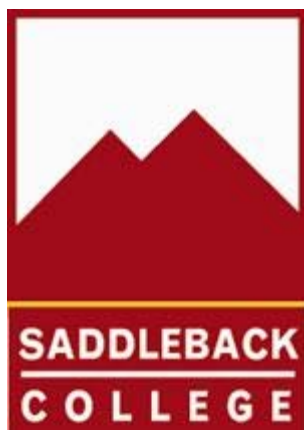


Saddleback College Program Review for the Audio Visual Department



Submitted Spring 08

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Program Review Team Members and Approvals

Program Review Team Chair:

Eric Garant, Dir. Instructional Support Services

Program Review Team Members:

Rick Founds, Multimedia Technician

Dana Manley, Multimedia Technician

Will Lakow, Multimedia Technician

Approvals:

Program Review Chair

Vice President of Instruction

Program Review Checklist

Date Completed	Action
August 1, 2007	Contact Program Review Chair for orientation
August 6, 2007	Form Program Review Team
August 6, 2007	Gather documents (Org Chart/Staffing Profile/AUO Assessment Forms)
January 21, 2008	Solicit input from faculty and students
April 14, 2008	Determine if additional research is needed
N/A	Contact College Research Analyst if necessary
May 12, 2008	Write Program Review report
May 19, 2008	Submit report to Dean or VP and Program Review Chair for approval
N/A	Report submitted to Academic or Classified Senate for approval
May 19, 2008	Report submitted to Office of Instruction or Student Services for approval
	Report submitted to College President and the Office of Institutional Effectiveness
	Report posted to the IE web site
	Presentation to the Planning and Budget Committee

Section I: Unit Overview

A. The Mission of the Unit and its Link to the College's Mission and Goals

The Audio Visual Departments Mission and Goals aligns itself with the College's by providing the instructional support to the classroom by way of provisioning equipment and staff to the classroom to support and promote student success.

B. Historical Background and Unique Characteristics of the Unit

The Audio Visual Department was initially formed in 1971 to serve the instructional needs of our faculty and staff. Since that time we have seen technological changes in the way media is delivered to the classroom and have modified our services and media delivery methods to accommodate those changes.

Over the years, the Audio Visual Department has operated under the umbrella of the Library Services Division then later Advanced Technology and Applied Science Division, today it is incorporated into the Office of Instruction. Our staffing compliment peaked in the early 80's when we had a full-time supervisor, three full-time and one part-time Audio Visual Technician.

C. Progress Since the Last Program Review

This is the first Program Review of the Audio Visual Department

D. Current Strengths, Opportunities, and Challenges

Our current strengths are undoubting in our human resources. The area is managed by a Director that has been involved with the Dept. since 1975 who also chairs the College's Technology Committee; this lends a consistency in the direction in which we have advanced over the past several decades. A major strength is our classified staff, even though reduced over the years, still maintains an excellent level of service as each individual has a particular level of expertise that they bring into the mix. One is an accomplished recording artist another is a successful karaoke performer and engineer and a third is also a local musician/performer. Between them all they bring a wide variety of technical knowledge to bear on any task.

The obvious challenge to the Dept. is how to maintain the College classroom support at current technological levels with limited funding and a smaller classified staff. The speed in which this technology can change also adds to the challenge.

Staffing is a challenge when vacations or illness impact the department.

Section II: Review Report

A. Staffing and Organizational Structure

As previously mentioned, the Audio Visual Department is currently staffed by one Director (who also is in charge of the Library Services Classified Staff in the Liberal Arts/Learning Resources Division), two full-time and one 25 hr per week Multimedia Technicians. The Department is operational Monday through Thursday 7 am to 8 pm and on Friday from 7 am to 4 pm. The office is not staffed on the weekends.

The current staffing model provides a bare minimum of service to the College, as it doesn't provide support past 8pm on weekdays, nor is there any coverage on the weekend. Our survey shows only 37% feel a need for staffing on the weekends while 51% feel the office is properly staffed during the day.

