# Assessment Report

# Yuba Community College District

# YC - Media Services Program Recommendations

**Year of Review:** 2013-2014

**Type of Review:** Self-Study (4-year review)

**Executive Summary (Include a list of team members):** Team:
Martha Mills, Dean of DE, Media Services, Library, MCOMM

Jeff Rutledge, Telecommunications Specialist III (AV, broadcast engineering, MCOMM, DE, video conferencing, cable distribution/Comcast)

Richard Rountree, Telecommunications Specialist II (AV, support for MCOMM, DE, Videoconfering)

Sukhhi Grewal, DE Support Specialist (LMS, video streaming, training, student/faculty support)

Jeanette O'Bryan, DE Program Support (direct support to faculty and students for ITV and online courses, assistance with class scheduling, Comcast)

Note: Report reflects reports from user groups, YC Technology Committee, YCCD Technology Committee, YC Staff Development Committee, and YC DE Committee plus extracts from 2012/2013 program review tech requests.

The Media Service and Distributive Education department provide direct support of multi-media systems in classrooms and meeting rooms at all Yuba College sites, maintain the Instructional Television network and streaming video service district-wide, and collaborates with YCCD IT and the WCC Media Services staff to provide support for video conferencing for meetings. YC Media Services supports the WCC Media Services Dept as requested. Media Services staff provide the primary support for students and adjunct faculty in the Mass Communications academic program and provide media support for college events. The Media Services Dean and Telecommunication Specialists served on all Measure J project teams which required multimedia design expertise.

Distributive Education staff provide primary support for Distributive Education (ITV/Video Conference Instruction, online and web-enhanced instruction) district wide. This includes direct student and faculty support, training and technical support).

All staff in the MS/DE department were recently consolidated into the newly renovated 1100 (LRC) which opened to the public in 2014. This relocation into a centralized instructional technology center is supported in the YC Technology Plan and the YC Staff Development Plan as a strategy for addressing the high demand for technology training and support for faculty, students and staff.

Historically, a separate administrative/program review has been developed to articulate the needs of the Distributive Education program goals while the Media Services Admin Review focuses primarily on the goals and technical support for multi-media/AV. One dean and 5 staff support Media Services, DE and the MCOMM academic program. MS/DE works closely with Library Services currently under the MS/DE dean and shares an administrative assistant 1.

**Program Description :** A1 Do students have access to curriculum-specific and/or program specific support services? (If so, describe these services) if not explain why.
Mass Communications Students
• Media Services personnel provide support to Yuba College Mass Communications students by providing access to and technical

support for production equipment and facilities.
• Personnel train MCOMM students who serve as control operators for ITV productions, provide direction to MCOMM students who serve as student assistants in the Media Services department.
• Staff and MCOMM faculty assist students with job referrals and securing crew positions on professional productions and freelance projects.
• MCOMM adjunct faculty serves as the advisor to the MCOMM student club, and mentor students engaged in freelance work.
• The Dean of Media Services functions as the Dean of MCOMM, advising students regarding course scheduling and MCOMM educational plans.
• The Media Services budget provides copyright licensing of a sound effects library and software for audio and video production.
• Given the lack of fulltime MCOMM instructors, the Media Services unit serves as critical mentors and support for MCOMM students.
• Recent renovations to the MCOMM production and post production facilities, designed in consultation with Media Services, MCOMM faculty, students and professional studio design and audio video specialists ensure that MCOMM students are trained using state-of-the-art technology and software based on industry standards.
• A survey of MCOMM students in spring 2012 indicated that most students enrolled in MCOMM classes are planning to transfer to pursue degrees in Communications, Music, or Media Arts.

Distributive Education

• Media Services supports students enrolled in DE courses by providing multiple avenues of access: cable delivery, open-air broadcast, live video streaming via the portal and Canvas, and access to video archives.
• Media Services arranges for video-captioning upon request via the DECT grant.
• The DE program specialist and the DE software support specialist provide direct support to students regarding access to ITV and Canvas during regular work hours via phone and email.
• A central eLearning/DE website with access to support materials and instructional videos is maintained by DE and Media Services personnel for 24/7 support to faculty and students.
• Three, 1 unit online courses are offered to prepare students and increase digital literacy.
• In 2012/2013, DE support staff were assigned to the Sutter facility two days a week to provide face to face support to students and faculty.
General Student Population
• Media Services, Distributive Education and Library staff provide the general student population with support services by supporting access to technology in the cyberlabs, advising students regarding access to the portal and Canvas on personal devices, and by monitoring DE test proctoring. DE support staff provide assistance via email, phone, and virtual desktop appointments.
• Video screens to facilitate small group study have been added to small group study spaces in the 1100 facility, the Sutter Center, and Clearlake Center.
• Although Media Services is not directly responsible for computer labs, MS personnel are often the first to receive and respond to trouble reports.

