HAWAI'I COMMUNITY COLLEGE
UNIT ANNUAL REVIEW REPORT

Media Services

Date: February 16, 2017

Review Period
July 1, 2015 to June 30, 2016

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Writer: Neal Uehara

Program/Unit Review at Hawai'i Community College is a shared governance responsibility related to strategic planning and quality assurance. Annual and 3-year Comprehensive Reviews are important planning tools for the College's budget process. This ongoing systematic assessment process supports achievement of Program/Unit and Institutional Outcomes. Evaluated through a college-wide procedure, all completed Program/Unit Reviews are available to the College and community at large to enhance communication and public accountability. Please see http://hawaii.hawaii.edu/files/program-unit-review/

Please remember that this review should be written in a professional manner. Mahalo.

UNIT DESCRIPTION

Describe the Unit	
Provide the short description as listed in the current catalog.	The mission of Media Services is to provide and maintain media and media services to faculty, staff, administration and students, to help them accomplish their tasks and mission, with a minimum of delay and down time. Media Services supports the school by providing, operating and maintaining media and videoconferencing equipment for instructional and non-instructional purposes. Media Services also trains users in media equipment operation. Media purchases by departments are researched and approved for eventual purchase by the unit. The unit is staffed by two full time Media Specialists.
Provide and discuss the unit's mission (or goals and objectives if no unit mission statement is available).	N/A – Our unit mission incorporates the above statement.

Comprehensive Review information

Provide the year and URL for the location of this unit's last Comprehensive Review on the HawCC Program/Unit Review website: http://hawaii.hawaii.edu/files/program-unit-review/	
Year	2015
URL	ASU - Media Services
Provide a short summary regarding the last Comprehensive Review for this unit. Discuss any significant changes to the unit since the last Comprehensive Review that are not discussed elsewhere	Media Services continued to provide media and media services in and out of the classroom. A few changes have occurred - • The RUS grant purchasing documents submitted in 2016 were rejected by UH procurement, and no equipment has been bought. A new set of documents will be submitted at the end of March 2017. The grant ends November 2017 and the possibility that nothing may become of the grant is a real one.

in this review.	• A plan of replacing a portion of the aging video conference equipment using remaining funds from the RUS grant, after purchasing the specific grant equipment, has become problematic because during the grant delays, equipment and services prices have increased: due to inflation and changes in technology and product models. • Other avenues for replacing aging video conference and a replacement schedule plan for media equipment have been talked about, but no plan has been created due to the lack of funds. In Spring 2016, the VCAA office found monies to purchase 20 new ceiling video projectors to replace failing units and to create a pool of 4 spare units.

QUANTITATIVE INDICATORS
ARPD Data
==IF ARPD data is available for the unit, please attach a copy of the ARPD data and submit with the Unit Review document.==
==If no ARPD data is available for the unit, please provide and discuss relevant and/or comparable data as available from the unit's records.==

a) **If you will be submitting the Unit Review document in hard copy, print and staple a copy of the ARPD data tables, if available, or other unit data as applicable, to the submission; the icon to print the ARPD data tables is on the upper right side, just above the data tables.**
   OR
b) **If you will be submitting the Unit Review document in digital form, attach a PDF copy of the ARPD data tables, if available, or other unit data as applicable, along with the digital submission; the icon to download the ARPD data tables as a PDF is in the upper right side, just above the data tables.**

Unit ARPD data, if available, can be found on the ARPD website:
http://www.hawaii.edu/offices/cc/arpd/

ANALYSIS OF THE UNIT'S DATA

Describe, discuss, analyze, and provide context for the unit's data.

