



Board of Trustees Community College District VIII

*January 9, 2019
Regular Meeting*



**BOARD OF TRUSTEES
COMMUNITY COLLEGE DISTRICT VIII
BELLEVUE, WASHINGTON**



A regular meeting of the Board of Trustees of Community College District VIII, 3000 Landerholm Circle SE, state of Washington, will be held on Wednesday, January 9, 2019. The business session will begin at 1:30 P.M. in room B201. Merisa Heu-Weller, Chair, will preside.

AGENDA

- | | | |
|----------|---|-------------|
| 12:00 PM | EXECUTIVE SESSION (A201)
The Board will be meeting in executive session to evaluate the performances of public employees and to discuss with legal counsel actual or potential litigation. | |
| 1:30 PM | BUSINESS SESSION (B201) | |
| | I. Call to Order | |
| | II. Roll Call and Introductions | |
| | III. Consent Agenda | |
| | A. Approval of Agenda for January 9, 2019 | |
| | B. Meeting Minutes from December 5, 2018 | |
| 1:40 PM | IV. Constituent Reports | |
| | A. Classified | Turnbull |
| | B. Faculty | Nightingale |
| | C. Foundation | Chesemore |
| | D. Student | Hassan |
| 2:00 PM | V. First Read Items | |
| | A. Policy 3200, Academic Standing | Kaptik |
| | B. Policy 3400, Advising | Kaptik |
| | C. Policy 5200, Student Network Web Space | Wegner |
| 2:45 PM | VI. Information Items | |
| | A. Student Success Report | Beltz |
| | B. Information Technology Services Annual Report | Wegner |
| | C. Economic and Workforce Development Annual Report | Lewis |
| | D. Accreditation Update | Campbell |
| 3:45 PM | VIII. President's Report | Weber |

**BOARD OF TRUSTEES
COMMUNITY COLLEGE DISTRICT VIII
BELLEVUE, WASHINGTON**

- 3:55 PM IX. Board Reports
 - A. Individual Member Reports
- 4:05 PM X. Unscheduled Business/Community Testimony
- 4:30 PM XI. Business Meeting Adjournment

Please note: Time and order are estimates only and are subject to change.

**BOARD OF TRUSTEES
COMMUNITY COLLEGE DISTRICT VIII
BELLEVUE, WASHINGTON**

A special meeting of the Board of Trustees of Community College District VIII, state of Washington, was held on December 5, 2018 at Bellevue College, 3000 Landerholm Circle SE, Bellevue, Washington. Merisa Heu-Weller, Chair, presided.

EXECUTIVE SESSION

Trustee Heu-Weller announced that there would be an executive session for approximately 60 minutes to discuss labor relations, evaluate the performance of a public employee, and to discuss matters with legal counsel regarding potential litigation. The executive session adjourned at 9:00 am.

BUSINESS SESSION

The business session was called to order at 9:10 am.

I. **ROLL CALL**

Mr. Leigh, Mr. Dietzel, Ms. Chin (via teleconference), Mr. Fukutaki, Ms. Heu-Weller, Mr. Marvin, and President Weber were present. Absent: Joedy Morrow, Student Trustee

II. **CONSENT AGENDA**

Trustee Heu-Weller made a motion to approve the consent agenda, and was seconded by Trustee Dietzel. The motion passed unanimously. Agenda and minutes approved.

III. **ACTION ITEMS**

A. Faculty Contract

Faculty contract was presented. There was no further discussion.

It was moved by Trustee Dietzel that the Board of Trustees of Community College District VIII approve the Collective Bargaining Agreement by and between the Board of Trustees of Bellevue College and the Bellevue College Association of Higher Education, September 1, 2017 – August 31, 2020. This was seconded by Trustee Fukutaki.

The motion passed unanimously.

IV. **PRESIDENT'S REPORT**

A. President Weber provided an update on executive searches. Key points included:

- a. Vice President of Administrative Services – There are two finalists. President Weber is doing a second interview today with both candidates and intends to have a decision tomorrow.
- b. Vice President of Human Resources – Suzette Yaezenko will be brought forward from Associate Vice President to Vice President of Human Resources over a period of time.
- c. Associate Vice President of Effectiveness and Strategic Planning - Alec Campbell was the successful candidate in a national search.

- d. Vice President of Student Affairs – Ata Karim resigned from the position a few months ago. The position has been moved to an Associate Vice President position and will report to Provost Jones and the search process will be selecting candidates in January or February. Provost Jones is working on an Executive Dean position as well.
- e. Interim Cabinet Positions – The last two interim positions in the Cabinet are the Vice President of Diversity and what used to be the Vice President of Information Technology Services respectively held by Dr. Sayumi Irey and Mary Kay Wegner. The college is advertising the VP of Information Technology Services as Chief Information Officer. Those searches are beginning now.

V. **BOARD REPORTS**

- A. Trustee Dietzel reported there is a board member session coming up the 4th week in January in Olympia and indicated that it will be an opportunity to call on legislators to move forward some of the things the College is working on.
- B. Vice-Chair Fukutaki has been appointed to the Diversity, Equity and Inclusion Committee for the ACCT and will be attending the National Legislative Assembly in February and also the Congress in October. Vice-Chair Fukutaki will utilize President Weber as a resource to help prepare remarks aligned with the ACCT legislative agenda. Vice Chair Fukutaki is one of the two people from the State of Washington that were named to ACCT national committees. Congratulations were given to Vice-Chair Fukutaki by the Board of Trustees.

VI. **UNSCHEDULED BUSINESS**

- A. Interim Vice President Charles Sims introduced the new Associate Vice President of Human Resources, Suzette Yaezenko. Charles Sims' last formal day is December 7, 2018. President Weber thanked him for his service over the past year. Charles will continue to be on call to assist during the transition period.
- B. Janelle North introduced herself as the new Administrative Assistant in the President's Office.
- C. The Board of Trustees congratulated and expressed appreciation to Sue Nightingale, BCAHE President, and the faculty team for all their hard work on the Faculty Contract. With regard to Ms. Nightingale's work on the Faculty Contract, Chair Heu-Weller harkened back to Sue's comments a few months ago with the following sentiments, "We're all in this together and we should approach this from the stance of how can we make the institution stronger and how can we do right by our faculty. Just because the negotiations are over, it doesn't mean the hard work of trying to continue to push the legislature is over. We need better state funding so we can provide appropriate compensation for our faculty. The spirit of unity and collaboration compels us to serve students and do right by the faculty and the institution. The negotiations reflect that." Ms. Nightingale was again thanked for her leadership and for all that she brings to the role and the College. President Weber also thanked the negotiating team on the administrative side for their contributions.
- D. BCAHE President, Sue Nightingale, provided remarks about the work on the Faculty Contract. Sue thanked the Board of Trustees, as it is constituted and in the past few years,

for being far more creative and interested in looking at possibilities for salary improvements than some of the other Community and Technical Colleges across the state. Sue provided further remarks that the faculty is very pleased with the package and especially happy that the College is prioritizing adjunct faculty wages for improvement over full-time faculty wages. The faculty is especially appreciative that the College is looking at increments for the full-time faculty over just flat increases. These increments move faculty farther along on the scale and increase retention.

On a related topic, Sue noted Monday was first Student Success Day and she remarked that it went well for faculty collaboration and provided time for faculty to meet with students. That change was negotiated in the last contract and appears to be a great success from early indicators. President Weber also received positive feedback from those who talked to faculty about the first Student Success Day.

Meeting adjourned at 9:29 am.

Merisa Heu-Weller, Chair
Board of Trustees

ATTEST:

Natasha Pinto
Secretary, Board of Trustees
Community College District VIII



BELLEVUE
COLLEGE

REGULAR MEETING AGENDA ITEM

POLICY 3200, STUDENT ACADEMIC STANDING

INFORMATION

FIRST READ

ACTION

Description

Student Affairs is proposing updates to Policy 3200, Student Academic Standing.

Key Questions

- * What is the rationale for the update to the policy?

Analysis

Policy 3200, Student Academic Standing, and its associated procedure are being revised to bring them into alignment. The policy language is being clarified and updated to reflect current practices. The definitions for “academic standing” and “academic progress” have been refined to assess both cumulative and quarterly GPA. Use of the quarterly GPA, as a factor in a student’s academic status, will allow Student Affairs staff to identify and interview students in academic distress with more flexibility. Changes to the procedure also include a title change to reflect the current structure. The steps that staff members take when a student doesn’t meet certain grade expectations have been reviewed and updated to better serve students. The titles of 3200 and 3200P will be changed to “Academic Standing” to show their relationship.

Background/Supplemental Information

Policy 3200 Current

Policy 3200 Redline

Recommendation/Outcomes

That the Board of Trustees of Community College District VIII reviews the proposed updates to Policy 3200 at the January 9, 2019 meeting and approves at the February 6, 2019 meeting.

Prepared by: Michael Kaptik, Interim Associate Vice President, Student Affairs

Michael.kaptik@bellevuecollege.edu

3200 Student Academic Standing

Original Date: 06/24/2015* Last Revision Effective: 6/24/2015
Policy Contact: Vice President, Instruction

POLICY

Bellevue College is committed to the academic success of its students. The primary purpose of the Student Academic Standing Policy is to identify and alert students who are not making satisfactory academic progress and provide those students with assistance to improve their academic performance.

RESPONSIBILITIES

The Dean of Student Success will apply and enforce the procedures that accompany this policy.

