Media Services Plan

Pickens Technical College (PTC) is committed to providing the highest quality career and technical education programs possible. PTC strives to provide and maintain up-to-date technology and media services to all programs, staff and students. Media resources are available to students in our Student Resource Center (SRC), within each program, and through the Diverse Learning Team. Faculty has access to print and utilize media resources and services through the Student Resource Center, two faculty work areas, the Learning Management System (Performance Matters), Jenzabar, Canvas and other software used to support the development of instruction and learning resources.

Advisory committees, directors, teachers and students serve as the main impetus for designing, improving and updating the learning resources of each program.

PTC and administration is dedicated to providing the staff and students with the most up-to-date and relevant learning materials to enable our students to succeed and compete in today's job market. This is demonstrated by the administration empowering each advisory committee to analyze all our learning materials yearly to be able to recommend updates and/or changes. Each Director is responsible for making the purchases necessary to provide the services under their purview. All purchases are made in accordance with PTC's Purchasing Policy and Procedures. Annual budgets are prepared for the operation of each individual program. Included in this budget are monies for continued maintenance of existing materials as well as the procurement of additional learning resources. In addition to annual budgets, PTC has occasional access to increased funding from the Aurora Public School District. This funding comes in the form of a Technology Renewal Bond.

The Scope and Availability of Services

Instructors supply and maintain current and relevant library and media resources within each program. Program hours are listed on program flyers and on the college website. The Coaching department provides professional development and assistance to faculty in the design of curriculum, learning activities, and assessments. Jenzabar and Canvas are accessible from any computer with internet access and are available to students 24/7. Classrooms and the Student Resource Center (SRC) are equipped with computers for students to have access to online resources. The SRC provides services to our students and

staff during regular office hours Monday - Thursday 7:15am- 9:30pm and Friday 7:15am - 3:15pm.

Instructors are responsible for compliance with institutional policies as well as for inventory of all materials and equipment used in the classroom, lab, or shop areas. The COE Task Force provides an inventory management tool/procedure that assists instructors in keeping accurate inventory. A review of resources is conducted annually by instructors, and a current inventory is submitted to and maintained by the COE Task Force. Officials from Aurora Public Schools conduct annual physical inventory of media resources. All items costing over $500 are tagged with an APS asset tag. The only exceptions are iPads, which cost under $500, but are still asset tagged. APS tags are generated through our warehouse. This tagging allows for easy inventory control. The current inventory of media resources is maintained and monitored using Oracle and Destiny, circulation software. Materials that are outdated or deemed unserviceable are discarded according to our APS/PTC Equipment Transfer/Removal Request Form.

A variety of current and relevant educational materials, such as reference books; periodicals and manuals of a business, professional, technical, and industrial nature; audio-visual materials and equipment; internet access to sites with educational and reference materials appropriate to program offerings; and other materials to help fulfill the institution's purposes and support its educational programs

Classrooms are equipped with designated areas used to provide students with access to a variety of current, relevant, educational materials and other learning resources or materials used as supplemental instructional materials. Internet access is available across the campus. Other available materials include:

- Textbooks
- Reference materials/books
- Periodicals
- Industry and/or equipment manuals
- Audio visual materials
- Computers, laptops, ipad, chromebooks

- Printers
- Scanners
- Copiers
- Cameras
- Visualizers
- Remote response devices
- Video players
- Relevant industry-related software
- Internet access

The staff person (administrative, supervisory, or instructional) responsible for the implementation and coordination of the media services

Instructors are responsible for monitoring the implementation and coordination of media resources in the classroom and for purchasing and maintaining references and media resources. Instructors follow the Purchasing Request Form when purchasing and replacing equipment, materials, and supplies; and they are responsible for notifying the Technology Purchasing Committee and Directors over their department when repair or maintenance of equipment is needed.

Other learning resources (machinery, books, etc.) are monitored by the instructors and when needed, the instructors report the problems to the director for necessary repairs. Requests are prioritized to ensure prompt repair with minimal disruption of service. Students notify their instructors, advisors, or any other staff of technical issues they may encounter while utilizing college software and/or equipment.