Discuss, analyze, and provide context for the unit's ARPD health scores in the Demand, Efficiency, Effectiveness, and Overall Health categories as applicable.	*<u>Note: ARPD data is not provided by the UH System for Media Services</u> Demand: Slowing The unit received and completed 170 work orders (there were no uncompleted requests). There was a decline in work requests compared to last year's 231, a difference of 61. The unit feels that there are several reasons why. One could be that there were less equipment failures and a declining need for assistance with media matters. Another factor maybe in the way we define a work order, for example: providing media assistance for a workshop on 5 separate dates, instead of seeing that as 5/work orders jobs, we were counting that as one job/work order. We will change that to reflect reality. A bigger factor we feel, is tied to the declining amount of classes and school activities due to the decreasing student enrollment. The decreasing enrollment may also be a factor in a decline in video conference equipment operation hours, for ITV DE classes and faculty/staff meetings. For this fiscal year it was 2204.75, for last year it was 2458.40. A difference of 253.65 hours. (*Note: one video conference room was permanently shut down in May 2015.) Efficiency: Healthy The efficiency of the unit in terms of personnel is good. The addition of another media specialist back in 2013 has worked out well. The increased coverage of two specialists and the staggering of work shifts allows Media Services to serve two campuses and have at least one person available 10 hours a day when needed. The Unit's customer satisfaction survey questions measuring efficiency received positive results: Same day resolution of help request: 66% Next day resolution of help request: 24% (90% of jobs completed by the next day, 2/3 of jobs: same day.) Effectiveness: Healthy The Unit's survey questions measuring effectiveness received positive results, 5 of 6 dimensions scored 90% or more on user satisfaction: Users experienced an attitude of helpfulness in interactions with the unit: <u>97.5%</u> (12.66% Agree + 84.81% Strongly Agree.)

	Satisfied with unit's communication: <u>93.67%</u> (22.78 A + 70.89 SA.) Satisfied with unit's professionalism: <u>96.21%</u> (16.46 A + 79.75 SA) Satisfied with unit's equipment operation: <u>93.67%</u> (17.72 A + 75.95 SA) Satisfied with unit's equipment repair: <u>77.21%</u> (24.05 A + 53.16 SA) *Note: 17.72% scored Not Applicable. Satisfied with equipment setup/installation: <u>89.88%</u> (25.32 A + 64.56 SA)
Describe, discuss, analyze, and provide context for unit data that was collected based on its specific operations and functions. Examples could include, but are not limited to, work logs and activities records, meeting and session records, and any other relevant internal or external data, as appropriate.	Everything is addressed above.
Describe any trends, and any internal and/or external factors that are relevant to understanding the unit's activities during the review period.	Drop in enrollment resulted in a drop in work requests, and less ITV DE classes. In this fiscal year, there were 11 ITV DE classes cancelled or converted to face-to-face classes, due to one or more sites missing the minimum enrollment amount.
Discuss other strengths and challenges of the unit that are relevant to understanding the unit's activities during the review period.	The unit staff works together, has a high expertise level, rapid responsive, and doesn't stop until a satisfactory resolution is achieved.

Report and discuss all major/meaningful actions and activities that occurred in the unit during the review period. For example:

Changes to the unit's services, functions, and/or operations.	No real changes to the unit.
Changes to the clients it serves (students, faculty, staff, community, UH System etc.).	No changes to clients. (Except lower student enrollment.)
Personnel and position additions and/or losses.	No changes to Media Services personnel.
Other major/meaningful activities, including responses to previous CERC feedback, if applicable.	N/A

Describe, analyze, and celebrate the unit's successes and accomplishments. (For example, *more students were served* OR *the unit successfully integrated new strategies/technologies*.)	
Discuss what the unit has been doing well that needs to be maintained and strengthened.	In the user satisfaction survey, some respondents commented on the lack of standardization of media equipment and its consequences and having to use multiple remote controls instead of a single central system to control media equipment. These are all the result of low/no funding to standardize media equipment and to make other improvements. Please note – the majority of respondents expressed that they realize and accept the reality of low/no funding, and press on with what is available.

