# Santa Rosa Junior College
## Program Resource Planning Process

## Petaluma Media Services  2017

### 1.1a Mission

Media Services primary function is to provide district-wide media support, chiefly in campus learning spaces. Any activity that requires information to be distributed, using sound or light projection, to a group of credit learners, in a classroom setting, shall be supported by Media Services.

Instructors shall have ready access to a well organized and broad based collection of media software (listening & viewing materials). Equipment shall be in good working order, be available in sufficient quantity and located conveniently. Equipment shall reflect current technologies for California Community Colleges. Operation of the equipment is the responsibility of the instructor. Media Services will provide user training and rapid technical support, in the event of equipment failure.

Original media materials used to enhance a concept shall be produced in a timely manner. The material shall be produced by professional staff, who will work closely with the presenter to determine the best method of presentation.

Support for non-instructional large group use of campus facilities shall be provided as resources allow. District facilities used for group events shall contain all equipment necessary to support media needs designated for that function.

Media Services staff shall participate in staff development activities, in order to maintain currency in their field. District human development activities shall be supported as resources allow. Media Services shall be a District resource in the long-range planning process by recommending warranted applications of instructional technology.

### 1.1b Mission Alignment

In our role of providing support to all College users, Media Services constantly transforms its services to match evolving institutional needs. The Phrase" Any activity that requires information to be distributed, using sound or light projection, to a group of credit learners, in a classroom setting, shall be supported by Media Services" is fairly encompassing and supportive to approved District activities and functions. With the transformation of information into electronic formats, the "College without walls" concept is very dependent on the ability of Media Service to record, convert and distribute course materials and college events into digital formats and multiple delivery modes. As the District's mission changes there is a natural change to the services offered by Media Services. With additional legal requirements related to Section 508 and FERPA, carful assessment of existing supported activities needs to be considered.

While a simple presentation can be recorded and retransmitted the additional work for captioning has a fiscal impactt. An area of continued growth is the use of video conferencing for departmental and committee meetings between campuses. This increasing are is directly supporting the "Green" initiatives reducing the need to drive between campuses.

## 1.1c Description

The Media Services department provides four basic functions to the entire District.

**CIRCULATION-** this area is responsible for maintaining and circulation our 10,000 plus audio & video titles that are used both in the classrooms setting and as extra reinforcement in the learning environment. The unit provides front line phone contact. Catalogs media and performs data entry of the fixed assets equipment. They support the media viewing activities for individual carrels, small group and large group rooms in the Libraries. They coordinate materials needing closed captioning for all classes including online classes.

**TECHNICAL SERVICES-** this area is responsible for the correct operation, delivery and repair of all media equipment within the District. They respond to service requests in classrooms and meeting spaces within a 10 minute period. They supervise the delivery and cleaning of media materials and perform the installation and alterations to media equipment installation in District facilities. They set-up and operate many campus events.

**PRODUCTION SERVICES-** this area is responsible for the video recording of classes, lectures and other college events; they duplicate materials for distribution and convert media for alternate uses including PowerPoint and video streaming on the web. Additionally they facilitate the use of video conferencing facilities between campus and with other colleges. They prepare materials in the closed captioning process.

**ADMINISTRATIVE AND FACULTY SUPPORT-** this area is responsible for the purchasing of all materials and equipment used to support the Media Services operations. The records related to copyright licensing and photographic permissions are maintained by this area. All facilities both new and those being remodeled are reviewed for issues related to Instructional technology. The department works closely with planners to assure District facilities include the correct infrastructure to support the media related functions for a particular space.

## 1.1d Hours of Office Operation and Service by Location

The department provides three different sets of hours, one to the public in the libraries for access to our collections and viewing services, one to College staff to support their duties and future activities and finally support for Community Education's Use of Facilities, which essentially are whenever the facilities are rented. STNC staff provides most of the Community Education support outside our normal staff hours.

