



Non-Instructional Program Review and Planning

OVERVIEW OF PROGRAM REVIEW AND PLANNING FOR NON-INSTRUCTIONAL AREAS

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. With that in mind, please answer the following questions:

[We are using the Strengths, Opportunities, Aspirations, Results \(SOAR\) strategic planning technique to help us focus on our current strengths and opportunities, create a vision of future aspirations, and consider the results of this approach.](#)

BASIC UNIT INFORMATION

Academic Year
2018-2019

Division Name
Social and Behavioral Sciences

Unit Name
ATRC

Name Person Responsible for the Program/Unit
Najib Manea

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
Myrna Valencia	Instructional Computer Lab/Help Desk Specialist

Steve Perry

Faculty DE Coordinator

Website address for your program or unit

<https://www.palomar.edu/atrc>

Program/Unit Mission Statement

[\(click here for information on how to create a mission statement\)](#)

What is your Program/Unit's mission statement?

The mission of the Academic Technology Resource Center (ATRC) is to facilitate and enhance teaching and learning through the use of technology.

Describe how your mission aligns with and contributes to the College's Vision and Mission.

Palomar College mission is to provide an engaging teaching and learning environment for students of diverse origins, experiences, needs, abilities, and goals. ATRC mission aligns perfectly with that Palomar College mission by facilitating and enhancing teaching and learning through the use of technology.

Program/Unit Description

Staffing

Total Number of Full-time Staff

8

Total Number of Permanent Part-time Staff

0

Number of Classified Staff

0

FTE of Permanent Part-time Staff

0

Number of CAST Staff

0

FTEF of Part-time Faculty

0

Number of Administrators

1

Number of Full-time Faculty

1

What additional temporary hourly or contract staff support this unit and/or department?

1 short term Hourly employee (20 Hours/Week)

2 Student workers (20 Hours/Week)

As part of this PRP cycle, Human Resource Services has sent organizational charts to all non-instructional units. Please review the charts and make any needed changes. You have three options to submit your organizational chart:

1. Upload the document (under 5 MB)
2. Provide URL to document.
3. If you cannot create an organizational chart, or did not receive one from Human Resource Services, list the positions in your unit showing reporting relationships (e.g., Manager Facilities with the following direct reports, Supervisor Position A, Supervisor Position B, Supervisor Position C;

Supervisor Position A with direct reports, Position A, Position B, Position C)

How will you submit your organizational chart?

Upload Document

Upload Organization Chart

ATRC-Org-Chart.pdf

Program/Unit Description

Who utilizes your services?

Students

Faculty

Staff

Admins

What services does your program/unit provide (Describe your program/unit)?

Academic Technology primary goals and functions are:

1. Managing the Learning Management System (Canvas) for the entire District: an online course management system that is fully integrated with the PeopleSoft student information system and has a direct impact on every faculty member and student at Palomar;
2. Management of most of the District academic and administrative web servers and services, having primary responsibility for authoring and maintaining the www.palomar.edu web site and many other supporting web sites; web authoring, and file creation and management;
3. Supervision of 166-computer public computer labs, including a dedicated classroom computer lab, and a faculty technology center;
4. Faculty and staff training in the use of technology for teaching and learning;
5. Streaming Services: for use by faculty and staff, such as the creation of digital media, streaming services, audio, and video production.
6. Various technical services for use by faculty and staff, such as the creation of digital media, the creation of graphical materials for web and print, individualized training, and faculty and student assistance.
7. Additionally, we are charged with research and development—innovation in teaching with technology if you will, and participation in the creation of District policies related to technology, especially in the area of online education. In pursuit of this last responsibility, we maintain several web/FTP/file/streaming servers.

In support of all these areas, our staff must be computer systems experts, online materials and techniques experts, software experts, productivity systems experts, researchers, innovators, and most importantly, customer service professionals.

PROGRAM/UNIT ASSESSMENT

Service Area Outcomes

Service Area Outcome 1

Describe this Service Area Outcome

Websites and Web Servers

1. WordPress: As of April 3, 2019, the Academic Technology Resource Center (ATRC) is supporting 797 websites on the district web servers compared with 982 reported last year. The decrease can be attributed to the removal of obsolete sites. The percentage of Palomar College websites using

WordPress comprises 92% of all sites. The growth of WordPress utilization on campus shows the need to ensure that the infrastructure WordPress depends on always remains fully functional.