	Therefore the Media unit must respond to equipment shortcomings by maintaining a strong sense of customer service, rapid response, and very satisfactory problem resolution.
Validate these successes by discussing positive improvements in the unit. Please provide evidence if applicable (ex: unit data reports, relevant URL links, etc.).	

Describe, analyze, and discuss any challenges and/or obstacles the unit has faced.	
Identify and discuss the unit's challenges/obstacles.	Age old problem of lack of funds. Need storage areas for Media's equipment, repair supplies, tools, etc. An ideal solution is to have a single location for the Media office, repair shop and storage for equipment, parts and tools.
Discuss changes and actions taken to address those challenges.	As stated earlier, to offset media equipment shortcomings, put more effort in customer service. Sought departments that have extra storage space.
Describe and explain the results of these actions.	Through the kindness and cooperation of others, the unit has been allowed temporary equipment cache areas through out the campus, such as the STEM Center, Nursing Building, Agriculture 386A storage locker, and the ATE conference room. These temporary sites may be rescinded at any time, and many are not air conditioned and therefore not suitable for electronic equipment.
Discuss what still needs to be	

done in order to successfully meet and overcome these challenges.	What Media needs the College to do for us. is the same as always: more funding, and more storage space that has air conditioning for electronic equipment.

UNIT ACTION PLAN

Discuss the unit's prior year's (AY14-15) action plan and results.	
Describe the unit's action plan from the prior review period and discuss how it was implemented in AY15-16.	1. Utilize RUS grant equipment, begin to formulate plan to finance maintenance contract for RUS grant equipment. Sorry to say RUS grant purchasing documents were not approved by UH Procurement, and no equipment was purchased and made available to practice on. With an uncertain future of what the RUS grant will purchase, plans to finance maintenance contracts put on hold. 2. Update licenses, Polycom equipment: Without available funding, was not implemented.
Discuss the results of the action plan and the unit's success in achieving its goals.	1. RUS grant did not get approved by UH Procurement for purchasing in 2014-15 year. Worked with the office of the Vice Chancellor of Student Services and the Business Office grant officer to help them prepare purchasing documents for submission to UH procurement. 2. No funding was found for new maintenance contracts, or replacement Polycom equipment. Luckily, there were no major equipment failures in the fiscal year.
Discuss any challenges the unit had in implementing that action plan or achieving its goals.	No funding Navigating the purchasing process at UH.

- Did the unit review its website during AY15-16? Please check the box below that applies.

☐ Reviewed website, no changes needed.

☐ Reviewed website and submitted change request to webmaster on _____(date)_____.

☐ Reviewed website and will submit change request to webmaster.

☒ Unit does not have a website.

> *Please note that requests for revisions to unit websites must be submitted directly to the College's webmaster at*
> http://hawaii.hawaii.edu/web-developer

Discuss the unit's overall action plan for AY16-17, based on analysis of the unit's data and the overall results of unit outcomes assessments conducted during AY15-16.	Benchmarks and Timelines for implementation and achievement of goals.
Action Goal 1: Somehow must get more funding. Must "think outside of the box" to do so. HawCC has obtained a grant writer, Media Services must recruit her to obtain grants, or have the grant writer teach us how to obtain grants. Another method: seek a corporate sponsor, an entity willing to donate up to one million $. Think more broadly, past ones were too narrow.	**Benchmarks/Timelines:** Sometime during the 2016-2017 year.
How can this Action Goal lead to improvements in unit services, functions, or operations, and support attainment of the unit's outcomes (UOs)? Must have the financial means to replace aging media equipment, video conference equipment, RUS grant future equipment's maintenance contracts, and related services. Dependably working, and up to date equipment allows the unit to do our daily jobs and meet	

mission objectives, and in turn to support the college.

