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| **Program** | **Executive Summary** | **Technology Narrative:** | **Technology Requests:** | **Notes and Rubric Score** |
| **Admissions & Records** | The Admissions & Records (A&R) Office serves as the first point of access to the colleges for new students and the general public. Admissions and Records is dedicated to student access and success by providing accurate, timely and exceptional customer service regarding application, registration and academic policies while providing responsive and respectful service to students, staff and the community. | With the implementation of the new CCC Apply application which allows students to apply to a specific campus and select that college’s major. Students receive confirmation messages if they are required to complete the Student Success and Support Program services at each college. If the student is exempt from completing the services they are directed to enroll in classes.  With A&R given access to update student passwords we now can assist the students on site to update passwords and email at the counter  Need an IT department designate to answer reset messages | * Two (2) *new* workstations for the Admissions & Records staff at      * One (1) high capacity printer | * EOL Replacement   3+3+0+3=9   * EOL Replacement 3+3+0+3=9 |
| **Articulation:** | The mission of BCC’s Articulation Services is to assist students transferring to four-year colleges and universities. That assistance is provided through articulation agreements which include submitting courses for inclusion on the University of California Transfer Course Agreement, submission of courses for CSU General Education and Intersegmental General Education Transfer Courses (IGETC), requests for lower division and major preparation course-to-course articulation agreements, and submission of courses for C-ID approval to meet ADT requirements. In addition the Articulation Officer is responsible for annually updating BCC’s AA/AS General Education requirements. All of this is accomplished by working collegially with faculty and administration. |  | * Large screen monitor | * EOL Replacment 3+2+0+2=7 |
| **Assessment & Orientation** | The Orientation and Assessment Center is a portal to the college campus enrollment and placement service that provides a collection of information to reflect the distinction of the Student Services Department, which reflects the increased needs of students and encourages student success thru the Student Success and Support Program. The mission that drives the college is to promote student success (SSSP), to provide our diverse community with educational opportunities to assist them in transforming their lives. The Orientation and Assessment Department provides newly admitted students with an initial orientation and assessment exam along with information and data about the college that empowers them to make informed decisions about their academic experience. The department also provides students with clear and useful information about their academic skills and the college environment in order to support their active efforts in choosing and achieving their educational goals. Orientation and Assessment is dedicated to student access and success by providing accurate, timely and exceptional customer service regarding the application process, registration, academic policies, student’s rights and responsibilities while continuing to provide responsive and respectful service to all students, faculty, staff and the community. | The equipment currently used to service the students at the Orientation & Assessment Reception Desk and coordinator office is slow in responses to access certain student data information.  The District and BCC IT Department has been responsive to the demands during peak registration and special requests; however we are waiting on new updated equipment to be purchased and installed. Once the new equipment is installed, the hope is to have all the adaptable software to be included also for a more effective and streamline process. | * Two (2) new desktop computers/w software (Coordinator/Staff) * One (1) new printer/copier (Staff) * One (1) new all-in-one: printer, copier, scanner, & fax (Coordinator) | * EOL Replacement 3+3+0+3=9 * EOL Replacement 3+3+0+3=9 * EOL Replacement 3+3+0+3=9 |
| **CALWORKs** | The CalWORKs program serves students and their families by providing educational and career opportunities combined with effective academic support services that enable them to complete their educational goals, find meaningful employment, and successfully transition into the workforce. Services provided by the CalWORKs program include counseling, childcare, job development, workshops, referrals to college and community programs, and school supplies. The program collaborates with Alameda and Contra Costa County, Departments of Human Services, in ensuring CalWORKs students have access to available county services. The program contributes towards meeting the College’s strategic planning goals of students’ equity and success. | Desktop computers. One (1) for the clerical aide desk and one (1) for the part-time counselor. Updated printer for student usage in the computer lab. Automated SARS services in the following areas: automated phone calls/texts, reminder emails, and online | • Two (2) workstations  • Software system for book inventory and check-out program records  • One (1) high capacity printer  • Automated SARS services appointments | * Completed * Work with Library staff to ID options * Consider sharing EOPS printer * In progress with District IT |
