ANNUAL PROGRAM REVIEW AND PLANNING: Instructional Support and Other Units
Includes: Instructional Services Office, Division Dean's Offices, Occupational & Noncredit Administrative Office, Workforce and Community Development and Extended Education (Centers and Site Operations), KKSM, PCTV, Library, Telescope, Boehm Gallery, Academic Technology, Tutoring, Planetarium, Service Learning, Wellness Center, Women's Studies, STEM Center, Teaching & Learning Center, etc.

PALOMAR COLLEGE® Learning for Success

Program Review & Planning (PRP)

PART 1: BASIC PROGRAM INFORMATION

Program Review and Planning is the means by which faculty, staff, and/or administrators complete a self-evaluation of an academic discipline, program, or service. The self-evaluation includes an analysis of both quantitative and qualitative data on how the academic discipline, program, or service is supporting the mission and strategic planning of Palomar College in meeting the educational and career interests of students.

Service Area:	Instructional Services
Department Name:	Academic Technology
Division Name:	Social & Behavioral Sciences

Please list all participants in this Program Review:

Name	Position
Dr. Najib Manea	Academic Technology Manager
Dr. Lillian Payn	Academic Technology Coordinator(faculty on 60% release time)
David Gray	Academic Technology Systems Administrator
Chris Norcross	Academic Technology Systems Administrator
Shay Phillips	Academic Technology Systems Administrator
Myrna Valencia	Instructional Computer Lab/Help Desk Specialist
Brian Chan	Instructional Computer Lab/Help Desk Specialist
Kelly Helming	Web Coordinator
Tera Lisicky	Instructional Design Coordinator
Hannah Collins-Macdonald	Student Worker (assist in the computer labs)
Jacqueline Sarasua	Short Term Hourly (assist in the computer labs)
Maricel Pagunsan	Short Term Hourly (assist in the computer labs)

Number of Full Time Staff	9	**Number of Part Time Staff**	3

Please list the Classified positions (and their FTE) that support this discipline:

David Gray – Academic Technology Systems Administrator -(1 FTE)

Chris Norcross – Academic Technology Systems Administrator -(1 FTE)
Shay Phillips – Academic Technology Systems Administrator -(1 FTE)
Myrna Valencia – Instructional Computer Lab/Help Desk Specialist -(1 FTE)
Brian Chan - Instructional Computer Lab/Help Desk Specialist -(1 FTE) Kelly
Helming-Web Coordinator -(1 FTE)
Tera Lisicky Instructional Design Coordinator -(1 FTE)

What additional hourly staff support this discipline and/or department:

Hannah Collins-Macdonald -Student Worker (assist in the computer labs)
Jacqueline Sarasua -Short Term Hourly (assist in the computer labs) Maricel
Pagunsan -Short Term Hourly (assist in the computer labs)

PART 2: PROGRAM REFLECTION

Describe your proudest moments or achievements related to student success and outcomes.

ATRC proudest moments or achievements related to students' success and outcomes are many.
1. Canvas Transition: We piloted and implemented Canvas LMS and made it available for faculty and students beside Blackboard in a very short time. We administered two pilots Spring 2016 & Summer 2016 and then made course shells available for all courses in both LMSs. Now 50% of active courses are in Canvas.
2. Training Boot Camps: We conducted 10 Canvas Training Boot Camps to help faculty migrate their Blackboard courses
3. We worked hard with then Dean Jack Kahn (now VPI) to design Instructional Design Coordinator position and secure funds from the Strong Workforce grant. We went through the process until we hired the Instructional designer and she is serving faculty during this transition time to ease the Blackboard phasing out process.

What areas or activities are you working on this year to improve your program/service area? Please respond to new data as well as feedback from last year's program review.

