



Media Services Plan

Introduction

Davis Technical College (College) media resources are available to students in Student Resource Centers located in each program, College Placement Services, and the Print and Media Center. Faculty have access to print and media resources and services through Student Resource Centers, the Instructional Systems Design Department, the College Print and Media Center, a faculty curriculum development work area, the Canvas Learning Management System (Canvas), and other software used to support the development of instruction and learning resources.

Scope and Availability of Services

Student Resource Centers

In accordance with the Equipment and Media Resources Policy, instructors supply and maintain current and relevant library and media resources in Student Resource Centers located in each program. Program hours are listed on program web pages on the College website. Resources include the following:

- Audio-visual materials and equipment
- Equipment and applications currently in use in industry
- Manuals of a business, professional, technical, and industrial nature
- Internet access
- Periodicals
- Reference books
- Study guides

Instructional Technology

The Instructional Systems Design Department provides professional development and distance education services as well as assistance to faculty in the design of curriculum, learning activities, and assessments. The department also provides a curriculum development workstation with educational software for instructor use and maintains equipment that instructors can check out for media development purposes. Services are available from 7:30 a.m. to 4:30 p.m. Monday-Friday and by appointment as needed.

Canvas is accessible from any computer with internet access and is available to students 24/7. Classrooms and the Library are equipped with computers for students to have access to online resources.

Print and Media Center

The College Print and Media Center provides copiers throughout the school for instructional use and is open Monday-Thursday from 7:30 a.m. to 5:00 p.m. and Friday from 7:30 a.m. to 3:00 p.m. The center provides the following services:

- Black and White and Full Color Copying
- Basic Document Creation
- Full Color Scanning
- Grommeting
- Cutting
- Drilling
- Coil and Fastback Binding
- Lamination—Roll or Pouch
- Shrink Wrapping
- Padding—NCR or Regular
- Scoring, Creasing, and Folding
- Mailing Labels
- Business Cards

Career Services

The College Career Services Library provides computers with internet access for student's use Monday-Thursday from 7:30 a.m. to 7:00 p.m. and Friday from 7:30 a.m. to 4:30 p.m.

Roles and Responsibilities

Instructors are responsible for monitoring the use of computers and media resources in the classroom and for purchasing and maintaining reference and media resources in Student Resource Centers. Instructors follow the College Purchasing Policy when purchasing and replacing equipment, materials, and supplies; and they are responsible for notifying the College Information Technology and Facility Services Departments when repair or maintenance of equipment is needed.

Instructors are the developers of curriculum and, as such, are responsible for the development and maintenance of curriculum and supplemental learning resources for all courses. Instructors ensure curriculum and learning resources are available to students when a course is initiated and ensure material is updated at a minimum of every three years. Instructors are responsible for compliance with institutional and industrial safety policies and for assisting with the inventory of materials and equipment used in classroom, lab, or shop areas.

The Instructional Systems Design (ISD) team oversees quality control on curriculum and learning materials and advises instructors on best instructional practices. ISD personnel administer Canvas, ensuring the system is secure and reliable, and provide training and technical support to instructors and students. Additionally, ISD advises and assists instructors in the selection and/or creation of instructional material and assessments in meeting the objectives of courses and, if applicable, placing the material in Canvas.

Auditing and additional support services for faculty are provided through the director of institutional effectiveness and project coordinator.

Orientation for Users

As part of the student program orientation, instructors inform students of resources available in Student Resource Centers as well as the proper use of these materials.

The Instructional Systems Design team is responsible for one-on-one training with instructors on effective instructional practices; development of curriculum, supplemental learning activities, and assessments; and Canvas. Tutorials and professional development courses for Canvas are also made available to students and instructors. Additionally, Instructure hosts a Canvas Help Center website with guides and resources for instructors and students.

A professional development specialist develops and delivers structured training activities to faculty and staff, including a New Hire Orientation. The specialist is also responsible for coordinating the development and delivery of the New Student Orientation.

Upon request, instructors are given an information pamphlet outlining the services provided by the Print and Media Center. These services are also available to students.

Facilities and Technical Infrastructure

Students have access to classroom computers during classroom hours. If they need access to computers outside of classroom hours, there are 12 computers available in the College library. Classroom computers are maintained and serviced by the Information Technology Department. Problems may be reported by emailing the IT Service Desk or calling the Information Technology Department.

Classrooms are equipped with Student Resource Centers, which are designated areas in each classroom used to provide students with access to a variety of current, relevant, educational material such as textbooks, reference books, periodicals, industry or equipment manuals, audio visual materials, and other learning resources or materials used as supplemental instructional materials.

The Facility Services Department is responsible for assisting instructors in the maintenance of facilities and in the maintenance and removal of instructional equipment. Instructors who need assistance with equipment and maintenance submit an electronic form describing services needed. Any service requested that is beyond the capability of internal resources is contracted with third-party service entities.

The Information Technology Department has contracts and maintenance agreements with individual vendors for the printers and copiers used throughout the college. If repairs are needed, the vendor is contacted. If equipment needs to be replaced, the Information Technology Department follows the College purchasing procedures.