**PUBLIC HOURS**

**Mahoney Library Petaluma Circulation**
Spring and Fall: M-Th 7am-9pm; F 8am-1pm; Sat 10am-3pm
Summer: M, Th -9am-5pm

**Staff Support Hours**
Spring and Fall: M-Th 7:00am-8pm; F 7am-6pm; Summer:  M-Th 7AM-6PM

## 1.2 Program/Unit Context and Environmental Scan

Media Services performs a unique set of services to the entire District. The department performs functions that are similar to those provided by the Library, Facilities, Graphics, Computing Services and Instructional Computing. The support is varied and we are called to provide a service not BY a certain date, but AT A SPECIFIC TIME. An instructor may have requested a video title to be delivered to a certain room for a certain class. This requires us to perform this service within a 10 minute window or less. These services are relied on by almost every faculty member at some point during the semester. When the college gathers for large events, Media Services is called upon to provide both sound reinforcement as well as visual support for those present. Additionally we are then requested to record the event and make it available for individuals who were not able to attend. This helps improve the information flow for every member of the SRJC community.

## 2.1a Budget Needs

Petaluma Media has been blessed with adequate resources this year from Measure H funds to replace equipment and update classroom technologies. What we continue to struggle with is adequate staffing and resources for staff professional development. With the increase of both IELM and bond funded projects it has placed strain on existing staff to to be able to keep up with our demand for services and lack the downtime learn new technologies and methods of media delivery.

We also will be needing additional funds to continue deployment of the Zoom Video Conferencing service. This will require an annual subscription cost of $600 per year that can only be funded by general fund sources.

## 2.1b Budget Requests

| Rank | Location | SP | M | Amount | Brief Rationale |
|---|---|---|---|---|---|
| 0001 | Petaluma | 04 | 07 | $3,600.00 | Subscription fees for Zoom rooms video conferencing service |
| 0002 | Petaluma | 08 | 07 | $5,000.00 | Staff Professional Development, Certification and Travel |

## 2.2a Current Classifed Positions

| Position | Hr/Wk | Mo/Yr | Job Duties |
|---|---|---|---|
| Media Lab Specialist | 36.00 | 11.00 | Support Classroom and video conferencing media needs of campus. |
| Media Systems Technician 1 | 40.00 | 12.00 | Maintain, repair and install media systems on campus. |

## 2.2b Current Management/Confidential Positions

| Position | Hr/Wk | Mo/Yr | Job Duties |
|---|---|---|---|
| Manager of Media Services, Petaluma Campus | 40.00 | 12.00 | Oversee the operation of Petaluma Media Servics |

## 2.2c Current STNC/Student Worker Positions

| Position | Hr/Wk | Mo/Yr | Job Duties |
|---|---|---|---|
| Media Student Worker | 15.00 | 10.00 | Clean media equipment in classroooms on a weekly basis and assist installations. |
| Media Student Worker | 20.00 | 10.00 | Clean media equiment and assist in installations. |

## 2.2d Adequacy and Effectiveness of Staffing

Media Services at the Petaluma Campus remains understaffed to support the demand for services on the campus. With the recent loss of a media systems technician to a campus transfer we have been surviving with STNC coverage. The Petaluma Campus media department supports around 400-500 technical support calls, 700 video conferences and 200 events a year. This has left us running at a pretty high pace to keep up. Thin staffing causes issues when our limited staff resources do not have the ability to react when multiple issues or events occur which can happen often. This staffing shortage creates opprotunity for committments to not be met and failures in event support as we have seen multiple times this year. We currently also can not offer tech support to during all hours of instruction on the campus. This occaisionally creates situation where the Santa Rosa media department is having to support a distressed instructor remotely on the phone not allways successfully.

## 2.2e Classified, STNC, Management Staffing Requests

| Rank | Location | SP | M | Current Title | Proposed Title | Type |
|------|----------|----|----|---------------|----------------|------|
| 0001 | Petaluma | 08 | 07 | Media Lab Specialist | Upgrade from 11 month .92 fte to 12 month 1.0 FTE | Classified |
| 0001 | Petaluma | 08 | 07 | Media Systems Technician 1 | Media System Technician II | Classified |
| 0002 | Petaluma | 08 | 07 | | Media Production Specialist | Classified |
| 0003 | Petaluma | 08 | 07 | | STNC Media Technician | STNC |