Websites and Web Servers

We are overhauling the web services since last year and we are planning to continue working on the following:
1.   WordPress: As of October 31, 2017, the Academic Technology Resource Center (ATRC) is supporting 982 websites on the district web servers compared with 1,090 reported last year. The decrease can be attributed to the removal of obsolete sites. The percentage of Palomar College websites using WordPress comprises 96% of all sites excluding the faculty sites. The growing use of WordPress at Palomar College shows the need to continue shifting our training focus away from traditional "static" websites and towards WordPress. The fast growth of WordPress utilization on campus also shows the need to ensure that the infrastructure WordPress depends on remains fully functional at all times.
2.   Website Accessibility: At this time, Palomar.edu's WCAG Level A/AA accessibility scores as reported by Siteimprove are: Level A Errors, 91.1%, Level AA Errors, 84%, overall WCAG warnings, 85.3%. While these scores are all in the good to better range, the overall score is 67.4%, which indicates room for improvement. We hope to achieve a 10-15% increase in the overall accessibility score. In addition, since the "Palomar 2018" theme is built for accessibility from the ground up, it is projected that the deployment of the new theme will positively affect the overall accessibility score.
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 new server cluster went into production use in September 2017. The first phase of moving database services to the cluster will be completed November 2017. Phase two, moving the web services, is scheduled to be completed by the end of the academic year 2017-2018.
4.   My Class Finder (https://www2.palomar.edu/myclassfinder): For the period November 1, 2016, to October 31, 2017, My Class Finder (MCF) was used 298,111 times. MCF was launched in July 2016 which prevents previous annual usage data from being available. We can track and report the annual stats but we cannot control the results. We think that our goals should be enhancing the reach and the visibility of the tool.
5.   Academic Spotlight (https://www2.palomar.edu/pages/academicspotlight): The Academic Spotlight website and newsletter was launched in Fall 2016. Academic Spotlight is a website calendar of academic program related events that are open to the

public. In addition, an email newsletter is sent to subscribers twice per month with recently added and upcoming events from the calendar. As of October 31, 2017, there are 122 confirmed subscribers compared to 105 confirmed subscribers (as of March 9, 2017) in our previous PRP report.

6.   Web Page Development Guidelines: 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 guidelines provide important guiding principles to all content managers for Palomar College web pages. The document is slated for revision in February 2018, with an update to the site and content managers index.

7.   Palomar.edu Web Redesign: Under the jurisdiction of President Blake and managed by ATRC staff, the WOW project consists of four phases: discovery, design, development, and deployment. The discovery and design team consisted of members from the following departments: ATRC, Creative Services, Disability Resource Center, and Outreach. In 2017, phases 1 and 2 were successfully completed. The project is currently in phase 3: development, with the "Palomar 2018 Theme" being approximately 80% complete. Comprised of ATRC staff, the development/deployment team now manages the project. It is anticipated that the final phase (deployment) will be completed by the end of May 2018.

Learning Management Systems

1.   The latest Blackboard adoption rate is 35% (fall 2017) down dramatically from 56.8% (fall 2016) because we are transitioning to a new LMS (Canvas). The Canvas published course rate in Fall 2017 was 35%. As of November 1, 2017, Canvas LMS is serving around 14,560 students attending 795 published courses by 426 faculty members. Based on this our LMS adoption rate is 70% (Blackboard 35% + Canvas 35%). 15.5 days of work was clocked in the helpdesk system relating to the LMSs and that is up from 9 days last year, with most LMS support queries relating to Canvas. The increase of the LMS clocked helpdesk hours from 9 to 15.5 days is an indication that faculty have been involved in migrating content from Blackboard into Canvas.

2.   Online Students Orientation: We adapted The OEI Quest Online Students Orientation and customized it with input from Academic Technology Committee. We piloted the orientation during Summer 2017 and Fall 2017. It is now deployed and ready to be used by all faculty starting Spring 2018.

3.   Online Proctoring: We piloted online proctoring using ProctorU during Spring 2017 and gathered a lot of feedback. While we know that ProctorU is a good service, but it is a very expensive option. We explored many other options and finally, we are in the process to piggyback on the California Community Colleges agreement with Proctorio. This solution is:

a.   Fully integrated with Canvas
b.   Unlimited exams and review
c.   Flexible lockdown browser
d.   Algorithms highlight suspicious students.
e.   24/7/365 support
f.   Dedicated support phone numbers for students and instructors.
g.   Six months active data retention (on Proctorio databases)
h.   Indefinite cold storage data retention.