B3 How is current and previous program review data used to refine and improve program or department practices?
• In 2012/2013, Media Services equipment replacement costs and priorities were shared with departments for inclusion in academic program reviews and submitted in Fall 2012 to the Technology and Equipment Committee to secure funding for equipment for classrooms with greatest need. (See Equipment Recommendations memo.)
• Additional ‘end of the year’ funds were applied to several high priority replacement projects articulated in the 2012/2013 program review ---including the addition of monitors in the 1000 facility, upgrade of switching system in 1017 speech classroom, upgrade of 846 classroom, and upgrades to 800 classroom projectors.

• Requests articulated in academic program reviews regarding the need for more videos to support academic content were shared with YC Librarian who researched streaming video collections in order to support all YC campuses. Estimated cost-$4,000 per year.
• The 2012/2013 Equipment Request data from all program reviews was extracted and shared with the YC Technology Committee to articulate the college-wide needs and to reference in the development of the YC Technology Plan.
• The Media Services Equipment Cost Calculator, developed in 2011, has been refined and simplified to facilitate use by faculty in the development of academic program reviews.
• A Media Services portal site (http://mycampus.yccd.edu/staff/media-services/Pages/default.aspx) will be launched in Spring, 2014 to facilitate access to information about equipment in each classroom, slide show tutorials in how to use the equipment, the simplified Equipment Cost Calculator, and the NetFacilities ticketing request software.
• The NetFacilities ticketing software will be piloted to better track and route requests for technical support. (Web-based service purchased by M & O in Fall, 2013.)
• 2013/2014 Administrative Review includes the creation and tracking of Administrative Unit Outcomes to refine the use of data to evaluate services.

**Curriculum & SLO Assessment Summary :**

D6 What has your program or department done to improve completion of degrees, certificates or transfers? What are your future plans?
The Media Services department provides primary support to the Mass Communications program which offers an AA/AS degree and an MCOMM certificate of achievement. Recent upgrades to the 1100 production facilities and software were critical to position the program to support transfer courses that are part of the new Television, Film & Electronic Media ADT (in process). Refer to question A-1, Mass Communication Students section for evidence of how Media Services supports MCOMM students to acquire industry skills critical to preparing for transfer or industry jobs.
FUTURE:
• As of Spring, 2014, MCOMM classes will be held in the new MCOMM facility which will enable the program to recover from 2 years in temporary facilities using antiquated equipment. MCOMM program review reflects program goal to secure CID for existing courses and to develop new courses to replace courses that are no longer ‘repeatable’. MCOMM will articulate courses for new ADT.

• Media Services personnel and MCOMM faculty will be trained on and test new production equipment in preparation for MCOMM production courses. Media Services will work with MCOMM faculty and dean to support course development, student use, and the development of partnerships with Yuba City High School Electronic Media program in support of a Career Pathways initiative.

Distributive Education:
FUTURE:
• The new Online Learning Initiative recently funded by the State of California will be rolled out as of Fall, 2014 and serve as central portal for offering transfer courses leading to ADTs. Media Services, in collaboration with Distributive Education, will support this initiative as appropriate.

See Media Services Goal regarding expanding the classrooms equipped for video conference instruction (2 way video/2 way audio).

D7 Not applicable
D8 Not applicable to Media Services (Distributive Education plans may address this item.)
D9 If applicable, how are teaching methodologies in your program or department assessed?
• Media Services will incorporate information from academic program reviews which addresses how specific department assess the use of media, ITV and online courses.
• Media to provide training in the use of ITV, video conference instruction and video streaming to support teaching and learning.

• Media Services references Equipment Request information extracted from program reviews to improve services. NetFacilities trouble ticket technology will provide additional information regarding usage.

D10 If applicable, how are the results of the assessment used to support, improve, and/or expand your current teaching methodologies?
• Media Services responds to needs articulated by faculty and deans based on their assessments and requests to improve classroom technology and DE technology. For examples, recent upgrade in ITV classroom included inclusion of ceiling mics to improve capture of student questions and discussions. ITV telelectures are streamed live and archived within online LMS and recently added to portal Class Sites based on faculty and student requests to improve asynchronous access. Request for larger interactive digital white board requested by the YC Math Dept and by ECE resulted in this upgrade to the ITV classroom. Requests by faculty in previous program reviews and building user groups resulted in the addition of a second LCD display added to most of the classrooms in the 1000 building. Request to librarian from faculty to host orientations to library services and virtual collections resulted in upgrade of Technology Training Lab in renovated LRC. Media Services personnel work directly with user groups from each Measure J project to improve technology used in classrooms and meeting spaces.