2. Website Accessibility: At this time, Palomar.edu's WCAG Level A/AA accessibility scores as reported by Siteimprove are: Level A Errors, 92.6%, Level AA Errors, 84.7%, overall WCAG warnings, 93.2%. While these scores are all in the good to a better range, the overall score is 75.8% (compared to 67.4% last year) for an increase of 8.4%. We hope to achieve a 10-15% increase in the overall accessibility score next year.

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 Summer 2019 term.

4. My Class Finder (<https://www2.palomar.edu/myclassfinder>): For the period August 1, 2018, to April 3, 2019, My Class Finder (MCF) was used 325,754 times. 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 April 3, 2019, there are 122 confirmed subscribers which equal the confirmed subscribers in our previous PRP report.

6. Web Page Development Guidelines A supporting document to the guidelines and updated on an annual basis, an up-to-date version of Appendix A was published in January 2019. The revision effort included a full audit of the 245 institutional, division, department, discipline, and instructional sites for key administrator and classification accuracy. The final 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 guidelines provide important guiding principles to all content managers for Palomar College web pages.

7. Palomar.edu Web Redesign Under the jurisdiction of President Blake and managed by ATRC staff, the WOW project consisted 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; with the development and deployment phases being executed by ATRC staff. The project launched in May 2018 and is 100% complete, with the "Palomar 2018 Theme" being deployed across 95% of Palomar's non-faculty and non-staff sites. Comprised of ATRC staff, the development/deployment team maintains the theme.

When was this SAO last assessed?

Last year.

What did you learn from the last assessment?

1. WordPress is now comprised 92% of all sites including faculty websites.
2. Removing and eliminating the extra subdomains allowed us the removal of obsolete sites.
3. Academic Spotlight uses and the number of subscribers did not increase because it needs marketing.
4. The completion of the WOW Redesign paved the way for us to start the Students Experience Redesign that will enhance the students uses and navigation.

Are there improvements you have implemented or plan to implement as a result of this SAO Assessment? If so, please describe.

We made many improvements to web services cluster:

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 in transition the Linux (we already moved our databases to the Linux cluster)
- 4.. We enhanced accessibility using Siteimprove services and we are allowing websites maintainers to use SSO access to Siteimprove

Service Area Outcome 2

Describe this Service Area Outcome

Learning Management Systems

Since Palomar's Blackboard system was discontinued after the Fall 2017 semester, ATRC received only a handful of requests this academic year for assistance importing or adapting old Blackboard-based content into Canvas. Faculty adoption of Canvas has continued to increase, showing published course ratios of 61% for Summer 2018, 64% for Fall 2018, and up to 67.5% for Spring 2019. This two-thirds ratio marks a record adoption rate for any single Palomar LMS. As of April 5th, 2019, the Canvas LMS is serving around 19,936 students attending 1,608 published courses by 833 faculty members.

This year ATRC has received far fewer support tickets relating to the LMS compared to previous years, with only 894 tickets during this reporting period. The total time spent dealing with support tickets concerning the LMS works out to 26.5 days, which is up tremendously from the previous year's 15.5 days of labor.

When was this SAO last assessed?

Last Year

What did you learn from the last assessment?

The total time spent dealing with support tickets concerning the LMS works out to 26.5 days, which is up tremendously from the previous year's 15.5 days of labor. The decrease in ticket count is likely due to the "evening and weekend" support offered directly from the company that makes Canvas (though they do receive and process requests 24/7); anecdotal reports from faculty and students who have received support from Canvas staff directly have been mixed, but overall the ability to call a number in the middle of the night and contact anybody has been well received. Likely the increased time spent on those tickets is due to a shift in who is requesting the support, as in general faculty requests are more complex, thus take far longer to resolve than student requests.

Are there improvements you have implemented or plan to implement as a result of this SAO Assessment? If so, please describe.

We implement SSO to enhance the authentication process and comply with the OEI requirement of using OpenCCC. We also fine-tuned most of our third-party services LTI integration like Unicheck, CoverZoom, Proctorio, 3CMedia,... to enhance usability and integration. We also integrated UDOIT (an open-source whole course accessibility checker) that we locally host and maintain.