	Benchmarks/Timelines:
Action Goal 2: Find the means to fund RUS Grant Equipment Maintenance – (Related to Action Goal#1, but is especially high in cost and is needed yearly) Due to innovation, changes in technology (new equipment models and configurations that superseded the equipment on the original RUS grant list) and inflation, the amount and prices of maintenance contracts for the RUS grant equipment has skyrocketed. Almost 50% of the equipment cost in the grant is now in maintenance contracts. HawCC will find it very difficult to pay for maintaining the system after the grant ends in 2017. Maintenance contracts include software & hardware updates, and these updates (especially software) are essential to keeping equipment operating. Due to constant new security threats, and unforeseen changes and updates to RUS equipment, clients' computers, mobile devices, operating systems, web browsers, and other applications, the RUS equipment & software must also be continually updated to cope. A possible solution - find a State agency willing to "adopt" our RUS grant video conference system in an arrangement that shares the equipment between the two entities. The agency helps pay for the maintenance contracts and in return they get to use it. A possible partner is UH Manoa ITS.	Sometime during the 2016-2017 year.

How can this Action Goal lead to improvements in unit services, functions, or operations, and support attainment of the unit's outcomes (UOs)?

The RUS grant video conference system must be properly maintained. The RUS grant equipment will run HawCC's ITV DE classes, school meetings, workshops, presentations and allow HawCC a greater physical reach of our Hawaii island to provide a greater access to HawCC for the island's community. The RUS grant equipment will allow the school's

Polycom equipment to securely connect to PCs, laptops, and mobile devices. In the past, HawCC had equipment similar to the RUS grant's that allowed special needs students to attend ITV DE classes from home and regular students to attend from work, using their laptops & PCs. This old equipment had a unrecoverable breakdown in 2015.
The RUS equipment will do the same and go further by including mobile devices, better security, and playback of ITV classes by users anytime of day.

Action Goal 3: Media Services' vehicle is 19 years old (1998 Ford Taurus), and is nearing the end of its service life. A used car in good working condition would work fine as a replacement. The unit is presently looking into finding a possible donor.	Benchmarks/Timelines: Sometime during the 2016-2017 year.

How can this Action Goal lead to improvements in unit services, functions, or operations, and support attainment of the unit's outcomes (UOs)?

The unit needs a replacement vehicle to continue its quick response to assisting ITV and face-to-face classes, and trouble calls on two campuses. The vehicle is also essential to equipment installations; it is used to facilitate buying and transporting equipment and supplies.

RESOURCE IMPLICATIONS

> *NOTE: General budget asks are included in the 3-year Comprehensive Review. Budget asks for the following categories only may be included in the Annual review: health and safety needs, emergency needs, and/or necessary needs to become compliant with Federal/State laws/regulations.*

Please provide a brief statement about any implications of or challenges with the unit's current operating resources.

Media doesn't have any of these special wants	

For budget asks in the allowed categories (see above):	
Describe the needed item(s) in detail.	N/A
Include estimated cost(s) and timeline(s) for procurement.	N/A
Explain how the item(s) aligns with one or more of the strategic initiatives of 2015-2021 Strategic Directions.	N/A

http://hawaii.hawaii.edu/sites/default/files/docs/strategic-plan/hawcc-strategic-directions-2015-2021.pdf

UNIT OUTCOMES ASSESSMENT

For all parts of this section, please provide information based on unit outcomes (UO) assessments conducted in AY 2015-16.

Unit Outcomes Assessed

- List all unit outcomes assessed during AY 2015-16. **Note: new Unit outcomes were formulated for this report.

Assessed Unit Outcome #	Unit Outcome Text
Unit Objective #1	The unit will provide media equipment and media services to HawCC
Unit Objective #2	The unit will respond to work requests to satisfy user deadlines, as closely as possible, to avoid user downtime or delay.