Roles and responsibilities of designated staff member(s)
Instructors - responsible to either follow a set curriculum that is aligned to meet the competencies of their program, or they are the developers of curriculum and, as such, are responsible for the development and maintenance of curriculum and supplemental learning resources for all courses. Instructors ensure curriculum and learning resources are available to students when a course is initiated and ensure material is updated yearly during their Advisory meetings. Instructors are responsible for compliance with institutional and industrial

safety policies and for assisting with the inventory of materials and equipment used in classrooms, labs, or shop areas.

Technology Purchasing Committee - All technology purchases are vetted through this committee that is dedicated to ensuring that budgets are spent wisely and within the parameters of the building technology plan. This committee is made up of an assistant director, Supervisor, Career & Technical Ed budgets, Grants and finance employee, Informational Technology Technician - Site based employee, Educational Assistant, Technical,. All other staff are invited to attend and usually attends if they have a technology purchase pending.

Executive Director - oversees all operations and ensures all media and technology needs are being met.

Assistant Director - oversees the overall operation of the media and PTC, serves on the technology committee, works with district administration to meet the media needs of PTC, and provides updates to the administration team.

Information Technology Technician Site Based - (from APS job description) supports student achievement by maintaining and supporting computers, peripherals, printers, local area networks, audio/visual equipment, and any(or all) other technology at a specific district sites. Employee also supports sites users and students by providing informal training technical advice, troubleshooting, and configuration changes as needed. A person in this position may assist with the evaluation and testing of new computer hardware and software, evaluation and testing of new A/V equipment, create and maintain site web pages, and maintain site-based IT documentation The Site Based Technician serves as the site's first (and often last) level of technical support, it constantly dealing with multiple simultaneous support requests, and is supported by district-level technical staff. Site based Technicians only exist at large, technically demanding sites, some of which have more than 250 staff, 2500 students, 500 computers and 60 network printers. Each site will have unique needs; the site supervisor can provide more detail. May assist with translation and/or communication using second language skills when possible. This technician is the site expert in technical support, customer service, and emerging technologies.

Educational Assistant, Technical - (From APS job description) is responsible for supporting technology equipment and systems; including setting up, repairing and replacing hardware

for staff and student labs; installing software; backing-up and maintaining servers; and maintaining network connectivity. Responsible for instructing and assisting students in work study jobs, instructional resource centers, and technology labs; maintaining user accounts; scheduling labs for classes and testing, administering proctoring, and preparing data for computer-based testing.

Clerk Department, School - is responsible for checking materials in and out through the Destiny system. They are also responsible for maintaining, organizing and controlling the warehouse. Currently, they maintain equipment/materials per request of the following program instructors: Small Business, Construction, Cosmetology, Culinary, Dental Assisting, Diesel, Early Childhood Education, Heating & Air, Horticulture, Marketing: Hospitality & Tourism, MultiMedia Design, Nursing, Pharmacy Tech, Motorcycle Tech, and Vet Assistant.

Supervisor, Career & Technical Ed Budgets, Grants & Finance - is responsible for performing critical CTE and Pickens accounting application for all district CTE programs. Performs technical accounting procedures that affect district financial reporting. Performs the research and resolution of inquiries with regard to CTE and Perkins financial management reports and prepares the reconciliation and account analysis of such financial accounting data. Develops and promotes good relations among various school clientele. Directly supervises the activities of the Pickens Technical College Budget Department, Warehouse Coordinator and Warehouse Staff, refunds, invoices and ensures the efficiency, accuracy and timeliness of transactions within the department.

Paraeducator, Media Assistant - Responsible for assisting students and staff with locating appropriate materials; performing clerical duties, and maintaining equipment.

Orientation for user groups (i.e., instructors, students, and others)

Orientation to the facility, resources, and services is available to all our user groups. Instructors are trained and oriented concerning the available media resources to enhance their instruction. The instructors are also re-oriented during beginning year staff meetings concerning media resources. The instructors are responsible for orienting their students concerning the program specific media resources available to the students as well as the school's other resource areas.

