

# 1. Assessment Plan - Four Column



## PIE - Administrative Services: Technical Services - Presentation Services Unit

### Where We Are Now: Analysis and Summary

*2018-19*

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**External Conditions, Trends, or Impacts (Student Services):** The implementation of the "Analog Sunset" as required by the license granted to content producers of protected high definition video content has accelerated our move to wide aspect ratio digital video as an evolving standard for classroom media systems. Many of our older analog controlled systems such as those in Buildings 7, 11, 26 and 61 will eventually need to be converted to this wide aspect ratio, as it is becoming increasingly difficult to buy monitors and displays in the older narrow aspect ratio format. Newer buildings already support this format. Considerable time is now dedicated to support professors who bring new laptops into these older classrooms. Many of these new laptops are made without the ability to turn off "Digital Right Media" (DRM) and will not support connecting to an analog system.

Due to the elimination of analog video signals under the Analog Sunset requirement, the current gap in regulations regarding closed captions for digital video formats is causing considerable difficulty in implementing ADA captioning requirements in the digital classroom. We have developed a technology life cycle replacement plan that will address these issues.

This Unit saw the new implementation of USB-C and Thunderbolt in laptops, a new high bandwidth connection offering a single connector for all computer including connections expanded displays. This new technology will be offered when performing classroom upgrades, and will be included with new projects.

Video resolutions continue to push the boundary. Many people already have 4K in their home and bring the expectation to the classroom. While it is readily available for televisions, projector technology still has not caught up. Serious consideration and investigation is being made into projectors that emulate 4K resolution as well as waiting patiently for projector resolutions to catch up.

With the evolution of LED and laser technology, laser projectors are becoming more readily available in usable formats on campus. This technology also brings with it a major improvement to the contrast ratio of lamp style projectors. Laser projectors also do not need lamp replacement which will significantly help with projector reliability and life. Manufacturers are also developing technologies that run the projector at lower output and steadily raise the output over time as the projector ages. This is typically when we would see a projector's brightness degrade. It may be possible to buy a slightly higher output projector and configure it to have the same brightness over a period of 8 years! We have had to make the shift to laser projection and will be including it in all projects moving forward.

**Internal Conditions, Trends, or Impacts (Student Services):** Presentation Services was awarded independence from Broadcast Services and will be operating under its own ORG beginning July 1, 2019.

The development of a campus AV standard has led to a campus wide survey of all AV systems. We have begun work with all Divisions to collect and prioritize AV systems and to gather information on particular needs for each room. Initially, surveys have been distributed to all Division Deans who will work with their department chairs to

collect this data. We expect to have a significant response by the end of Summer 2019.

With the addition of a second AV Coordinator, we are formulating a plan to catch up with the back log of AV maintenance in the Summer of 2019. Our plan should put us within a 6-month back log.

There are many audio/visual systems that are now over a decade old. This includes systems in Building 26 and 28 as well as many locations not being managed by Presentation Services. A larger challenge is that most of the classroom systems do not support digital video and many professors cannot use their own devices to present material/content in the classroom. This has become significant in classes teaching visual information such as Art History or Animation. Departments are purchasing computer equipment using much higher resolutions than the projector can support. This is reflected in poor image quality on the projector screen.

The Student Workstudy program continues to be a great success. Presentation Services now employs up to 7 Workstudy students in the assistance of inventory, faster support response times, and safety. We were able to thwart an attempt to limit SSEED students to one year. Our program is most effective over the course of two years, and received unique approval to retain students in the SSEED program for two years.

We received a significant initiative to proceed with the Alertus project for the entire campus. This will be the most significant and important project that Tech Services will face. This project is estimated to install more than 900 Beacons and various equipment totaling over \$2M. With an effort to have the equipment installed over the course of a semester, to be performed in the evening, the labor and installation support is expected to exceed \$3M.

**Critical Decisions Made by Unit:** Serious consideration is being made on the feasibility of integrating Alertus with the fire alarm system. All new building projects will now include voice notification in response to the growing cases of active shooters situations. It may be possible to tie the Alertus into the fire alarm as a cost saving measure as well as making the Alertus notifications more reliable.

In order to meet the need of activating the Alertus system, we are pursuing a consultant to assist us in the development of a Mass Notification Emergency Response.

A recent explosion has been felt with the ability to participate in web conferencing. Recently, Zoom Video Conferencing has replaced CCC Confer. Since many of these systems are directly connected to the AV system, we have begun to support the use of Zoom and now direct prospective users to create a free Pro account.

**Notable Achievements for Theme A: To Advance Academic Excellence and Student Achievement:** In 2018-2019 Presentation Services tracked support tickets that were documented and remedied while many more were responded to in route to another call. These support tickets also include automated notifications generated by our campus management system (GVE).