B. Programs and Services

The Department provides instructional support in the means of providing audio visual support equipment to the College community with various types of equipment such as computers, VHS/DVD players, slide projectors, PA systems, video projectors and other types of equipment. The Survey shows that 49% of the respondents use the Department for the variety of equipment offered. Minor repairs are performed by the Technicians, major repairs are sent to authorized off campus repair facilities

Equipment requests are taken over an online work order system which received a 77% approval rating. An interesting survey response was even though the online work order system received an acceptable approval rating it was also the service used the least. This probably reflects the fact that all the classrooms now have permanent video projectors/computers/VHS and DVD players in them, therefore not requiring the daily ordering of equipment. That is a GOOD thing....

Each classroom and conference room is now equipped with permanent projection systems, this coupled with the recent installation of interactive pen displays by SMART Technologies (SmartBoard) in classrooms has been a huge benefit to the staff and students. Our goal is to have such pen displays installed in each classroom over the next 5 years.

C. Student/Constituency Satisfaction

The Needs Assessment Survey sent out January 21, 2008 garnered the Dept. an 82% approval response from the College community when rated on customer service and professionalism. Considering that the Department serves the entire College community and provides somewhat technical equipment such an approval rating is excellent in this field.

D. Facilities, Technical Infrastructure, and Resources

The Audio Visual Department is located on the first floor of the James B. Utt library. This office houses the Audio Visual staff, equipment and supplies as well as garaging a single gas delivery cart to assist in the

movement of equipment around campus. At this point in time, the Department is sufficiently funded through the College budget and by Basic Aid Technology Funding.

E. Outreach and Collaboration

We currently solicit requests from the College community via the College's Technology Committee and Equipment Committee's. Our survey indicates that only 30% of the respondents feel we are properly soliciting them for their Audio Visual needs.

Section III: Needs Assessment

A. Human Resource Needs

With our weekend class offerings expanding, the need for Audio Visual staffing on the weekends will need to be addressed. The survey showed that 38% of the respondents saw the need right now.

B. Instructional/Service Needs

The Departments main goals over the next 5 years are to install SmartBoard Interactive Pen Displays and document cameras in all the classrooms. We will continue to solicit the various college funding sources to that end.

C. Research Needs

The Department will explore the use of the College Planning and Research Office in soliciting the College community in determining what they would like to see in the way of additional or new technologies installed in the classroom.

D. Technical, Equipment and Other Resource Needs

Due to our imminent relocation to the Village we have asked for a second delivery vehicle so that the two Multimedia Technicians can leave the office at the same time to deliver and answer service calls around campus.

E. Facilities Needs

The Department will be relocating down to the Village in the Summer of 2009 with the Library Renovation and will share a building with the Innovation and Technology Center. These two campus services will remain together in this building after the Library remodel. The current space design looks adequate for the Dept.'s needs.