## 2.3a Current Contract Faculty Positions

| Position | Description |
|----------|-------------|

## 2.3b Full-Time and Part-Time Ratios

| Discipline | FTEF Reg | % Reg Load | FTEF Adj | % Adj Load | Description |
|---|---|---|---|---|---|
| | | | | | |

## 2.3c Faculty Within Retirement Range

## 2.3d Analysis of Faculty Staffing Needs and Rationale to Support Requests

## 2.3e Faculty Staffing Requests

| Rank | Location | SP | M | Discipline | SLO Assessment Rationale |
|---|---|---|---|---|---|
| | | | | | |

## 2.4b Rationale for Instructional and Non-Instructional Equipment, Technology, and Software

## 2.4c Instructional Equipment and Software Requests

| Rank | Location | SP | M | Item Description | Qty | Cost Each | Total Cost | Requestor | Room/Space | Contact |
|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | |

## 2.4d Non-Instructional Equipment, Software, and Technology Requests

| Rank | Location | SP | M | Item Description | Qty | Cost Each | Total Cost | Requestor | Room/Space | Contact |
|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | |

## 2.5a Minor Facilities Requests

| Rank | Location | SP | M | Time Frame | Building | Room Number | Est. Cost | Description |
|---|---|---|---|---|---|---|---|---|
| 0001 | Petaluma | 08 | 07 | 1 Year | 700 - Mahoney Library | 700 | $50,000.00 | Create media storage space in unused office cubicle space in media area. |
| 0001 | Petaluma | 04 | 07 | Urgent | 700- Mahoney Library | 712-2 | $5,000.00 | Install C-Cure exterior entrance card reader |

| 0001 | Petaluma | 04 | 07 | Urgent | 300 - Ellis Auditorium | 310c-2 / 310c-3 / 311-2 | $15,000.00 | Install C-Cure exterior entrance card reader |
|------|----------|----|----|--------|------------------------|--------------------------|------------|----------------------------------------------|
| 0001 | Petaluma | 04 | 07 | Urgent | 311 -Ellis Dressing room | 311 | $15,000.00 | Add lighted make up mirrors / workstations in dressing room. |
| 0001 | Petaluma | 04 | 05 | Urgent | 310 - Ellis Auditorium | 310 | $2,000.00 | Add curtains to existing mountings on stage doors. |
| 0001 | Petaluma | 04 | 07 | Urgent | 310 - Ellis Auditorium | 310 | $8,000.00 | Replace Stage flooring vinyl |
| 0001 | Petaluma | 04 | 00 | Urgent | 310 - Ellis Auditorium | 310 | $0.00 | Carpet has water stains near stage side door, Replace carpet. |
| 0001 | Petaluma | 04 | 00 | Urgent | 310 - Ellis Auditorium | 310 | $0.00 | Exterior door hardware rusting, Please replace. Additionally cement mounted door stops have broken out the ground and need to be replaced. |
| 0001 | ALL | 04 | 00 | Urgent | Campus Covered walkway | | $0.00 | Walkway steel structure has paint flaking off and some spots are rusting and needs to be repained. Additionally the frosted glass covering needs to cleaned as it is turning dirty and brown or deteriorating. |
| 0001 | ALL | 00 | 00 | Urgent | | | $0.00 | Campus buildings exterior wall Stucco is covered with algea and need to be either cleaned or painted. |

## 2.5b Analysis of Existing Facilities

The facilties for Petaluma Media are mostly adequate. We need additional secure space to store high value equipment that is not provided for in the current facilities. We request to turn an staff work area currently used by the library for art gallery storage into a secure storage area and will require the construction of either a cage or real wall with a door.

We also have a few locations where it is difficult to access such as from the south side of the library into media (door 712-2 card reader request) and in Ellis Auditorium. These spaces would greatly benefit from the addition of a card readers for our access system for staff to enter these doors.