This year, Presentation Services performed the following services:

- Serviced and resolved (1111) Support Requests
- Replaced (74) lamps
- Replaced (4) HD and (6) SD Projectors,
- Replaced (2) Document cameras
- Added (2) Document cameras and installed (5) user provided document cameras,
- Addressed (33) automated notifications from GVE

We now host training throughout the semesters to include AV Basics, Interactive teaching, video conferencing and virtual office hours, and Digital Signage.

**Notable Achievements for Theme B: To Support Student Access and Success:** We continue to hire work study students for all programs. We have instituted a rotation where a student spends the first year learning and training. The second is spent responding to support calls as well as training the new batch of work study students. This training also includes professional manufacturer training from Extron ( who provides our control systems).

**Notable Achievements for Theme C: Secure Human, Technological, & Financial Resources:** Presentation Services was very grateful to add two new employees to their team. Valerie Biller has been brought on as the Projects Specialist to assist in processing the equipment purchase of projects, and Chris Walker was added as a second Audio

Visual Coordinator to aid in the support of AV systems across campus.

**Notable Achievements for Theme D: To Foster an Atmosphere of Cooperation and Collaboration:** Began collaboration on several construction projects including the Athletics Stadium, Student Center, Swimming Complex, Gym, and various rooms with the Art History Department.

Collaborated with Closed Captioning Resource Group to implement new captioning process.

Collaborated with IT to bring a new ticketing system online that creates a single resource for tracking all technical tickets. These tickets can be entered by anyone on campus and managed by both Presentation Services and IT Helpdesk.

**Contributors to the Report:** Chris Rodriguez

### *Unit Goals*

### *Resources Needed*

### *Where We Make an Impact: Closing the Loop on Goals and Plans*

**Process Audio/Visual and Notification projects in an efficient and timely manner** - Provide timely, effective, and efficient responses to new project requests for new AV systems, paging systems, digital signs, and mass notifications systems.

**Status:** Active

**Goal Year(s):** 2017-18, 2018-19, 2019-20

**Goal Entered:** 07/31/2017

**Request - Full Funding Requested - Describe Plans & Activities**

**Supported (Justification of Need):**

Due to the number of projects, an AV Consultant is needed to assist with the generation of documents for job specification and closing out installations.

**Lead:** Chris Rodriguez

**Type of Request:** FACILITIES: This section includes minor building improvement projects and alterations to specific rooms or operational areas.

**Planning Unit Priority:** High

**Audio/Visual and Notification maintenance and support** - Provide Audio and Visual support to faculty and staff in a timely and efficient manner. Provide maintenance on existing systems to insure reliable operation by faculty and staff.

**Status:** Active

**Goal Year(s):** 2017-18, 2018-19, 2019-20

**Goal Entered:** 08/04/2017

**In Progress** - Provide maintenance and troubleshooting on systems when the facility is unoccupied.

**Describe Plans & Activities**

**Supported (Justification of Need):**

Funding for overtime

**Lead:** Chris Rodriguez

**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.

**Planning Unit Priority:** Medium

**On-Going Funding Requested (if applicable):** 8500

*Unit Goals*

*Resources Needed*

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**In Progress** - Establish funded operating budget.

**Describe Plans & Activities**

**Supported (Justification of Need):**

Funding for operating budget to repair or replace projectors, document cameras, video switchers, existing manual projector screens, and miscellaneous AV supplies/equipment, small parts, labor, software, etc. When the department was created, a commensurate budget was not simultaneously created.

**Lead:** Chris Rodriguez

**Type of Request:** INSTRUCTIONAL SUPPORT PROGRAM FUNDING (INSTRUCTIONAL EQUIPMENT):

Equipment, library material, or technology for classroom instruction, student instruction or demonstration, or in preparation of learning materials in an instructional program, equal or over \$500.

**Planning Unit Priority:** High

**One-Time Funding Requested (if applicable):** 75000

**On-Going Funding Requested (if applicable):** 75000

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**In Progress** - Add part time student worker morning position

**Describe Plans & Activities**

**Supported (Justification of Need):**

Student Worker IV position - \$15,200

**Lead:** Chris Rodriguez

**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.

*Unit Goals*

*Resources Needed*

*Where We Make an Impact: Closing the Loop on Goals and Plans*

**Planning Unit Priority:** Low  
**On-Going Funding Requested (if applicable):** 15200  
**Request - Full Funding Requested -**  
Increase to Project lamp  
Maintenance  
**Describe Plans & Activities**  
**Supported (Justification of Need):**  
As the number of AV systems grow across campus, so do the number of projectors and the number of projector lamp replacements. Our current funding is not sufficient to cover the number of lamps needed to replace in a school year. The request is to establish an ongoing fund for projector lamps.  
**Lead:** Chris Rodriguez  
**Type of Request:** INSTRUCTIONAL SUPPORT PROGRAM FUNDING (INSTRUCTIONAL EQUIPMENT):  
Equipment, library material, or technology for classroom instruction, student instruction or demonstration, or in preparation of learning materials in an instructional program, equal or over \$500.  
**Planning Unit Priority:** High  
**On-Going Funding Requested (if applicable):** 34000  
**Request - Full Funding Requested -**  
Lead Technician for Audio/Visual and Notification System  
**Describe Plans & Activities**  
**Supported (Justification of Need):**  
With the initiative of the campus wide deployment of the Alertus System, we will need a person to manage equipment deployed into every space on campus as well as