Communications & Training

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: our website and blog (http://www.palomar.edu/atrc/) with 2,230,589 views through October of 2017; our YouTube channel (http://www.youtube.com/palomaratrc/) where we upload our training videos (with over 209,403 minutes of video for a cumulative watch time of 297,708 minutes played so far in 2017); our Twitter feed (http://twitter.com/palomaratrc); and our Facebook group with encourages faculty contribution and interaction more than our other communication initiatives.

Help Desk Tickets

We provide technical support to faculty and students through an online helpdesk system, email support, direct telephone calls and in-person drop-ins. Through our online helpdesk system, we handled 2,599 help requests so far in 2017. 38.6% of help requests were related to Blackboard or Canvas, 36.8% were related to website-related issues, and the remainder on a variety of other educational technology issues. Over 65.93 days (24-hour day) of work was clocked in the helpdesk system thus far in 2017. Our ongoing satisfaction survey during 2017 shows the Help Desk services satisfaction rate is 96.0%.

POET program

The POET course in Canvas was updated and polished over Summer Break; checking links for breakage and keeping resources current is part of Continual Quality Assurance. Instructors were encouraged to sign in to the new Canvas POET since many had never seen a Canvas course. This is still a strategy for the Canvas Transition. We held two face-to-face orientations in August and September 2017, as well as a number of one-on-one sessions to accommodate full-time and adjunct instructors' schedules. 94 faculty are enrolled in the POET training in Canvas. Since January 2012, 152 faculty members completed the POET training. This includes the 15 faculty members who completed POET from January through October 2017. We shall continue to offer 2 formal training orientations every semester as well as one-on-one sessions as requested or needed.

Streaming Media
We continue to collaborate with the Library and DRC 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 three Palomar Departments. The Library vets the media request, ATRC digitizes the media, DRC 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 34 Streaming Media Submissions. Since January 2017, 584 media entries were played 49963 times for more than 16724 hours. This service allows the students to access the media from very diverse geographical areas within the USA and overseas.

Lab Technical Support
Our computer labs continue to be utilized at 100% capacity during prime times and at very high capacity at most other times. In a satisfaction survey conducted recently, students and faculty computer labs satisfaction rate is 93%.

Have there been any unanticipated factors that have affected the progress of your previous plan?

None.

What are your Service Area Outcomes (SAO)?

Websites and Web Servers

Usage Data

As of October 31, 2017, the Academic Technology Resource Center (ATRC) is supporting 982 websites on the district web servers compared with 1,090 reported last year. The decrease can be attributed to the removal of obsolete sites. From November 1, 2016 to October 31, 2017 there were 4,927,792 page views of the Palomar College homepage compared with 5,478,896 the previous 12-months for a year over year decrease of 10%.

The percentage of Palomar College websites using WordPress comprises 96% of all sites excluding the faculty sites (64% if we include users sites). The growing use of WordPress at Palomar College shows the need to continue shifting our training focus away from traditional "static" websites and towards WordPress. The fast growth of WordPress utilization on campus also shows the need to ensure that the infrastructure WordPress depends on remains fully functional at all times.

Website Accessibility

At this time, Palomar.edu's WCAG Level A/AA accessibility scores as reported by Siteimprove are: Level A Errors, 91.1%, Level AA Errors, 84%, overall WCAG warnings, 85.3%. While these scores are all in the good to better range, the overall score is 67.4%, which indicates room for improvement. ATRC staff plan to or have implemented these tasks with the goal of achieving adoption of the system by content managers and raising the overall accessibility score: how-to workshops; creation of groups within the tool with monthly custom reports to current site admins; one-on-one training of content managers; manually addressing errors as they arise; ongoing ad hoc how-to sessions. As institutional adoption of the Siteimprove tool continues to grow, ATRC hopes to achieve a 10-15% increase in the overall accessibility score. In addition, since the "Palomar 2018" theme is built for accessibility from the ground up, it is projected that the deployment of the new theme will positively affect the overall accessibility score.