## 3.1 Develop Financial Resources

## 3.2 Serve our Diverse Communities

Media Services has used "sensitive to diversity" as a component in all hiring for the past 5+ years. Our staff is balanced between genders. One area that still is weak is Spanish speaking at our public service desk. .
As a provider of the District collection of audio visual media, there has been a long time commitment to grow and strengthen the collection in this area. We currently have over 2065 titles that address cultural diversity (14% of all titles)

## 3.3 Cultivate a Healthy Organization

This has always been problematic, as typically during the PDA days we as a department are required to facilitate the activities making it harder to attend them. In past years, staff have applied for Staff Development activities off campus. The Managers attend a statewide conference each year allowing them to stay current with technology applications at other colleges & universities.  This year much of the travel and conference costs were absorbed directly by the managers.

Funding is needed to send support staff and managers to industry training opprotunities in areas of emerging growth and change. These training events are rarely local, but usually regional requiring trips to locations such as L.A. or Las Vegas.

## 3.4 Safety and Emergency Preparedness

## 3.5 Establish a Culture of Sustainability

We use rechargeable batteries whenever possible. We verify processes require printed materials and we reuse paper if possible.

## 4.1a Course Student Learning Outcomes Assessment

As the primary coordinator of audiovisual materials, we support both the staff development opportunities for improving awareness and requirements of SLO and by providing learning materials in alternate forms to text we help address the diversity of learning styles.
As a support service, we do not initiate direct service but instead support all activities required by instructional departments.

## 4.1b Program Student Learning Outcomes Assessment

Media Services offers technological support to every department in the District.

## 4.1c Student Learning Outcomes Reporting

| Type | Name | Student Assessment Implemented | Assessment Results Analyzed | Change Implemented |
|------|------|-------------------------------|-----------------------------|--------------------|
|      |      |                               |                             |                    |

## 4.2a Key Courses or Services that address Institutional Outcomes

| Course/Service | 1a | 1b | 1c | 2a | 2b | 2c | 2d | 3a | 3b | 4a | 4b | 5 | 6a | 6b | 6c | 7 |
|----------------|----|----|----|----|----|----|----|----|----|----|----|---|----|----|----|---|
| Lecture and event video recording |  | X |  |  | X |  | X | X |  |  |  |  | X |  |  | X |
| Media Collection |  | X |  |  | X |  | X | X |  | X |  |  | X |  |  | X |
| Online Streaming Content |  | X |  |  | X | X |  |  |  | X |  |  | X |  |  | X |
| Video Conferencing Activities |  | X |  |  | X | X |  | X |  |  |  |  | X |  |  | X |
| Video Viewing Carrels |  | X |  |  | X |  | X |  |  |  |  |  | X |  |  |  |

## 4.2b Narrative (Optional)

Delivery modes are clearly technology driven that require self discipline. In addition, the ability to time shift the activity reduces stress which is health related. By being able to review from other locations improves the impact on the environment. Finally being responsible for when and if material is reviewed improves personal responsibility

## 5.0 Performance Measures

**Overview**

Petaluma Media Services experienced significant growth and accomplishments in the 2016/17 school year. We were fortunate to hire a very experienced media systems technician in October of this year to add to our team. We also began to significantly invest in improvements in the campus technology infrastructure using the first of 10 years of Measure H Funds. In the rest of this section, I

hope to highlight how Petaluma Media contributed to the operations at the Petaluma Campus in the last year.

