nice resource! Thank you Hartnell!
2. Contact Michelle Barton at mbarton@palomar.edu. We have a resource support team to help.
3. The SAO template at the end of this document is a useful template for defining an SAO and assessment plan. It is modeled off what we enter in TracDat.

Are all of your unit's SAOs and assessment plans entered in TracDat?	YES X	NO
If NO, describe why and identify a data by which they will be entered.		

If you have completed any SAO assessments over the past year, summarize what you learned from the assessment and what improvements you have implemented or plan to implement as a result of your SAO assessments. If you have not completed SAO assessment's document why (e.g., SAO was assess last year).

1) Web Services

1. WordPress: As of October 7, 2019, the Academic Technology Resource Center (ATRC) is supporting 802 websites on the district web servers compared with 797 reported in our last PRP report. The increase can be attributed to the addition of new program sites. The percentage of Palomar College websites using WordPress comprises 92% of all sites. The high utilization of WordPress by the District shows the need to ensure that the infrastructure WordPress depends on always remains fully functional.^[KS1]

2. Website Accessibility. At this time, Palomar.edu's WCAG Level A/AA accessibility scores as reported by Siteimprove are: Level A Errors, 94.8%, Level AA Errors, 84.1%, overall WCAG warnings, 90.69%. The overall accessibility high score is 76.2% (compared to 75.8% last year), an increase of 0.4%. While still above our industry benchmark of 74.7%, the onboarding of content managers to Siteimprove proved a hurdle to overall score increase. During the past year, a Siteimprove tile was added to the college's single sign-on portal. And over the past year, our Siteimprove user count grew from 36 to 220, an increase of over 500%. In addition, ATRC now offers two workshops that are predicated upon the user being onboarded. Our goal is to achieve an overall accessibility score increase of at least 5%, nearly 6.5% above the industry standard.^[KS2]

3. Web Server Cluster: ATRC is working on the implementation of a new Red Hat Enterprise Linux server cluster that will replace the existing web and database servers running most district websites. The first phase of moving database services to the cluster was completed in 2017. Phase two, moving the web services, is scheduled to be completed by the end of the Fall 2019 term.

4. My Class Finder (<https://www2.palomar.edu/myclassfinder>): For the period January 1, 2019, to October 7, 2019, My Class Finder (MCF) was used 399,602 times. We think that our goals should be enhancing the reach and the visibility of the tool.^[KS3]

5. Web Page Development Guidelines - Appendix A. This supporting document to the guidelines, updated on an annual basis, the new version of Appendix A will be published in January 2020. The annual effort includes an audit of the 250 institutional, division, department, discipline, and instructional sites for key administrator and classification accuracy. Last year's version of Appendix A can be found here: <https://www2.palomar.edu/pages/about/files/2019/02/PCCD-Site-Classifications-January-2019.pdf>. The comprehensive set of guidelines that establishes the parameters and processes for the development and maintenance of all Palomar.edu web pages is published at this location: <http://www2.palomar.edu/pages/about/website>. These^[KS4] guidelines provide important guiding principles to all content managers for Palomar College web pages.

6. Web Page Development Guidelines - Web Advisory Group. An important component of the Web Guidelines, the Web Advisory group is slated for formulation as follows: two student ambassadors, two faculty members, and two staff members. Members will be appointed by their sector's oversight, with the Web Coordinator as chairperson. As stated in the Web Guidelines, the Web Advisory Group and the Executive Cabinet are to be consulted by the PAO "for significant changes to structure, navigation or look of the website."

7. Students First Web Optimization Project. Palomar College has agreed to partner with Civilian Agency to shift and streamline the information architecture and content of Palomar.edu to a student-first attitude. Funded by the CCC Regional Consortium, this project is slated to last approximately six months and promises value to the college through the following intended outcomes: student experience data collection/gap study; set of core messaging priorities (CMP); identification of the top 100 pages for CMPs; recommended sitemap of the top 500 pages; recommended page candidates for migration to a faculty/staff intranet; recommended wireframes for student-centric information delivery; suggestions to enhance the alignment of CMPs on the homepage.