F. Marketing and Outreach Needs

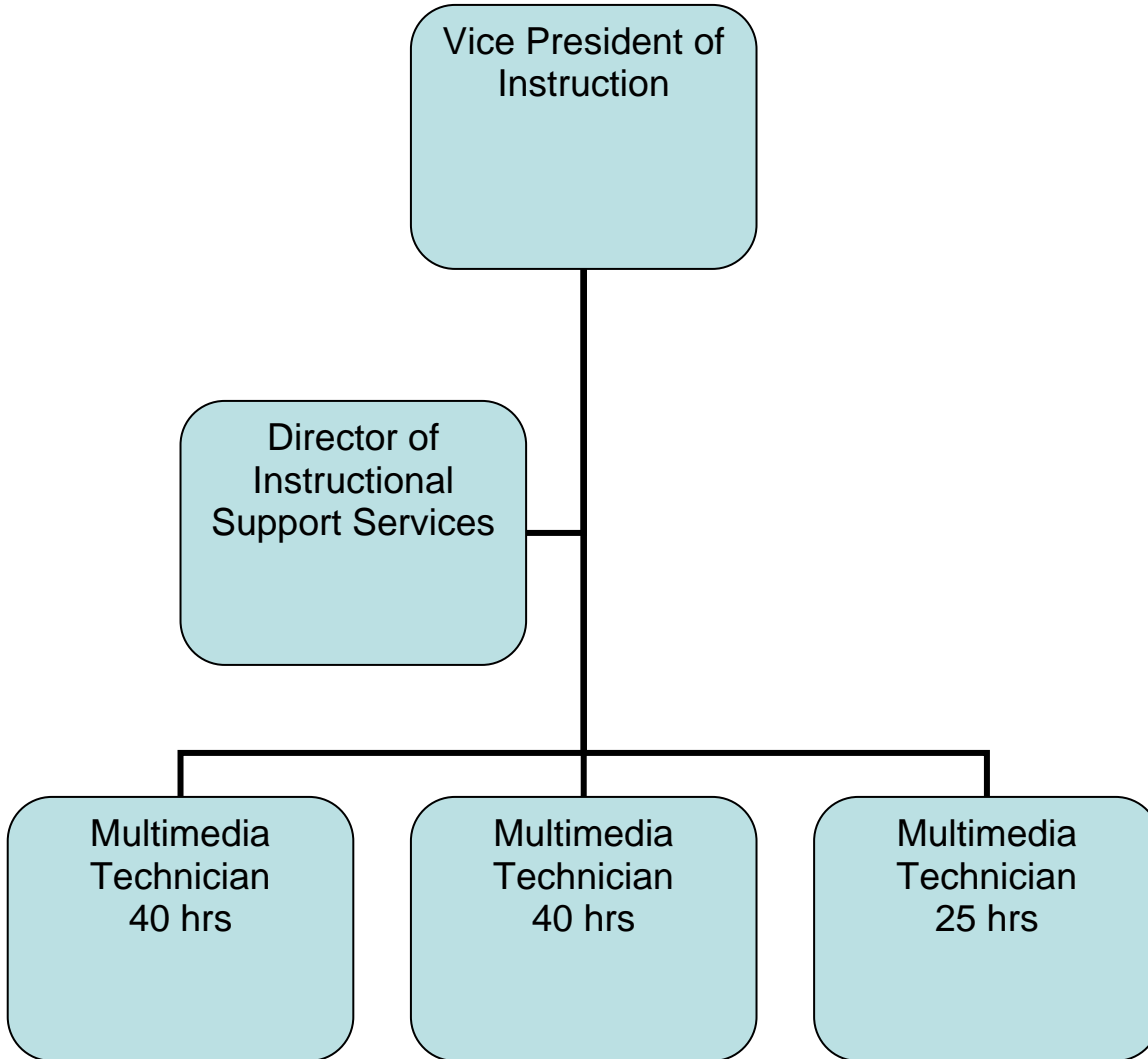
None at this time.

G. Retention Needs

N/A

Section IV: Appendices

A. Unit Organizational Chart



B. Five-Year Program Staffing Profile

Five-Year Program Staffing Profile

Position	Staffing Levels for Each of the Previous Five Years					% Change from Year 1 to Year 5
	2001	2002	2003	2004	2005	
Administration	1	1	1	1	1	0
Bargaining Classified Staff FT	2	2	2	2	2	
Bargaining Classified Staff PT	1	1	1	1	1	0
Non-bargaining Classified Staff FT	0	0	0	0	0	0
Non-bargaining Classified Staff PT	0	0	0	0	0	0
Student Workers	0	0	0	0	0	0
Faculty FT	0	0	0	0	0	0
Faculty PT	0	0	0	0	0	0

C. AUO Assessment Forms

AUDIO VISUAL NEEDS ASSESMENT SURVEY 2007

The figures in RED represent the percentages after the non-respondents are subtracted from the total.

	Count	Percent
How long have you worked at Saddleback College?		
Less than 1 year	33	15.07 %
1-4 years	69	31.51 %
5-10 years	53	24.20 %
11-15 years	18	8.22 %
16 or more years	46	21.00 %
Total Responses	219	100 %
What is your current employment classification?		
(Not Answered)	4	1.83 %
Administrator	5	2.28 %
Classified Leadership	11	5.02 %
Full-time Classified	39	17.81 %
Full-time Faculty	37	16.89 %
Part-time Classified	12	5.48 %
Part-time Faculty	111	50.68 %
Total Responses	219	100 %
Have you ever used any Audio Visual Departments' services?		
Yes	137	62.56 %
No	82	37.44 %
Total Responses	219	100 %
What services that are offered in the Audio Visual Department do you use the most? (Please select all that apply)		
(Not Answered)	84	29.89 %
Variety of equipment offered	96	34.16 %
Customer service	61	21.71 %
On-line ordering	33	11.74 %
Other	7	2.49 %
Total Responses	281	100 %

96/197=48.73%

What services that are offered in the Audio Visual Department do you use the least? (Please select all that apply)

(Not Answered)	108	46.55 %	
Variety of equipment offered	18	7.76 %	
Customer service	33	14.22%	72/124=58.06%
On-line ordering	72	31.03 %	
Other	1	.43 %	
Total Responses	232	100 %	

Do you feel that there is a need for more than one technician from 4pm to 8pm?