## Technical Support Calls

In summer 2016 Media, along with IT and IC departments, rolled out a new support ticket and project tracking software allowing college users to track the status of their requests and the Media department to better inform our customers of when progress was made on their support requests. Below is a chart representing all of the media support tickets for the 2016/17 academic year from all district sites to both Media Services departments.
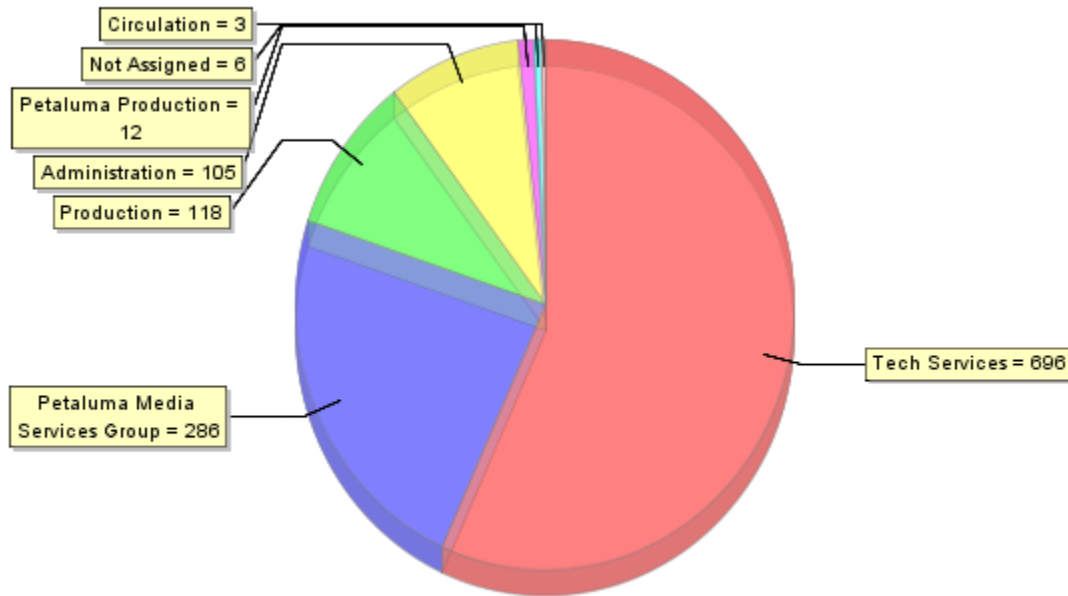


Requests for Media support on the Petaluma Campus remains relatively steady, averaging 290 requests per year over the last three years. It is interesting to observe that while Petaluma Campus provides about 20% of the district's FTE generation, the campus creates about 29% of the district classroom technical support calls and receives technical support calls at a higher rate than Santa Rosa. The only idea of why this occurs it that all rooms on the Petaluma Campus have presentation technology installed in them. Santa Rosa campus did not have a full deployment in every classroom but should as of this year. The Santa Rosa Campus also has a higher level of lab support technicians that most likely address many common problems before a call is elevated to the Media Services department.

## Event Support

Event Support continues to see growth with 9.5% growth in events compared to 2015 and 54% compared to 2014. Events in 2016 used 69% more staff hours than the 2015 events. We saw increased use of staff overtime and hiring of STNCs to cover these events on campus.
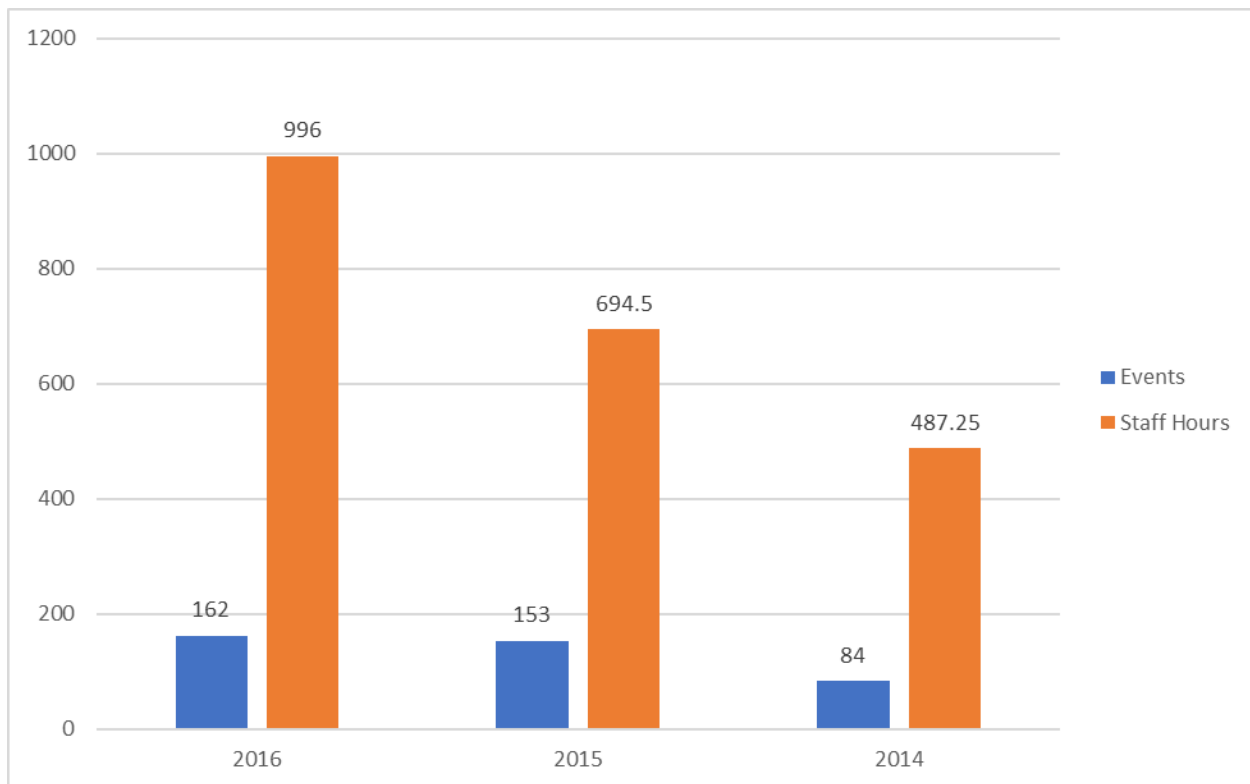
As much as we love supporting events, the quantity is beginning to stretch the resources of our department. We are currently in the process, along with Facilities, of developing a cost recovery model to continue supporting events to fund additional staffing and wear and tear on resources.