As part of the student program orientation, instructors inform students of resources available

in their classroom as well as the proper use of these materials. Scheduled program orientations are also available prior to the student's enrollment or on tours during the first week of class. One of the topics covered within this orientation or tour is the availability of the resource areas for students use. Staff is available to help instructors and students who need guidance or instruction concerning our media resources.

PTC has a mandatory orientation process for all students. PTC staff host orientations to review policies, procedures, program expectations, and to maintain contact with incoming students. High school students are required to have a parent and/or guardian with them to ensure consistent messaging. PTC specifically addresses the importance of attendance from day one with careful consideration of our diverse community. It is also important for the parents/guardians to have a clear understanding of the purpose and rigor of their student's program. After a general presentation, families have the option to attend breakout sessions: Diverse Learners (academic support), Student Financial Responsibilities, or take a brief tour of the campus. For post-secondary students PTC addresses the importance of attendance, academic supports, monetary responsibilities, and required medical documentation. For students who are not able to attend in person, a video orientation has been created and is emailed to them.

The Coaching team and Teachers of Record are responsible for one-on-one training with instructors on effective instructional practices, development of curriculum, supplemental learning activities, assessments, Jenzabar and Canvas. Tutorials and professional development courses for Jenzabar and Canvas are also made available to students and instructors.

New teachers are provided with new teacher orientation during the last week of July that continues monthly throughout the school year.

Facilities and technical infrastructure essential for using media materials

All the facilities needed for a quality educational experience are available for use at Pickens. Students have access to classroom computers during the regular classroom hours or when prearranged with the program instructor. If students need computer access outside of those hours, laptop computers are available for checkout through the SRC. There are 16 desktops available during the hours of 7:15AM-9:30PM, Monday through Thursday and 7:15AM-3:15PM

on Fridays. All computers are maintained in-house by the IT department. Issues are reported to the IT department through a service ticket system or by radio call.

The IT and facilities departments are responsible for assisting instructors in the maintenance of available resources. This includes repairs and replacement. Any needs beyond what can be done in-house are referred to the district facilities department through the district work ticket system.

All copiers are serviced and maintained through a contract with RICOH and Xerox.

Annual budgetary support for the services

Program Employer Advisory Committees meet biannually to evaluate and provide recommendations on program facilities, equipment, instructional materials, and supplies. Instructors and directors of programs use this feedback to determine a program budget that will ensure the instructor can deliver and maintain quality training using current and relevant resources and technology. The budget is developed with the College controller, prioritized by return on investment and approved by the College Board of Directors. The instructors have authority to spend approved budgets in a manner consistent with their program objectives.

Teachers submit a budget request form yearly, during the spring, based on the needs of their program from repairs to media equipment and supplies. The form is submitted to and reviewed by the Directors and Supervisor, CTE, Budget, and Finance Employee. Once final approval is given, PTC then allocates per line item in the program budget form for purchase. PTCs overall budget also has money for necessary repairs and or replacements to ensure all programs have what they need.

Annual evaluation of the effectiveness of media services and utilization of the results to modify and improve media services

Instructors continually evaluate their media and technology needs with their advisory committees. Recommendations from advisory committees are considered and implemented as they are presented.

At the end of each semester, students are asked to complete a course evaluation. The

evaluation asks students to rate the availability of course materials; the condition of equipment, classrooms, and labs; their ability to access and use online resources; and if the SRC hours meet their needs. Student course evaluations are available online for directors of programs. The directors review the evaluations and discuss them with each instructor. 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.

PTC performs internal audits of media and technology equipment and the district also uses an Inspection Checklist: Shops/Trades to ensure general safety, personal protective equipment, shop tools and machinery, and electrical safety are up-to-date.

The Information Technology Department is responsible for assisting instructors in the maintenance of facilities and in the maintenance and removal of instructional equipment. Instructors who need assistance with equipment and maintenance submit an electronic form describing services needed. Any service requested that is 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.