

Bergen Community College

ASSESSMENT REPORT FORM ADMINISTRATIVE AND EDUCATIONAL SUPPORT

Assessment Period: 2014-2016

AES Department: Media Technologies

Department Head: Sharyne Miller

Department Assessment Liaison: Brian Hemstreet

Date Submitted: 4/8/16

- ❖ **Mission/goal statement or description of the Department:** Provide AV support for all Bergen Smart classrooms and events. Media/Television production support for Public Relations and academic team initiatives. Provides direct support for Broadcast curriculum.

- ❖ **Department's Core Objectives/Outcomes:** Pertaining to media technology, to provide superior technical support for the faculty, administration, and staff.

SEMESTER 1: CREATING A DEPARTMENT-LEVEL ASSESSMENT PLAN

1. **Department's Goal(s) or Outcome(s) to be assessed (from the above section):** To assess whether or not the upgraded classroom technology in TEC has cut down on service calls. To determine if the classroom issues have changed as a results from the technology upgrade.

2. **Means of Assessment:** Media Technologies will compare the frequency and nature of calls from 2013 to 2014. This will be done by examining Help Desk tickets, trouble-call logs, and a faculty survey.

- **Feedback from Vice President:**

SEMESTER 2: DEVELOPING ASSESSMENT TOOL (s) and TIMELINE

3A. Describe or attach assessment tool (s), including sources of data, timeline for data collection and how data will be analyzed.

Service calls were tracked in TEC: 107, 119, 201, 202, 203, 204, 205, 206, 214, 220, & 222—these rooms received a technology upgrade in August 2014. The assessment compares service calls in consecutive semesters: Spring 2014 (prior to upgrade) and Fall 2014 (after upgrade). The data was analyzed for call frequency, with the expectation that service calls would decrease in the Fall of 2014. See attached.

3B. Desired results department and Vice President would like to see. A 30 to 50% reduction was expected in service calls as a result of the technology upgrade. Contrary to expectations the service calls increased from 12 calls in Spring 2014 to 24 calls in Fall 2014. However, the nature of the calls was quite different. Spring 2014 calls were mostly issues with malfunctioning equipment, as the technology was 12 years old and rapidly failing. In contrast, the calls in the Fall of 2014 were mostly due to operator tampering or operator error. This phenomenon is not unusual as we experienced the same issues in the Fall of 2013 when thirteen new smart classrooms came on line—most of the calls were also due to operator tampering or error. The upside of the unexpected increase in service calls is that the majority of the calls occurred in the first two months of the semester (18 calls) while November and December combined for only 6. This number is the same amount of the combined calls received in April and May of 2014. It is expected that service calls will be reduced in the spring and fall of 2015, with that data being analyzed as soon as it becomes available.

- **Feedback from CIE:**

SEMESTER 3: COLLECTING AND ANALYZING DATA

4. Summary of Results (attach aggregated data table, survey tool, etc., to support the summary)

There were 7 classroom service calls from the assessed locations between Jan and May 2015. The trouble issues and their frequency were as follows: 3 PC issues (drivers and incorrect cloning settings), 2 instances of equipment tampering, 2 operator errors, and 4 with inherited problems from previous user (equipment erroneously shut off). There were no failures of media components—the only technical issues were with PCs that Media Technologies does not directly address.

The classroom data shows an approximate drop off of 50% less service calls, demonstrating that the new equipment greatly improved the classroom AV experience. However, the nature of the calls demonstrates a lack of understanding and training of the users.

- 5. Recommendations for Improvement:** There needs to be standardization in smart classrooms, and training for the faculty. There also needs to be better training for User Support/Help Desk to ensure proper cloning of PCs.

- **Feedback from Vice President:**

SEMESTER 4: CLOSING THE LOOP AND SHARING KNOWLEDGE

- 6. Use of Results:** In the Fall of 2015 there were 16 service calls from the assessed area. The breakdown was computer/driver 5, operator error 5, tampering 4, and system malfunction 2 (needed reset). While the data shows an unexpected jump in service calls from Spring 2015, the findings reflect the same conclusion gleaned from the prior 3 semesters—there needs to be a regular training program of faculty in the operation of the equipment and there needs to be more cross training between the Help Desk and Media Technologies.

Other actionable items: Media Technologies has user-instructions on all smart classroom equipment available on line--the link to this information needs to be made available and clearly visible in the standard image of all PCs. It is also highly recommended that faculty training be made available prior to the start of every semester and training seminars run through CTIL throughout the year. Finally, Media Technologies must be committed to standardizing the user-experience of all smart classrooms.

- **Feedback from CIE:**