(Not Answered)	95	43.38 %	
Yes	58	26.48 %	66/124=53.23%
No	66	30.14 %	
Total Responses	219	100 %	

Does the Audio Visual Department integrate well with other departments on campus to provide needed services?

(Not Answered)	85	29.86 %	
Yes	65	33.33 %	65/134=48.51%
No	11	6.94 %	
Not sure	58	29.86 %	
Total Responses	219	100 %	

How clear are the current Audio Visual equipment instructions located on our website?

(Not Answered)	95	43.38 %	
Very Clear	28	12.79 %	
Clear	70	31.96 %	98/124=79.03%
Somewhat Clear	22	10.05 %	
Unclear	4	1.83 %	
Total Responses	219	100 %	

What is the level of difficulty you experience when using your on-line work order page?

(Not Answered)	114	52.05 %	
Very Clear	29	13.24%	77/105=73.33%
Clear	48	21.92 %	
Somewhat Clear	22	10.05 %	
Unclear	5	2.28 %	
Very Unclear	1	.46 %	
Total Responses	219	100 %	

How satisfied have you been with the service you have received from the Audio Visual Department?

(Not Answered)	84	38.36 %	
Very Satisfied	49	22.37 %	111/135=82.22%
Satisfied	62	28.31 %	
Somewhat Satisfied	20	9.13 %	
Dissatisfied	4	1.83 %	
Total Responses	219	100 %	

Is the staff courteous and professional?

(Not Answered)	84	38.36 %	
Always	80	36.53 %	80/135=59.26%
Almost Always	42	19.18 %	
Sometimes	13	5.94 %	
Total Responses	219	100 %	

Do you feel the Audio Visual Department is properly funded to provide the services you need?

(Not Answered)	85	38.81 %	
Yes	29	13.24 %	29/134=21.64%
No	18	8.22 %	
Not sure	87	39.73 %	
Total Responses	219	100 %	

Do you feel that the Audio Visual Department properly solicits from the college community for their audio visual needs?

(Not Answered)	85	38.81 %	
Yes	41	18.72 %	41/134=30.60%
No	20	9.13 %	
Not sure	73	33.33 %	
Total Responses	219	100 %	

The Audio Visual Department is adequately staffed from 7:30am to 4:30pm.

(Not Answered)	84	38.36 %	
Strongly Agree	17	7.76 %	
Agree	52	23.74 %	69/135=51.11%
Neutral	45	20.55 %	
Disagree	21	9.59 %	
Total Responses	219	100 %	

There is a need for Audio Visual staff to be on duty on the weekend.

(Not Answered)	94	42.92 %	
Strongly Agree	10	4.57 %	
Agree	36	16.44 %	46/125=36.8%
Neutral	60	27.40 %	
Disagree	13	5.94 %	
Strongly Disagree	6	2.74 %	
Total Responses	219	100 %	

D. Narrative Suggestions (all cut and pasted from original document, not responsible for possible misspellings or incorrect grammar)

Question: What changes would you recommend we make to our on-line work order page?

There needs to be an acknowledgement from a human being that the order has been seen, the work is confirmed, and that the person who will actually be doing it is committed to making it happen.

none

a live person to ask questions when confusion arises

Seems to work alright

Include an option for equipment repair including light bulb replacement. Because we have to leave messages on voicemail for these services and/or attempt to make the on-line work order cover this request, it would be helpful to have more options for repairs/replacements on the work order rather than just equipment requests.

Haven't used it in a long time. I now have most of the equipment located in my classroom.

No changes.

an open box for comments in addition to all of the drop-down menus. Sometimes I have requests or instructions that don't fit any of the drop down options.

A bigger notes section

An "other" category above the comment box

It would be nice to be able to report that equipment is missing or broken on line.