**Future Goals and Program Direction:** See YC Technology Plan in Documents Section.

Establish Instructional Technology Center, consolidating staff of MS/DE/MCOMM.
Hire Instructional Designer to facilitate training and resource documents available on current Media Services portal site.

Provide AV equipment in all classrooms to ensure an effective teaching/learning environment. Provide equipment to allow students to "attend" any class regardless of location.

Upgrade and add video conferencing sites at Clearlake and Marysville to facilitate multi-point district-wide collaboration.

**Are you ready to submit your final program review?:** Yes

| Goal | Recommendations | Plan of Action & Budgetary Impact / Tasks | Status | Feedback & Follow-Up |
|---|---|---|---|---|
| Improve Distance Education delivery via Video Conference Instruction (VCI). Allow students to attend classes at remote locatons. | YC - Media Services Program Recommendations - Increase Video Conference Instruction throughout the District - Convert/Add equipment necessary to allow rooms at Marysville campus to be able to provide distance/remote instruction to students at other YCCD locations. Similar to Nursing VCI program.<br>Currently Sutter has two VCI rooms, which can be used to connect to ITV1 at Marysville to put the class on television | **Plan of Action:**<br>Add equipment to certain rooms at Marysville to add VCI functionality similar to VCI nursing (2128). Rooms Media Services would recommend are: 1017 Speech room. They have a requirement to record student speech's and some of the required equipment is currently in place.<br>843 Not currently set up with any special program requirements. Has easy floor access for power and data. | 09/19/2013 - Still in planning stage. Some parts require action from the district on improving current Video Conference/Network issues.<br>**Recommendation Progress:**<br>Recommendation Needs Improvement/Attention<br>**Reporting Year:**<br>2013-2014 | |

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| | (which is currently being done) or allow for streaming/archived video classes (possible not currently being done).<br>Adding VCI centers will allow students to at one location and attend lectures at another site.<br>Update VCI room 800 at Lake Campus<br>Install VCI equipment into room 1 at the Williams Center.<br>**Supporting Evidence (SLO, WSCH, etc.):**<br>~18% of student enrollment between Yuba and Sutter occurs at Sutter, Fall 2013.<br>**Evaluation Plan:**<br>Solicit instructor feedback from initial use in Fall, 2013. Get data from Sutter Ex Dean regarding student transportation challenges between Marysville and Sutter campus. | 716 Small Lecture Hall is in need of AV upgrades.<br>2149 Smart class room upgrades easy to perform.<br>**Type:**<br>Equipment/Technology<br>**Budgetary Impact:**<br>~35,000.00 for All parts and installation.<br>**Location:**<br>YC Marysville Campus<br>**DE Related:**<br>Yes<br>**Equipment or Technology?:**<br>Both | | |
| | | **Plan of Action:**<br>Upgrade VCI equipment in room 800 at Lake Campus. Nursing and Culinary use to provide instruction to students at Lake Campus. Currently there is fund raiser to pay for gas for three students to travel from Lake to Marysville for Welding Training. A VCI system may not eliminate all travel but could reduce the need. It also will allow students in remote locations to take classes not offered at their camp[us.<br>**Type:**<br>Equipment/Technology<br>**Budgetary Impact:**<br>~$40,000 since Lake 800 building does not have any equipment that could be reused in an upgrade. Some of the cost could be reduced if the District purchases several of the items on the recommend list to improve Video Conferencing in general. The multi-site license is ~$3,500 and would not be needed to the District purchases the Polycom bridge to improve | 09/19/2013 - This cost will be reduced if the District follows through on the plan to improve Video Conferencing. The current system in the Broad room could be moved to Lake, reducing the cost to ~$18,000 to add flat panels, microphones, cameras, and control system. This would make the system/room on par with the rooms in Woodland.<br>**Recommendation Progress:**<br>Recommendation Needs Improvement/Attention<br>**Reporting Year:**<br>2013-2014 | |

| Goal | Recommendations | Plan of Action & Budgetary Impact / Tasks | Status | Feedback & Follow-Up |
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| | | multisite/firewall issues between locations.<br><br>**Location:**<br>Clear Lake Campus<br>**DE Related:**<br>Yes | | |
| | | **Plan of Action:**<br>Move equipment from conference room at Williams into classroom #1.<br>Add table top microphones for student feedback.<br>Add Feedback Monitor to back of room.<br>Add extra camera for look back.<br>Update control system.<br>**Type:**<br>Equipment/Technology<br>**Budgetary Impact:**<br>~ $10,000 to purchase additional equipment needed to configure a proper VCI room<br><br>**Location:**<br>Colusa County Outreach Facility<br>**DE Related:**<br>Yes<br>**Equipment or Technology?:**<br>Both | 09/19/2013 - Classroom 1 was built to house a VCI function. Requires go ahead.<br>**Recommendation Progress:**<br>Recommendation Needs Improvement/Attention<br>**Reporting Year:**<br>2013-2014 | |