| **Counseling** | The counseling department is committed to providing quality services to students. Our department is comprised of a multicultural staff that includes multilingual speakers in Cantonese, Vietnamese and Spanish. Many of our counselors have backgrounds in career development to assist students with their educational and career exploration process. The counseling department has a positive and effective relationship with student body we serve. (See student survey results below). Student needs are our first priority and drives our decision making process for program planning. | Technology needs include support for classroom instruction, orientation, workshops, community presentations, committee work, etc. | * Laptops for six contract counselors * Two wireless mobile printers for In-reach/Outreach, BCCO activities * Two computer monitors for Student Self Check in via SARS * Technology staff support for SARS software upgrade- E-Appointments * One color laser printer One color laser printer for handouts, flyers, outreach/in-reach * Power point advancers Six Power point clickers to support counseling instructional faculty with classroom presentations and curriculum | * In progress * In progress * Need more info-Kiosk w/touchscrn? SSSP $? * District IT * Current printer <5 yrs old. Color copies use Dup.Ctr? * Use supplies budget |
| **DSP&S** | Programs and Services for Students with Disabilities (hereafter referred to as DSPS) provides support services and academic accommodations to students with disabilities so that they can participate as fully and benefit as equitably from the college experience as their non-disabled peers. Every term, a student educational contract (SEC) is developed for each student which links the student´s goals, academic program, and academic accommodations to his/her specific disability-related educational limitation(s).  Students must be eligible for DSPS so the specific disability must be verified. There must be an educational limitation caused by the verified disability, a limitation that precludes the student from fully participating in education without additional supports.  Among the services students registered with DSPS may have available to them through DSPS that are over and above those regularly offered by the college are test-taking facilitation, assessment for learning disabilities (LD), specialized counseling, interpreter services for hearing-impaired or Deaf students, mobility assistance, note taker services, captioning, access to adaptive technology, and registration assistance. | Due to the number of technologies DSPS is requesting, a list of these technologies can be found at the end of this document. Each of these technologies is relevant to effectively serving students with disabilities by providing the same level of access to curriculum and technology as students without disabilities. | **Software:**   * JAWS SMA for V17-18 (10-user site license): $1,312.91 * 2. ZoomText Magnifier/Reader ENHANCED SUPPORT Plan from V10.0 (10-user site license): $1659 * 3. MAGic SMA for V14-15 (10-user site license): $970.11 * 4. Kurzweil 1000 upgrade to V13 (10-user site license): $1317.00 * 5. OmniPage version 19 (1 site license): $420.00 * 6. ABBYY Fine Reader V11 (1 site license): $150.00 * 7. Duxbury version 11.2 Upgrade & additional user license: $800.00 * 8. MathType version 6.9 (single-user license): $75.00 * 9. Chatty Infty (single-user license): $450.00   **Hardware / Equipment:**   * CCTV (5 units): $21,950.00 [Assortment of Baum and LVI models] * 2. Refreshable braille displays (2 units - 40 and 80 characters): $ 12,286.51 [SuperVario2 models] * surveillance cameras X 3 (test proctoring): $1,700 | **All license renewals:**   * **3+3+3+3=12** * **3+3+3+3=12** * **3+3+3+3=12** * **3+3+3+3=12** * **3+3+0+3=9** * **3+3+0+3=9** * **3+3+2+3=11** * **3+3+0+3=9** * **New (not renewal) 0+3+2+3=7** * **EOL replacement 3+3+2+3=11** * **New 0+3+1+3=7** * **In progress** |
| **EOPS / CARE** | The Extended Opportunity Program and Services (EOPS) is a state-mandated program designed to increase the percentage, retention, and transfer of students affected by language, social and economic disadvantages by providing “over and above” services to achieve academic success at Berkeley City College (BCC). EOPS provides comprehensive services which include: recruitment of low-income, high-risk, historically underrepresented and educationally disadvantaged students, academic and personal counseling, transfer and career services, specialized program orientation, priority registration, book vouchers, peer tutoring, designated computer lab, and other academic enrichment activities to assist students to complete their academic goals.  The Cooperative Agencies Resources for Education (CARE) program is also a state-mandated program created to expand support services for EOPS students who are single heads of household with dependent children. CARE students receive supplemental academic counseling and advising services; assistance with child care and transportation, textbooks, school supplies, and career development working. CARE program services are intended to assist students with completing college-level courses and acquiring training and skills to increase their employment opportunities and thus become economically self-sufficient. | Updated computes monitors and printers needed for program staff and student lab.  To streamline the admission process, EOPS/CARE needs a software system to make the EOPS/CARE application available online. This will assist students to submit their applications online, upload supporting documents, have access to check application status’ and schedule their mandatory EOPS/CARE.  Automated SARS services needed in the following areas: automated phone calls, text reminder, email, and online appointments. | * + Four(4) desktop computers   + Six (6) workstations for student Lab   + One (1) heavy duty printer   + One(1) staff printer   + Software system for book inventory program   new student orientation online.   * + Automated SARS services | * + EOL Replacement 3+3+0+3=9   + EOL Replacement 3+3+2+3=11   + EOL 3+3+2+3=11   + EOL 3+3+0+3=9   + Work with Library to ID options   + District IT |
