MEDIA SERVICES PLAN

INTRODUCTION

Davis Technical College (College) media resources are available to students in Student Resource Centers located in each program. Faculty have access to print and media resources and services through Student Resource Centers, the Educational Excellence (EdEx) Department, the Print Center, the Canvas Learning Management System (Canvas), and other software used to support the development of instruction and learning resources. Media services are available to ensure the achievement of desired learning and program objectives at all campuses. This plan aims to ensure that instructional resources and supplies are available to support the instructional programs offered by the institution.

SCOPE AND AVAILABILITY

Student Resource Centers

Following the Equipment and Media Resources Policy, faculty supply and maintain current and relevant media resources in Student Resource Centers in each program at all campuses. Program credits are listed on program web pages on the College website. Resources include the following:

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

VARIETY OF EDUCATIONAL MATERIALS

Instructional Technology

The Educational Excellence (EdEx) Department provides faculty development and distance education services as well as assistance to faculty in the design of curriculum, learning activities, and assessments. The department maintains equipment that faculty can check out for media development purposes. Services are available from 7:30 a.m. to 5:00 p.m. Monday-Friday and by appointment as needed. The team can also be reached on the EdEx Teams channel.

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

Print Center

The Print Center provides copiers throughout the school for instructional use and is open Monday - Thursday from 8 a.m. to 5:00 p.m. and Friday from 8 a.m. to 3:00 p.m. The center provides the following services:

- Black and White and Full Color Copying
- Full-Color Scanning
- Cutting
- Drilling
- Coil and Fastback Binding
- Lamination—Roll or Pouch
- Shrink Wrapping
- Padding—NCR or Regular
- Scoring, Creasing, and Folding
- Mailing Labels
- Business Card
- Etc.

Upon request, faculty are given an information pamphlet outlining the services provided by the Print Center. This information is also listed on our website at davistech.edu/print-center. These services are also available to students.

RESPONSIBLE PERSONS

The Educational Excellence team is responsible for implementing and coordinating media services. They coordinate with faculty members in each program to ensure proper materials are available in classrooms. They also coordinate with them to keep an inventory of the materials available.

ROLES AND RESPONSIBILITIES

Additionally, the EdEx team advises faculty on best instructional practices. EdEx personnel also administer Canvas, ensuring the system is secure and reliable, and provide training and technical support to faculty and students. EdEx advises and assists faculty in the selection and/or creation of instructional material and assessments to meet the objectives of courses and, if applicable, place the material in Canvas.

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

Faculty are the curriculum developers and, as such, are responsible for developing and maintaining curriculum and supplemental learning resources for all courses. Faculty ensure curriculum and learning resources are available to students when a course is initiated and ensure material is updated at a minimum of

every three years. Faculty are responsible for compliance with institutional and industrial safety policies and for assisting with the inventory of materials and equipment used in classroom, lab, or shop areas.

ORIENTATION FOR USERS

As part of the student program orientation, faculty inform students of the resources available and the proper use of these materials.

The Educational Excellence team trains faculty on effective instructional practices, curriculum development, supplemental learning activities, assessments, and Canvas. Instructure hosts a Canvas Help Center website with guides and resources for faculty and students.

The EdEx team develops and delivers structured training activities to faculty. The Human Resources Department holds a New Employee Orientation. The EdEx team is also responsible for coordinating the development and delivery of the New Student Orientation.

FACILITIES AND TECHNICAL INFRASTRUCTURE

Students have access to classroom computers during classroom hours. Classroom computers are maintained and serviced by the Information Technology Department. Problems may be reported by emailing the IT Service Desk, calling the Information Technology Department, or submitting an IT ticket.

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

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

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

BUDGETARY SUPPORT

The budget is developed with the College controller, prioritized by return on investment, and approved by the College Board of Trustees. The faculty has the authority to spend approved budgets consistent with their program objectives.

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

EdEx receives an annual budget that covers expenditures and purchases related to coordinating media services and faculty support in their curriculum development. The EdEx budget includes annual support for digital student resources available to students, such as Canvas.

EVALUATION OF MEDIA SERVICES

Students are asked to complete a course evaluation at the end of each course. They also evaluate the availability of course materials, equipment condition, classrooms, and labs, their ability to access and use online resources, and whether the Career Placement Services meet their needs. This feedback is requested twice via Salesforce throughout a student's program. Student evaluations are available online for directors of programs. The directors review the evaluations and discuss them with each faculty. The results are also reviewed monthly in the Expanded President's Council meeting. This feedback is used to set goals, justify purchases, and ensure continuous improvement. The evaluations are also used in the annual program review to determine program and course effectiveness.

Faculty and staff also evaluate campus services annually. This information is gathered using an annual College Survey of Services. Reporting information from this survey is available in Tableau.

CURRENT INVENTORY OF MEDIA RESOURCES

The EdEx team provides an inventory management tool/procedure that assists faculty in keeping an accurate inventory of materials used in the classroom, lab, or shop areas. Faculty has access to this inventory and can update it as needed. A review of resources is conducted annually in collaboration with EdEx and program faculty.

Multimedia, learning resources, and videos are housed in the individual courses in Canvas, and Instructure provides backup and redundancy.

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

EDUCATIONAL MATERIALS

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

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

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

Utah Education Network

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

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

Facility Services Department

The College Facility Services Department includes custodial, building maintenance, grounds maintenance, event set-up, move coordination, motor pool, hazardous materials, and capital improvements and capital developments. The department maintains the campus facility and infrastructure supporting the college's educational mission. Maintenance requests are made through the Facilities Service Office Administrator or Facility Services Director for project status.

Campus Safety and Security

The Campus Safety and Security Department oversees the campus health, safety, security, and risk management.

INSTRUCTIONAL MEDIA SERVICES

Full-time and part-time print center technicians staff the Print Center. The center offers a variety of services to both faculty and students. The Educational Excellence team has four instructional designers, a blended learning coordinator, and two videographers to assist faculty with online resources.

Technical equipment such as voice recorders, microphones, and cameras are available for use in creating and presenting instructional material.

MEDIA ACCESSIBILITY

Students can access educational media via the Student Resource Center located in each classroom and through Canvas. The Print Center is also available for students and faculty use. Students must request accommodations through the College's Student Services department. Appointments are scheduled through the College's ADA advisor. Before students can schedule appointments, they must have all necessary medical documentation supporting their accommodation requests. All supporting documentation must be provided during this scheduled meeting.