Service Area Outcome 3

Describe this Service Area Outcome

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 22 Streaming Media Submissions. Since July 2018, 876 media entries were played 35027 times for more than 20066 hours. This service allows

the students to access the media from very diverse geographical areas within the USA and overseas.

When was this SAO last assessed?

Last Year

What did you learn from the last assessment?

We did learn that the closed captioning step was the bottleneck of the whole streaming server process request handling because it was handled by DRC. We took over the closed captioning funding request and are communication these request with the DECT grant. We are now processing monthly grant proposal submission instead of the almost biannual large submissions in the past. We updated the process to reflect the change and enhance the request processing in a timely fashion.

One of the requirements of the TEACH Act that we used to justify our process is not to digitize materials that are commercially available for streaming on platforms such as such Swank. So recently, we noticed that we are at the saturation point and most of the requests can be handled by buying subscriptions.

Are there improvements you have implemented or plan to implement as a result of this SAO Assessment? If so, please describe.

CC process enhanced.

Service Area Outcome 4

Describe this Service Area Outcome

Computer Labs and Help Desk Tickets

We provide technical support to faculty and students through an online helpdesk system, email support, open computer labs (including dedicated student classroom and faculty technology center), direct telephone calls, and in-person drop-ins. Through our online helpdesk system, we handled 1,193 help requests from August 1, 2018 to April 3, 2019. 60.2% of help requests were related to Blackboard or Canvas, 25.4% were related to website-related issues, and the remainder on a variety of other educational technology issues. Over 48.36 days (24-hour day) of work was clocked in the helpdesk system from August 1, 2018 to April 3, 2019. Our ongoing satisfaction survey shows the Help Desk services satisfaction rate is 95.4% for the period August 1, 2018 to April 3, 2019.

When was this SAO last assessed?

Last Year

What did you learn from the last assessment?

We noticed that we clocked in fewer days than last year as a result of the stability of services, training, and collaboration with other Palomar College entities.

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.

Are there improvements you have implemented or plan to implement as a result of this SAO Assessment? If so, please describe.

We integrated SSO to be consistent with our LMS authentication.

We are in the process of establishing

Service Area Outcome 5

Describe this Service Area Outcome

Palomar Online Education Training (POET)

The POET course in Canvas was continued this Academic year. There were 15 instructors who completed the POET training over the Summer session. There were 32 faculty that enrolled in the POET

training and 28 completed the course over the 2018-2019 Academic year.

When was this SAO last assessed?

Last Year

What did you learn from the last assessment?

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

Are there improvements you have implemented or plan to implement as a result of this SAO Assessment? If so, please describe.

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.

Other Assessment Data

List all other quantitative and/or qualitative measures you use to track, monitor, and/or evaluate the effectiveness of your program/Unit:

Quantitative Data

Measure	2015	2016	2017	2018	Definition/Description of Measure
LMS Adoption Rate	52.7	61.3	56.8	67.5	Learning Management System course shells used by faculty/ overall course shells per term.
HelpDesk satisfaction Rate	90	95	96	95.4	Tickets satisfaction Survey Results
WordPress Adoption Rate	44	60	89	92	Percentage of WordPress website/Over all websites.
Online Proctoring Sessions	0	0	212	3674	Number of online proctoring exam sessions.

Are there any comments or notes about this quantitative data?

Most of the quantitative data are indicating that ATRC services are stable and clients satisfaction remains at a high rate.

Qualitative Data

Describe any qualitative measures you use and summarize the results.

What improvements have you implemented or plan to implement as a result of your assessment of quantitative and/or qualitative data described above.

Achievements and Other Relevant Information

Achievements

Describe Achievement

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

Moving to the 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 August 1, 2018, to April 3, 2019, My Class Finder (MCF) was used 325,754 times.

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.

Describe any 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 in-house policies, procedures, and processes need to be updated, created, or deleted?

1. Website Accessibility: To accomplish this task, a year ago 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 has developed training resources and improved messaging with the intention of encouraging all web content developers to focus on improving website accessibility. At this time, Palomar.edu's WCAG Level A/AA accessibility scores as reported by Siteimprove are: Level A Errors, 92.6%, Level AA Errors, 84.7%, overall WCAG warnings, 93.2%. While these scores are all in the good to a better range, the overall score is 75.8% (compared to 67.4% last year) for an increase of 8.4%. We hope to achieve a 10-15% increase in the overall accessibility score next year. 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.