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
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maintaining the service and connected systems.  
**Lead:** Chris Rodriguez  
**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.  
**Planning Unit Priority:** High  
**Request - Full Funding Requested -** Ongoing Funding for software licensing including Alertus and Carousel Digital Signage.  
**Describe Plans & Activities Supported (Justification of Need):** This funding has yet to be established after 3 years of support.  
**Lead:** Chris Rodriguez  
**What would success look like and how would you measure it?:** Establish secured, ongoing funding.  
**Type of Request:** OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD.  
**Planning Unit Priority:** High  
**On-Going Funding Requested (if applicable):** 11800

**Professional Development -** Provide opportunities for training and education to keep up with technology and trends.  
**Status:** Active  
**Goal Year(s):** 2017-18, 2018-19, 2019-20  
**Goal Entered:** 08/16/2017

**Request - Full Funding Requested -** Provide Funding to support staff technical training  
**Describe Plans & Activities Supported (Justification of Need):** With the rapid development of technology , technicians need to receive ongoing training to keep abreast of technology trends. As

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providers of technical support, we are regularly sought to provide direction on new technologies. In order to receive generalized training without manufacturer hyperbole, technicians need to receive training through fee based programs and seminars. As these offerings can vary in cost, this initial request is for \$500 per employee in the Presentation Services unit.

**Lead:** Chris Rodriguez

**Type of Request:** PROFESSIONAL & ORGANIZATION DEVELOPMENT (POD): Requests that provide professional learning opportunities for Mt. SAC employees.

**Planning Unit Priority:** Medium

**One-Time Funding Requested (if applicable):** 2000

**On-Going Funding Requested (if applicable):** 2000

**Audio/Visual and Notification System Design** - Participate in the design of projects to ensure proper application of presentation technology including Student Access requirements, appropriate use of technology, and ensuring the communication of mass notification messages

**Status:** Active

**Goal Year(s):** 2017-18, 2018-19, 2019-20

**Goal Entered:** 08/16/2017

**Request - Full Funding Requested -** Secure additional licensing for D-Tools AV System Design Server

**Describe Plans & Activities Supported (Justification of Need):** With the increasing load of projects, we need the ability to add more users the the AV Design Server.

**Lead:** Chris Rodriguez

**What would success look like and how would you measure it?:** This will allow us to apply more resources towards projects.

**Type of Request:** OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/

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maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD.  
**Planning Unit Priority:** High  
**One-Time Funding Requested (if applicable):** 1800  
**On-Going Funding Requested (if applicable):** 5800

<p><b>Student Engagement and work experience</b> - Provide opportunities for students to receive work experience and technical training.  <b>Status:</b> Active  <b>Goal Year(s):</b> 2017-18, 2018-19  <b>Goal Entered:</b> 06/15/2018</p>	<p><b>Report directly on Goal</b></p> <hr/> <p><b>Request - Full Funding Requested -</b>  Funding for work study students during breaks in the calendar year when they do not receive work study aid.</p> <p><b>Describe Plans &amp; Activities Supported (Justification of Need):</b>  Certain work study programs only provide funding for work experience during the Fall and Spring Semester. This funding request is to provide a resource to support student workers during these periods when the workload shifts to projects that can only be completed during the academic breaks.</p> <p><b>Lead:</b> Chris Rodriguez</p> <p><b>What would success look like and how would you measure it?:</b> This funding will allow students to have a consistent source of work if they participate in any of the work study programs which could prevent them from returning to find a reliable source of income elsewhere.</p>	<p><b>Reporting Year:</b> 2018-19  <b>% Completed:</b> 100  We worked with 5 workstudy students this year and were able elevate a student to a paid student position.  (06/27/2019)</p>
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**Type of Request:** STAFFING: Requests for permanent employee positions or temporary/hourly employees.  
**Planning Unit Priority:** Medium  
**On-Going Funding Requested (if applicable):** 4000

<p><b>Operate within clearly defined unit structure</b> - Operate independently to expedite AV support and services. Clearly define and/or identify responsibilities unique to other department's similar work. Secure specific resources to address/meet campus need, increase efficiency, and delineate/delegate assigned work.  <b>Status:</b> Archive  <b>Goal Year(s):</b> 2018-19  <b>Goal Entered:</b> 06/14/2018  <b>Date Goal Archived/Inactivated:</b> 06/30/2019</p>	<p><b>Report directly on Goal</b></p>	<p><b>Reporting Year:</b> 2018-19  <b>% Completed:</b> 100  Presentation Services Is now a unique department within Technical Services. (07/01/2019)</p>
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