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 new server cluster went into production use in September 2017. The first phase of moving database services to the cluster will be completed November 2017. Phase two, moving the web services, is scheduled to be completed by the end of academic year 2017-2018.

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Under the jurisdiction of President Blake and managed by ATRC staff, the WOW project consists of four phases: discovery, design, development, and deployment. The discovery and design team consisted of members from the following departments: ATRC, Creative Services, Disability Resource Center, and Outreach. In 2017, phases 1 and 2 were successfully completed. The project is currently in phase 3: development, with the "Palomar 2018 Theme" being approximately 80% complete. Comprised of ATRC staff, the development/deployment team now manages the project. It is anticipated that the final phase (deployment) will be completed by the end of May 2018.

Blackboard Learn & Canvas Learning Management Systems

The latest Blackboard adoption rate is 35% (fall 2017) down dramatically from 56.8% (fall 2016) because we are transitioning to a new LMS (Canvas). The Canvas published course rate in Fall 2017 was 35%. As of November 1, 2017, Canvas LMS is serving around 14,560 students attending 795 published courses by 426 faculty members. Based on this our LMS adoption rate is 70% (Blackboard 35% + Canvas 35%). 15.5 days of work was clocked in the helpdesk system relating to the LMSs and that is up from 9 days last year, with most LMS support queries relating to Canvas. The increase of the LMS clocked helpdesk hours from 9 to 15.5 days is an indication that faculty have been involved in migrating content from Blackboard into Canvas.

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The POET course in Canvas was updated and polished over Summer Break; checking links for breakage and keeping resources current is part of Continual Quality Assurance. Instructors were encouraged to sign in to the new Canvas POET, since many had never seen a Canvas course. This is still a strategy for the Canvas Transition. We held two face-to-face

orientations in August and September, 2017, as well as a number of one-on-one sessions to accommodate full-time and adjunct instructors' schedules.

94 faculty are enrolled in the POET training in Canvas. Since January 2012, 152 faculty members completed the POET training. This includes the 15 faculty members who completed POET from January through October, 2017. We shall continue to offer 2 formal training orientations every semester as well as one-on-one sessions as requested or needed.

Streaming Media

We continue to collaborate with the Library and DRC 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 three Palomar Departments. The Library vets the media request, ATRC digitizes the media, DRC 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 34 Streaming Media Submissions. Since January 2017, 584 media entries were played 49963 times for more than 16724 hours. This service allows the students to access the media from very diverse geographical areas within the USA and overseas.

Lab Technical Support

Our computer labs continue to be utilized at 100% capacity during prime times and at very high capacity at most other times. In a satisfaction survey conducted recently, students and faculty computer labs satisfaction rate is 93%.

Summarize your planned Service Area Outcomes (SAO) results from last year and your implemented or planned follow-up:

Last Year's Goals Progress

ATRC Goal 1:
Our goal is to finish the transition to Canvas Learning Management System and phase out Blackboard by the end of 2017. The latest Blackboard adoption rate is 35% (fall 2017) down dramatically from 56.8% (fall 2016) because we are transitioning to a new LMS (Canvas). The Canvas published course rate in Fall 2017 was 35%. As of November 1, 2017, Canvas LMS is serving around 14,560 students attending 795 published courses by 426 faculty members.
1. We enhanced LMS training workshops to reflect the transition.
2. We increased the number of training workshops
3. We offered faculty Canvas Boot camp days throughout the year 2017.
4. We are offering one-on-one training sessions for faculty members
5. We increased customer satisfaction,
6. We offered more exposure to the use of Canvas during Plenaries and other campus gatherings….
7. We hired a dedicated Instructional Designer to help faculty design high quality course contents.
8. We overhauled data integration to introduce new services within Canvas to increase LMS adoption rate.