1. 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:

- 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 form 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.

PROGRAM/UNIT EVALUATION AND THREE YEAR PLANNING

Program Evaluation and Planning is completed in two steps.

Section 1: Overall Evaluation of Program

Reflect on your program/unit, the results of your assessments in Part 2 above, and your vision for the future. Then, working together answer the following questions. Summarize your answers in the grid below.

- 1. What are our greatest strengths?
- 2. What are our best opportunities?
- 3. What is our preferred future, what do we aspire to do?
- 4. What are the measurable results that will tell us we've achieved that vision of the future?

Section 2: Establish Goals and Strategies for the Next Three Years

Once you have completed your overall evaluation, identify a set of goals and strategies for accomplishing your goals for this upcoming three year planning cycle. Use the template in Section 2 below to document your goals, strategies, and timelines for completion.

Overall Evaluation of Program

Discuss your Program's/Unit's Strengths, Opportunities, Aspirations, and Results ([SOAR](#)) and summarize

your discussion below.

Strengths

The ATRC greatest strengths are:

1. Our functions (core systems of the college) match our mission and we communicate through our HelpDesk with students, faculty, staff, and admins.
2. We are very cost-effective because we do a lot with a tiny budget.
3. The staff have a variety of skills, committed, forward-looking with a low learning curve
4. We have a well-established ticketing system that allows us to respond quickly in a professional way.
5. Our services have high uptime and we offer training sessions or one-on-one consultations about our services.

Opportunities

The opportunities that can improve our services:

1. A fixed technology budget line items to afford more and better LMS third-party services.
2. We need to have representation in other campuses (Escondido, North, and South centers)
3. Filling the vacant position Instructional Design Coordinator position and getting a third full-time computer lab assistant.

Aspirations

We aspire to be a part of a college-level Technology Council that will allow us to participate in technology policy making, communicate well with other councils & divisions, and support Distance Education.

Results

Although we are doing very well, fully established, and integrated with all college entities, we can do better if we get the opportunities that I mentioned above and be a part of a college-level Technology Council to improve our services.

Program Goals

In the previous sections, you identified opportunities for improvement. Using these opportunities, develop 3-year [SMART goals](#) for your department. Goals should be Specific, Measurable, Attainable, Relevant, Time-Specific. Ensure your goals align with the mission of your department and/or [the College's strategic plan](#).

Please list all discipline goals for this three-year planning cycle. [Click here for previous PRPs and goal information](#).

Goals

Goal 1

Brief Description

Web Server Cluster Migration to Red-Hat Linux Environment

Is this a new or existing goal?

Existing

Goal Status

Ongoing

How will you complete this goal?

We made many improvements to web services cluster:

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. We already moved our databases to the Linux cluster and we are gradually moving websites from the Windows environment to the Linux environment.

Timeline for Implementation

The Linux cluster migration scheduled to be completed by the end of the academic year 2018-2019.

Outcome(s) expected (qualitative/quantitative)

All web servers (Cluster) will be using the Red Hat Cluster environment including databases.

Describe the resources (human, technology, equipment, etc) you will need or will assign to implement this goal.

ATRC staff.

Of the resources described above, which ones are reallocated and which ones are new or needed?

No other resources are needed.

How does this goal align with your department mission statement, the college strategic plan, and Guided Pathways?

Migrating the web server cluster to Red-Hat Linux cluster and retiring the legacy servers to ensure reliability and required redundancy. This migration will allow us to use our databases and WordPress more efficiently. It allows us to integrate more WordPress plugins and third-party services than can enhance and facilitate teaching and learning. For example, UDOIT-Canvas integration (open source Canvas accessibility checker) is only possible if we are using a Linux environment.

Expected Goal Completion Date

7/31/2019

Goal 2

Brief Description

Maintain students and faculty satisfaction using Canvas, web services, ATRC HelpDesk, computer labs, and streaming services.

Is this a new or existing goal?

Existing

Goal Status

Ongoing

How will you complete this goal?