2) Canvas LMS

Faculty adoption of Canvas has continued to increase, showing published course ratios of 66.4% for Spring 2019, 59.8% for Summer 2019, and 69% so far for Fall 2019. As of October 22, 2019, the Canvas LMS is serving 20,608 students attending published courses by 818 faculty members.

This year ATRC has received 739 tickets relating to the LMS during this reporting period. The total time spend dealing with support tickets concerning the LMS works out to 31 days of labor.

Although the support ticket count decreased (from 894 to 739), the labor increased somewhat (from 26.5 days to 31 days), which can be attributed to the recent push to prepare and offer training to faculty in making their Canvas courses meet accessibility standards. The increase in time compared to ticket count may also, as noted in last year's report, be due to far more tickets being submitted by faculty than students, since student support issues tend to be of a simpler nature while faculty support issues tend to be complex and require more time to resolve.

Since an ever-increasing number of support requests are coming from faculty, the ATRC will increase efforts to publicize and offer our in-person, online, and one-on-one training sessions. We will also explore additional ways to inform faculty of new options and tools available through Canvas, such as the tool Notebowl which offers an alternative to the Discussions in Canvas, or the new PlayPosit service which allows faculty to modify video content into interactive quizzes. [KS5]

3) Computer Labs and Support Tickets

We provide technical support to faculty and students through an online helpdesk system, email support, open computer labs, direct telephone calls, and in-person drop-ins. Through our online helpdesk system, we handled 2,011 support requests from January 1, 2019 to October 7, 2019. 36.2% of requests were related to Canvas, 51.7% were website-related issues, and the remainder a variety of other educational technology issues. Over 54 days (24-hour day) of work was clocked in the helpdesk system from January 1, 2019 to October 7, 2019. Our ongoing satisfaction survey shows the support service satisfaction rate is 94.6%, with only three responses out of 186 indicating somewhat or very dissatisfied. [KS6]

4) Streaming Media

We continue to collaborate with the Library to process faculty streaming services requests. This collaboration allows the faculty to submit their media requests to ATRC Helpdesk that will be handled by the two Palomar Departments. The Library vets the media request, ATRC digitizes the media and handles the closed captioning, and at the end, faculty allows students access from within the LMS. Using the Streaming Services Process, we received and processed 2 Streaming Media Submissions. Since January 2019, 1054 media entries were played 38146 times for more than 20592 hours. This service allows the students to access the media from very diverse geographical areas within the USA and overseas.

5) Palomar Online Education Training (POET)

The POET course in Canvas was continued this Academic year. There were 4 instructors who completed the POET training over the Summer session. There were 24 faculty that enrolled in the POET training and 17 completed the course over the 2018-2019 Academic year.

That the POET system is getting to be outdated. It has references to the Blackboard LMS which we no longer use. A decision has been made to replace POET with two courses from @ONE: "Introduction Online Teaching and Learning" and "Introduction to Canvas" [KS7]

We piloted POET in Canvas as a strategy for the Canvas Transition and it worked and helped faculty during the transition.

The Distance Education Committee is actively looking to replace the current POET system with courses provided by @ONE. The @ONE course in using Canvas and online pedagogy are maintained by the Online Network of Educators organization at the state level and are both more current and more complete.

Review the Quantitative and Qualitative Data from your comprehensive review. If there are updates please describe them below.

January 1, 2019, through October 7, 2019, 528 faculty and staff members enrolled in our 59 (training workshop times vary from 1 to 2.5 hours). Through our communications media channels: our website and blog (<http://www.palomar.edu/atrc/>) with 428,551 views in 2019 and our YouTube channel (<http://www.youtube.com/palomaratrc/>) where we upload our training videos (with a cumulative watch time of 201,998 minutes played so far in 2019. We continue to provide high-quality, customized training primarily to faculty members, but also in some areas to staff and students. We do this through in-person workshops (see our training schedule at <https://www2.palomar.edu/pages/atrc/events>) but in a broader and more long-lasting measure through our communications media.