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| Upgrade AV equipment on Marysville Campus | YC - Media Services Program Recommendations - Outfit building 1100 during measure J remodel - Install equipment for ITV classroom. Ensure Mass Comm classrooms and labs are properly configured. Setup AV in | **Plan of Action:**<br>During the next six months will be designing all requirements needed to properly outfit remodeled building.<br><br>Relates to technology planning. | 08/28/2013 - Phase 1 of the AV bid has been awarded and parts should be arriving shortly. Phase 2 is awaiting board action. Once approved will update the ITV portion of the 1100 building allowing better TV and | |

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| | College Success Center, Writing & Language Development Center, study rooms in library, and information display in lobby.<br>**Supporting Evidence (SLO, WSCH, etc.):**<br>1100 user group meetings and renovation plan. Program review data for Library Services, College Success Center, Writing & Language Development Center, Mass Comm, and Distributive Education and original Measure J Facilities planning documents.<br>**Evaluation Plan:**<br>Solicite formal feedback from 1100 User Group once occupied. | **Type:**<br>Equipment/Technology<br>**Budgetary Impact:**<br>Already included in Measure J funding<br>**Related Documents:**<br>YC Tech Plan 2014-15<br>**Location:**<br>YC Marysville Campus<br>**DE Related:**<br>Yes<br>**Equipment or Technology?:**<br>Technology | streaming signals.<br>**Recommendation Progress:**<br>Recommendation Needs Improvement/Attention<br>**Reporting Year:**<br>2013-2014 | |
| | YC - Media Services Program Recommendations - Update building 700 AV equipment - Update equipment in building 700. When rooms 715 and 725 are returned to classrooms will need to have new AV equipment installed. Room 713 has bare minimum equipment and nothing is protected. Room 716 needs to be brought up to proper Lecture Hall status with two projectors and removing rear projection system. Room 724 needs a new control system to allow for easier updates and monitoring.<br>**Supporting Evidence (SLO, WSCH, etc.):**<br>Technology requestions from 2012/2013 program reviews.<br>**Evaluation Plan:**<br>To be determined by YC Technology Committee. | **Plan of Action:**<br>Room 716 needs to have a full Lecture Hall remodel done. The other three classrooms need to have a full remodel done.<br>**Type:**<br>Equipment/Technology<br>**Budgetary Impact:**<br>Room 716 cost is about $12,000<br>See spreadsheet for projected costs for the rest of the rooms<br>**Location:**<br>YC Marysville Campus | 09/19/2013 - Equipment is on hand to upgrade the control system and add solid state laser projector. Basic function of single display will remain. Need to work on full upgrade to dual display capability.<br>**Recommendation Progress:**<br>Recommendation Needs Improvement/Attention<br>**Reporting Year:**<br>2013-2014 | |
| | | **Plan of Action:**<br>724 Has recently been upgraded to a two projector system. Only need to update control and switching componets. Room 716 needs to have a full Lecture Hall remodel done. The other three classrooms need to have a full remodel done. | 08/28/2013 - 715, 725 are still being used as swing space for 1100 renovation. 713 has a new computer and document camera, still requires a proper mounting system for equipment and proper Audio. 724 has new control system, computer and instructor console.<br>716 New control system and projector awaiting installation. | |