**Video Conferencing**

Video Conference use on campus saw a slight reduction in volume from the 770 conferences in 2014. However, this is not indicative of a decline in video collaboration. With the implementation of Skype for Business, within the College's Office 365 subscription, and soft roll out of Zoom video conferencing this year, much more conferencing is being distributed to a user-scheduled decentralized model that does not involve Media Services support. Considering each of the 625 conferences in 2016/17 required about 15 minutes of staff time to setup and turn off at the end of each session, this is a welcomed workload reduction for Media staff.

| Location | Occurrences | Hours of Use |
|---|---|---|
| Pet Rack | 7 | 10.52 |
| PC Call 632 | 165 | 181.20 |
| Mahoney 726 | 287 | 489.28 |
| Senate Chambers | 91 | 157.58 |
| Doyle 4246 | 37 | 251.09 |
| Doyle 4243 | 171 | 214.96 |
| Doyle 4245 | 125 | 449.51 |
| Call 602 | 77 | 177.78 |
| Plover | 117 | 164.77 |
| Call 640 | 15 | 19.60 |
| Doyle 4249 | 149 | 178.42 |
| Doyle 4248 | 115 | 214.50 |
| Newman | 36 | 61.89 |
| Race Conference Room | 31 | 75.55 |
| Call 609 | 64 | 117.08 |
| Ellis | 10 | 9.77 |
| SR RACK | 31 | 108.17 |
| Total Use | 625 | 2881.66 |

Petaluma Locations

The future of our video conferences is changing. For some time now, we have not had the funds to support the firmware updates for our video conferencing hardware. Video conferencing is changing to subscription-based services that run on low cost hardware. The CSU, UC and now CCC systems have adopted Zoom as their subscription based video conference system of choice. The California Community College's Chancellors office is supporting the main subscription costs of Zoom for Community Colleges s system wide, but is not sure if they have the funds to support Zoom Rooms for the entire system of colleges and may pass that cost on to individual colleges. The $600 per year subscription cost for each Zoom Room will need to eventually be supported by general fund dollars, if it is not supported by the Chancellor's Office. The hardware utilized to run Zoom conferences will cost $2,000, compared to the $14,000 to $18,000 that was spent on traditional video conference hardware.