SECTION 3: Achievements and Other Relevant Information

Describe your program's achievements or this past year. Where possible, describe how these achievements are related to our students and their success!

WordPress Sites

During 2019, twenty-four sites were created by ATRC staff at the request of faculty, staff, or administration. Seven of these sites not public due to privacy settings or development status, and four are faculty or staff sites. The following are the remaining thirteen public institutional WordPress sites:

- Accessibility Training Portal
- All About ME (Math and English/ESL)
- Career Education Programs
- Credit for Prior Learning at Palomar
- English Listening Practice for Language Learners
- Math Across the Curriculum Holistically
- Palomar Lifelong Learners
- Palomar Makes it Possible
- Palomar Makes it Possible [Spanish]
- Siteimprove User Training
- Starfish
- Student Housing at Palomar College
- WordPress Central (revamped)

Canvas Migration

We successfully finished the migration from Blackboard to Canvas and now the LMS adoption rate is at its highest point of 67%.

The LRC New Building

We successfully moved our offices and services to the new building. We are in the process of establishing the new hand-held / Portable devices that will allow the students to check out handheld devices within our floor.

Online Proctoring Services (Proctorio)

We successfully integrated Proctorio with our LMS (Canvas), advertised the services, and trained faculty. Since the beginning of 2018 more 3674 exam sessions were recorded and shared with faculty within Canvas.

Web servers Linux Environment

We acquired Red Hat Linux licenses, trained ATRC staff, and established two Linux web clusters (Test & Production). We already finished the first phase of migrating the databases to the Linux Environment. We are in the process of migrating all the websites to the Linux environment.

UDOIT

UDOIT is an opensource accessibility checker for Canvas. We successfully tested the service, set up the server side of the service using our new Linux environment, and integrated it with Canvas.

Website WOW Redesign:

We successfully completed the WOW project that consists of four phases: discovery, design, development, and deployment.

My Class Finder (<https://www2.palomar.edu/myclassfinder>)

We continued to enhance and maintain the service that is getting heavy use from students, and Palomar staff. For the period January 1, 2019, to October 7, 2019, My Class Finder (MCF) was used 399,602 times. We added a filter to enhance the search for Zero Textbook Cost/Low Textbook Cost (ZTC/LTC).

New Scheduling Software Ad Astra

Significant implementation progress has been made integrating Ad Astra with our Enterprise Resource Planning (ERP). Ad Astra is now fully integrated with Palomar ERP system that includes the VPN network, PeopleSoft, Email System, Single Sign-On (SSO) service, and a complete Palomar Rooms/Spaces inventory. The Design Strategy implementation phase is underway and will be done at the end of this term. We are in the process of scheduling on-site training.

Eventually, Ad Astra Programs of Study and Pathways can be created using the imported student historical data or managed manually and can be used to help determine the demand for courses during Planner Analysis and Simulated Registration.

Notebowl: An Alternative to Canvas Discussions

We integrated Notebowl (funded by IOP grant) with Canvas as an alternative Discussions tool. This tool allows faculty to enhance and grade discussions more easily than the canvas built-in tool.

PlayPosit: Interactive Videos in Canvas

We also integrated another Canvas tool called **PlayPosit** which allows faculty to make streaming videos **interactive**.

Streaming Media Process

We successfully revised and streamlined the streaming server process. The new process is allowing ATRC to handle the closed captioning DECT grant writing and submission to speed the process of handling the streaming media requests.

Students-First Web Optimization Overview

In March 2019 Palomar College agreed to partner with Civilian Agency to shift and streamline the information architecture and content of Palomar.edu to a student-first attitude. Funded by the CCC Regional Consortium, this project brings value to the college through the following intended outcomes: student experience data collection/gap study; set of core messaging priorities (CMP); identification of the top 100 pages for CMPs; recommended sitemap of the top 500 pages; recommended page candidates for migration to a faculty/staff intranet; recommended wireframes for student-centric information delivery; suggestions to enhance the alignment of CMPs on the homepage.