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| | | **Budgetary Impact:**<br>Room 724 cost is about $12,000<br>See spreadsheet for projected costs for the rest of the rooms<br><br>**Location:**<br>YC Marysville Campus | **Recommendation Progress:**<br>Recommendation Needs Improvement/Attention<br>**Reporting Year:**<br>2013-2014 | |
| | YC - Media Services Program Recommendations - Maintain AV equipment at Marysville Campus - Start planning/saving for the following equipment replacements (100 instructional spaces)<br>Computers on a 5 year cycle replace 18 per year.<br>Flat Panels on a 6 year cycle replace 11 per year.<br>Projectors on a 6 year cycle replace 9 per year.<br>Maintain service agreements with classroom VCI systems.<br>**Supporting Evidence (SLO, WSCH, etc.):**<br>Media Services AV Standards.<br>Academic Program Reviews technology requests.<br>**Evaluation Plan:**<br>YC Technology Committee to determine. | **Plan of Action:**<br>Start Planning/Saving for projected replacement costs:<br>18 computers/year @$900 = $16,200<br>9 Projectors/year @$1,300 = $11,700<br>11 Flat Panels/year @$1,300 = $14,300<br>**Type:**<br>Equipment/Technology<br>**Budgetary Impact:**<br>Total to maintain all AV on the Marysville Campus is ~ $42,000/year.<br><br>**Location:**<br>YC Marysville Campus<br>**DE Related:**<br>Yes | 09/19/2013 - Last year replaced 24 computers and 6 projectors.<br>Computers (12) in 1000 building are now 6 years old, need to replace soon.<br>**Recommendation Progress:**<br>Recommendation Addressed/Satisfactory Progress<br>**Reporting Year:**<br>2013-2014 | |
| | YC - Media Services Program Recommendations - Update Building 800 AV Equipment - Start replacing projectors that are starting to reach end of life. Replace with energy efficient, long-life LED projectors.<br>**Supporting Evidence (SLO, WSCH, etc.):**<br>Meet AV Standards and upgrade to VGA output which accommodates | **Plan of Action:**<br>Need to replace control systems in the three Lecture Halls first. These systems do not have manule controls to allow the instructors to contine class if a part of the system dies. When a projector dies in one of these rooms a replacement has to come from another room from the building, so far two projectors have been replaced along with four power supplies. | 08/28/2013 - The control systems in rooms 800, 803 and 846 have been replaced. Also the four projectors in the 800 and 803 have been replaced.<br>The computers in the classrooms have been replaced and are now running Widows 7.<br>**Recommendation Progress:**<br>Recommendation | |

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| | handheld/portable/mobile devices/digital video input.<br>YC Technology Plan<br>**Evaluation Plan:**<br>To be determined via YC Technology Plan and YC Technology Committee. Reference NetFacilities ticket requests as system is implemented. | Update Oct 2012: A fifth power supply was replaced in room 800.<br>**Type:**<br>Equipment/Technology<br>**Budgetary Impact:**<br>Around $8000 a room. | Addressed/Satisfactory Progress<br>**Reporting Year:**<br>2013-2014 | |
| | YC - Media Services Program Recommendations - Update building 100 AV - Install Flat panel in lobby for student information and annoucements.<br>**Supporting Evidence (SLO, WSCH, etc.):**<br>Carry over from 100 User Group planning meetings as part of Measure J renovations. Interior renovation suspended.<br>**Evaluation Plan:**<br>To be determined by YC Technology Committee. | **Plan of Action:**<br>Install new equipment (projector or Flat Panel into room 117. See if the lobby of 100 is going to be remodeled if so install a Flat Panel for student information.<br><br>Update Oct 2012: Installed Casio Projector into room 117. Still need to add monitoring equipment.<br>**Budgetary Impact:**<br>About $4,500 for room 117 and $2,500 for a lobby display.<br>Update Oct 2012: Reduce room requirement to $2,200. | 08/28/2013 - New projector system installed in room 117<br>Lobby still needs announcement system<br>**Recommendation Progress:**<br>Recommendation Addressed/Satisfactory Progress<br>**Reporting Year:**<br>2013-2014 | |
| | YC - Media Services Program Recommendations - Update Building 200 AV equipment - Update computer in room 202. Install instructor console into Lecture Hall room 201. | **Plan of Action:**<br>Replace computer and audio in 202. Lecture Hall 201 needs a proper instructor console to house AV equipment to prevent damage.<br>**Type:**<br>Equipment/Technology<br>**Budgetary Impact:**<br>202 cost about $1200<br>201 cost about $5000 | 08/28/2013 - Computer in 202 upgraded. Need to move computer to new location<br>**Recommendation Progress:**<br>Recommendation Addressed/Satisfactory Progress<br>**Reporting Year:**<br>2013-2014 | |
| | YC - Media Services Program | | | |