**Demonstration Classrooms Project**

Media Services, in cooperation with the Demonstration Classroom Committee, spent significant effort in the Spring 2016 and Summer 2016 semesters to research and rethink what our standard media technology enabled classroom of the future will look like. These ideas were implemented in the Summer of 2016 through January of 2017 by the Media Services departments on both campus's. In the end, we designed and upgraded eight classrooms (two in Petaluma) to try out new presentation technologies and means of encouraging interactivity in the classroom. Out of the effort, we learned that some technologies were hits (Mersive Solstice) and others worked better for some subject matters than others. For instance, ultra-short throw projectors were a hit with most subjects like Math and were not with a few departments like Astronomy. Other ideas such as interactivity on the whiteboards received unfavorable reactions.

**Classroom Display Technology Showcase**

On April 27th Media Services staff offered a special showcase for Petaluma faculty in one of the demonstration classrooms, featuring side-by-side comparisons of four different projection technologies and soliciting feedback from instructors. Display types included front-throw laser projectors, short-throw lamped projectors with touch interactivity, ultra-short-throw laser projectors, and interactive flat-panel displays. A range of display surfaces included various matte-finish screens, low-gloss projectable whiteboards, seamless idea screen boards, and tempered glass direct view displays.

Based on feedback from the Demonstration Classroom project and the Classroom Display Showcase we plan to install ultra-short throw projectors in most rooms as we refresh the installations and will use direct view displays or front throw projection in the rooms where subjects are taught that are more critical of color spectrum and contrast in the image displayed.

## Media Installations Accomplished

Media was able to make system upgrades or new installations in the follow rooms during the 2016/2017 school year:

- Demonstration Classrooms in Call 693 and Doyle 243
- Installed new Digital Signal Cabling and Video switches in Call 643, 645, and 658
- Installed new interactive displays and computers in Call 602,609, 628, 632, and Doyle 219
- Installed new 84" interactive display in College Skills
- Installed Audio monitoring equipment in Ellis Auditorium
- Raised Projector mount columns in Doyle 246
- New computers were installed in classrooms at Instruction Computing's request in:
Jacobs 116, 123, 124, 126, and 128
Doyle 208, 211, 230, 229, 241, 243, and 244
Call 645
Mahoney 718
- Replaced projectors and reprogramed AMX Control systems in Call 630 and 640.
- Installed Mersive Solstice in Call 602, Call 643, Call 645, and Ellis.
- Installed new audio system for KAD in the 805 workout room.

## Professional Development

This year were we able to attend professional development activities. In December, through support from the Santa Rosa Media budget, both Media mangers attended the Directors of Educational Technology in California Higher Education Conference where we learned about challenges and new initiatives in instructional technology fellow managers are facing all over the state.

In April, we were able to send Dan VanGorkom, along with two Santa Rosa staff, to the National Association of Broadcasters conference in Las Vegas to research new broadcast cameras and audio studio technology for our new Digital Audio Studio.

In June, the Media Managers attended the InfoComm International Convention where we researched and interacted with the latest technology and audio, video and control systems. We viewed many products that we are considering for purchasing all in one place and time and made contacts with systems vendors that we previously were not aware of.

## Conclusion

Since we always seem to live in interesting times Media is extremely fortunate to have the resources to fix systems that needed updating with Measure H funds. Overall we have experienced a great year.  However, due to declining enrollment, district general funds are being cut, placing Media management in a quandary of trying to do more with less student and STNC staff that are desperately needed. Funds for equipment repair still need to be augmented. We are also seeing many of the services that we once used moving to subscription models that cannot be paid for out of bond funds and that require general fund dollars that do not exist and will need to be developed. Future Video conference services will be subscription based and will need general fund support from the district. Event support services will have to turn in the future to a cost recovery model since the current rate of growth is not sustainable with our staffing resources.