At this time, the Students-First Web Optimization is nearing the end of the *Visual Sitemap (Top 500)* task; with the preceding task, *Core Messaging Priorities + inventory/audit/gap analysis* having been completed in the last 30 days. The overall timeline for this project, including ATRC staff's deployment of approved recommendations, will extend well into 2020. [KS8]

Describe provide an update on recent changes in legislation, policies, procedures, processes, and/or technology (software and hardware) that have impacted or will impact your program/unit? What effect will these changes have on your program/unit?

Making digital content accessible means meeting the standards and complying with federal and state laws. The Rehabilitation Act Section 508, American Disabilities Act(ADA), and lately on October 2017 California passed Website Accessibility Requirements Applicable to State Agencies (AB 434), which will require, starting July 1, 2019, state agencies and state entities to post on their website home pages a certification that the website complies with WCAG 2.0 Level AA, and Section 508.

In addition to (or in response to) the changes listed above, what board policies, procedures, and processes need to be updated, created, or deleted?

1. Website Accessibility: At this time, Palomar.edu's WCAG Level A/AA accessibility scores as reported by Siteimprove are: Level A Errors, 94.8%, Level AA Errors, 84.1%, overall WCAG warnings, 90.69%. The overall accessibility high score is 76.2% (compared to 75.8% last year), an increase of 0.4%. While still above our industry benchmark of 74.7%, the onboarding of content managers to Siteimprove proved a hurdle to overall score increase. During the past year, a Siteimprove tile was added to the college's single sign-on portal. And over the past year, our Siteimprove user count grew from 36 to 220, an increase of over 500%. In addition, ATRC now offers two workshops that are predicated upon the user being onboarded. Our goal is to achieve an overall accessibility score increase of at least 5%, nearly 6.5% above the industry standard.

2. LMS Accessibility: Canvas LMS is designed to be accessible but content accessibility depends on the content designers (faculty) and we are about to establish the culture of accessibility awareness. We are currently offering 6 Accessibility Training Camps during April 2019 and we will continue to offer training and support for our faculty and staff. We are proposing several changes and activities to start the process as follows:

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- a. We will continue to use Siteimprove to scan our website and enhance accessibility.
- b. We created a web accessibility website to list all resources, updates, and processes.
- c. We established Palomar Accessibility Complaint Investigation and Resolution Process and created an online for to submit Accessibility Resolution Request
- d. We are offering accessibility training sessions.
- e. We are training faculty to use the following accessibility checkers: WebAim Wave, Canvas built-in checker, and recently we integrated UDOIT accessibility checker with Canvas and it is ready for use.

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PART 3: Progress on Goals

Review the goals listed on your comprehensive review and summarize progress you have made on the strategies for implementation. If the unit has experience barriers for impel in implementing the goals, describe those challenge

Goal #1

Goal from Comprehensive Review	Maintain students and faculty satisfaction using Canvas, web services, ATRC Helpdesk, computer labs, and streaming services.																		
Goal Status (insert an “X” in box most closely aligned with the status of this goal).	Not Started	In Progress X	Completed																
Describe Progress	1. We will continue to keep our services up to date and add SSO to all the services 2. We will continue to Enhance the feedback channels. 3. We will continue to add third-party services to Canvas to enhance students and faculty teaching and learning experiences																		
Describe Barriers to implementation	Lack of funding for new technologies, tools, and services																		
Describe Outcomes (if any)	ATRC Average Satisfaction Survey Rates by Department <table><tr><td>Canvas</td><td>9.65</td></tr><tr><td>Directory</td><td>10.00</td></tr><tr><td>General</td><td>9.50</td></tr><tr><td>Pages</td><td>10.00</td></tr><tr><td>Siteimprove</td><td>10.00</td></tr><tr><td>Streaming Media Submissions</td><td>6.00</td></tr><tr><td>Websites</td><td>9.78</td></tr><tr><td>Grand Total</td><td>9.67<small>[KS9]</small></td></tr></table>			Canvas	9.65	Directory	10.00	General	9.50	Pages	10.00	Siteimprove	10.00	Streaming Media Submissions	6.00	Websites	9.78	Grand Total	9.67 <small>[KS9]</small>
Canvas	9.65																		
Directory	10.00																		
General	9.50																		
Pages	10.00																		
Siteimprove	10.00																		
Streaming Media Submissions	6.00																		
Websites	9.78																		
Grand Total	9.67 <small>[KS9]</small>																		