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| | Recommendations - Update building 300 AV Equipment - Install Projection system into multipurpose room to allow meetings and board meetings. | **Plan of Action:**<br>Install Projector in SW corner to allow changing direction to allow various uses. Install computer in NE equipment rack and run CAT cable to allow USB devices to be used at the podium.<br>**Type:**<br>Equipment/Technology<br>**Budgetary Impact:**<br>Cost around $8000 | 09/19/2013 - With updates in other parts of the campus stocking up parts to reuse to provide basic functions<br>**Recommendation Progress:**<br>Recommendation Needs Improvement/Attention<br>**Reporting Year:**<br>2013-2014 | |
| | YC - Media Services Program Recommendations - Update Building 500 AV Equipment - When building 500 is removed from mothball the following needs to be done. Room 521 needs to be updated to proper Lecture Hall configuration. Rooms 508, 512,513 need to be outfited with any AV equipment. Rooms 502, 504, 514, 515 and 522 need to be updated since equipment is reaching end of life.<br>**Supporting Evidence (SLO, WSCH, etc.):**<br>Media Services AV Standards | **Plan of Action:**<br>Update AV equipment in above rooms with 8 smart classrooms and one Lecture Hall.<br>**Type:**<br>Equipment/Technology<br>**Budgetary Impact:**<br>See attached spreadsheet for cost breakdowns. | 08/28/2013 - Four new projectors and two new document cameras have been installed into rooms 502, 508, 521 and 522. When this building is put in storage this equipment will be transferred to the new training locations.<br>**Recommendation Progress:**<br>Recommendation Needs Improvement/Attention<br>**Reporting Year:**<br>2013-2014 | |

| Goal | Recommendations | Plan of Action & Budgetary Impact / Tasks | Status | Feedback & Follow-Up |
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| Support AV equipment at Lake Campus | YC - Media Services Program Recommendations - Maintain AV Equipment at Lake Campus - Need to program in replacement equipment for the classrooms at Lake Campus.<br>**Supporting Evidence (SLO, WSCH, etc.):**<br>Media Services AV Standards<br>**Evaluation Plan:**<br>To be determined by YC Technology Committee. | **Plan of Action:**<br>Currently Lake Campus has four solid state projectors. These projectors have a expected life span of 10-12 years, with zero additional cost of bulb replacement. Plan to replace the other 5 projectors with same model, instead of replacing the lamp.<br>**Type:**<br>Equipment/Technology<br>**Budgetary Impact:** | 08/28/2013 - Three of the Five remaining Projectors have been updated to solid state, energy efficient, laser projectors that do not require ongoing replacement cost for lamps. Room 902 still requires update. And the portable cart should be updated as well.<br>**Recommendation Progress:**<br>Recommendation Addressed/Satisfactory Progress | |

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| | | Lamp cost runs around $450 a unit. Replacement projectors and hardware cost around $1,300. One time cost will be about 3 times a lamp cost however the life of the new systems will pay for themselfs in about 36 months.<br><br>**Location:**<br>Clear Lake Campus | **Reporting Year:**<br>2013-2014 | |

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|---|---|---|---|---|
| Support AV equipment at Sutter | YC - Media Services Program Recommendations - Maintain AV equipment at Sutter OF - Start planning/saving for the following major items per year.<br>Plan on replacing 3 computers a year.<br>Budget and purchase annual service agreements for Video conference systems.<br>Plan on replacing 4 flat panel displays or projectors a year.<br>**Supporting Evidence (SLO, WSCH, etc.):**<br>Media Services AV Standards. Technology request data from program reviews.....ongoing.<br>**Evaluation Plan:**<br>To be determined by the YC Technology Committee and the Equipment and Technology Requests Committee. | **Plan of Action:**<br>Life span of a computer is 5 years. Need to budget for a 20% replacement of the F 18 Sutter facility has need equipment; however, planning and budget allocation needs to begin immediately in order to ensure technology is upgraded in a timely manner. See recommended upgrade periods and cost.<br><br>20 instructor podium computers. This works out to about 4 a year. Recommendation has been made to the YC Technology Committee to include the need for replacement policy and on-going budget as component of the YC Technology Plan.<br>**Type:**<br>Equipment/Technology<br>**Budgetary Impact:**<br>4 computer replacment cost @ $900 = $3600<br><br>**Location:**<br>Sutter County Campus<br>**Equipment or Technology?:** | 09/19/2013 - Currently computers are 1 year old. No problems yet.<br>**Recommendation Progress:**<br>Recommendation Addressed/Satisfactory Progress<br>**Reporting Year:**<br>2013-2014 | |

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|---|---|---|---|---|
| | | Technology | | |
| | | **Plan of Action:**<br>Require support agreement to maintain Video Conference equipment. Agreement is ~$3600 for a three year span.<br>**Type:**<br>Equipment/Technology<br>**Budgetary Impact:**<br>2 systems will need renewed in 2015 @7200 and the third in 2016 @3600. Plan and save $3600 a year to cover this cost<br>**Location:**<br>Sutter County Campus | 09/19/2013 - Yearly update. two years left on two systems.<br>Three years left on one system<br>**Recommendation Progress:**<br>Recommendation Addressed/Satisfactory Progress<br>**Reporting Year:**<br>2013-2014 | |
| | | **Plan of Action:**<br>With 36 displays in use will need to program for replacement of about 4 a year.<br>**Type:**<br>Equipment/Technology<br>**Budgetary Impact:**<br>Cost for 4 displays @6000 | 09/19/2013 - Displays are one year old. No Problems yet.<br>**Recommendation Progress:**<br>Recommendation Addressed/Satisfactory Progress<br>**Reporting Year:**<br>2013-2014 | |