Budget

Program Employer Advisory Committees meet twice annually to evaluate and provide recommendations on program facilities, equipment, instructional materials, and supplies. Instructors and directors of programs use this feedback to determine a program budget that will ensure the instructor can deliver and maintain quality training using current and relevant resources and technology. The budget is developed with the College controller, prioritized by return on investment and approved by the College Board of Directors. The instructors have authority to spend approved budgets in a manner consistent with their program objectives.

All College directors and managers are responsible for making the purchases necessary to provide the services under their purview. The Print and Media Center receives an annual budget that covers expenditures, revenue, and capital purchases. All purchases are made in accordance with the College's Purchasing Policy and Procedures.

Evaluation of Media Services

Employer Advisory Committees annually evaluate each program's learning materials and resources and make any recommendations for improvement.

At the end of each course, students are asked to complete a course evaluation. The evaluation asks students to rate the availability of course materials; the condition of equipment, classroom, and labs; their ability to access and use online resources; and if the library hours meet their needs. Student course evaluations are available online for directors of programs. The directors review the evaluations and discuss them with each instructor. This feedback is used to set goals, justify purchases, and ensure continuous improvement. The evaluations are also used in the annual program review to determine program and course effectiveness.

Current Inventory of Media Resources

Instructors are responsible for compliance with institutional policies as well as for inventory of all materials and equipment used in the classroom, lab, or shop areas. The Intuition Effectiveness Department provides an inventory management tool/procedure that assists instructors in keeping accurate inventory. A review of resources is conducted annually by instructors, and a current inventory is submitted to and maintained by the Intuition Effectiveness Department.

For any exceptions to the Digital Millennium Copyright Act, copyright permission letters are catalogued in a 3-ring binder located in the instructional systems design office suite. Multimedia, learning resources, and videos are housed in the individual courses in Canvas with backup and redundancy provided by Instructure.

Program capital equipment is inventoried annually as required by the Property and Fixed Asset Accounting policy.

Media Equipment and Supplies

Information Technology Department

The Information Technology Department enters into a Service Level Agreement with College divisions and programs, which sets forth the duties and responsibilities of each party of the agreement. Generally, the Information Technology Department is responsible for the following:

- Approval of technology-related purchases to ensure standardization.
- Computer hardware maintenance and repair.
- Disk images and enterprise systems.
- File backups and restoration.
- Intrusion detection and prevention.
- Network hardware, configuration, and connectivity.
- Printers connected to the network.
- Security, software installation, and support.
- Systems troubleshooting, telecommunications, and upgrades.

Faculty and staff contact the Information Technology Department to request services through the IT Service Desk tool. Students should notify their instructors, advisors, or any other staff of technical issues they may encounter while utilizing College software and/or equipment.

Utah Education Network

The Utah Education Network, a state educational technology consortium of Public and Higher education, provides the following:

- Coordination and support of the telecommunication needs and initiatives of public and higher education.
- High-quality, cost-effective internet access and appropriate interface equipment.
- Procurement, installation, and maintenance of telecommunication services and equipment.
- Development and implementation of programs and services for the delivery of distance learning.

Facility Services Department

The College Facility Services Department includes custodial; building maintenance; grounds maintenance; event set-up; move coordination; material handling; utilities; motor-pool; hazardous materials; and campus health, safety, security and risk management. The department is responsible for maintaining the campus facility and infrastructure in support of the educational mission of the College. Requests for maintenance, campus development, or improvement are made through the Facilities Service Request tool. Personnel can also use this tool to follow-up on project status.

Instructional Media Services

The Print and Media Center is staffed by full-time and part-time print center technicians. The center offers a variety of services to both faculty and students. The Instructional Systems Design team has three instructional designers, one curriculum development specialist, one professional development specialist, and one videographer who are responsible for assisting instructors with

online resources including online testing and media deployment. Technical equipment such as laptops, voice recorders, microphones, and cameras are available for use in creating and presenting instructional material.

Media Accessibility

Students have access to educational media via the Student Resource Center located in each classroom, in the library, and through Canvas. The Print and Media Center is also available for the use of students and faculty.

Students must request accommodations through the College's Student Services department. Appointments are scheduled through the College's ADA counselor to discuss your needs. Before students schedule appointments, they must have all necessary medical documentation supporting their accommodation requests. All supporting documentation must be provided during this scheduled meeting.

FY 2017 Accomplishments

The College has accomplished the following media services related tasks:

- Purchased Lynda.com accounts for use by faculty and staff with over 315 videos viewed, 24 hours of instructional hours completed, and 17 completed learning pathways.
- Purchased subscription to Graphic Stock, Audio Blocks, and Video Block as digital media resources for faculty to use in creating instructional material
- Expanded Adobe Creative Suites access to all members of the instructional systems design team.
- Completed 25 instructional videos for educational programs throughout the college
- Moved all Dental Assisting, Medical Assistant, Diesel/Heavy Duty Technology, and Pharmacy Technician curriculum from paper to digital delivery in Canvas

FY 2018 Goals for Media Services

The College plans to implement the following during the coming fiscal year:

- Currently evaluating and bidding on a professional development learning management system.
- Creating a process for inventorying all Student Resource Centers and creating an initial inventory for the Student Resource Centers in all programs.
- Continue creating instructional videos to be used in curriculum.
- Continue working with instructors to digitize instructional materials to reach an even broader student base.