Assessment Strategies

For each UO assessed in AY 2015-16 listed above, provide a brief description of the assessment strategy, including:	
A description of the type of unit work or activity	Media Services asked all users to complete a customer satisfaction survey at the end of the Spring semester. A total of 170 work orders

assessed, including unit service records, client satisfaction surveys, and other types of assessment instruments.	were received for the fiscal year. Unit Objective #1: Provide media & services The customer satisfaction survey used 6 dimensions to measure the unit's achievement of this objective. Helpfulness, communication, professionalism, equipment operation skill, equipment repair success, and equipment setup & installation. Unit Objective #2: Carryout media services with a minimum of delay The survey recorded users' wait times when requesting help.
A description of who conducted the assessment, (e.g., an individual unit faculty/staff member, OR a group of unit faculty/staff).	Neal Uehara created and administered the customer satisfaction survey, using the Survey Monkey company website that provides free survey creation, survey administration and analysis (free account affords only basic analysis). Through e-Mail, sent out the URL of Survey Monkey survey to all users and after the survey closed, analyzed the data.
a discussion of the assessment rubric/scoring guide that identifies criteria/categories and standards used in the assessment.	A Likert scale, 5 point scoring system was used. (The range was from Strongly Disagree, Disagree, Neutral, Agree, Strongly Agree and Not Applicable.)

Expected Levels of Achievement
- For each unit outcome (UO) assessed in AY 2015-16, indicate the benchmark goal for unit success.
  - example 1: "85% of students surveyed will rate the unit's services as meeting or exceeding their expectation";
  - example 2: "95% of service requests will be completed on time and to the satisfaction of the requester."

Assessed UO#	Benchmark Goal for Unit Success for Each UO Assessed HawCC Users are Satisfied with Media's:
Unit Objective #1 Provide media & services to HawCC	75% of users will agree that the unit demonstrated an attitude of helpfulness during their interactions 75% of users will be satisfied with the unit's verbal & written

	communication
	75% of users will be satisfied with unit's professionalism
	75% of users will be satisfied with unit's equipment operation
	75% of users will be satisfied with unit's equipment repair.
	75% of users will be satisfied with equipment setup/installation
Unit Objective #2 Provide media services with a minimum of delay	Same day resolution of help request: 40% of users will be served
	Next day resolution of help request: 30% of users will be served
	Resolution of help request by one week: 30% of users will be served

Results of Unit Assessments

For each UO assessed in AY 2015-16:	
Provide a <u>description of the</u> <u>assessment</u> <u>results</u> in terms of unit's attainment of the UOs.	See attached (Media Unit's customer satisfaction survey).
	Users experienced a dimension of helpfulness in interactions with the unit: **97.5%** (12.66% Agree + 84.81% Strongly Agree.)
	Satisfied with unit's communication: **93.67%** (22.78 A + 70.89 SA.)
	Satisfied with unit's professionalism: **96.21%** (16.46 A + 79.75 SA)
	Satisfied with unit's equipment operation: **93.67%** (17.72 A + 75.95 SA)
	Satisfied with unit's equipment repair: **77.21%** (24.05 A + 53.16 SA) *Note: 17.72% scored Not Applicable
	Satisfied with equipment setup/installation: **89.88%** (25.32 A + 64.56 SA)
	The data demonstrates that when the unit provided media and media services to the school, users were highly satisfied with the unit's efforts. With the exception of one dimension, 90% or higher in customer satisfaction was scored. The dimension of equipment repair, scored 77.21%. The unit feels this lower score resulted because the unit's interactions with users did not

	always involve equipment repair, 17.72% answered Not Applicable. Users felt that the unit was highly responsive to help requests. Same day resolution of help request: 66% Next day resolution of help request: 24% 90% of jobs were completed by the next day, 2/3 of jobs completed by the same day.