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|---|---|---|---|---|
| YC Goal 7 - Provide training to Instructors and staff on how to use Smart Classrooms | YC - Media Services Program Recommendations - Provide Training to Instructors on Smart Classrooms - Provide training via Portal, Manuals, Video clips on how to properly use installed equipment in classrooms.<br>**Supporting Evidence (SLO,** | **Plan of Action:**<br>J23-25 Limit staff available to support technology training at all sites yet surveys indicate very high demand by faculty and staff.<br><br>Media Service support staff recently | 09/18/2013 - Media Services has a portal site on the main web site. Basic documents on the use of the 800/1000 building style equipment is currently posted. Need to work on the new systems (i.e. 2100) | |

| Goal | Recommendations | Plan of Action & Budgetary Impact / Tasks | Status | Feedback & Follow-Up |
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| | **etc.):**<br>Feedback on trouble calls to classrooms. New equipment requires training on how to use. Technology Survey data, Faculty Flex Survey Data - Fall 2013. YC Technology Plan. YC Staff Development Plan (in process).<br>**Evaluation Plan:**<br>In collaboration with YC Technology Committee as part of Technology Planning Calendar in YC Technology Plan, survey or focus group of trained instructors for specific technology. For example --- Media Services/DE staff and ITV operators received training in Jan 2014 on new ITV classroom followed by instructor training. Conduct follow-up training of staff to support faculty and provide routine training for faculty. Determine with faculty how to assess how the use of the technology supports student performance and success. | trained on new ITV equipment in 1100. ITV instructors invited to attend training in Jan. Room 1167 established as training space for small group staff development. Mock instructor station available in this space for faculty to learn how to use the smart system technologies. New Technology Training lab in LRC established with 30 computers to facilitate on-going technology training for faculty, students and staff.<br><br>Provide on-line instruction via the Media Services Portal site about the use of equipment in the classrooms.<br><br>Collaborate with the YC Technology Committee and the YC Staff Development and Flex Committees to schedule and advertise training.<br>**Type:**<br>Training/Professional Development (Staff)<br>**Budgetary Impact:**<br>none to very little<br><br>**Location:**<br>Yuba College - All<br>**DE Related:**<br>Yes<br>**Equipment or Technology?:**<br>Both | **Recommendation Progress:**<br>Recommendation Needs Improvement/Attention<br>**Reporting Year:**<br>2013-2014 | |

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| YC Goal 7 - Install a trouble ticket system | YC - Media Services Program Recommendations - Trouble Ticket System - Implement NetFacilities | | | |

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| | trouble ticket system to allow instructors to report problems with Media in class rooms. Spring 2014<br>**Supporting Evidence (SLO, WSCH, etc.):**<br>Currently instructors call their support staff who then report the problem to Media. Sometimes the problem is not reported until several days after the problem.<br>**Evaluation Plan:**<br>provide faster response to problems. Work with YC Technology Committee to assess as part of annual planning, assessment. Launch and promote Spring 2014 | **Plan of Action:**<br>Look at the trouble ticket system that M&O is looking at using.<br>**Type:**<br>Equipment/Technology<br>**Budgetary Impact:**<br>Little to none if we piggyback on the M&O system.<br><br>**Related Documents:**<br>YC Tech Plan 2014-15<br>**Location:**<br>Yuba College - All<br>**Equipment or Technology?:**<br>Technology | 09/18/2013 - Working with M&O on using their system<br>**Recommendation Progress:**<br>Recommendation Needs Improvement/Attention<br>**Reporting Year:**<br>2013-2014 | |