Does not clearly provide for service requests.

none

Have never used it

It's OK.

Fine as is.

List items available for usage

There needs to be a write in area for off campus request.

Offer to ability to request equipment removal from locations.

Please remove the TV in SM 313, it's in the way often times.

None at this time.

None to note

Once you fill out an order - it would be nice if the computer remembers your personal data for future orders..

none

Need to have a way to ask for service help rather than just equipment orders.

haven't used it

none

More communication and instructions, perhaps (e.g., broadcasting via email).

Never used it.

None

I have not used on-line ordering but on this survey wasn't given an option of "N/A". Now I can't leave it blank.

Can be confusing when the equipment is being delivered on confirmation page. Before the class begins on a certain date.

Works sufficiently for my needs

none

It would be great if the status portion of the work orders were maintained and reflective of the actual status. This would alleviate additional calls to the office.

Question: How do you see the Audio Visual Department becoming more effective in providing services?

There needs to be a level of confidence that when they say they'll do something, they will. My last four consecutive orders were confirmed, but then no one showed up and the equipment was either unavailable or inoperable. On one occasion, they pulled it out of the fire, but we were fifteen minutes late in starting because of the delay.

Radio call from a single dispatcher for AV issues

I've never had a problem

A live person to ask questions of and to help in classroom when electronics don't

function as we expect.

Possibly more assistance later in the day/evening

Have someone answer the phone.

Define which department, ITC or IT, is responsible for the maintenance of the equipment.

All but one AV employee are courteous and responsive. Train the one obnoxious employee in customer service or kick him to the curb. We have dealt with his bad attitude for years!

More available when problems arise

It feels as if this Department does not exist. At any given time of day, I have called and adjunct faculty have called and never heard back. Sometimes online orders are not tended to for weeks at a time.

Weekend work.

Also, a RESPONSE to my work orders so that I know they've been received and that action will be taken. sometimes I submit an order (or think I submit an order) and don't get a reply so I don't know if it will be taken care of in time.

I would like to see more current poetry DVDs in the library.

I don't know if this is a faculty or division responsibility or if it should be AV but when something isn't working in a classroom, often it is weeks before it is reported for a variety of reasons - associate faculty think the full timers will report it, full timers think the division takes care of that kind of stuff, people just forget, etc. It would be easier for those small things if everyone knew they could just take one second, even during class to pick up the class phone and leave a message for AV to check something out, rather

than having to take 5 minutes to log in and submit a work order, I wonder if things could be noted faster? I don't know the best answer -I know that means someone actually having to LISTEN to all those messages, but some better idea in this area would be helpful.

I actually find the evening service is better than the day service. There needs to be someone that answers the phone to respond to equipment needs -ie. broken or missing equipment. Ordering the equipment is easy - the follow up problems that leave you hanging in the class room is the real issue and needs to improve. This seems to be an issue of understaffing.

Answer the phone.

More available to speak to someone with special requests and unusual circumstances.

More assistance with off campus classes.

No opinion

More patient and professional, especially in front of students.

If you don't have the budget to increase hours could someone be on paid "on-call" to answer questions?

We need to help the general population know when to call AV vs ITC.

We also need better signage for phone numbers and/or web page addresses when equipment doesn't work.

More staff would probably shorten response time, but I know that more staff can be an impossible dream for most of us. 3 years ago, I had a nightmare of a string of different AV problems (mostly equipment, some technical, and some mine). I had 17 documented glitches in 2 classes in 1 semester that prevented me from presenting on a particular day. But I am happy to say that this does not occur any longer (at least for me!) due to better equipment, computers, programs, compatibility (and better operator proficiency on my part!)

No suggestions.

Offer a class for all new and not so good at audio visual faculty two times a year. One time in the evening, and one time during the day. It could also be done on that week between the end of Fall and beginning of spring semester. Good lead time as a lot of us have second jobs.

I think they are very effective. It looks like they could use more room for storage though.

No comment at this time.

I recently had a problem with helping a deaf student with closed captioning. I felt it could have been handled more promptly.

Make sure equipment is delivered on time and in working order.

Able to assist when we call....maybe need 3 AV techs during the mornings and early afternoon.

Weekend availability for customer service.