DEFINITIONS

Academic Standing

- The cumulative grade point average (GPA) of a Bellevue College student.

Academic Progress

- Students must earn a cumulative GPA of 2.0 or better to maintain satisfactory academic progress and remain in good academic standing. The accompanying procedure identifies consequences and interventions that will be imposed progressively for students who are not in good academic standing.

RELEVANT LAWS AND OTHER RESOURCES

- RCW [28B.10.695](#)
- Bellevue College Procedure #3200P Student Academic Standing Procedures

REVISION HISTORY

Original 6/24/2015

Revisions 3/10/2010 (Replaces 3110 Award of Credit for Prior Learning); 9/11/2012; 4/6/2015; 9/16/2015

APPROVED BY

President's Cabinet
Board of Trustees

3200 ~~Student~~ Academic Standing

Original Date: 06/24/2015 * Last Revision Effective: ~~XXXX~~06/24/2015
Policy Contact: [Provost for Academic and Student Affairs](#)~~Vice President, Instruction~~

POLICY

~~Bellevue College is committed to the academic success of its students. The college identifies and alerts students who are not making satisfactory academic progress. The college applies progressive consequences and intervention for students who do not maintain satisfactory academic standing. The college also intervenes to provide students with support in their academic performance.~~

Bellevue College is committed to the academic success of its students. The primary purpose of the Student Academic Standing Policy is to identify and alert students who are not making satisfactory academic progress and provide those students with assistance to improve their academic performance.

RESPONSIBILITIES

~~The Dean of Student Success~~[Enrollment and Registrar Services](#) will apply and enforce the procedures that accompany this policy.

DEFINITIONS

(If applicable)

Academic Standing

- The cumulative ~~and quarterly~~ [Grade Point Average](#) (GPA) of a Bellevue College student.

Academic Progress

- ~~When s~~Students [maintain a satisfactory academic standing, defined as a GPA of 2.0 or higher](#)~~better on cumulative and quarterly a quarter to quarter basis. must earn a cumulative and quarterly GPA of 2.0 or better to maintain satisfactory academic progress and remain in good academic standing. The accompanying procedure identifies consequences and interventions that will be imposed progressively for students who are not in good academic standing.~~

RELEVANT LAWS AND OTHER RESOURCES

- RCW [28B.10.695](#)
- Bellevue College ~~Procedure~~ #3200P ~~Student~~ Academic Standing (Procedures)

REVISION HISTORY

Original 6/24/2015

Revisions 3/10/2010; ~~(Replaces 3110 Award of Credit for Prior Learning)~~; 9/11/2012; 4/6/2015; 9/16/2015

APPROVED BY

President's Cabinet
Board of Trustees



BELLEVUE
COLLEGE

REGULAR MEETING AGENDA ITEM

POLICY 3400

INFORMATION

FIRST READ

ACTION

Description

Student Affairs is proposing the deletion of Policy 3400.

Key Questions

- * Why is Policy 3400 no longer relevant?

Analysis

Over the years, academic advising at BC has undergone numerous changes. At present, advising is not mandatory and is delivered in various modalities—one-on-one, group sessions, and online. Policy 3400, Academic Advising, is more of a values statement about advising and is inaccurate in describing current advising practices. It also partially overlaps with 3200P Academic Standards (Procedures), which is being revised to reflect current practices. Academic and Student Affairs recommends deleting this policy because it could potentially confuse students. Current accurate information about integrated, holistic advising will still be provided on the Academic Advising website. Should circumstances change, for example, should the college adopt mandatory advising, this policy will be revised and reinstated to reflect the new practice.

Background/Supplemental Information

Policy 3400 Current

Recommendation/Outcomes

That the Board of Trustees of Community College District VIII reviews the proposed deletion of Policy 3400 at the January 9, 2019 meeting and approves at the February 6, 2019 meeting.

Prepared by: Michael Kaptik, Interim Associate Vice President, Student Affairs
Michael.kaptik@bellevuecollege.edu

3400 ACADEMIC ADVISING

Original Date: 9/1/1995 * Last Revision Effective: 4/7/2015
Policy Contact: Vice President, Instruction

POLICY

Academic advising at Bellevue College is designed to assist students in planning their educational programs, selecting courses, and preparing for transfer or employment.

It is recommended that students consult with an advisor during their first quarter of study at Bellevue College, and after they have completed forty-five (45) credits. It is required that students consult with an advisor if they have been placed on academic probation or fail to meet other academic standards of the college.

The college has adopted group advising to accommodate the numbers of enrolled students attending.

REVISION HISTORY

Original 9/1/1995

Revisions 11/16/2004; 3/22/2005; 5/21/2009; 9/11/2012; 4/7/2015

APPROVED BY

President's Cabinet



BELLEVUE
COLLEGE

REGULAR MEETING AGENDA ITEM

POLICY 5200 STUDENT NETWORK WEB SPACE USAGE

INFORMATION

FIRST READ

ACTION

Description

Information Technology Services is proposing the deletion of Policy 5200.

Key Questions

- * Why is Policy 5200 no longer relevant?

Analysis

Current college policy #5200 – [Student Network Web Space Usage](#) addresses technical assets and services no longer in place at the college. Removal from the Bellevue College Policies and Procedures Manual and from the public-facing college policies site is necessary.

In 2014, the college network, which at the time branched into an administrative network and an academic or “student” network, merged into a single, logical administrative network entity. All services previously provided independently by the student network, including services supporting websites for students and student organizations, were removed and/or merged into the administrative network, its supporting systems, or with new cloud-based application providers. Any still-relevant information in 5200/5200P will be addressed in other policies and procedures as needed.

The former VP ITS supported this deletion, and it is currently recommended by the CIO of the college, the current policy contact.

Background/Supplemental Information

Policy 5200 Current

Recommendation/Outcomes

That the Board of Trustees of Community College District VIII reviews the proposed deletion of Policy 5200 at the January 9, 2019 meeting and approves at the February 6, 2019 meeting.

Prepared by: Mary Kay Wegner, Interim Chief Information Officer, Information Technology Services
marykay.wegner@bellevuecollege.edu

5200 STUDENT NETWORK WEB SPACE USAGE POLICY

Original Date: 7/10/2003 * Last Revision Effective: 4/28/2015
Policy Contact: Vice President, Information Technology Services

POLICY

Bellevue College provides computing technology resources for students, staff, and faculty to facilitate and support the educational and institutional missions of the college. As part of these purposes, Bellevue College provides web server access on the student network for students, staff, and faculty to support academic work or college activities.

This policy establishes procedures and guidelines for how access to the student network web server is granted, how it is managed, who may request access, appropriate use of the server, length of use, and terms of use.

Applicability

This policy applies to all Bellevue College students and college employees as well as any individual not employed by the college who may require access to the student network web server. This policy does not address or supersede any procedures or policies for requesting server accounts on the administrative network web server, nor does it supersede any requirements of Bellevue College policy #5160 – Bellevue College Network and Internet Usage or Bellevue College policy #5170 - Library Internet Usage.

Users must comply with all guidelines and procedures outlined in this policy, as well as in all other Bellevue College policies, including policy #4400 - Acceptable Use of State Resources, policy #5150 – Acceptable Use of Bellevue College Networks and Systems, and policy #5000 – Acceptable Use of Bellevue College Computers. Users who are approved to access the student network web server will also apply the terms of this policy when navigating through networks or computing systems beyond the local Bellevue College systems.

Policy Intent

It is the intent of this policy to support Bellevue College's mission of encouraging students to become responsible, analytical, creative and productive citizens and to facilitate the exchange of information among students to create a sense of community. This policy is not intended to limit academic freedom in any way, but provides for the proper exercise of those freedoms.

This policy shall also encourage pluralism within Bellevue College's multicultural society and support the educational needs of the diverse college community. The goal of offering web space is to provide an open and effective method for using the Internet as an efficient information technology infrastructure for instructional, research, and informational use.

Accessibility

It is the policy of Bellevue College to provide access to web server hosting and storage space for students, staff, faculty and individuals who meet the criteria for authorized use. In addition, access to the student network web server may be granted to individuals or groups having direct business with the college or supporting college activities which require such access.

Access to the student network web server may only be requested for educational and/or college-related activities; commercial or personal use is specifically prohibited.

Criteria for Authorized Use

All server access is granted by the director of computing services, or authorized designee. To be granted access to web space on the student network, the individual must be:

- A currently enrolled student at Bellevue College who is using the web server to support activities for a Bellevue College-chartered club or organization as defined by student programs policy.
- A Bellevue College faculty or staff member who requires access to the student network web server to support daily activities and work.
- A currently enrolled student at Bellevue College who requires access to the student network web server to fulfill a curriculum component or internship work.

By using this web service, users agree to all terms outlined in this policy and agree that Bellevue College's role in managing this system is only as an information carrier. Users will never consider transmission through this system as an endorsement by Bellevue College.

Authority

The director of computing services is assigned as the facility program manager for all computing resources and facilities on campus, and has primary responsibility for all aspects of the operation of student network computing technology on campus. The director has the authority to interpret this policy, all Bellevue College IT security policies and standards, and any directives from the state and/or the college administration regarding student network computing facilities, the physical and virtual facilities used to support the those facilities, and the student network.

Bellevue College, through its administrative representatives, reserves the right to determine, at any time, what constitutes appropriate use of the Bellevue College network and technology resources, including any network access and/or any computing services provided by Bellevue College.