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| YC Goal 1 - The Media Services and Distributive Education Dept fosters a culture of evidence-informed decision making by conferring with user groups, conducting individual and group user surveys, piloting NetFacilities trouble ticket system, drawing from program reviews, and providing informational resources to assist user equipment requests. Example-- Media Services portal site which includes equipment cost calculator, list equipment in each room, and user tutorials (in development). | YC - Media Services Program Recommendations - Provide Training to Instructors on Smart Classrooms - Provide training via Portal, Manuals, Video clips on how to properly use installed equipment in classrooms.<br>**Supporting Evidence (SLO, WSCH, etc.):**<br>Feedback on trouble calls to classrooms. New equipment requires training on how to use. Technology Survey data, Faculty Flex Survey Data - Fall 2013. YC Technology Plan. YC Staff Development Plan (in process).<br>**Evaluation Plan:**<br>In collaboration with YC Technology Committee as part of Technology Planning Calendar in YC Technology Plan, survey or focus group of trained instructors for specific technology. For example --- Media Services/DE staff | **Plan of Action:**<br>J23-25 Limit staff available to support technology training at all sites yet surveys indicate very high demand by faculty and staff.<br><br>Media Service support staff recently trained on new ITV equipment in 1100. ITV instructors invited to attend training in Jan. Room 1167 established as training space for small group staff development. Mock instructor station available in this space for faculty to learn how to use the smart system technologies. New Technology Training lab in LRC established with 30 computers to facilitate on-going technology training for faculty, students and staff.<br><br>Provide on-line instruction via the Media | 09/18/2013 - Media Services has a portal site on the main web site. Basic documents on the use of the 800/1000 building style equipment is currently posted. Need to work on the new systems (i.e. 2100)<br>**Recommendation Progress:**<br>Recommendation Needs Improvement/Attention<br>**Reporting Year:**<br>2013-2014 | |

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| | and ITV operators received training in Jan 2014 on new ITV classroom followed by instructor training. Conduct follow-up training of staff to support faculty and provide routine training for faculty. Determine with faculty how to assess how the use of the technology supports student performance and success. | Services Portal site about the use of equipment in the classrooms.<br><br>Collaborate with the YC Technology Committee and the YC Staff Development and Flex Committees to schedule and advertise training.<br>**Type:**<br>Training/Professional Development (Staff)<br>**Budgetary Impact:**<br>none to very little<br><br>**Location:**<br>Yuba College - All<br>**DE Related:**<br>Yes<br>**Equipment or Technology?:**<br>Both | | |

| Goal | Recommendations | Plan of Action & Budgetary Impact / Tasks | Status | Feedback & Follow-Up |
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| YC Goal 2 - The Media Services and Distributive Education Dept facilitates the prioritization and allocation of resources by responding to individual requests for equipment costs and configurations, creation and dissemination of the equipment cost calculator, analysis of program review data, and active participation on the YCCD Tech Comm, the YC Tech Comm, YC Staff Development Committee, and the DE Committee(s). | | | | |

| Goal | Recommendations | Plan of Action & Budgetary Impact / Tasks | Status | Feedback & Follow-Up |
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| YC Goal 3 - The Media Sevices and Distributive Education Dept supports | | | | |

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| stewardship of institutional resources by participation in the development of the YC Technology Plan, the YCCD Multi-media Design Standards, the YCCD Tech Plan. In addition, the Dept adheres to total cost of owner principles, energy efficiency, knowledge of instructional design and best practices to support adult learning. | | | | |

| Goal | Recommendations | Plan of Action & Budgetary Impact / Tasks | Status | Feedback & Follow-Up |
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| YC Goal 4 - Media Services and Distributive Education staff routinely research technology innovation and maintain currency in changes in industry standards in order to design, recommend, implement and maintain continuous improvement in effective modes of delivery for courses and services. | | | | |

| Goal | Recommendations | Plan of Action & Budgetary Impact / Tasks | Status | Feedback & Follow-Up |
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| YC Goal 5 - Media Services and Distributive Education support the design of programs to allow student to complete their educational goals in a timely manner supported by modern technology in the classroom and via distributive education modalities. | | | | |

| Goal | Recommendations | Plan of Action & Budgetary Impact / Tasks | Status | Feedback & Follow-Up |
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| YC Goal 6 - Media Services and Distributive Education regularly evaluate the operation, configuration, and maintenance of programs and services using user data gathered via email, phone, surveys, and program reviews. | | | | |

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| YCCD VS 1 - Media Services and Distributive Education contributes to the District's vision to provide a world class, innovative institution by supporting, design, implementing and maintaining multi-media technology in classrooms, meeting rooms, and via distributive/elearning technologies. | | | | |

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| YC Goal 3 - Media Services and Distributive Education Dept are actively engaged in the improvement and maintenance of facilities specific to the Marysville, Bealle, Sutter, and Clearlake campuses plus the ITV network and support as requested by WCC and Colusa. Media Services staff served on the user groups for all Measure J projects, providing technology recommendations and equipment standards based on user identified needs. Staff serve on district and college level planning committees which involve facilities and technology planning and make recommendations for upgrades and budget allocations for on-going support of technology. | | | | |