Goal #2

Goal from Comprehensive Review	Students First Web Optimization Project		
Goal Status (insert an "X" in box most closely aligned with the status of this goal).	Not Started	In Progress X	Completed
Describe Progress	<p>In March 2019 Palomar College agreed to partner with Civilian Agency to shift and streamline the information architecture and content of Palomar.edu to a student-first attitude. Funded by the CCC Regional Consortium, this project brings value to the college through the following intended outcomes:</p> <ol style="list-style-type: none"> 1. student experience data collection/gap study; 2. set of core messaging priorities (CMP); 3. identification of the top 100 pages for CMPs; 4. recommended sitemap of the top 500 pages; 5. recommended page candidates for migration to a faculty/staff intranet; 6. recommended wireframes for student-centric information delivery; 7. suggestions to enhance the alignment of CMPs on the homepage. <p>At this time, the Students-First Web Optimization is nearing the end of the Visual Sitemap (Top 500) task; with the preceding task, Core Messaging Priorities + inventory/audit/gap analysis having been completed in the last</p>		

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	30 days. The overall timeline for this project, including ATRC staff's deployment of approved recommendations, will extend well into 2020.[KS10]		
Describe Barriers to implementation	We need a \$4,788 annual subscription fee for Cludo – Advanced Search Plugin for our website- to provide advanced search capabilities for our students, give us deep analytics into our site users' search journey to make more data-driven content placement choices, and give us control over relevancy.		
Describe Outcomes (if any)	<p>We met with Civilian team many times over the course the last three months. They interviewed all the stakeholders identified by Palomar side including students, faculty, admins, and staff. They shared with us some of the progress they made so.</p> <p>DISCOVERY</p> <ul style="list-style-type: none">• Identify challenges to overcome and opportunities to take advantage of• Develop key core messages for target audiences• Create a globally consistent navigation structure and nomenclature <p>CONTENT STRATEGY</p> <ul style="list-style-type: none">• Determine what the website is currently comprised of, as well as what is out-of-date, wrongly prioritized or missing		
Goal #3			
Goal from Comprehensive Review	Increase website and LMS accessibility and quality		
Goal Status (insert an “X” in box most closely aligned with the status of this goal).	Not Started	In Progress X	Completed
Describe Progress	<p>Website Accessibility</p> <ol style="list-style-type: none">1) We continue to use Siteimprove service accessibility scanning and quality assurance capabilities. It offers more robust reporting, management, and many other additional features. ATRC has developed training resources and improved messaging with the intention of encouraging all web content developers to focus on improving website accessibility.2) We hope to achieve an increase in the overall accessibility score next year.3) Send monthly accessibility reports to all users (websites content developers).4) Offer more accessibility training sessions.5) Enhance the accessibility feedback channels.[KS11] <p>LMS Accessibility</p> <ol style="list-style-type: none">1) We did set up and configured UDOIT (an opensource accessibility checker for Canvas) We successfully tested the service, set up the server side of the service using our new Linux environment, and integrated it with Canvas.2) We will continue to assist faculty3) We worked with DRC and PD and hosted 6 Accessibility training camp days attended by mostly faculty and some staff members.		