ATRC Goal 2:
Migrating the web server cluster to Red-Hat Linux cluster and retiring the legacy servers to ensure reliability and required redundancy. The new server cluster went into production use in September 2017. The first phase of moving database services to the cluster will be completed November 2017. Phase two, moving the web services, is scheduled to be completed by the end of academic year 2017-2018.
We will continue to do the following to achieve this goal:
1. Enhance training,
2. Maintain customer satisfaction,
3. Adopt the Revamp Project recommendations…
4. Remove all the unnecessary sub-domains and helping staff and faculty migrate their contents to the new environment.
5. Under the jurisdiction of President Blake and managed by ATRC staff, the WOW project consists of four phases: discovery, design, development, and deployment. The discovery and design team consisted of members from the following departments:

ATRC, Creative Services, Disability Resource Center, and Outreach. In 2017, phases 1 and 2 were successfully completed. The project is currently in phase 3: development, with the "Palomar 2018 Theme" being approximately 80% complete. Comprised of ATRC staff, the development/deployment team now manages the project. It is anticipated that the final phase (deployment) will be completed by the end of May 2018.

ATRC Goal 3:
Increasing website accessibility and quality.
At this time, Palomar.edu's WCAG Level A/AA accessibility scores as reported by Siteimprove are: Level A Errors, 91.1%, Level AA Errors, 84%, overall WCAG warnings, 85.3%. While these scores are all in the good to better range, the overall score is 67.4%, which indicates room for improvement. ATRC staff plan to or have implemented these tasks with the goal of achieving adoption of the system by content managers and raising the overall accessibility score: how-to workshops; creation of groups within the tool with monthly custom reports to current site admins; one-on-one training of content managers; manually addressing errors as they arise; ongoing ad hoc how-to sessions. As institutional adoption of the Siteimprove tool continues to grow, ATRC hopes to achieve a 10-15% increase in the overall accessibility score. In addition, since the "Palomar 2018" theme is built for accessibility from the ground up, it is projected that the deployment of the new theme will positively affect the overall accessibility score.

ATRC Goal 4
Increase faculty POET adoption rate by 5% by enhancing faculty and staff training in the use of technology for teaching and learning.
The POET course in Canvas was updated and polished over Summer Break; checking links for breakage and keeping resources current is part of Continual Quality Assurance. Instructors were encouraged to sign in to the new Canvas POET, since many had never seen a Canvas course. This is still a strategy for the Canvas Transition. We held two face-to-face orientations in August and September, 2017, as well as a number of one-on-one sessions to accommodate full-time and adjunct instructors' schedules.
94 faculty are enrolled in the POET training in Canvas. Since January 2012, 152 faculty members completed the POET training. This includes the 15 faculty members who completed POET from January through October, 2017. We shall continue to offer 2 formal training orientations every semester as well as one-on-one sessions as requested or needed.

ATRC Goal 5
Maintain students and faculty satisfaction using ATRC computer labs.
In a satisfaction survey conducted recently, students and faculty computer labs satisfaction rate is 93%.

ATRC Goal 6
Maintain faculty and students' satisfaction using our streaming media by enhancing Streaming Services process.
In a satisfaction survey conducted recently, the HelpDesk services satisfaction rate is 96% and that includes the streaming services.

ATRC Goal 7
We also provide various technical services for use by faculty and staff, such as the creation of digital media, creation of graphical materials for web and print, individualized training, and faculty and student assistance. Our goal is to increase students and faculty satisfaction.
In a satisfaction survey conducted recently, the HelpDesk services satisfaction rate is 96% and that includes the various technical services.

Summarize your planned Service Area Outcomes (SAO) assessment activities for the current academic year:

ATRC New Goals
Our new goals are based on our functions.