# 6.1 Progress and Accomplishments Since Last Program/Unit Review

| Rank | Location | SP | M | Goal | Objective | Time Frame | Progress to Date |
|------|----------|----|---|------|-----------|------------|------------------|
| 0001 | Petaluma | 04 | 01 | 1.0 Update six classrooms on the Petaluma campus to latest media standards. | 1.1 Upgrade the media technology in six classrooms using feed back from the experimental classrooms | Summer 2017 | Projects are being managed through Harris and Associates staff. Purchase Orders have been cut for work and waitng to be scheduled. |
| 0002 | Petaluma | 08 | 07 | 2.0 Assist Facilities Management with the deployment of the Event Management System. | 2.1 Develop the database, processes and train college community on the use of the EMS system. | Launching Fall 2017 | System is completed and is being launched in August 2017 |
| 0003 | Petaluma | 04 | 01 | 3.0 Develop and install the Petaluma Campus Experimental Classrooms. | 3.1 Create two classrooms spaces showcasing new technology that may be used for future classroom installations and evaluate their effectiveness to instruction. | Fall 2016 | Completed |
| 0004 | Petaluma | 01 | 02 | 4.0 Work with Petaluma Student Dean to refresh Petaluma Student technology | 4.1 Develop list of projects and begin a technology replacement cycle that include items such as digital signage, background music systems, etc. | Fall 2016 - Spring 2017 | Completed |
| 0005 | Petaluma | 02 | 07 | 5.0 Work with internal and external users to support campus events. | 5.1 Support the technical production needs of internal and external rental clients productions throughout the year. | Throughout 2014/17 | Ongoing. |

## 6.2a Program/Unit Conclusions

| Location | Program/Unit Conclusions |
|---|---|
| ALL | Media Services continues to face a staffing crisis that has been identified and documented in annual PRPP reports by each LRET administrator for the past five reporting cycles. District growth in live event requests, video production requests, and expanded, sophisticated learning space technology demands require Media Services for professional expertise and implementation. These increased demands for mediated technological support services are occurring at a time when instruction is rapidly shifting to online delivery, causing an increase in requests by faculty for video lecture content production support and materials captioning requests.<br><br>Media Services has a strong service ethos to support and enrich SRJC instruction. This distinguishing focus on faculty and student support is a hallmark of this unique unit in Academic Affairs and serves to the benefit of the District's instructional programs across the curriculum. A call for increased ability to acquire, hire, and deploy adequate technical expertise necessary to meet continued demand for service should be addressed to allow Media Services to effectively serve District instruction.<br><br>In the 2016-2017 academic year, Media Services' plans include but are not limited to the following projects:<br><br>*Deploy an ambitious comprehensive digital refresh of learning spaces across the District to rapidly improve classroom instructional environments<br>*Reposition staff and services to meet increased demands for live event support and video production support<br>*Reassess and streamline online instructional material captioning processes to meet increased demands for captioned materials by traditional and online instructors<br>*Deploy comprehensive improvements to highly used, aging and failing large-venue spaces in immediate need of repair<br>*Establish state-of-the-art audiovisual standards for classroom technology to guide bond-funded construction<br>*Identify and deploy demonstration classroom technologies<br>*Implement an Event Management System to facilitate increased revenue generation for facility rentals |

## 6.2b PRPP Editor Feedback - Optional

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## 6.3a Annual Unit Plan

| Rank | Location | SP | M | Goal | Objective | Time Frame | Resources Required |
|------|----------|----|----|------|-----------|------------|--------------------|
| 0001 | Petaluma | 04 | 01 | Upgrade 4 additional classrooms as agreed with Dean of Instruction and the major refresh of systems on Call 640 and 630 | 1.1 Upgrade the media technology in six classrooms using feed back from the experimental classrooms | Spring 2018 | Measure H funds, Media Staff time, Facilities staff time, external contractors. |
| 0002 | Petaluma | 08 | 07 | 2.0 Assist Facilities Management with the deployment of the Event Management System. | 2.1 Develop the database, processes and train college community on the use of the EMS system. (completee)2.2 Go live with scheduling system for core event support departments in July 2017, 2.3 Train and bring small departments schedulers up to speed on EMS desktop use. 2.3. Assist with college wide EMS Web App deployment and launch self service event scheduling service portal. | Current to Spring 2018 | Scheduling staff and service providers across the entire college. |
| 0005 | Petaluma | 02 | 07 | 5.0 Work with internal and external users to support campus events. | 5.1 Support the technical production needs of internal and external rental clients productions throughout the year. | Throughout 2017/18 | Media Staff, Media STNC's |