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	4) We will continue to review courses for accessibility and provides feedback and support to instructors 5) We will continue to offer accessibility training sessions and maintains resources, video tutorials, and step-by-step instructions 6) Establish and maintain an Accessibility checklist. 7) Establish a process with DRC to confirm that publisher content is verified to be accessible. 8) Enhance the accessibility feedback channels. 9) Propose a process to vet third-party contents/services/tools (VPAT)		
Describe Barriers to implementation			
Describe Outcomes (if any)	<p>Website Accessibility.</p> <p>At this time, Palomar.edu's WCAG Level A/AA accessibility scores as reported by Siteimprove are: Level A Errors, 94.8%, Level AA Errors, 84.1%, overall WCAG warnings, 90.69%. The overall accessibility high score is 76.2% (compared to 75.8% last year), an increase of 0.4%. While still above our industry benchmark of 74.7%, the onboarding of content managers to Siteimprove proved a hurdle to overall score increase. During the past year, a Siteimprove tile was added to the college's single sign-on portal. And over the past year, our Siteimprove user count grew from 36 to 220, an increase of over 500%. In addition, ATRC now offers two workshops that are predicated upon the user being onboarded. Our goal is to achieve an overall accessibility score increase of at least 5%, nearly 6.5% above the industry standard.</p> <p>LMS Accessibility:</p> <ol style="list-style-type: none"> 1) We are working with two instructional designers who are funded by the CVC-OEI IOP grant to enhance online course design and accessibility using UDOIT. 2) Faculty members started to utilize UDOIT and Canvas built-in accessibility checker successfully to enhance their courses accessibility within Canvas. 		
Goal #4			
Goal from Comprehensive Review	Web Server Cluster Migration to Red-Hat Linux Environment		
Goal Status (insert an "X" in box most closely aligned with the status of this goal).	Not Started	In Progress X	Completed
Describe Progress	<p>We made many improvements to web services cluster:</p> <ol style="list-style-type: none"> 1. We established two Linux Web servers' clusters (Test, Production) 2. We Removed the extra subdomains and eliminated the obsolete sites. 3. We are now transitioning to the Linux. 		
Describe Barriers to implementation	We have a limited computing resources dedicated to the Linux clusters and we are working with IS to resolve this barrier.		
Describe Outcomes (if any)	We already moved our databases to the Linux cluster, and we are gradually moving websites from the Windows environment to the Linux environment. We recently tested migrating all the websites to		

the Linux environment, but we noticed a huge latency and slow response time as a result of the limited computing resources dedicated to the Linux cluster. [KS12]

The Strategic Plan 2022 includes the College's Vision for Success (VfS) outcomes. Review the VfS goals and reflect on how your unit supports these outcomes. Identify one strategy your unit will implement to help the college meet these outcomes. Click here access [Strategic Plan 2022](#).

The ATRC functions (LMS, Web Services, Computer labs, and helpdesk) are among of the core services of the college that can allow us to support the College's Vision for Success (VfS) outcomes. We work with students, faculty, staff, and admins.

We can support the goals as follows.

1. Increasing student access, progress, and completion through the websites, LMS, and Helpdesk,
2. Decreasing the equity gaps by enhancing accessibility and usability of both the website and the LMS.
3. Participate and implement an integrated and comprehensive outreach strategy through the communication tools like the website and the LMS.
4. We are partnering with Civilian Agency to shift and streamline the information architecture and content of Palomar.edu to a student-first attitude to help streamline the onboarding process for students and remove barriers to registration and enrollment.

Describe any changes to your goals or three year plan as a result of this annual update.

No Changes.

ANNUAL UPDATE
PART 4: RESOURCES

Reflect upon the three year plan you created as part of your comprehensive review, your annual update, your current operations, and any upcoming factors (retirements, changes in legislation, and changes in policies or procedures). How will you allocate resources to implement your plan? Describe additional resources needed to improve the effectiveness of your unit/program. All resource requests must be aligned with the College's Strategic Plan. Click here to access the [Strategic Plan 2022](#).

SECTION 1: Reallocation or Reassignment of Resources

Summarize any reallocation/re-organization of resources you are making based upon your three-year plan or your annual update, your current operations, and any upcoming factors in legislation. Describe the impact of the reallocation of resources to your unit.