A technician needs to be immediately available when there is a malfunction in a classroom during a class as many forms of instruction are technology-dependent. I've also had trouble in a classroom that went unresolved after being reported for at least two weeks, which is unacceptable.

quicker phone response

Hire more people

Ensuring all computers work in classrooms with the projector system. Which means test it out instead of just check to see if the system just turns on. Some of the computers won't even turn PowerPoint on while using Internet Explorer.

A work order put in on Saturday did not result in repair to the computer in Vill 5-07 for at least 3 days which created problems for Monday and Tuesday classes. The overhead projector did not work properly at other times.

More personnel

Have technicians physically available in an emergency situation.

Have technicians be available by phone and walk me through process, step by step.

Make sure instructions continue to be available in the classroom. Sometimes they disappear

Check the batteries in the hand-held units regularly. Have longer hand-held remote cords. Update old equipment. It is really confusing the use the computer, the projector on the ceiling, the volume control on the wall, the different buttons to switch back and

Carrying a phone so that they are more available. I haven't used them in a while but in the past it was always a problem getting a response. The only choice was to leave a voice mail and it might be days before we heard. In the past I was stuck twice needing help now - in the middle of class - and being unable to get it. That may have been corrected by now.

Our A-V needs are met through our Skills Lab staff and we seem to be getting pretty good service in this way.

Our area in Community Education is different, because instructors are contractors to the district. They come, they go. Sometimes the needs of those instructors would be better served to talk directly to the Audio Visual Department. The communication can get complicated and misunderstood. Of course the problem is contractors do not have computer access to order equipment. If there could be a way to have direct communication i.e. phone. Or if Community Education provides AV with listing for them to call instructor.

AV needs more staff.

It would be helpful if every technician is somewhat aware of the work orders and status of the entire campus. It is difficult when only one tech is in the office and that person is not familiar with the areas of the campus that my (our) requests are for.

I would also like to say that although they cannot answer my (our) questions, they are always freindly.

If I am teaching a 7:30 class and I am prepping for class at about 7:15 and discover a AV problem I can't get anyone over until well after class has started. Having someone start at 7 am may help.

Question: What new services or technology would you like to see the Audio Visual Department offer?

I believe that they need to be in a department where there is clerical assistance to manage orders and document performance.

My needs are met the way things are.

a live person who can help us.

Possible inservice segments on using new equipment

don't know

MUCH more availability of people to make videos of lectures that we can put in the library or online, including captioning as needed. Might require cooperation with Special Services or other dept. This is really IMPORTANT.

People who answer the phone and actually come to your class to fix problems with wires, replace a battery or lamp, etc. There is never anyone available to answer calls.

The interactive/computerized white boards that have touch recognition. The physics department uses them. They have become a successful teaching tool and the students seem to respond very positively to it.

allowing faculty/staff to borrow other technology equipment for short term use (maybe instead of getting cameras and equipment from ITC).

I would like to have a wireless remote control to present PowerPoint presentations. It is limiting to stand at the desk and present.

Someone who answers the phone and dispatches tech's and equipment pronto when equipment is broken.

none

No opinion

We need the new presentation notepads (in lieu of Smart Boards)-- and need them in MANY (biology please!) classrooms SOON!

No suggestions.

I would like to be able to borrow a laptop for my lecture class off campus.

No comment at this time.

Implement more Video conferencing.

none

I recommend you take a more active role in making sure faculty know how to turn on captioning for hard of hearing students, and that all equipment in use has that capacity.

Creating and posting videos

Consultation services for ordering materials

See above. I am not up on new technology, but certainly there has to be something easier.

New cameras for speech classes.

No Opinion

Would like to see more co-ordination with equipment use and hands on training. If appointments could be made for instructors to visit and make trial runs with the technicians before their class begins. We have so many different levels of knowledge in our area. This a difficult time for Audio Visual Department because some instructors are still using opaque projectors vs. computerized presentations. Often classes that are not tech. (art, music) are requesting outdated equipment for a very specific needs for showing a technique. But the instructor will not have a knowledge base to use other equipment for this purpose.

I have never had any poor experiences...other than lighting being something of an issue sometimes in the classroom...glare on the A/V screen, but need some lighting (back of room) for students to take notes.

