

2017 Media Services Annual Program Plan

MSVC Media Services

I.A. Describe the program(s) to be reviewed. What is the purpose of the program and how does it contribute to the mission of Skyline College? (**Program Profile: Purpose**)

Narrative

Academic Technology

Provide academic technology services and support to Faculty and Staff.

Main areas of support/services:

1. Academic Technology Support for faculty and staff
2. Internal and external event support
3. Media Services
4. Procurement
5. Create new ideas to integrate innovative technology and resources on campus

II.A. Describe the progress made on previously established program objectives (goals) including identification of achievements or areas in which further effort is needed. Programs which have not yet established CPR/APP objectives should discuss progress on program implementation or activities. (**Analysis: Progress on Prior Program Objectives (Goals) and Activities**)

Narrative

Goals for Multimedia Services to Academic Technology transition.

1. Work with Dean of ASLT to create a strategic plan for Academic Technology.
2. Expand staff for Academic Technology to serve the growing technological needs and services for Skyline College.

II.B. Describe any recent external or internal changes impacting the program or which are expected to impact the program in the next year. Please include when the specified changes occurred or are expected to occur. (**Analysis: Program Environment**)

Narrative

1. Lecture capture technology (Spring 2017)

- Rollout pilot program for Lecture Capture equipment
- Training and Support
- Create policy and procedures
- Faculty/staff feedback to improve user experience

2. Bldg 1 faculty/staff relocation (Spring/Summer 2018)

- Additional staff for user support
- Technology for swing space

II.C. (1) Instructional Programs Only: Describe what was learned from the assessment of course SLOs for the current and past year.

(2) Student Service Programs Only: If PSLOs are being assessed this year (3-year cycle), describe what was learned. If no assessment was done because this is an off-cycle year, please state that this item is not applicable. (**Analysis: Student Learning Outcomes (SLOs and PSLOs)**)

Narrative

N/A

III.A. Consider the previous analysis of progress achieved, program environment, and course-level SLOs or PSLOs (if applicable). What are the key findings and/or conclusions drawn? Discuss how what was learned can be used to improve the program's effectiveness. **(Reflection: Considering Key Findings)**

Narrative

As Multimedia Support Coordinator, my goal is the continuous improvement of services and support for Skyline College faculty and staff. The main technology service and support areas of my department are:

1. Classroom support for faculty
2. Tech support for staff
2. Support for internal/external events
3. Improve campus technology through research and coordination with Dean of ASLT and ITS
4. Equipment Procurement

Areas of improvement:

1. Additional staff to support technological faculty, staff, and campus events.
2. Equipment to improve the services faculty, staff, and campus events.

III.B. If the program participated in assessment of ISLOs this year:

- (1) What are the findings and/or conclusions drawn?
- (2) Does the program intend to make any changes or investigate further based on the findings? If so, briefly describe what the program intends to do. (**Reflection: ISLOs**)

Narrative

N/A

IV.A. Indicate whether the program is continuing implementation of the last CPR strategy or revising the strategy. Please describe the modifications if revisions are intended.

Note: Any new strategies should be linked to Institutional Goals through creation of objectives in the next section. If the program has not yet participated in comprehensive program review, an annual or multi-year strategy can be defined in this item. **(Strategy for Program Enhancement: Continuation/Modification)**

Narrative

The first SPOL/APP for the Academic Technology dept. I will work with the Dean of ASLT on the strategic plan.

IV.B. Based on the most recent CPR and any desired modifications, develop an annual action plan with related resource requests. No narrative response will be entered in this section, but the objectives you create will be printed automatically in the APP report under this item.

(1) To begin, click on PLANNING at the top of the page, then CREATE A NEW OBJECTIVE. To view previously created objectives, click PLANNING at the top of the page, then VIEW MY OBJECTIVE.

(2) IMPORTANT! Make sure to associate each objective to this standard in the APP. Need help? Contact the PRIE Office for further instructions. **(Strategy for Program Enhancement: Action Plan and Resource Requests)**

Narrative

Transition from Multimedia Services to Academic Technology.

Will work with the Dean of ASLT on a Strategic Plan.

Associated Objectives

 [167-Staffing](#)

 [139-Transition from Multimedia Services to Academic Technology](#)

Task Details Report

Planning Year: 2017-2018

Planning Unit: Media Services

Unit Manager: Marcelo, Roger

Objective: 167 - Staffing

Objective Description:

Additional staff to support the growing needs of the campus

Start Date: 4/28/2017	Task Type: Department/Division/Unit	Priority Level: High	Task Order: 1
Due Date:	Completion Date:	Task Status: New/Pending	Budget: \$54,636

Hire 2 PT technicians (.48FTE) for Academic Technology Support and Services. Added support for campus needs and coverage after 4pm and Weekends.

Budget Remarks:

Date:	Name:	Remarks:
No Data to Display		

Budget Details:

GL Code	Account	Description	Requested	Approved
2196	Media Services	(2) PT.48FTE Multimedia Technicians Academic Technology Support and Services	\$54636.00	\$0.00

Assignment Details:

Name:	Email:
No Data to Display	

Task Details Report

Start Date:
4/28/2017

Task Type:
Department/Division/Unit

Priority Level:
High

Task Order:
2

Due Date:

Completion Date:

Task Status:
Ongoing

Budget:
\$20,480

Currently have 2 student assistants working 20 hours a week. Total 40 hours for 2 student asst.

Will have up to 4 student asst - not to exceed 40 hours a week.

Budget Remarks:

Date:	Name:	Remarks:
No Data to Display		

Budget Details:

GL Code	Account	Description	Requested	Approved
2392	Media Services	Student Asst for Academic Technology Dept. Assist with event setups, faculty/staff equip checkout, and help desk	\$20480.00	\$0.00

Assignment Details:

Name:	Email:
No Data to Display	

Objectives by Planning Unit and Status

Planning Year: 2017-2018

Planning Year: 2017-2018

Unit Code	Planning Unit	Unit Manager
2419MSVC00	Media Services	Marcelo, Roger

Objective Status: New/In Progress

139 Transition from Multimedia Services to Academic Technology
Will work with the Dean of ASLT with the transition of Multimedia Services to Academic Technology.
Strategic plan will include but not limited to:
1. Staffing
2. Equipment
3. Facilities modifications
4. Breakdown of services and support.

167 Staffing
Additional staff to support the growing needs of the campus