Other Comments

Include any additional information that will help clarify the unit's UO assessment results.	
Include comparisons to any applicable College or related UH-System service-unit standards, or to any national standards from industry, professional organizations, or accrediting associations, as applicable.	N/A

Next Steps – Assessment Action Plan

Describe the unit's intended next steps to improve assessment of the UOs based on the unit's overall AY 2015-16 assessment results. Include any specific strategies, tactics, activities, or plans for revisions to assessment practices, and/or service or operational change, or increased student support:	
Changes to assessment practices, activities, or projects.	The 2016 customer satisfaction survey was revised from the 2015 version, the 2016 version simplified and removed redundant questions. The 2017 survey questions will be changed, with the aim toward finding other areas to improve upon.
Modifications to the unit's services, functions, operations, client relations, and/or	Need to collect more info (from the new 2017 survey) to decide on new directions, on how to serve the College better.

faculty/staff professional development activities over the next 3 years.	
Increases or changes in student support activities and services to support student learning and achievement.	N/A

Addendum 1

	2014-2015	2015-2016	
Hours of operation per week	40	48	
Number of Media staff	2	2	
Student/Casual hire workers per week	0	0	
Number of work orders completed per year	231	170	
Media Specialist, Band A	2	2	
Hours spent on production of ITV and Videoconference programming per year (total of all rooms)	2458.4	2204.75	
Room 379A-6A	83.75	74.00	
Room 379A-6B	74.25	102.5	
Room 379-1 Kaneikeao	75.0	56.25	
Room 383-201 Nurs	303.9	195.75	
Room 393-104	42.75	11.50	
Room 388-101	48.25	51.75	
Room 388-102	684.75	468.50	
Room 388-103	12.5	51.50	

Room 382-101 Cafeteria	7.50	19.75	
Room PB3-103	421.25	357.00	
Room PB5-1 *Removed 5/2015: building no longer used by HawCC	68.0	0.00	
Room 396A-1	248.0	392.50	
Room 346-101	305.0	334.25	
Room 346-133	78.0	89.5	
	0		
	0		
	0		
Media budget per college budget	?	?	

Addendum 2: **Media Services' Customer Service Survey, Spring 2015 - Fall 2016.**

Please rate the following services: MEDIA SERVICES' CUSTOMER SERVICE A-OK?

- **Answered: 79**
- **Skipped: 0**

5

	Strongly Disagree (1)	Disagree (2)	Neither Disagree Nor Agree (3)	Agree (4)	Strongly Agree (5)	N/A	Total	Weighted Average
I am satisfied with the helpfulness of the Media staff	2.53% 2	0.00% 0	0.00% 0	12.66% 10	84.81% 67	0.00% 0	79	4.77
I am satisfied with the quality of verbal and written, instruction and advice	2.53% 2	1.27% 1	1.27% 1	22.78% 18	70.89% 56	1.27% 1	79	4.60
I am satisfied with the professionalism of the Media staff	2.53% 2	0.00% 0	1.27% 1	16.46% 13	79.75% 63	0.00% 0	79	4.71
I am satisfied with the quality of the Media staff's operation of equipment	2.53% 2	0.00% 0	3.80% 3	17.72% 14	75.95% 60	0.00% 0	79	4.65

	Strongly Disagree (1)	Disagree (2)	Neither Disagree Nor Agree (3)	Agree (4)	Strongly Agree (5)	N/A	Total	Weighted Average
I am satisfied with the quality of the equipment repair	2.53% 2	0.00% 0	2.53% 2	24.05% 19	53.16% 42	17.72% 14	79	4.52
I am satisfied with the quality of the equipment setup or installation	2.53% 2	0.00% 0	3.80% 3	25.32% 20	64.56% 51	3.80% 3	79	4.55

Comments:

I am grateful for Neal and his staff they have been very helpful and are always available when I needed their assistance. Mahalo

5/14/2016 5:23 PM

The media staff have an enormous job in servicing our campus needs; and they do it with a smile and willingness to assist. We have a huge appreciation for all that you do!

5/4/2016 2:25 PM

The equipment in my classrooms works fine consistently, and when the occasional issue occurs, the support number is taped to the desk for to call, and a solution is delivered ASAP.