| **Financial Aid** | Berkeley City College Student Financial Services (FAO) conducts business with the philosophy that every student who comes through our front door is a VIP.  In theory, the process of applying for Federal and State financial assistance should be fairly easy for college students. However, the process is perceived as confusing and complicated by many Berkeley City College (BCC) students. FAO students may come from a disadvantaged background; some are not familiar with compiling important information for the Financial Aid application process. For example, students are not aware of filing income tax returns or simply submitting additional paperwork to complete their financial aid file on time may impact their eligibilities. | In order to serve students more efficiently, it is imperative that the financial aid component of Passport and the imaging systems to be implemented for the 2015/2016 academic year. This will save our time and reduce the need for students to make multiple visits to our front counter in order to complete their files. | * Electronic Imaging: computers and/or specialized hardware/software to capture (copy), store, process, manipulate, and distribute flat information' documents, (transcripts, Student Educational Plan (SEP), and educational supporting documentation) through digitization. * New system: New financial aid system that enables students to submit their FA paperwork via online and able to view their students’ accounts on Passport with accuracy information. * Automatic phone messages to remind students about important financial aid updates. | * District IT Doc Mgmnt Project * District IT * District IT/VOIP?   ***NOTE: Fin Aid office needs 10 EOL replacement workstations: 3+3+0+3=9*** |
| **Student Activities & Campus Life** | On March 1, 1976, the Peralta Community College District Board approved Policy 4.45 stating, “Student activities are recognized by the District as an integral part of a community college’s total program. In Fall of 2013 Berkeley City College hired its first director of Student Activities and Campus Life. The Office of Campus Life (OCL) was also established in Fall of 2013. OCL provides many services and functions on the BCC campus, such as: ombudsman services for informal complaints; processing campus events from faculty, staff, and students; safety aides; ambassadors; college tours; outreach and retention services, support for the Associated Students of Berkeley City College; Interclub Council; Master and Campus Life Calendars; major facilities scheduling such as the auditorium, student lounges, and atrium; Welcome Week; community engagement; transfer service community; time, place and manner; posting information; digital signage; graduation services; limited merchandising; peer-to-peer advising services; and campus tours. |  | * One (1) projector is needed in south campus room 203. * One (1) media center podium is requested to be set up in room 057, ASBCC Offices. * Permanent speaker system for atrium. | * In progress * Need discussion with Student Activities to understand how to best meet need * 0+3+3+2=8 |
| **Transfer & Career Information Center** | The Transfer & Career Information Center is a hub of student services activity. Berkeley City College’s identity as a transfer institution is strong, and the focus on supporting students to successfully transfer to four year institutions is promoted throughout the campus from foundational through transfer level classes (which comprise the majority of our class offerings). An active transfer center is vital to reach as many students as possible, and the Transfer & Career Information Center has a solid presence on campus. The coordinator works in partnership with academic counselors who all provide transfer and career counseling to students. The coordinator introduces students to the resources, gives general information for both transfer and career preparation, teaches students to de-code these processes, and offers short trainings for students to effectively use on-line tools for their research and exploration, e.g., assist.org, EUREKA, California Career Café. | The Transfer and Career Center is included in campus-wide technology planning. | * The center is scheduled for computer upgrades to existing units, and one additional workstation unit. * Software for an on-line job board | * In progress * Need Transfer/Career Center to research |
| **Veteran’s Affairs** | The California State Approving Agency, the Council for Private Postsecondary and Vocational Education, and the Veterans’ Administration approves Berkeley City College a s a degree-granting institution for veterans and to eligible dependents of veterans seeking educational and vocational training under Title 38, United States Code. The Veterans Affairs Program at BCC (BCC VA Office) provides specialized customer service to members of the various branches of military service, veterans, and their eligible dependents. Specifically, the staff serves as advocates for students by providing information about Berkeley City College, financial assistance and assisting with Veteran's Administration certification of their educational benefits. The VA Certifying Officials for Berkeley City College acts as liaison between the college and the regional VA offices to provide information on college procedures, and to resolve problems regarding eligibility and payment of VA benefits. |  | * Automated SARS calling, emailing and drop-in sign * One (1) workstation for the Veteran’s Resource Center. * One (1) printer | * District IT eSARS * In Progress * Need more information |