

Action Plan Details

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Instructional Support Assessment Workspace

2016- 2017 Assessment Cycle; Action Plan and Status Report

Instructional Support Action Plan Template

Tuesday, March 06, 2018

Outcome Set	Outcome	Outcome Description	Action Item Title	Action details
Audiovisual Assessment	SUO 1	Services provided by the Audiovisual department.	AV Service Hours	<p>AV Department hours: Faculty M-Th 7:30am – 8:00pm, F 8:00am – 12:00pm</p> <p>Students M-Th 8:00am – 6pm, F Closed AV Dept. Sq. Ft. = 10,650 sq. ft.</p> <p>Provide Smart/AV support and maintenance for over 150 Smart/AV classrooms, conference rooms, gymnasium, fitness center, and auditoriums</p> <p>The Miramar AV Department hours were recently reduced due to short staffing. To maintain sustainable levels of support in this area, AV requires an increased equipment and staffing budget including at least one full-time contract Media Technician and on full-time Media Clerk.</p>

<p>Audiovisual Assessment</p>	<p>SUO 2</p>	<p>Train faculty to properly operate Smart/AV equipment in the classroom</p>	<p>Faculty Smart Classroom and AV Training</p>	<p>Schedule and conduct ongoing training for new instructors and for continuing faculty on new equipment.</p> <p>The Miramar AV Department will continue to train new incoming faculty and staff on relevant campus AV equipment.</p> <p>Additionally, each AV Department Instructional Lab Technician and AV Supervisor will attend a minimum of one technology-focused professional development session (conference, training, seminar, etc) and a minimum of one pedagogy-focused professional development session.</p> <p>The AV Department will utilize the knowledge acquired during professional development to enhance training objectives. Additionally, AV will work to procure new software and hardware that supports campus technology training.</p> <p>The Miramar AV Department hours were recently reduced due to short staffing. To maintain sustainable levels of support in this area, AV requires an increased equipment and staffing budget including at least one full-time contract Media Technician and on full-time Media Clerk.</p>
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Audiovisual Assessment	SUO 3	Train students to properly operate Smart/AV equipment in the audiovisual viewing area (L111)	Facilitate Integration and Procurement of Audiovisual Equipment and Services	<p>The AV Department will continue to work with Campus Departments to facilitate the integration of audiovisual technology and services.</p> <p>The Miramar AV Department will request through BRDS and other funding sources funds for new AV equipment for the AV Department to help facilitate each of the following areas: (1) campus special events; (2) campus audio productions; (3) campus video productions; (4) faculty equipment checkout; (5) campus AV training; and (6) other general campus AV services.</p> <p>Additionally, each AV Department Instructional Lab Technician and AV Supervisor will attend a minimum of one technology-focused professional development session (conference, training, seminar, etc) and a minimum of one pedagogy-focused professional development session. This knowledge will be used to ensure Campus and District pedagogical and technological interests are being met.</p> <p>The Miramar AV Department hours were recently reduced due to short staffing. To maintain sustainable levels of support in this area, AV requires an increased equipment and staffing budget including at least one full-</p>
Audiovisual Assessment	SUO 4	Campus-wide Pre/Post Audiovisual Production and special events on campus.	Campus-Wide Pre/Post Audiovisual Production and Special Event setups on campus	<p>Provide videography, pre/post video and audio production, still photography, and full setup on all audiovisual setup for campus events.</p> <p>The Miramar AV Department will request through BRDS and other funding sources funds for new AV equipment for the AV Department to help facilitate each of the following areas: (1) campus special events; (2) campus audio productions; (3) campus video productions; (4) faculty equipment checkout; (5) campus AV training; and (6) other general campus AV services.</p> <p>The Miramar AV Department hours were recently reduced due to short staffing. To maintain sustainable levels of support in this area, AV requires an increased equipment and staffing budget including at least one full-time contract Media Technician and on full-time Media Clerk</p>