Use of Academic Network Web Pages

Authorized users of Bellevue College student network web space may:

- Post web content or sites that are consistent with Bellevue College policies #4400 - Acceptable Use of State Resources, #5150 – Acceptable Use of Bellevue College Networks and Systems, and #5000 – Acceptable Use of Bellevue College Computers.
- Advertise the universal resourceLocator (URL) of any site approved for posting on Bellevue College-provided server space.
- Use Bellevue College-provided server space in a manner that is consistent with the mission, goals, and educational purpose of Bellevue College.

Using Bellevue College technology resources, including Bellevue College-provided web sites, for uses and/or communications that are specifically prohibited in Bellevue College policy #4400 - Acceptable Use of State Resources, or which violate any other Bellevue College policy and/or state and federal rule and/or law is strictly forbidden. Violation of any of these is grounds for immediate loss of privileges to the resource.

Prohibitions

Inappropriate usage of the student network web space includes, but is not restricted to, using provided web space and/or the student network to:

- Send and/or receive messages that are discriminatory based on race, creed, color, gender, religion, ethnic origin, disability, or sexual orientation;
- Interfere with or disrupt student network users, services or equipment;
- View, copy, alter or destroy any data, software, documentation or data communications belonging to Bellevue College, or to another individual, without permission;
- Allow another individual (authorized or not to use the Bellevue College technology resource) to use provided web space or web account passwords;
- Post materials for commercial purposes;
- Impinge copyrighted material without permission;
- Conduct political campaigning or lobbying for votes;
- Distribute pornography of any type;
- Provide any personal information about others without their permission;
- Send and/or receive messages that are sexist or to send messages that constitute sexual harassment;
- Create, disseminate, or execute self-replicating or destructive programs (e.g., viruses, worms, Trojan horses) or to distribute any computer programs intended to disrupt normal computer use;
- Subvert, attempt to subvert, or assist others to subvert, or breach, the security of any Bellevue College network or technology resource, or to facilitate unauthorized access; or
- Participate in activities involving non-disclosure or masquerading as defined in this policy, hiding either their true identity or the true source of the web pages.

User permissions and privileges to the student network web server may be immediately withdrawn for any violation of Bellevue College IT security policies and procedures. The process provided to adjudicate the loss of these privileges is described in the "Procedures" document 5200P - Student Network Web Space Usage Procedures which supports this policy.

Student Network

Student network web accounts are established on and controlled by login and password-secured accounts managed through the Bellevue College student network. Any authorized user who is granted access to the web server will be assigned student network login accounts in compliance with Bellevue College policy #5150 – Acceptable Use of Bellevue College Networks and Systems and the Bellevue College IT security standard addressing password management. These accounts will be created and disseminated following the procedures outlined in that policy.

RESPONSIBILITIES

The College

- Bellevue College and its representatives have responsibilities for providing the contracted equipment and services and for the logging and monitoring of the network and computing systems.

All Users

- All authorized users are responsible for using Bellevue College computing resources in an effective, efficient, ethical and lawful manner. Such uses must be consistent with the purposes and objectives of Bellevue College. Bellevue College is not responsible for any damage which may occur from the use of the student web space or for any inappropriate usage by the student.
- Users who post pages to Bellevue College-provided web space have a responsibility to know, understand, and meet all the expectations of this and all other Bellevue College IT security policies and standards. They also have an obligation to obey and/or comply with the directions of the director of computing services, and/or an authorized designee, with regard to their web space usage.

Web Maintainer

- Every assigned web space will have an assigned user responsible for maintaining the site as well as for being the contact person with computing services, hereafter called the web maintainer. This is intended to provide Bellevue College and the users of the web space with good lines of communication. This web maintainer will be responsible for ensuring the site has:
 - **An environment conducive to learning:** Any web maintainer who uses Bellevue College-provided web space to harass, defame, or make derogatory remarks shall bear full responsibility for these actions.
 - **An accurately represented environment:** The web maintainer agrees not to use the provided web space to transmit, or cause to be transmitted, any message in which the origination is deliberately hidden or misleading.
 - **An environment free of illegal or malicious acts:** The web maintainer agrees never to use a system to perform an illegal or malicious act. Any attempt to increase the level of access which has been authorized, or any attempt to deprive other authorized users of resources or access to any Bellevue College computer system shall be regarded as malicious, and may be treated as an illegal act.
 - **A secure environment:** The web maintainer is responsible for proper password maintenance, including safeguarding the password. Web pages which provide loopholes in computer security systems or which can be used to damage computing resources, obtain extra resources, take resources from another user, gain unauthorized access to resources, or otherwise make use of computing resources without authorization, are not allowed and will immediately be disabled.
 - **On-going site maintenance:** The web maintainer is responsible for making routine content changes and updating graphics or page formatting on a regular basis.
 - **A proper backup:** The web maintainer is responsible for backing up their data. Computing services does not back up web storage space.
- Web maintainers for chartered club pages will ensure that their site does not contain a Bellevue College logo, any other official stamp or mark of the college, or any college information prohibited by Bellevue College policy #6650 – College Relations and Communications. Sites will also comply with all web page standards and site requirements as determined by web services. Web maintainers assume any civil and/or criminal liability which may arise from the individual use or misuse of Bellevue College technology resources.

Faculty Representative

- The faculty member either advising a student club or requiring students to use Bellevue College-provided web space as part of their classroom curriculum has responsibilities as well. These include:

- Faculty representatives have the responsibility for periodically checking the site for appropriateness, policy compliance, and to make certain the web maintainer is keeping the site appropriately updated.
- A club's faculty advisor must approve the site, review the site for compliance with this policy, and identify the assigned web maintainer before space for the site will be granted.
- The faculty advisor for a club is responsible for notifying computing services when a club site needs to be removed from the student web server, in the event of a change of individual assigned as web maintainer, and/or when the privileges of a web maintainer need to be removed. A new web space usage contract will be signed for any new web maintainer.

Computing Services (CS)

- Computing services has responsibility for all support for student network web pages. Additionally, computing services has responsibility for enforcement of this policy and all Bellevue College policies, and will coordinate with other campus units as necessary to ensure compliance with all mandates and requirements.

Web Services (WS)

- Web services is responsible for communicating college web page standards to the college community as a whole and will be responsible for reporting any non-compliant student pages to the respective student organization's faculty representative.

Student Programs

- The office of student programs will be responsible for maintaining an online public listing of all chartered club websites within the student programs home page. The director of student programs, or an authorized designee, will be responsible for reviewing student sites for appropriateness and for adherence to Bellevue College web site policies, procedures and standards.

Policy Maintenance

- Computing Services
 - The responsibility for the maintenance and administration of this policy rests with the director of computing services. CS has primary responsibility for the computer labs, electronic classrooms, and all issues related to student technology use at Bellevue College.
 - Computing services is responsible for drafting any updates and changes to the policies and procedures, with input from other information resources units, as needed. CS will also maintain an electronic copy of this policy and any related procedures and standards accessible to the public on the academic support web site.
- Information Technology Services (ITS)
 - An additional responsibility for maintenance and administration of this policy rests with the vice president of information technology services. ITS is responsible for reviewing and approving any updates and changes to the policies and procedures. ITS may distribute the policy for campus review and will submit it for final approval by the college president. Once the policy has been approved, ITS will announce the new or revised policy to the campus providing a brief description of the policy and its implications for employees and other affected individuals or groups.
- Human Resources (HR)
 - The vice president of human resources is responsible for reviewing any updates and changes to this policy and procedures in light of current policies, providing input on the policy and its implications for affected individuals or groups.

DEFINITIONS

All terms defined in Bellevue College policy #4400 – Acceptable Use of State Resources are applicable in this policy. In addition, the following are defined:

Software

- Unless otherwise stated, "software" refers to and includes all freeware, shareware, and third-party products, as well as commercially acquired products.

Disclosure

- This occurs when an unauthorized user gains access to information. Disclosure often occurs when messages are forwarded to unauthorized users.

Hacking

- Unauthorized access to accounts, files or data held on Bellevue College computing systems, or the use of Bellevue College computing systems and networks to access any other system without authority is a violation of these policies and potentially a criminal offense. Such unauthorized access is prohibited, and will result in immediate revocation of privileges.

Masquerading

- This is when a user presents him/herself to the system as another user. This may be done in order to gain unauthorized access to information or resources, to disseminate (mis)information in another's name, or to block or deny a system from operating correctly.

Bellevue College Network

- This includes the administrative and student local area networks (LAN), the wide area networks (WAN) supporting sites separated from the main Bellevue College campus, internet connectivity, networked infrastructure devices such as hubs, switches and servers, CTC-Net, and all other computers, networks and electronic messaging systems operated for the benefit of Bellevue College employees and students.

Bellevue College Technology Resources

- Includes, but is not limited to, Bellevue College-owned desktop, laptop or mainframe computer hardware or software; software licenses; workstations; data systems; personal digital assistants; electronic messaging systems; e-mail systems; pagers; telephones—both wired and cellular; SCAN services; voice mail systems; fax machines; Bellevue College network resources, whether wire-based or wireless; internet connections, accounts or access; and documentation photocopiers authorized by Bellevue College to be used by employees, students and/or other campus users.

Bellevue College Chartered Club

- Groups of students wishing to render a service to other Bellevue College students, to accomplish objectives deemed necessary for their further education, or to facilitate a service to the community or College District VIII may organize as a chartered ASG group by following the ASG club chartering procedures on file with the office of student programs.

Unauthorized Access

- Includes gaining access to accounts, resources, messages or files to which one is not granted privilege by the owner or sender.

RELEVANT LAWS AND OTHER RESOURCES

- [Washington Administrative Code](#)
- Bellevue College Policy # 1500: Access to Public Records
- Bellevue College Policy # 4400: Acceptable Use of State Resources
- Bellevue College Policy # 5000: Acceptable Use of Bellevue College Computers
- Bellevue College Policy # 5150: Acceptable Use of Bellevue College Networks and Systems
- Bellevue College Policy # 5160: Bellevue College Network and Internet Usage
- Bellevue College Policy # 5170: Library and Career Center Internet Usage
- Bellevue College Policy # 5300: Computer Labs
- Bellevue College Policy # 6650: College Relations and Communications
- Bellevue College Procedure #5200P: Academic Network Web Space Usage Procedures
- Bellevue College IT Security Standard: Password Management
- Bellevue College IT Security Standard: Web Space Usage

REVISION HISTORY

Original 7/10/2003

Revision 5/21/2009; 4/28/2015

APPROVED BY

President's Cabinet

REGULAR MEETING AGENDA ITEM



**BELLEVUE
COLLEGE**

STUDENT SUCCESS – EARLY INTERVENTION IN NURSING

INFORMATION

FIRST READ

ACTION

Description

The Nursing program at Bellevue College provides a comprehensive, high quality nursing education that is responsive to the changing needs of its students and the nursing profession. Two programs, the Associate Degree Nursing and the RN to BSN, provide flexible, accessible options that promote student success and which are supported by outstanding faculty committed to teaching excellence.

Key Points

- Associate Dean of Nursing, Dr. Suzanne Beltz, will present on student success within the Nursing Program.
- The presentation will describe how faculty identify which students are struggling early in the program and the interventions they employ to support student success.

Prepared by: Kristen Jones, Provost of Student and Academic Affairs
kristen.jones@bellevuecollege.edu



BELLEVUE
COLLEGE

REGULAR MEETING AGENDA ITEM

ITS ANNUAL REPORT (2017-2018) – FINAL

INFORMATION

FIRST READ

ACTION

Description

Bellevue College's Information Technology Services division supports students, faculty, and staff in their learning environment(s), and in support of their academic, operational and strategic needs. This report highlights the division's accomplishments in 2017-2018 and outlines its objectives and key results for 2018-2019.

Key Questions

Members of the Board of Trustees may wish to ask questions to clarify any parts of the report.

Analysis

The report includes information and statistics in the following key areas:

Introduction: Bellevue College IT Services

Summary of Accomplishments (2017-2018)

- *Student Success*
- *Enhancing Services and Platforms*
- *Enterprise Resource Planning Readiness*
- *Improving the Customer Experience*

A Time of Transition, Opportunities and Innovation

- *Staffing and Capacity Building*
- *KBCS Community Radio*
- *Data as a Strategic Asset*
- *Technology Governance: Getting to YES*
- *Innovation by Design*

Objectives and Key Results (2018-2019)

REGULAR MEETING AGENDA ITEM

continued

Background/Supplemental Information

Appendix A: Organizational Chart..... page 9
Appendix B: IT Services Policy & Procedure Review Schedule page 10
Appendix C: References page 11

Recommendation/Outcomes

That the Board of Trustees of Community College District VIII acquires a better understanding of the IT Services division through this summary report of accomplishments and future objectives and key results.

Prepared by:

Mary Kay Wegner
Interim Chief Information Officer
marykay.wegner@bellevuecollege.edu

INFORMATION TECHNOLOGY SERVICES

2017-2018 Annual Report

Abstract

Bellevue College's Information Technology Services division supports students, faculty, and staff in their learning environment(s), and in support of their academic, operational and strategic needs. This report highlights the division's accomplishments in 2017-2018 and outlines its goals and objectives for 2018-2019.

Presented by

Mary Kay Wegner
marykay.wegner@bellevuecollege.edu

TABLE OF CONTENTS

Introduction: Bellevue College IT Services.....	3
Summary of Accomplishments (2017-2018)	4
<i>Student Success</i>	
<i>Enhancing Services and Platforms</i>	
<i>Enterprise Resource Planning Readiness</i>	
<i>Improving the Customer Experience</i>	
A Time of Transition, Opportunities and Innovation	6
<i>Staffing and Capacity Building</i>	
<i>KBCS Community Radio</i>	
<i>Data as a Strategic Asset</i>	
<i>Technology Governance: Getting to YES</i>	
<i>Innovation By Design</i>	
Objectives and Key Results (2018-2019)	7
<i>CRM Implementation</i>	
<i>College Website Redesign</i>	
<i>Unified Communications Platform</i>	
<i>Technology Governance</i>	
<i>Continuous Process Improvement: College Procurement</i>	
Appendix A: Organizational Chart	9
Appendix B: IT Services Policy & Procedure Review Schedule	10
Appendix C: References	11

Introduction: Bellevue College IT Services

IT Services supports the mission and success of Bellevue College and its students. We provide services to students directly and also for those who support our students: faculty and staff, the lifeblood of the organization. We learn from them every day and are inspired by the level of creativity and innovation throughout the college in the last few years in particular. The trajectory of work in IT Services (ITS) in any given year follows the focus and priorities of the college's academic, operational and strategic needs. Depending on the project, we may be involved from inception to implementation or at various points in between. Either way, we always have a role to play in the ongoing support of the learning, working and living environments of the college as is the case for the RISE Institute's Makerspace; the virtual reality learning hubs in the Library Media Center; the design and configuration of the network(s) in new residence halls; and the collaborative support of the college's online Learning Management System, [Canvas](#)¹, which over 90% of our students access whether in orientations, classroom, hybrid or online courses². We work closely with faculty and staff to identify, evaluate, and plan for the changes that new technologies will bring to enhance their services and operations. We continue to implement big and small wins with software, services and tools that improve the student experience throughout the student journey.

Students have access to more than 1,700 computers located across two campuses in classrooms, residence halls, and service areas such as the Academic Success Center; the Library Media Center (LMC); the Disability Resource Center; two Open Labs; and in 58 computer labs, including the writing, reading, and math labs. Students have access to college computers seven days a week with extended hours during finals week. Computer labs and the college's classrooms are designed and equipped with faculty and staff input. Currently, more than 1,500 computers are assigned to college employees.

Between 2016 and 2018, ITS implemented new systems for college business and academic functions, including Office 365, a cloud-based suite of applications, email, and file storage; a new security firewall to prevent unauthorized systems access; and a high-capacity storage area network for virtual and hardware servers. The college has also recently doubled its wireless access capacity. These technology upgrades ensure that electronic academic, work, and communication tools are available to students, staff, and faculty at any time from any location.

The ITS division provides a variety of services including:

- Service Desk End-User Support
- Enterprise Applications
- Network infrastructure
- Technical Training
- Project Management
- Operational Data Store
- Server Based and Virtual Computing
- Digital Media Services
- Managed Print Services and a Production Print Shop
- Technology Procurement and Equipment Replacement
- Telecommunications
- Classroom Support and Upgrades

For additional information at-a-glance, an organizational chart is provided in Appendix A; and the IT Services Policy and Procedure Review Schedule in Appendix B.

Summary of Accomplishments (2017-2018)

In 2017-2018 a number of ITS projects addressed various goals in the 2016-2018 Technology Plan: *Student Success; Enhancing Services and Platforms; Enterprise Resource Planning Readiness and Improving the Customer Experience*. Highlights of ITS goals and accomplishments from this past year include:

Student Success

- A. Implemented a new software suite in the Office of International Education and Global Initiatives (OIEGI) called [Terra Dotta](#)³. The project took almost a year for full implementation which was indicative of the level of process change and improvement over previous systems/operations. The solution allows all international students to apply and communicate with the college online and for OIEGI staff to more efficiently manage data throughout the student lifecycle (this includes VISA status, federal reporting and student profile updates).
- B. Converted the Library Media Services Control Room from a legacy web-conferencing platform to Virtual Reality infrastructure which now provides an experiential learning environment for both students and faculty who are actively participating in new XR courses and events.
- C. Completed a significant overhaul of the Digital Media Services Broadcast Studio to replace outdated equipment; updated systems to high definition; and installed a green screen to allow compositing of persons and environments to create the illusion that all elements are parts of the same scene. The studio is used extensively by students in Digital Media Production courses.

Enhancing Services and Platforms

- A. Moved the college website to a cloud-hosted service provider/platform. This ensures that any campus-based impacts or outages will not affect access to or availability of the college website. The project took approximately six months to complete, and involved the evaluation and migration of over 200 online forms to ensure data integrity and security.
- B. Designed and configured the wired and wireless networks in new residence halls. In anticipation of 24x7 campus residents, BC's main campus wireless connectivity was doubled from 10g to 20g and new network management tools were implemented for better load-balancing of wireless traffic during peak usage times.
- C. Implemented an updated SharePoint (SP) platform. This now functions as part intranet and part internal document storage/collaboration between individuals, teams, committees and departments across the organization. It also provides greater autonomy and functionality for BC staff to implement solutions to meet their workflows and business needs (e.g. electronic forms approval and routing; collaborative document editing and version control; online discussions etc.).

Enterprise Resource Planning Readiness

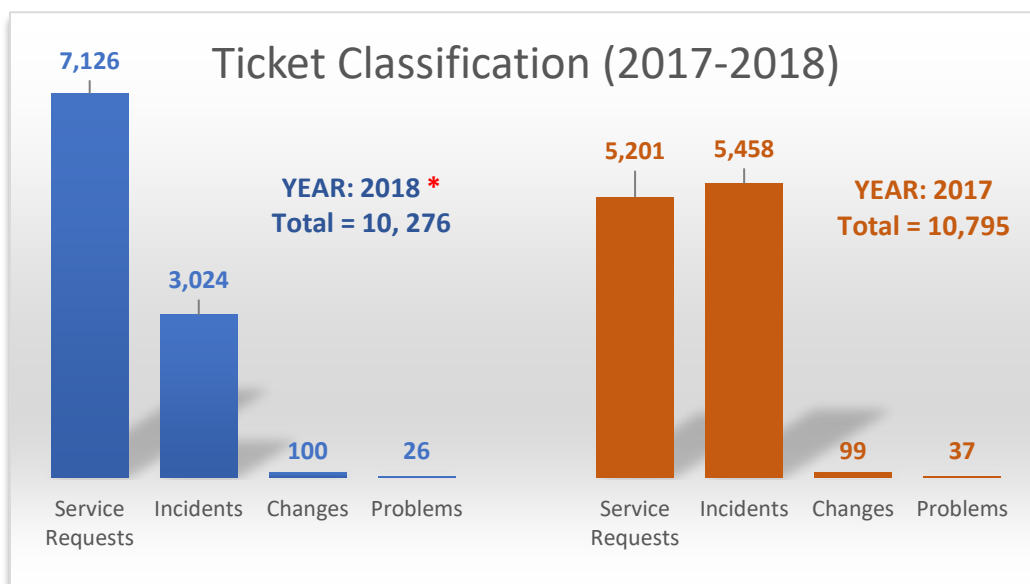
- A. Developed a Common Process Consensus Building Framework for the [CtcLink Project](#)⁴. Bellevue College, in conjunction with four of its CtcLink PM counterparts (Seattle, Edmonds, Olympic and Peninsula College) developed a repeatable 3-day workshop format, engaging subject matter expertise from each of the 34 community and technical colleges to develop understanding, agreement and support of the setup and configuration of over 200 processes in the new system. This effort set each college down a path of mapping their current business processes so that they could begin to conduct impact analyses, comparing current and future process design. The Common Process Development Workshop (CPDW) effort was featured in a [2017 Educause article](#)⁵ and represented one of many positive turning points in the project's redesign and reinvestment plan.
- B. Implemented a single room scheduling tool ([CollegeNET's 25Live](#)⁶) for Bellevue College in February 2018. This is the only part of the CtcLink project that colleges could adopt in advance of the full ERP Solution.
- C. Created a comprehensive HP/Legacy-to-PeopleSoft data crosswalk.

Improving the Customer Experience

In early 2017, IT Services introduced a new Service Management Ticketing Solution called [Team Dynamix](#)⁷ (TDX). TDX allows students, faculty and staff to log tickets directly; and to search Knowledge Base articles for relevant information and even self-service solutions. IT staff use TDX to document client contacts made by phone, email or in-person, and the corresponding assignments, communications and resolution details. We are currently implementing the automation of feedback at the close of each ticket; and are in the process of testing the functionality and ability to measure response and resolution times against [Service Level Agreements](#)⁸. These quantifiable measures will provide relevant insights to overall customer satisfaction, our primary measure of success.

In the table/chart below, the total number of tickets logged in each of the last two years is fairly consistent; but the number of incidents has dropped considerably. Ticket categorization and a new taxonomy allow us to better evaluate the interdependencies of the activities and outcomes in our overall service delivery. The changes from 2017-2018 can be attributed, in part, to an internal focus on improving and maturing our change management and problem management processes.

Ticket Type	2018 *	2017	Definition of Ticket Types
Service Requests	7,126	5,201	Client requests for IT services
Incidents	3,024	5,458	Incidents are break/fix issues requiring troubleshooting and resolution.
Changes	100	99	IT change requests for planned changes to infrastructure or services. Managing changes reduces the number and severity of impacts to clients; while allowing us to more efficiently and promptly address any incidents incurred by change.
Problems	26	37	A problem is defined as the cause of one or more incidents; problem management seeks to eliminate the root cause of faulty or failed services.
TOTAL	10,276	10,795	* as of 12/7/18



Staffing and Capacity Building— in early 2018, the IT Services Division had many vacancies, including two Director-level positions with plans to retire before end-of-year. While challenging from a workload perspective, the situation afforded us the opportunity to rethink the composition of positions and talents needed to address current and long-term needs of the college. We will be combining/collapsing some teams to leverage strengths, cross-training and efficiencies and we are looking to expand our business analyst/project management expertise, since technology-related projects require more coordination and oversight than ever before. The more sophisticated the solution or complex the requirements, the more dedicated resources needed to manage vendor and internal resources; schedules and project outcomes; and even facilitate change readiness efforts in college units with respect to the process and data implications that new systems invariably introduce.

KBCS Community Radio 91.3 (www.kbcs.fm)⁹ – Part of the ITS operational review process included a closer look at KBCS alignment; specifically, whether it still made sense for the college’s community radio station to report to the IT Services division. Since KBCS had an established relationship with BC’s *Institutional Advancement* division with respect to its fund-raising and community engagement efforts, it made sense to consider implementing a long-term change so that they could fully realize their vision. By the end of 2018, the successful transition from IT Services to Institutional Advancement was complete.

Data as a Strategic Asset— IT Services and the Office of Effectiveness and Strategic Planning support the college with breadth and depth of expertise in data architecture, integration, analysis and reporting. The college has taken significant steps forward in the last two years to build institutional capacity in understanding and leveraging its data assets for greater mission fulfillment. ITS is involved in collaborative initiatives with considerable data dependencies such as [Achieving the Dream](#)¹⁰ (AtD); Lean Process Improvement and the CtcLink ERP project. One of seven core capacity building areas within AtD, for example, is *Data & Technology*, defined as the institution's capacity to collect, access, analyze and use data to inform decisions, and to use powerful technology to support student success.

Technology Governance: Getting to YES— In an article published in [Educause Review](#)¹¹ back in 2004 the author writes: “One of the most difficult questions facing any enterprise, including colleges and universities, is where to invest limited information technology resources for the maximum benefit of (students) customers, constituents, and institutional mission. Now, compounding this difficulty, constrained and shrinking IT budgets are colliding with increasing demand for technology projects.” These questions and contributing factors still exist for many organizations like Bellevue College today. Each year BC invests significant resources to plan, acquire, implement, and maintain technology solutions to enable student success and support campus operations. A more transparent, inclusive and mature technology decision-making framework will enhance understanding, prioritization, communication, ownership, and alignment between ITS and the organization it serves. Finally, we know that the most successful [technology governance](#)¹² processes should be right-sized to their organizations, and embedded within existing decision-making structures. In the year ahead, we’ve identified objectives and key results toward modest but important steps in building a more effective technology governance process.

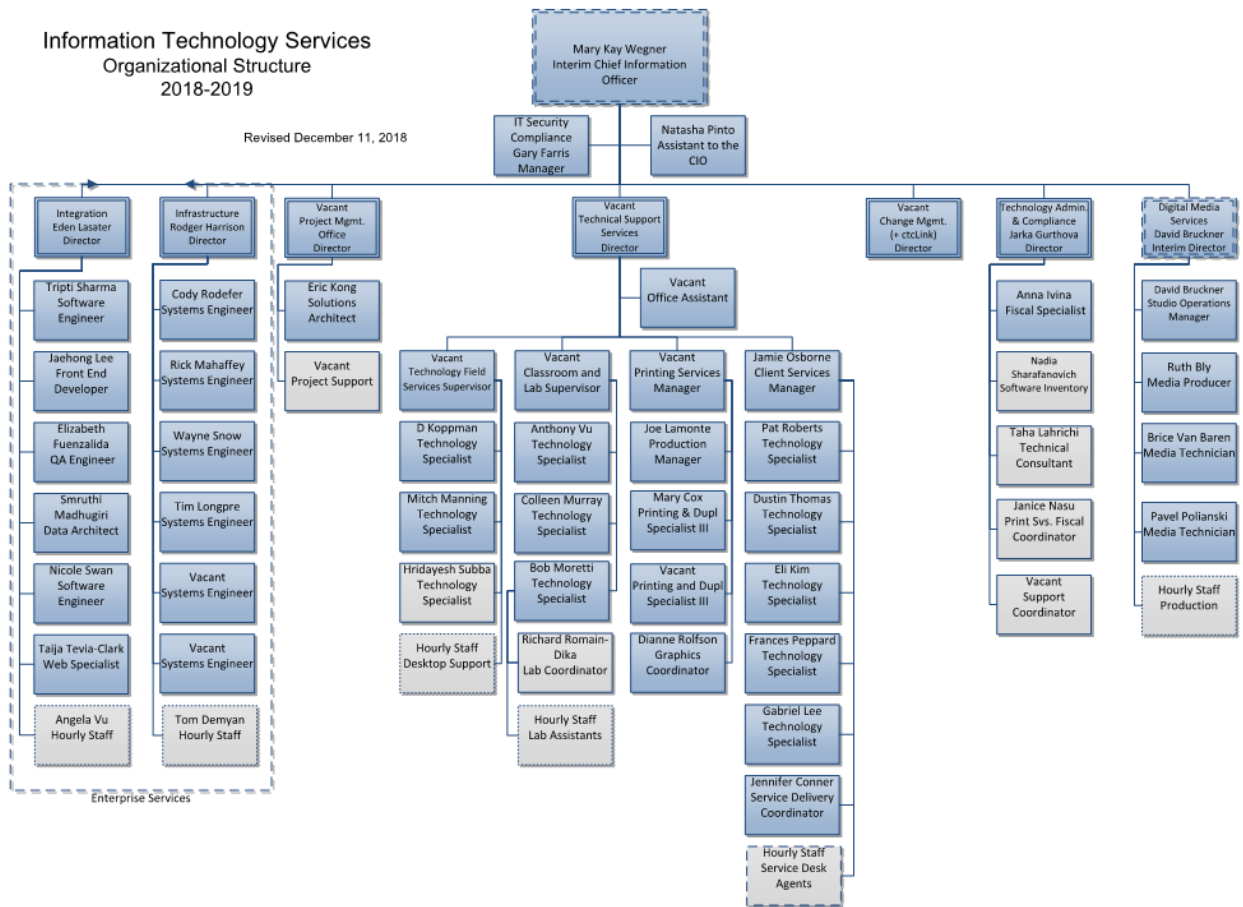
Innovation by Design - We are excited and encouraged by the level of innovation, sophistication and student successes in our Academic and Student Affairs and Economic and Workforce Development divisions; as well as the continued focus on operational effectiveness and continuous improvement among the college’s many Administrative and Operational divisions. IT Services has established standards in areas where the college needs to scale its operations and services, and we will continue to help the organization to find better ways to anticipate, fund, and sustain innovative efforts as part of the college’s regular operational cadence.

IT Services: 2018-2019 Objectives and Key Results in Support of College Goals

2018-2019	OBJECTIVES & KEY RESULTS	EXPECTED COMPLETION
OBJECTIVE 1	Implement a comprehensive CRM (Constituent Relationship Management) solution to address the college's Enrollment Management; Holistic Advising; Student Retention and Strategic Marketing goals.	Dec 31, 2019
COLLEGE PARTNERS	<ul style="list-style-type: none"> ▪ Academic and Student Affairs ▪ Economic and Workforce Development ▪ Institutional Advancement ▪ Effectiveness and Strategic Planning 	
<i>Key Result 1.1</i>	- <i>Steering Committee selects vendor and finalizes contract negotiations.</i>	<i>Dec 31, 2018</i>
<i>Key Result 1.2</i>	- <i>Complete detailed college project plan and project kickoff (with stakeholder and vendor input/sign-off).</i>	<i>March 31, 2018</i>
<i>Key Result 1.3</i>	- <i>Facilitate the configuration and implementation of the CRM solution.</i>	<i>Dec 31, 2019</i>
OBJECTIVE 2	Redesign the college website in support of the college's Enrollment Management goals and Strategic Marketing Plan.	Dec 31, 2019
COLLEGE PARTNERS	<ul style="list-style-type: none"> ▪ Institutional Advancement ▪ College Site Managers (SMEs) 	-----
<i>Key Result 2.1</i>	- <i>Draft project goals and stakeholder groups (e.g. steering committee vs. SMEs)</i>	<i>March 31, 2019</i>
<i>Key Result 2.2</i>	- <i>Vendor support under contract</i>	<i>May 15, 2019</i>
<i>Key Result(s) 2.3</i>	- <i>Complete project deliverables per plan</i>	<i>Dec 31, 2019</i>
OBJECTIVE 3	Transition college telephony systems and infrastructure to a <i>Unified Communications</i> platform to provide improved call center, routing, voice mail and reporting capabilities for all campus constituents.	March 31, 2020
COLLEGE PARTNERS (none)	ITS will coordinate with all college employees/units impacted by this change; the project itself is not otherwise a joint effort requiring subject matter expertise from a single division or divisions.	
<i>Key Result 3.1</i>	- <i>Identify external support needs.</i>	<i>March 31, 2019</i>
<i>Key Result 3.2</i>	<ul style="list-style-type: none"> - <i>Vendor resources under contract</i> - <i>Draft detailed project plan</i> 	<i>June 30, 2019</i>

<i>Key Result 3.3</i>	<ul style="list-style-type: none"> - <i>Complete project deliverables per plan</i> - <i>Create end-user documentation and tutorials</i> - <i>Training of end-users is scheduled and in progress</i> 	<i>July – Dec 31, 2019</i>
<i>Key Result 3.4</i>	<ul style="list-style-type: none"> - <i>Complete replacement of unnecessary devices in offices and service areas (telephones, fax machines, etc.) per project plan.</i> 	<i>Jan – March 2020</i>
OBJECTIVE 4	Implement improvements to the college's technology governance process to increase alignment with college priorities; maintain transparency and effective stewardship of college resources; and ensure effective planning that engages appropriate stakeholders and decision makers.	March 2019
COLLEGE PARTNERS	<ul style="list-style-type: none"> ▪ Academic and Student Affairs ▪ Economic and Workforce Development ▪ Institutional Advancement ▪ Effectiveness and Strategic Planning ▪ Admin Services (Finance / Campus Ops) ▪ Equity & Diversity ▪ President's Cabinet 	
<i>Key Result 4.1</i>	<ul style="list-style-type: none"> - <i>ITS Leadership Team and College Stakeholders participate in onsite facilitated workshop on IT Governance.</i> 	<i>Nov 30, 2018</i>
<i>Key Result 4.2</i>	<ul style="list-style-type: none"> - <i>Update the college's CtcLink Resource Plan</i> - <i>Fill the vacant CtcLink Project Position</i> 	<i>March 31, 2019</i>
<i>Key Result 4.3</i>	<ul style="list-style-type: none"> - <i>Develop Technology Projects Prioritization Rubric</i> - <i>Develop an Improved Software Intake, Evaluation and Adoption Process</i> 	<i>April 30, 2019</i>
OBJECTIVE 5	Participate in the College's Procurement Process Improvement Effort @ Lean	March 2019
COLLEGE PARTNERS	<ul style="list-style-type: none"> ▪ Finance/Procurement Office ▪ College Purchasers 	
<i>Key Result 5.1</i>	<ul style="list-style-type: none"> - <i>Identify subject matter expertise (SME)</i> - <i>Draft project scope</i> 	<i>Dec 31, 2018</i>
<i>Key Result 5.2</i>	<ul style="list-style-type: none"> - <i>Document current and future state processes</i> - <i>Draft Recommendations for Change</i> 	<i>March 31, 2019</i>

Appendix A: IT Services Organizational Chart



Appendix B: IT Services Policies and Procedures Update Schedule

Number	Title	18-19	19-20	20-21	21-22	22-23
5000	Acceptable Use of Bellevue College Computers	X				
5000P	Acceptable Use of Bellevue College Computers (Procedures)	X				
5050	Email Usage	X				
5050P	Email Usage (Procedures)	X				
5100	Software Licensing Compliance	X				
5100P	Software Licensing Compliance (Procedures)	X				
5250	Information Security	X				
5150	Acceptable Use of the Bellevue College Network and Bellevue College Data Management Systems		X			
5150P	Acceptable Use of the Bellevue College Network and Bellevue College Data Management Systems (Procedures)		X			
5160	Bellevue College Network and Internet Usage		X			
5170	Library and Career Center Internet Usage			X		
5260	Security Breach Notification			X		
5260P	Security Breach Notification (Procedures)			X		
5200	Student Network Web Space Usage				X	
5200P	Student Network Web Space Usage (Procedures)				X	
5300	Computer Labs				X	
5300P	Computer Labs (Procedures)				X	
5110	Technology Accessibility					X
5350	Use of Bellevue College Computer Facilities by Outside Groups					X
5350P	Use of Bellevue College Computer Facilities by Outside Groups (Procedures)					X

Appendix C: Citations and References

1. Instructure (vendor) www.instructure.com, Canvas (product) <https://www.canvaslms.com/>
2. Statistics taken from the “Executive Business Review: Spring 2018,” created by Instructure for Bellevue College. For more information, please contact BC’s eLearning department.
3. Terra Dotta www.terradotta.com
4. ctclink Project <http://ctclinkreferencecenter.ctclink.us/recent>
5. Educause article “Aligning Institutional Processes Through Business Process Redesign” <https://er.educause.edu/articles/2017/9/aligning-institutional-processes-through-business-process-redesign>
6. CollegeNET (vendor), 25Live (product) <https://corp.collegenet.com/products/scheduling/scheduling.html>
7. Team Dynamix (vendor), ITSM Service Management (product) <https://www.teamdynamix.com/it-service-management-itsm/>
8. Service Level Agreements (best practice) <https://www.bmc.com/blogs/five-best-practices-creating-slas-itsm-environment/>
9. KBCS 91.3 Community Radio www.kbcs.fm
10. Achieving the Dream <https://www.achievingthedream.org/>
11. Educause Review article: “IT Investment Decisions That Defy Arithmetic” <https://er.educause.edu/articles/2004/1/it-investment-decisions-that-defy-arithmetic>
12. Technology Governance: “IT Governance on One Page,” Peter Weill and Jeanne Ross https://papers.ssrn.com/sol3/papers.cfm?abstract_id=664612



BELLEVUE
COLLEGE

REGULAR MEETING AGENDA ITEM

ECONOMIC AND WORKFORCE DEVELOPMENT ANNUAL REPORT

INFORMATION

FIRST READ

ACTION

Description

The office of Economic and Workforce Development (EWD) at Bellevue College (BC) is comprised of five departments: Continuing Education (CE), Center of Excellence for Information and Computing Technology (CoECIT), Occupational Life Skills (OLS), Pacific Northwest College Credit (PNWCC), and Workforce Education (WE). These departments differ in scope in regard to audiences served, however their responsibilities align with the mission and core values of the college. These departments collectively address educating students from precollege to retirement.

Key Points

- Albert Lewis, VP of Economic and Workforce Development will give a report on the EWD division activities during the 2017-2018 school year.
- The presentation will cover an overview of the five departments that comprise the EWD division.

Prepared by: Albert Lewis, Jr. Vice President of Economic and Workforce Development
albert.lewis@bellevuecollege.edu



E-MAIL

**BELLEVUE
COLLEGE**

**Economic and
Workforce
Development
2017 - 2018**



Economic and Workforce Development

Executive Summary



Albert Lewis, Jr.
Vice President of Economic and Workforce Development

The office of Economic and Workforce Development (EWD) at Bellevue College (BC) is comprised of five departments: Continuing Education (CE), Center of Excellence for Information and Computing Technology (CoECIT), Occupational Life Skills (OLS), Pacific Northwest College Credit (PNWCC), and Workforce Education (WE). These departments differ in scope in regard to audiences served, however their responsibilities align with the mission and core values of the college. These departments collectively address educating students from pre-college to retirement.

Along with the aforementioned departments, EWD serves as the conduit for professional development for all professional technical faculty and serves as final approver of all professional development plans. Further, EWD through various grants, fund salaries, professional development, and equipment/software purchases in collaboration with the office of Academic and Student Affairs.

As BC moves into the future, EWD like the greater college is facing the ongoing challenges of attracting, retaining, and helping students obtain certificates and degrees for the jobs of tomorrow. To meet these challenges, EWD is committed to enhancing collaboration across divisions and departments of the institution. Further this commitment to collaboration extends to the college's external stakeholders in pursuit of improving our community by enriching lives through education. Listening to the needs of our students and community has enabled BC to be viewed as a regional educational leader.

To face today's challenges BC and specifically, EWD must continue to listen to students, business and industry, as well as the greater community to accelerate the expansion of learning opportunities for all.

Contents

Center for Excellence	2
Continuing Education	3
Occupational Life Skills (OLS)	4
Tech Prep Connections	5
Workforce Education	6
Organizational Charts	7

The Center of Excellence for Information and Computing Technology Hosted at Bellevue College

Headquartered at Bellevue College the Center of Excellence for Information and Computing Technology (CoE for ICT) is a statewide resource for:

- Community and technical colleges
- K-20 educational system
- Information technology (ICT) industry

Since 2005, the CoE for ICT, as an information resource and solutions-provider regarding model educational programs, supplies:

- Best practices for ICT education and training
- Up-to-date research, including IT trends that impact hiring and educational needs and business growth across industry sectors in Washington State
- Information dissemination
- K-20 faculty professional development conferences and student events



Events

Since 2009, the Center has hosted the IT Futures Summit. It's an annual event for CTC IT faculty to network, receive updates on Center services and activities, and hear about new technologies that might impact their IT programs. Presentations in recent years have included presentations on disruptive technologies, robotics, data science, and demonstrations with the NAO robot, podcasts, and IT program marketing campaigns. Enrollment for the 2018 IT Futures Summit was up by 92% (65 participants).

Services

- IT Program Reviews: Since 2016, the Center has reviewed IT programs for 30 of the 32 CTCs. This year Wenatchee Valley Community College has requested a full IT program review. The Center began the work as of July 1, 2017.
- IT Workforce Demand Data: The Center provides upon request projections on workforce demand, IT employment patterns, and new and emerging IT occupations to CTCs. It also provides analysis and advice to the SBCTC on IT-related projects, collaboratives, initiatives, etc.

Funded by the State Board for Community and Technical Colleges (SBCTC), the CoE for ICT serves every Washington State community and technical college (CTC) IT program. Currently, 32 of the 34 CTCs have an IT program. In 2016, the Center received a Best Marketing Campaign award from the Bellevue Small Business Association. It has also been cited in educational and industry publications for its research and workforce forecasting contributions and expertise.

The Center of Excellence for Information and Computing Technology Hosted at Bellevue College - continued.

Research

Reports/White Papers: The Center performs a number of formal and informal research projects. It has published three comprehensive reports on robotics, emerging trends in technology, and building an IT career-ready Washington. A podcast series, WAInfoTechTalks was developed in 2016. It features interviews with IT industry professionals and focuses on disruptive technologies. Since May 2016, the eleven podcasts have been uploaded 323 times (this does not include iPhone downloads, as Apple doesn't share that data).



- **IT Program Development:** The Center develops IT programs and curriculum. Since 2016, the Center has been working with Bellevue College to develop an AAS and BAS in robotics and artificial intelligence (AI). The first robotics and AI introductory course, Programming 297, was offered to students spring quarter 2017.

Resources

On the Center's website, it has a section devoted to its newsletters, statewide IT BAS, IT curriculum, IT presentations and PowerPoints, as well as a searchable database for all CTC IT programs (certificates and degrees).



Continuing Education

Who is BCCE?

The Continuing Education unit of Bellevue College serves the needs of businesses, industries and the surrounding community through high-quality, in-demand programs. Classes are taught by industry experts and are offered online, in-person, and through corporate training.

What is offered?

Bellevue College CE offers the most comprehensive selection of courses and certificates among technical and community colleges in Washington State. Professional classes range from healthcare, software programming, graphic design, leadership, project management, technical writing and more.

Bellevue College CE offers a credit certificate in Translation and Interpretation, one of the only credit certificates like it in the nation.

Classes are also taught in Personal Enrichment, Arts & Design and World Languages. Bellevue College CE also offers one of the most extensive retiree programs in the state with the TELOS program, and has a dynamic teen program during the summer.



- More than 1,900 classes taught each year.
- Options range from 3-hour workshops to 10-week courses.
- New courses start throughout the quarter.
- An average of 13,000 enrollments per year.
- Online classes available for select programs.



OLS (Occupational Life Skills)

What is OLS:

Occupational & Life Skills (OLS) is an accredited associate degree program for adults with learning disabilities at Bellevue College. Students identify and develop a career pathway, grow interpersonal skills, and gain marketable, work-ready skills interning with local businesses aligned to their career goals. In the last eight years, 85% of our graduates are employed and 30% enjoy upward career mobility.

Why OLS?

OLS creates a guided career pathway for graduating students to become gainfully employed, contributing citizens. During our program, students grow interpersonal skills and take steps toward greater independence. Courses in Personal Finance, Cultural Awareness, Nutrition, and Social Change in America help make that possible. The confidence they gain at OLS, both onsite and in the community, help students self-advocate and mature so they can become productive community members. The program is specific to their self-identified skills, strengths, and passions, and prepares them for the workforce through courses such as Workplace Readiness, Computer Application in the Workplace, Customer Service, Communication and Career Exploration. In their final year, an internship of 200 hours related to that career pathway is completed. Many internships translate into jobs and most students are gainfully employed within three months after graduation. Our goal is to help students attain marketable skills for a successful work life.



85%

Alumni Employed

Program Facts

- 87 current students, 85 total graduates since 2008
- Part-time students, 8 credits a quarter, attend for 4 years, no summer courses
- Two cohorts of 12-14 admitted fall quarter, 26 sections taught per quarter
- Selective admission process into program
- Located on the North Campus
- Specialized instruction, scaffolded, universal designed, accommodations infused
- Highly trained, best practice staff instructing students with learning disabilities

OLS (Occupational Life Skills) - continued



OLS Student Characteristics:

- Aspires to become a college student
- Requires smaller class sizes to thrive
- Struggles with executive functioning skills
- Diagnosed with learning disabilities
- May have difficulty finding employment or keeping a job
- May be struggling with what to do next

OLS Students May Have a Diagnosis of:

- Non-Verbal Learning Disabilities (NVLD)
- Auditory and/or Language Processing Disorder
- ADHD or ADD
- Dyslexia, Dysgraphia, and/or Dyspraxia
- Executive Functioning Disorder
- Autism Spectrum Disorder



Pacific Northwest College Credit – PNWCC (Formerly Tech Prep College Connections)

Program description:

Students enrolled in PNWCC can earn college credit in high school courses that are formally aligned – articulated – with college courses. Most of the ‘Tech Prep’ high school classes articulated are part of a Career and Technical Education (CTE) program and they connect with a professional/technical certificate or degree. Tech Prep College Connections is a partnership of twelve local school districts (Bellevue, Edmonds, Issaquah, Lake Stevens, Lake Washington, Mercer Island, Mukilteo, Northshore, Riverview, Shoreline, Sumner, and Snoqualmie Valley) and five partner community/technical colleges (Bellevue College, Cascadia College, Edmonds Community College, Lake Washington Institute of Technology and Shoreline Community College). We also partner closely with the Washington Network for Innovative Careers (WANIC), our regional Skills Center.

We serve twelve school districts, 34 high schools, 734 active Tech Prep classes, and 269 active Tech Prep teachers. In addition we provide training and support for each member districts career staff (Career and Tech Ed directors, Career Specialists, Guidance Counselors, Career and Tech Ed teachers).

Our student growth has been steady for the past several years even after the implementation of a \$46 consortium fee in the 2012 school year.

	2014-15	2015-16	2016-17*	2017-18
Students paid	2,316	2,415	2,815	2,400
Students earning credit	2,047	2,176	3,459	2,566
Credits earned	13,973	15,842	22,559	15,855

*Note – 2016-17 was an anomaly as this was the year the college folded in Edmonds Community College students from Edmonds school district who previously were not charged a fee in their old consortium. They had one year grandfathered in where they didn’t have to pay the fee and then beginning in 2017-18 they had to begin to pay the fee.

Accolades received:

Out of the 22 PNWCC consortia in Washington State, our consortium is the largest and most robust in comparison. We have a tremendous amount of support from our local school districts and member colleges who appreciate the connections and pathways the programs opens between the secondary and post-secondary.

Current budget is self-support model of school district member dues, college member dues, and a student consortium fee paid annually by participating students. We also generate additional articulation dues for out of consortium districts who wish to articulate courses with our member colleges. Current deficit is balanced with carry-over from previous years.

Over 2,500 students earned credit through PNWCC last year. These students earned an impressive 15,855 college credits equaling an average of 16 credits per student.

Over
2500
Students Earned Credit

Workforce Education – WE

Program description

Our programs help people get the skills they need through Bellevue College’s professional-technical programs to enter or re-enter the workforce.

Offering high-touch advising and college navigation. Our programs provide “jump start” funding and assistance with applying for additional financial aid. Our advisors coordinate with DSHS (Department of Social and Health Services) and Employment Security to support students with keeping their benefits while in training. We offer education and employment resources for King County Housing Authority (Eastside) residents, Life Skills classes (for TANF (Temporary Assistance for Needy Families) recipients), and employment services for all Workforce Education students (resumes, interviews, job search).



WE provides the following services to students:

- Tuition and fees assistance
- Books, transportation, and tools assistance
- Advising
- College Navigation
- Leveraged resources / referrals to community partners

WE Funding Programs:

- BFET (Basic Food Employment & Training) – for people receiving federal food assistance from DSHS
- Opportunity Grant – for people with limited income and limited college credits
- Worker Retraining – for people who are on unemployment insurance (UI) or exhausted UI; veterans discharged in the past 48 months; active duty military with separation orders; or displaced homemakers due to divorce or death of a spouse in the past 48 months.
- WorkFirst – DSHS referrals only - for parents who are receiving TANF (Temporary Assistance for Needy Families)

Student Data

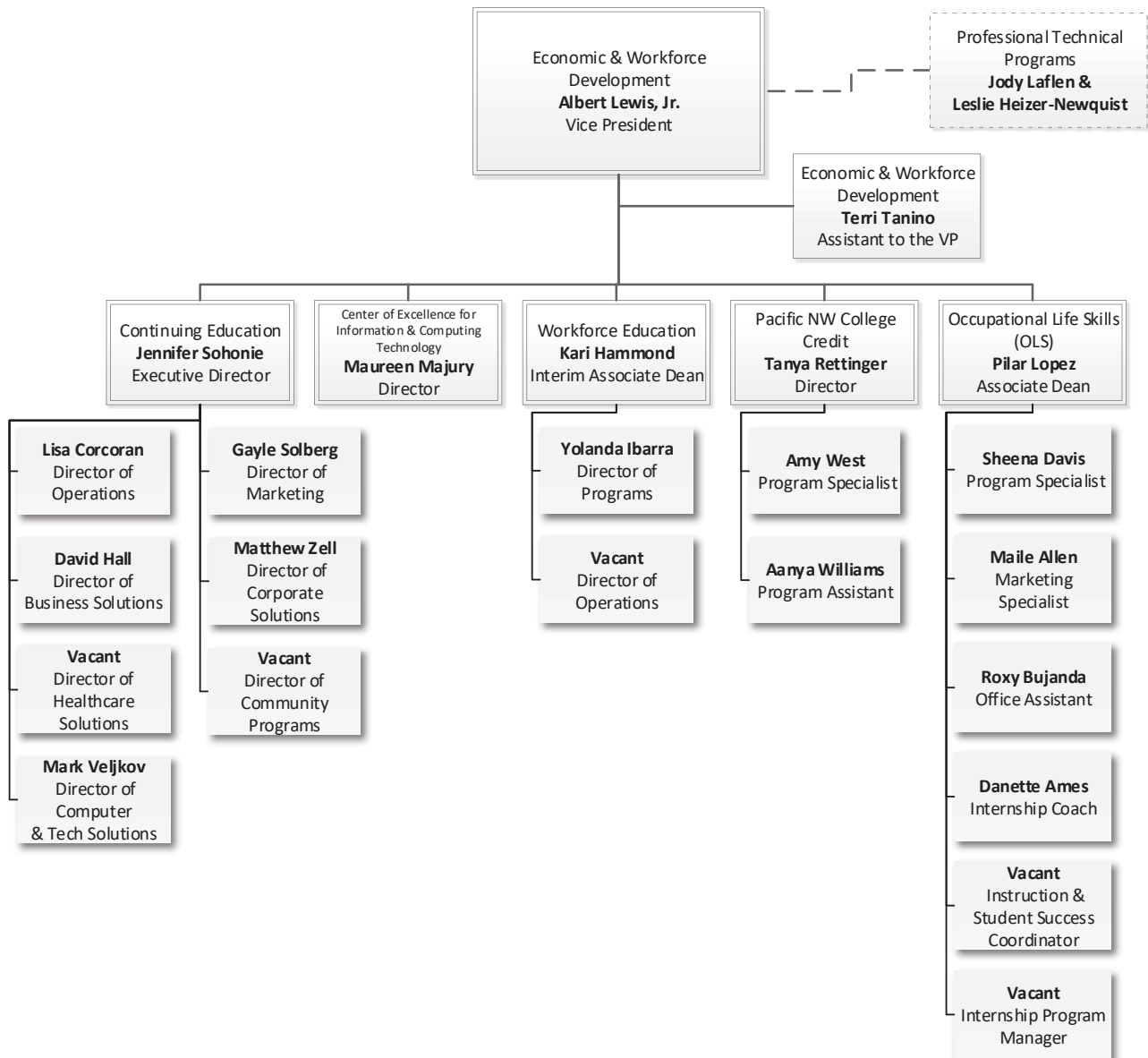
	15-16	16-17	17-18
Number of Enrollees	960	829	727
GPA: Achieved 3.0 or higher* (averaged)	662	582	444
GPA: Achieved 4.0** (averaged)	166	132	138
Students Completed a Program	131	116	91
# of Degrees/Certs Completed (includes dual)	245	156	127
Total Credit Hours	22,967	20,500	17,065

Workforce Education – WE, continued

WE Partners:

- DSHS (Department of Social and Health Services)
- Employment Security Department (ESD)
- HopeLink
- Jubilee Reach
- KCHA (King County Housing Authority)
- LPA (Local Partnership Area)
- Pacific Associates
- RISE (Resources to Initiate Successful Employment)
- St. Andrew's Lutheran Church
- United Way of King County
- Washington Connection
- Workforce Education Council
- WorkSource
- YWCA Seattle and Eastside (Bellevue, Issaquah, Redmond, etc.)







BELLEVUE
COLLEGE

REGULAR MEETING AGENDA ITEM

BC PREPARES FOR NWCCU YEAR SEVEN ACCREDITATION VISIT MARCH 13-15, 2019

INFORMATION

FIRST READ

ACTION

Description

Under the direction of the Office of Effectiveness and Strategic Planning, more than 60 faculty and staff members have been working together to prepare a Year Seven Self-evaluation Report in support of the college's accreditation visit in March. This is the first time BC is up for reaffirmation since the Northwest Commission on Colleges and Universities (NWCCU) revised its standards in 2010. The new standards include five sections: mission and core themes; resources and capacity; planning and implementation; effectiveness and improvement; and mission fulfillment, adaptation, and sustainability. The new system emphasizes assessment and analysis as a basis for decision making.

Recently, BC conducted a Mock Visit (October 4 and 5) to better prepare the college and identify gaps in the report and in operations. Dozens of students, faculty, and staff participated in practice sessions. The mock visit evaluator team, led by a former president of Pierce College, Tana Hasart, provided in-depth suggestions for improvements, all of which are currently being addressed. The guest evaluators also noted many significant achievements that the college can share in the report and at the March visit.

Using information from the Mock Visit the college has revised its draft accreditation report. The final report is now nearly complete and will be delivered to the evaluators in early February.

Key Questions

- * Where is the college in terms of its accreditation cycle?
- * What has BC done to prepare for its Year Seven visit?
- * What is the status of the Year Seven Self-Evaluation Report?

Analysis

Preparations for the college's bid for re-affirmation are going well. The October Mock Visit was valuable in providing information to improve the report and operations. The mock visit, together with the opportunity to take evaluator training, has created more engagement with the accreditation process.

Background/Supplemental Information

[Northwest Commission on Colleges and Universities](#) website

REGULAR MEETING AGENDA ITEM

continued

Prepared by: Alec Campbell, Interim Associate Vice President of Effectiveness and Strategic Planning
Alec.campbell@bellevuecollege.edu