Student Experience Web Project

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
4. Student Experience Web Project: Palomar has agreed to work with The Civilian Agency in an effort to improve the student visitor's web experience on <http://www.palomar.edu>. The project team includes members from CTE, ATRC, PAO, Student Services, Instruction, along with Civilian staff. Palomar.edu's information architecture as it specifically relates to students will be analyzed, evaluated, and then redesigned where needed. ATRC staff will work with Civilian to facilitate technological access to same as necessary to accomplish project objectives. The kick-off meeting will occur on April 9, 2019 and the project is set for completion by November 30, 2019.

5. Launch Web Advisory Group: The Web Page Development Guidelines include the formation of a web advisory group to collaborate on "significant changes to structure, navigation or look of the website." Facilitated by the Web Coordinator, the group shall consist The Web Advisory Group:

- a) Web Coordinator
- b) An Academic Technology System Administrator
- c) Two students to be assigned by The Associated Student Government (ASG)
- d) Two faculty members to be assigned by Distance Education (DE) committee.
- e) One classified staff member to be assigned by the Council of Classified Employees (CCE).
- f) One administrator member to be assigned by the Administrative Association (AA).

Upon the completion of the Student Experience Web Project, this group will be formed during Spring 2020.

Timeline for Implementation

Ongoing

Outcome(s) expected (qualitative/quantitative)

Maintain faculty and students satisfaction.

Describe the resources (human, technology, equipment, etc) you will need or will assign to implement this goal.

ATRC Staff

Of the resources described above, which ones are reallocated and which ones are new or needed?

How does this goal align with your department mission statement, the college strategic plan, and Guided Pathways?

By serving our diverse students' and faculty's needs, striving for satisfaction, and providing equal access for all without barriers, we are enhancing and facilitating teaching and learning. That is a perfect alignment with our mission, the college strategic plan, and guided pathways initiative.

Expected Goal Completion Date

Goal 3

Brief Description

Increase website and LMS accessibility and quality

Is this a new or existing goal?

Existing

Goal Status

Ongoing

How will you complete this goal?

To accomplish this task:

Website Accessibility

1. 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 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 a 5-10% increase in the overall accessibility score next year.
3. Send monthly accessibility reports to all users (websites content developers).
4. Offer accessibility training sessions.

5. Enhance the accessibility feedback channels.

LMS Accessibility:

1. We just 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 faculty
3. We will work with DRC and PD in hosting training opportunities and open events (Accessibility training camps)
4. Review courses for accessibility and provides feedback and support to instructors
5. 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)

Timeline for Implementation

Ongoing.

Outcome(s) expected (qualitative/quantitative)

1. Serving our diverse students' needs and meet the federal/state mandates and have equal access for all without barriers.
2. Avoiding discrimination, lawsuits, and other legal complications.
3. Enhancing the accessibility of websites/course materials helps build positive public relations
4. Enhancing our Search Engine Optimization (SEO)
5. Improving usability for all types of users.

Describe the resources (human, technology, equipment, etc) you will need or will assign to implement this goal.

ATRC Staff

Siteimprove, UDOIT, Canvas built-in accessibility checker, WebAim Wave free tool.

Of the resources described above, which ones are reallocated and which ones are new or needed?

We need the vacant Instructional Design Coordinator position to be filled because this goal is a major duty of that position. we are currently reallocating some our times to satisfy the needs of this goal.

How does this goal align with your department mission statement, the college strategic plan, and Guided Pathways?

By serving our diverse students' and faculty's needs, meeting the federal/state mandates, and having equal access for all without barriers, we are enhancing and facilitating teaching and learning. That is a perfect alignment with our mission, the college strategic plan, and guided pathways initiative.

Expected Goal Completion Date

How do your goals align with the College's value of diversity?

By serving our diverse students' and faculty's needs, meeting the federal/state mandates, and having equal access for all without barriers, we are enhancing and facilitating teaching and learning. That is a perfect alignment with our College's value of diversity.

RESOURCES

Staffing Needs

If you have a staffing need, Identify if the staffing need is to replace a position or if the need represents a new position. Further explanation /prioritize. How does it align with North and South Centers/ Define what it is you need staff to do.

Are you requesting additional personnel?

Yes

In the last ten years, what is the net change in number of Staff in the department? (loss vs. gain)

We lost one position.

Request for additional personnel

Position 1

Title of Staff position you are requesting

Instructional Design Coordinator

Which goal/strategy in your three-year plan does this resource request support?