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ATRC Goal 1
Our goal is to finish the transition to Canvas Learning Management System and phase out Blackboard by the end of 2017.
1. We are enhancing LMS training workshops to reflect the transition.
2. Increasing the number of training workshops
3. Offering faculty two Canvas Migration Celebration days December 6-7 2017.
4. Offering one-on-one training sessions for faculty members
5. Increasing customer satisfaction,
6. Offering more exposure to the use of Canvas during Plenaries and other campus gatherings….
7. We hired a dedicated Instructional Designer to help faculty design high quality course contents.
8. We will continue to overhaul data integration to introduce new services within Canvas to increase LMS adoption rate.

ATRC Goal 2
Migrating the web server cluster to Red-Hat Linux cluster and retiring the legacy servers to ensure reliability and required redundancy. This goal can be achieved by:
1. Enhancing training,
2. Maintaining customer satisfaction,
3. Adopting the Revamp Project recommendations…
4. Removing all the unnecessary sub-domains and helping staff and faculty migrate their contents to the new environment.
5. Under the jurisdiction of President Blake and managed by ATRC staff, the WOW project consists of four phases: discovery, design, development, and deployment. The discovery and design team consisted of members from the following departments: ATRC, Creative Services, Disability Resource Center, and Outreach. In 2017, phases 1 and 2 were successfully completed. The project is currently in phase 3: development, with the "Palomar 2018 Theme" being approximately 80% complete. Comprised of ATRC staff, the development/deployment team now manages the project. It is anticipated that the final phase (deployment) will be completed by the end of May 2018.

ATRC Goal 3
Increasing website accessibility and quality is a major ATRC goal. To accomplish this task, we established a new paid service named Siteimprove. Siteimprove has accessibility scanning and quality assurance capabilities. It offers more robust reporting, management, and many other additional features. ATRC is currently developing training resources and improved messaging with the intention of encouraging all web content developers to focus on improving website accessibility.

ATRC Goal 4
Increase faculty POET adoption rate by 5% by enhancing faculty and staff training in the use of technology for teaching and learning.

ATRC Goal 5
Maintain students and faculty satisfaction using ATRC computer labs.

ATRC Goal 6
Maintain faculty and students' satisfaction using our streaming media by enhancing Streaming Services process.

ATRC Goal 7
We also provide various technical services for use by faculty and staff, such as the creation of digital media, creation of graphical materials for web and print, individualized training, and faculty and student assistance. Our goal is to maintain students and faculty satisfaction.

PART 3: PROGRAM GOALS

1. Progress on Previous Year's Goals: Please list discipline goals from the previous year's reviews and provide an update by placing an "X" the appropriate status box .

Goal	Completed	Ongoing	No longer a goal

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Complete Canvas Learning Management System Transition at Palomar College.		X	
Web Server Cluster Migration to Red-Hat Linux Environment		X	
Increase students/faculty satisfaction using ATRC computer labs		X	
Increasing website accessibility and quality.		X	
Increase LMS adoption rate to 65%	X		
Increase WordPress adoption rate to 70%	X		
Increase faculty POET adoption rate by 5%	X		

2. New Goals: Please list all goals for this three-year planning cycle (including those continued from previous planning cycle):	
Goal #1	
Goal	Complete Canvas Learning Management System Transition at Palomar College.
Strategies for implementation	1. We are enhancing LMS training workshops to reflect the transition. 2. Increasing the number of training workshops 3. Offering faculty two Canvas Migration Celebration days December 6-7 2017. 4. Offering one-on-one training sessions for faculty members 5. Increasing customer satisfaction, 6. Offering more exposure to the use of Canvas during Plenaries and other campus gatherings…. 7. We hired a dedicated Instructional Designer to help faculty design high quality course contents. 8. We will continue to overhaul data integration to introduce new services within Canvas to increase LMS adoption rate.
Timeline for implementation	To be finished by the end of calendar year 2017.
Outcome(s) expected (qualitative/quantitative)	1. Increasing Canvas adoption rate to above 50% 2. Phasing out Blackboard.
Goal #2	
Goal	Web Server Cluster Migration to Red-Hat Linux Environment
Strategies for implementation	1. Enhancing training, 2. Customer satisfaction, 3. Adopting the Revamp Project recommendations… 4. Removing all the unnecessary sub-domains and helping staff and faculty migrate their contents to the new environment. 5. Under the jurisdiction of President Blake and managed by ATRC staff, the WOW project consists of four phases: discovery, design, development, and deployment. The discovery and design team consisted of members from the following departments: ATRC, Creative Services, Disability