5/3/2016 1:31 PM

I am very satisfied with the kind services given by both men.

5/3/2016 9:04 AM

I think the setup could be a little better, I mean there are like sever remote controls... that's a tad ridiculous.. Just seems that with the technology of today it could be more streamlined..It is what it is...

5/2/2016 10:45 PM

I'm happy to see a media services contact info & request form available on the HCC website. Thank you.

The media guys, Neal and Joe, are great

Joe and Neal are great!

Still struggle with Polycom or videocom or whatever it's called. Would be nice if had some nice written directions versus labels here and there.

Neal and Joe are awesome!

ON AVERAGE, HOW LONG HAVE YOU HAD TO WAIT FOR A RESOLUTION FROM MEDIA SERVICES?

- **Answered: 79**
- **Skipped: 0**

Answer Choices	Responses
Same day (1)	**65.82%**
	52
Next day (2)	**24.05%**
	19
3-4 days (3)	**1.27%**
	1
1 week (4)	**1.27%**
	1
2 weeks (5)	**0.00%**
	0
More than two weeks (6)	**0.00%**
	0
Not applicable (7)	**7.59%**
	6
Total	79

Comments:

only minutes

5/7/2016 6:48 PM

Both men have the willingness to assist me when needed.

5/3/2016 9:04 AM

When I have needed anything at all.. Neal & staff have been very accommodating..

5/2/2016 10:45 PM

HOW OFTEN HAVE YOU ASKED FOR HELP FROM MEDIA SERVICES?

- **Answered: 77**
- **Skipped: 2**

Answer Choices	Responses	
1-2 times per semester (1)	**58.44%**	
		45
3-6 times per semester (2)	**22.08%**	
		17
7-12 times per semester (3)	**7.79%**	
		6
More than 12 times per semester (4)	**7.79%**	
		6
Not applicable (5)	**3.90%**	
		3
Total	77	

Comments:

1 time in 4 semesters

5/3/2016 7:00 AM

This semester only once, last semester couple times... It depends on who else uses the equipment in 388-102

5/2/2016 10:45 PM

once a year

set up vidcom for committee meetings and hiring committees

Neal, and company, is always on it!

MEDIA EQUIPMENT AND SERVICES A-OK?

- Answered: 79
- Skipped: 0

	Strongly Disagree (1)	Disagree (2)	Neither Disagree Nor Agree (3)	Agree (4)	Strongly Agree (5)	N/A	Total	Weighted Average
I am satisfied that my workplace media equipment supports me at my job and activities	2.53% 2	0.00% 0	2.53% 2	37.97% 30	55.70% 44	1.27% 1	79	4.46
I am satisfied with the quality of the media equipment	2.53% 2	0.00% 0	8.86% 7	39.24% 31	45.57% 36	3.80% 3	79	4.30
When available, Media Services' User Manuals are easy to understand and have taught me to capably operate media equipment	2.56% 2	2.56% 2	6.41% 5	30.77% 24	30.77% 24	26.92% 21	78	4.16

Comments:

A campus concern that affects Media but is not controlled by Media is the quality of video conferencing equipment/software available to our campus. It could use an update/upgrade to better connect us to other campuses and to students.

5/4/2016 2:25 PM

I'd really like to see a replacement for Scopia if repair is not feasible. I was a regular user of Scopia and relied on having the capability of running small group meetings without having to tie up Polycom rooms.

5/3/2016 8:15 AM

Very happy that there are media services in classrooms that I use, afterall our vision & mission is to get our students to a level for them to compete in today's tech savvy world. The equipment is what it is, as stated earlier, seems like it could be consolidated with less remotes involved. When teaching a class and something goes wrong on the media, we don't exactly have time to stop and read a manual.. although, if it is an easy fix... not tooo bad.. usually just a phone call will do the trick..

5/2/2016 10:45 PM

For STEM room, the monitor is too small for the size of the class (or maybe the positioning of the monitor is) I had a full classroom with all the tables occupied, and students at the edge cannot see the monitor.