You do a fine job finding new technology

making certain that equipment (ex. in village complex) is in working order

Question: Please write any additional comments or suggestions you may have for the Audio Visual Department:

Tou guys do a great job!!!

It seems that they are working in silos. I never run into Will, and don't know what he does. Dana and Rick don't seem to interact. The fact that you confirm an order with one doesn't mean the other will do it if it is his responsibility. I don't know what the issues are, but they need to find a way to work together.

Keep up the good work

Add to your list of those using your equipment the part time faculty; there are more of us than any other single group. Yet we are not indicated. Come on, Eric, you know we're here.

The audio v. people are some of the nicest and most helpful on campus. Going totally on line is disastrous.

Assign same person to a division for consistency and familiarity.

Having the computer and projector mounted in my classroom is a huge help to me. I use them often. The only thing lacking for me these days is quick help when I have a problem with the equipment.

I would suggest that when an order has been reviewed in the AV Department, a tech should send a reply informing the customer that the order has been received. For example, if a person sends an order for a DVD player to be fixed, a tech should e-mail the person who made the order saying they have reviewed their request and will notify them when they can fix it.

Dana is very courteous and helpful. It just seems that this Department is so understaffed that it doesn't make sense to bother calling when something goes wrong. This hasn't always been the case, but it has been more so in the past two years.

No suggestions. I'd like to add that Q has been most helpful this past year with technical support. Thanks!

Good Work!

I'd like to see each classroom equipped with a computer and VCR/DVD player.

You all have been great when I needed you. I think my faculty and staff are better judges regarding whether needs are being met. I just appreciate all you do.

Thank you for updating all the classrooms to smart rooms. It has made teaching much

Question: Please write any additional comments or suggestions you may have for the Audio Visual Department: more effective.

It seems that some people who work in AV are frustrated by how understaffed they are and as a result - some people are often rude and unhelpful when problems arise.

The Audio Visual Department provides an integral service to the college community. It is very important that communication is occurring between department staff and the rest of the college community. Unfortunately, this appears to be the major shortfall over the last several years.

The leadership and staff in Audio Visual do a great job in a difficult and demanding culture.

You have been very supportive of my AV needs over the year, and I am truly appreciative of the days that someone has dropped what they were doing and ran over and replaced a bulb, reconnected a cord, or somehow troubleshot a problem on the spot. Thanks!

Keep up the good work!!!!!!

There are too many times the phones go un-answered. Other times the people won't respond because the person that takes care of the area is off for some reason. There needs to be more cross-responsibility.

None.

Only used your services one time. I could have used you when I taught on Saturday.

The Audio Visual Dept. is very well run and very consistent when it comes to communicating and following through with requests for materials. I greatly appreciate their professional demeanor and competence. They are even patient when I need a dumb question answered!!

Please remove the TV in SM 313, it's in the way often times.

Thanks for doing a great job!

on-line work orders have been ignored, and help line (phone) requests are at times treated condescendingly as an inconvenience and/or imposition.

Rick is super in AV!

Eric is exceptional to getting the trouble fixed

none

IT is always a pleasure to work with your technicians. They are courteous and very helpful.

I feel that you do a great job!!!

Whenever I have had trouble with the equipment, the AV staff was there to help me. You're doing a great job!

Tell Dana not to freak me out by lying to me about the generator being "stolen".

New computer equipment for classroom.

Put a "cheat sheet" for how to work the av equipment in each room with an emergency number if something doesn't work. It would be ideal if someone could come and fix it

right then.

I have had a better experience since the installation of LCD and computers in every classroom I have been in. Everything always works!

I have had very positive dealings with the people in Audio Visual. I appreciate their efforts. I believe their task is made a bit more difficult by some of the antiquated equipment they have to work with.

None

We know in Community Education what a task you have! We greatly appreciate all the efforts and special request. Sometimes they are certain emergencies that arise or just a mistake is made. We have a classroom of people waiting and a panic stricken instructor. It is difficult but please appreciate the plight of the classroom. More people taking Community Ed classes more jobs for all. Thank you guys!

Thanks for all your hard work!

Our department fills out the online forms but the contact persons are individual contractors. It would be helpful if an order cannot be filled, that the contact person be informed at least two business days prior to the event in order to make alternative arrangements.