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	Resource Center, and Outreach. In 2017, phases 1 and 2 were successfully completed. The project is currently in phase 3: development, with the "Palomar 2018 Theme" being approximately 80% complete. Comprised of ATRC staff, the development/deployment team now manages the project. It is anticipated that the final phase (deployment) will be completed by the end of May 2018.
Timeline for implementation	The Linux cluster migration scheduled to be completed by the end of academic year 2017-2018.
Outcome(s) expected (qualitative/quantitative)	All web servers (Cluster) will be using the Red Hat Cluster environment including databases.
Goal #3	
Goal	Increasing website accessibility and quality.
Strategies for implementation	To accomplish this task, we established a new paid service named Siteimprove. Siteimprove has accessibility scanning and quality assurance capabilities. It offers more robust reporting, management, and many other additional features. ATRC is currently developing training resources and improved messaging with the intention of encouraging all web content developers to focus on improving website accessibility.
Timeline for implementation	To finish implementation by end of Academic year 2017-2018 and then it is an ongoing goal.
Outcome(s) expected (qualitative/quantitative)	By by end of Academic year 2017-2018: 1. Send monthly accessibility reports to all users (websites content developers). 2. Offer at least four accessibility training sessions a year. 3.Establishing an accessibility feedback channels. 4.We hope to achieve a 10-15% increase in the overall accessibility score.

PART 4: FEEDBACK AND FOLLOW-UP

This section is for confirming completing and providing feedback.

Confirmation of Completion by Department Chair	
Department Chair	Najib Manea
Date	11/08/2017

*Please email your Dean to inform them that the PRP has been completed and is ready for their review

Reviewed by Dean	
Reviewer(s)	Justin Smiley

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Includes: Instructional Services Office, Division Dean's Offices, Occupational & Noncredit Administrative Office, Workforce and Community Development and Extended Education (Centers and Site Operations), KKSM, PCTV, Library, Telescope, Boehm Gallery, Academic Technology, Tutoring, Planetarium, Service Learning, Wellness Center, Women's Studies, STEM Center, Teaching & Learning Center, etc.

Date	11/21/2017

1. Strengths and successes of the discipline as evidenced by the data and analysis:

Impressive quality and quantity of work! These initiatives are a great service and resource to our faculty and staff.

2. Areas of Concern, if any:

3. Recommendations for improvement:

*Please email your VP to inform them that the PRP has been completed and is ready for their review

<table>
<tr><td colspan="2" align="center">Reviewed by: Vice President</td></tr>
<tr><td>Reviewer(s)</td><td>Jack S. Kahn, Ph.D.</td></tr>
<tr><td>Date</td><td>1/22/24</td></tr>
</table>

1. Strengths and successes of the discipline as evidenced by the data and analysis:

1. The canvas transition was incredibly well done- agreed.
2. I'm also very excited about Instructional Designer.
3. Web accessibility data is impressive- I'm glad we are moving forward and improving this.
4. Data on MCF is amazing!!!
5. We need to talk to PIO about the spotlight again I think and have a plan for it
6. How can we promote orientation more? Its such a great idea and can really help with DE- can you chat with me about this? And DE in general?
7. Training is also very impressive- we are one of the most active areas on campus!
8. Any sense of when the new website will be rolled out?
9. 96% satisfaction is amazing.
10. Im thinking I might work with you to help improve other areas SAO's etc. Id like to make some improvement on that his year.
11. All goals are excellent, and I appreciate you setting a % goal that is reasonable and will help us move forward-
12. This is an excellent review- really well done, thorough, excellent use of data and wonderful plan- a great model for the college in the productivity of the area and in the planning

2. Areas of Concern, if any:

3. Recommendations for improvement: