CARROLL
COMMUNITY COLLEGE

COMPREHENSIVE ACADEMIC AFFAIRS PROGRAM
REVIEW EXECUTIVE SUMMARY
2022-2023

Department Title	
Digital Learning and Media Services	
Department Director	
Andrea Gravelle	
Division	**Department Manager**
Academic Affairs	Michelle Kloss

Please provide the following information about the program based on the results of the Program Review. Use a bulleted format and do *not* exceed one page (front and back).

1. **Synopses of the significant findings**
   - Since its inception in 2004, Digital Learning & Media Services has evolved into a department that is able to pivot quickly to meet the growing needs of the College.
   - Between 2018-2022, Digital Learning went from being primarily technical support for students and staff using the Learning Management System to supporting the design of quality courses and providing professional development that has been enthusiastically received.
   - Media Services, Virtual Reality and a part-time Accessibility Specialist have been added as the department has grown.
   - Fully online degrees and certificate programs have increased from two in 2017 to eleven in 2022.

2. **Strengths of the program**
   - Because of the diverse backgrounds and knowledge of the members of Digital Learning and Media, the department can fulfill various needs and anticipate emerging needs.
   - Dedicated studio space to create in-house media content.
   - First Virtual Reality lab at a Maryland community college.

3. **Weaknesses of the program**
   - Members of the College community often do not take full advantage of the services offered by the department because of the behind-the-scenes nature of Digital Learning and Media's work.
   - Digital accessibility, particularly of attached documents in the LMS, is low.
   - Digital Learning will need to evaluate staffing needs yearly as usage of educational technology increases.

4. **Plans for Improvement including timeline**
   - If the College's use of technology and the digitization of education increases as is expected, the department will need to continually evaluate staffing and resources.
   - Increase outreach to faculty and staff for achieving increased digital accessibility by offering and advertising more accessibility trainings each semester, creating on-demand training, and working with the Accessibility Advisory Group to increase campus awareness beginning with Summer Institute 2023.
   - Continue to monitor and evaluate emerging technologies that are applicable to digital education, such as Artificial Intelligence.

5. **Identification of weaknesses or deficiencies from the previous review and the status of improvements implemented or accomplished**
   - The last review of the department was conducted by the Acting Director in 2017 and was an Annual Assessment and Outcomes report.

6. **Budget/position requests (list the items and the costs)**
   - Make Accessibility Specialist a fulltime position. Cost, $79,041 for salary and benefits.
   - Improvements to the Media Studio, such as permanent sound absorbing panels, updated lights, and diffusers, will be needed as usage increases. L-191, which currently houses the Studio and a staff office, should also be divided into two separate rooms so both can be used at the same time. Projected timeline 3-5 years.

Signatures

Andrea Gravelle   04.07.2023
Program Director/Coordinator   Date

                                                                                                    04/07/2023
Department Manager   Date

__Melody L. Moore_____   __May 22, 2023_____
Associate Provost for Program Development and Partnerships   Date