Increase website and LMS accessibility and quality

Strategic Plan 2019 Objective

1.2: Encourage and promote innovative instructional and student support practices and strategies focused on strengthening teaching and learning.

2.4: Implement user-friendly technology tools

Brief description of the need for this resource / Impact on other areas of the college (see technology, equipment, other needs)

Instructional Design Coordinator is responsible for working with faculty on the design and development of accessible instructional content for all courses with an emphasis on support for online and hybrid deliveries and conducting research on emerging technologies for use in an academic setting. The Instructional Designer is responsible for working collaboratively with faculty, subject matter experts and cross-departmental stakeholders in the design, development and on-time delivery of high-quality online courses. The priority of this position will be the basic methods of identifying, analyzing, selecting, and organizing instructional content for career and technical education programs.

Increasing website/LMS accessibility and quality is a major ATRC goal. To accomplish this task, ATRC is currently developing training resources and improved messaging with the intention of encouraging all web content developers/faculty to focus on improving website/LMS accessibility. On the website side, we have the Web Coordinator to accomplish this task but on the LMS side, we lost our Instructional Design Coordinator that was dedicated to helping faculty build Canvas courses and make them accessible.

We are in the process to establish and enhance the website and LMS accessibility to comply with the federal and state laws and the Instructional Design Coordinator is a key player in this endeavor. The instructional design coordinator will:

- Assist faculty
- Work with DRC and PD in hosting training opportunities and open events
- Review courses for accessibility and provides feedback and support to instructors
- Develop training materials and maintains resources, video tutorials, and step-by-step instructions
- Establish and maintain an Accessibility checklist.
- Establish a process with DRC to confirm that publisher content is verified to be accessible

Is this a new position, a vacant position, modification to existing position, or other?

Vacant

Position 2

Title of Staff position you are requesting

Instructional Computer Lab/Help Desk Specialist

Which goal/strategy in your three-year plan does this resource request support?

Maintain students and faculty satisfaction using Canvas, web services, ATRC HelpDesk, computer labs, and streaming services.

Strategic Plan 2019 Objective

1.2: Encourage and promote innovative instructional and student support practices and strategies focused on strengthening teaching and learning.

Brief description of the need for this resource / Impact on other areas of the college (see technology, equipment, other needs)

Currently, our Academic Technology computer labs are managed by two full-time, classified employees. Because of CCE union rules, the evening lab manager cannot work an interrupted shift—that is, M-Th, Friday off, and work Saturday. Therefore we have no lab manager to cover the lab on Saturdays, only student hourly employees. For reasons of safety and security, we believe the District should fund a classified employee to act as lab manager on Saturday. We further believe that a third lab-dedicated classified employee would reduce the risk we run and often experience when our student hourly and federal work-study employees are ill or otherwise cannot come to work or, in the case of the federal work-study students, run out of funds. Our hourly budget is barely adequate to keep the lab staffed at a very minimal level. Also, the hourly rate changed several times without an increase in our budget. We experienced times when there was only one employee to cover all computers in our public labs and cover phone queries as well. The addition of a third classified employee, would improve services to students and guarantee adequate coverage in the labs.

Is this a new position, a vacant position, modification to existing position, or other?

New

Technology, Equipment and Other Needs

Do you have funding requests?

Yes

Requests

Item 1

Name of Item Requested

Najib Manea

Amount of funding requested

1,200.00

Will you accept partial funding?

Yes

Detailed description of item requested

As a result of the hourly rate changes without an increase in our budget, we are in need of \$1200.00 to allow for computer labs coverage until the end of the 2018-2019 year.

Please upload a copy of the quote, if available.

Which goal/strategy in your three-year plan does this resource request support?

Maintain students and faculty satisfaction using Canvas, web services, ATRC HelpDesk, computer labs, and streaming services.

Budget Category

Short-term hourly (temporary and student worker).

Strategic Plan 2019 Objective

1.2: Encourage and promote innovative instructional and student support practices and strategies focused on strengthening teaching and learning.

Will this possibly impact our technology infrastructure in any of the following ways? (impacts network, other technology products, Peoplesoft, cabling, needs physical space)

No

Will this possibly impact Facilities? (For example: Is more space needed? More storage? Need water/electrical?)

No