Audiovisual Assessment	SUO 5	Provide preventative maintenance support on all Smart/AV equipment on campus.	Campus AV Equipment Maintenance	To ensure Smart/AV equipment is properly maintained, operated and readily available for use. Preventative maintenance should be performed on all Smart/AV equipment. The Miramar AV Department hours were recently reduced due to short staffing. To maintain sustainable levels of support in this area, AV requires an increased equipment and staffing budget including at least one full-time contract Media Technician and on full-time Media Clerk.
ICS Outcomes Set	SUO 1	Maintain Existing Technology	Upgrade Servers	vSphere servers need to be upgraded
ICS Outcomes Set	SUO 2	Be Responsive	Focus on priorities	Small items may have to wait to ensure we are responding quickly to larger issues. For example, when single systems are down in a lab, they are not prioritized as high as a more global issue (e.g., Pay-for-Print unavailable).
ICS Outcomes Set	SUO 2	Be Responsive	Improve data collection	In order to improve our ability to measure "responsiveness" we will need to implement a more formal system of tracking request; essentially a "work-order" system. However, this must handled so that the data-gathering does not become so time-intensive that it detracts from our primary functions.
ICS Outcomes Set	SUO 3	Efficient Use of Resources	Bring Network Specialist up-to-speed	Focus Network Specialist on global management vs. singleton tasks. Tools/Software/Systems to focus on include vSphere, SCCM, Linux. Website Devops
ICS Outcomes Set	SUO 3	Efficient Use of Resources	Utilize enterprise/scaleable management technology	Virtualize servers, manage servers centrally on ESXi, VDI on Hyper-V. Need to replace aging servers for VMWare and maintain software assurance levels
ICS Outcomes Set	SUO 4	Environmental Awareness	Discussions on power-savings/"green" options	Review annually with staff our "green measures". Solicit ideas for increased power savings, recycling of departmental waste, etc.
ICS Outcomes Set	SUO 5	Assist with Campus Website	Faculty Staff training for content authors	Train faculty, staff, admin areas to work on website content. Initial training via group meetings and on-screen presentation of process. Short "how-to" videos will be developed and placed on the website for future reference.
ICS Outcomes Set	SUO 5	Assist with Campus Website	Website UX improvement	Continue to collect website feedback, work with web designer to enhance website, enhance interface, resolve errors, general UX improvement
ICS Outcomes Set	SUO 6	Update Technology Plan	Advocate for District Technology Committee	Per accreditation recommendation, we need to advocate for the formation of a District Wide technology committee/council
ICS Outcomes Set	SUO 6	Update Technology Plan	Continue Tech Plan 2.0 refinement	Update tech plan 2.0 for 2017-2018 (to be revision 2.1)

Library Outcome Set 2	SUO 1	Services provided by Library.	Library Stats	<p>Hire additional staff increase assistance with administrative duties and library resources to achieve ideal target and to accommodate Library operating hours expanded from 52 hours/week to 65 hours/week beginning with fall 2017 semester.</p> <p>Compared to other community colleges our size, Miramar College should have at least 65,000 books in circulation, reference, and reserves.</p>
Library Outcome Set 2	SUO 2	Library point of service survey	Library point of service survey	<p>Survey patrons on Library services through our library survey system (circulation and reference)</p> <p>Results of library survey will indicate 90% of Library patrons will be proficient in accessing Library resources.</p>
Library Outcome Set 2	SUO 3	Bibliographic Instruction assessment through polling. (via clickers)	Polling Bibliographic Instruction classroom students	<p>With the use of clickers, librarians will determine how effective the bibliographic instruction was understood by the students. This will be done with a three question survey related to catalog, articles and database search techniques.</p>
Library Outcome Set 2	SUO 4	Staff and Workstudy students exhibit knowledge of Library of Congress. Routinely quiz and challenge students to properly locate books, magazines and media.	Quiz Staff and Work-study on the ability to properly reshelve materials in order.	<p>By placing identifying markers in a book we task the staff and work-study student with properly placing a title in the collection using Library of Congress. Also testing with LC Easy software.</p>
Library Outcome Set 2	SOU 5	Professional Development	Professional Development-Staff	Identify opportunities for Staff Development
Library Outcome Set 2	SOU 6	Library Workshops	Library Workshops	Provide library workshops relating to catalog searching, database navigation and MLA citation style.