SECTION 2: Need for Additional Resources

STAFFING

If you are requesting STAFF, please fully complete this section. If not, you can skip to the next resource section.

Title	Three Year Plan Goal	Strategic Plan 2022 Goal/Obj.	New / Vacant / Modified / Temporary	Describe Need:
1)				
2)				
3)				

TECHNOLOGY

If you are requesting TECHNOLOGY, please fully complete this section. If not, skip to the next resource section.

Resource	Unit's Three Year Plan Goal	Strategic Plan 2022 Goal/Obj.	Cost (\$\$\$)	Describe need and identify if the technology need will require: 1) extra wireless access, 2) integration with existing technology (hardware and software such as PeopleSoft), and/or 3) operational maintenance and support.	For each item, assign a PRIORITY number (1 = most important, 2= next important, and so on) across <u>ALL</u> of your Technology, Equipment, or Other Resource Requests.
1) Notebowl - Social Learning Platform for Canvas	Maintain students and faculty satisfaction using Canvas, web services, ATRC HelpDesk, computer labs, and streaming services.	1.3	\$10,000	We need a \$10,000 annual subscription fee for Notebowl - Social Learning Platform for Canvas- to provide a cloud-delivered social learning platform that simplifies course management systems discussions and collaboration for students and faculty. This service is fully integrated with our LMS (Canvas). This service is funded by the CVC-OEI Improving Online CTE Pathways (IOP) grant for one year only.	
2) Cludo – Advanced Search Plugin for our website	Maintain students and faculty satisfaction using Canvas, web services, ATRC HelpDesk, computer labs, and streaming services.	1.2	\$4,788	We need a \$4,788 annual subscription fee for Cludo – Advanced Search Plugin for our website- to provide advanced search capabilities for our students, give us deep analytics into our site users' search journey to make more data-driven content placement choices, and give us control over relevancy.	
3)					

EQUIPMENT (Other than technology)

If you are requesting EQUIPMENT, please fully complete this section. If not, skip to the next section.

Resource	Three Year Plan Goal	Strategic Plan 2022 Goal/ Obj.	Cost (\$\$\$)	Describe need:	For each item, assign a PRIORITY number (1 = most important, 2= next important, and so on) across <u>ALL</u> of your Technology, Equipment, or Other Resource Requests
1)					
2)					
3)					

OTHER RESOURCES

If you are requesting OTHER RESOURCES not described above, please fully complete this section. If not, CHEERS!!! You are DONE!!!

Resource	Three Year Plan Goal	Strategic Plan 2022 Goal/ Obj.	Cost (\$\$\$)	Describe need:	For each item, assign a PRIORITY number (1 = most important, 2= next important, and so on) across <u>ALL</u> of your Technology, Equipment, or Other Resource Requests
1)					
2)					
3)					

ANNUAL UPDATE

PART 5: FEEDBACK AND FOLLOW-UP

Once your Program/Unit PRP is completed, your division or planning council should review and discuss based on your Vice President's planning process. This area is intended for summary feedback and recommendations from the divisional review.

Confirmation of Review by Division / Planning Council

Person/Group/Council Who Reviewed PRP	Jack S. Kahn. Ph.D &
Date	

Feedback

1. Progress on Goals.

Excellent progress and really well done review here (JK). Thank you for the hard work, thoughtfulness and creativity.

2. Areas of Concern, if any:

Thinking carefully about progress on ADA compliance and setting the tone institutionally- this is something that needs further discussion not a concern with ATRC.

3. Assistance/Guidance for addressing barriers for goal completion.

SERVICE AREA OUTCOMES TEMPLATE

Date Identified or Last Reviewed	Description of SAO (What is your SAO?)	Assessment Method (How will/do you measure or assess it?)	Criterion (How will/do you know if you met the outcome?)	Date of Assessment	Date of Next Assessment
1)					
2)					
3)					
4)					