Question: What changes would you recommend we make to our on-line work order page?

none

both yours and itc has problems with allowing input of location, set up won't always allow selection on first or second try
other issue is the request for campus extension - this requirement hampers adjunct requests

Haven't used it recently.

That the remote controls for overheads are detached from their strings. It makes it very hard to use!!

I didn't need to use it this semester, and I've forgotten exactly what I would recommend.
It seemed very good.

Didn't think about it. I need to look.

None. Seems to work well.

Question: How do you see the Audio Visual Department becoming more effective in providing services?

To have two people working in the Dept in the evening. One person to be in the office

and answer calls and the other to be able to go to the classroom to aid the Instructor who needs help.

Be more timely on orders, or put in correct rooms. There have been cases of not finding ordered equipment in my room, but in different room. Service is not available after 4:30 pm. Should be more "deaf friendly" -- in other words, be available via text messaging, instant messaging, or emails.

Evening services would help part-time instructors.

support for evening courses

Seems fine as is.

You need to have a live person to speak to on the phone that can address immediate needs.

Provide more timely evening services.

AV is usually closed for lunch on weekdays. The lunch hour is one of the few time slots when I can to get to AV. I'd like to see extra staffing so AV doesn't have to close midday.

Emails briefly describing a service with a clickable connect to the service for review. For example, the online work order page.

Or a list of commonly requested services for those who might not have that of one.

It would be helpful if there were a listing somewhere of all of the services and equipment that are offered by AV.

Question: What new services or technology would you like to see the Audio Visual Department offer?

All is up to date in the classroom I use.

a twice a year demonstration of how to use all of the a-v equipment found in the classroom and what else is available for classroom use.

Computers, video camera and projectors for the part time faculty off campus with instructions

make an instructional video (perhaps in cooperation with ITC?) showing someone operating the equipment installed in the classrooms

Check computer and projection systems before classes begin each semester--basics

I would like to see an system where all the buttons for using the equipment are embedded in a smart classroom control panel

Not sure how this interfaces with computer tech.

Anything having to do with GPS mapping technology.

Question: Please write any additional comments or suggestions you may have for the Audio Visual Department:

on-line repair orders have been ignored, and helpline phone requests have at times been condescendingly treated as an inconvenience/imposition.

Dana and Rick have always gone way out of their way to provide assistance. Many thanks!

I have never used the website and right now do not teach on campus so my comments are limited.

I have only recently begun teaching on campus. Long time teaching in the harbor.

I am part-time faculty and hold a classified position. The overhead in CC-8 has had a broken remote for 2 years. We need to replace the batteries anytime the overhead is used. Our other option is to climb on a chair and turn the overhead on manually. We have put in at least three work orders to resolve this problem and we always get the same response...the remote is broken. Is there any way you can permanently resolve this problem?

The installation of computers and projectors into all of the classrooms has been an incredible help for us part-time instructors who used to wonder every week whether the equipment was going to be there for us or not! The equipment also generally seems to work well. I'm not sure if that's because it's being checked on a regular basis, but I'd like to think so.

Thank you for updating the CC classrooms.

E. Action Items

AUDIO VISUAL PROGRAM REVIEW SUGGESTED ACTION ITEMS

Work Order System

- Remove phone number as a required piece of information.
- Add a Repair button with a field that opens up when that box is checked
- Add a Remove Equipment button with a field that opens up when that box is checked
- When a Technician received the Work Order have the system send a confirmation to the instructor that the order was received (like the ITC currently uses)
- When a Technician checks off the order as delivered have the system send confirmation that the order is completed.

Audio Visual Web Page

- A list with pictures of the AV equipment available
- A Mission Statement for the Dept. to help delineate responsibilities of that of the ITC and the AV Departments.
- Include links to instructions on how to use the AV equipment in a printable PDA format
- Mail the web page campus wide at the beginning of the semester and again at the start of 8 week sessions.
- Ask that the faculty call us from the classroom if there is a problem and to call in a problem so we can fix it as it is the ONLY way we know if there is a problem. We do not have the man power to pre check all equipment on campus.

General Suggestions

- Use mobile internet phones so the main AV phone is always answered.
- Better scheduling of lunch breaks so the office is always covered.
- Weekend Coverage.....additional personnel needed.
- Have a central dispatch office to call that will then send a technician out.