5/2/2016 10:27 PM

Need more equipments

5/2/2016 3:26 PM

it is alright but not amazing.

5/2/2016 2:28 PM

The staff does the best they can with what is provided.

5/2/2016 2:26 PM

ACQUISITION of MEDIA EQUIPMENT: Media Services' research, compatibility check and recommendations of media equipment

for purchase. Classroom and non-classroom media design and configuration.

- **Answered: 79**
- **Skipped: 0**

	Strongly Disagree (1)	Disagree (2)	Neither Disagree Nor Agree (3)	Agree (4)	Strongly Agree (5)	N/A	Total	Weighted Average
I am satisfied with Media Services' research and recommendations for the purchase of media equipment	2.53% 2	0.00% 0	8.86% 7	18.99% 15	40.51% 32	29.11% 23	79	4.34
I am satisfied with Media Services' room design and configuration for media equipment	2.53% 2	2.53% 2	8.86% 7	24.05% 19	39.24% 31	22.78% 18	79	4.23

Comments:

They are limited tooo in classroom sizes and budget I'm sure..

5/2/2016 10:45 PM

I would like to have better set up to be able to switch from elmo to computer with ease when I am on vidcon... I flip between the two media often during class sometimes.

5/2/2016 10:27 PM

I know you are doing the best you can with the resources at hand, but the configurations can be confusing in different classrooms, and things frequently don't work because a setting gets changed somewhere among the cables & buttons. Reliability is an issue & lots of class time & activities get derailed. I'd like to see a move toward a more reliable & idiot proof set up when possible ("Darn it Jim, I'm a teacher, not an electrical engineer!")

5/2/2016 9:04 PM

MEDIA TRAINING: Please check all that apply

- **Answered: 61**
- **Skipped: 18**

Answer Choices	Responses
Media training regularly offered once or twice a month, would be of interest to me (1)	**32.79%** 20
If offered, I would attend training for media applications outside my area of expertise (2)	**50.82%** 31
Training with a hands-on component is important to me (3)	**62.30%** 38
I would be interested in video production training loosely organized in a "club" or users group format (4)	**18.03%** 11
I would be interested in training of media for uses outside of school / classroom (5)	**22.95%** 14
I would be interested in sharing my knowledge and expertise of media equipment and or media uses (6)	**1.64%** 1

Total Respondents: 61

Comments:

I would do a one on one in classroom tooo

5/2/2016 10:45 PM

MEDIA SERVICES COMMENTS OR CONCERNS:

- **Answered: 14**
- **Skipped: 65**

Neal and Joe are awesome people to work with; very helpful and accommodating to the needs of our College!

5/11/2016 8:24 AM

Neal does an excellent job. Keep up the good work!

5/4/2016 11:09 AM

Media Services has done a good job

5/3/2016 12:27 PM

Thank you very much for assisting us with offering our distance education offerings. We could not do it without your help!

5/3/2016 10:56 AM

I appreciate both media specialist availability in being of service in assisting me when there are some problems to deal with.

5/3/2016 9:04 AM

Great job Media staff.. you guys rock...

5/2/2016 10:45 PM

You guys are doing a great job!

5/2/2016 4:51 PM

Neil communicates well and is always helpful and reliable.

5/2/2016 3:01 PM

Excellent Job.

5/2/2016 2:33 PM

It might be nice to consider going to flat screen TVs and laptops, instead of the overhead projectors, etc.

5/2/2016 2:26 PM

Media services provided by Neal and Joe are always efficient and performed professionally. They are always willing to assist and support our needs with their services or equipment.

5/2/2016 2:26 PM

Thank you for all you both do, Neal and Joe!

5/2/2016 2:23 PM

Good job Neal!! Very reliable.

5/2/2016 2:22 PM

Thank you for your help always!

5/2/2016 2:19 PM