

BERGEN COMMUNITY COLLEGE

Administrative & Educational Support Assessment Report

Assessment Report for Department or Unit: Media Technologies

Department or Unit Leader: Brian Hemstreet

Assessment Period: 2012-2013

Submitted by: Brian Hemstreet

1. Intended Outcome (Goal): To measure effectiveness of maintenance program

2. a) Section(s) of the Strategic Plan to which the intended outcomes relates:

Goal # 3: expand and improve our key programs and processes.

b) General Education Requirement(s) to which the intended outcome relates:

Competency: Students will use appropriate computer and other technologies to achieve educational and personal goals.

3.

a) Means of assessment: Gathering classroom “trouble call” data

b) Sources of data: Reports from Media Tech technicians dispatched to classrooms

c) Desired result: To assess the success of a classroom maintenance program

4. Summary of Results: In the fall of 2012, 5 classrooms using the same Crestron “flip-top” control technology” were deemed ineffective, since these rooms had the most trouble calls. These 5 classrooms were the worst of 20, installed with the same technology. Upon investigation, it was discovered that

faulty wiring and programming—installed by 3 separate vendors over a period of 2 years--were the issue. Media Technologies sent a technician to Crestron school. This technician was then assigned to re-wire and re-program the 5 rooms during the winter break.

The result were a drop in trouble-calls in the spring semester—from 128 to 114, and no calls were received from the repaired five rooms.

5. Recommendations for modifications: The remaining 15 “flip-top” rooms will be repaired as available during the summer of 2013 and winter break 2014.

6. Actions taken based on recommendations: Funds must be put aside in MT fiscal 2013/2014 operating account to allow the remaining repairs.