Support Services Review Template

Update Year: 2012

Unit Name: Instructional Computeing and Technology (ICT)

Today's Date: June 1, 2012

Unit Review Leader: Herb Coleman, Ph.d

Five Fundamental Questions

1. What are the primary services or outcomes provided by the support service area and what is the impact of those services and outcomes on students and other key stakeholders?

   Instructional Computing and Technology (ICT) supports teaching, learning and administrative functions of ACC through technology via Computer Services, Media Services and Multimedia Support Services.

   ICT provides computing resources for ACC students through open access computer centers, computer classrooms, and public access computers in the ACC libraries. This provides students with access to the tchnology they need to complete assignments and conduct rsearch. Computer Services provides support for faculty through computers located in the Faculty Resource Centers (FRC) and instructor computers installed in classrooms. These resources provide fauclty with uptodate technology for course development and course deleivry.

   The Media Center on each campus provides equipment for faculty use to support classroom instruction. Assistance with learning and using technology is also available through the Media Centers.

   Multimedia Support Services provides support for instruction through Interactive Video Classrooms (IVC), Multi-Purpose and Lecture Halls (MPH), and installation of instructional equipment in classrooms and labs. The Multimedia Support Services staff also provides consultation to departments interested in purchasing multimedia technology.

2. What are the strengths, weaknesses, opportunities, and threats present that enhance or hinder the unit's ability to provide those services and meet expected outcomes during the next five years?

   The strenghts highlighted during the SWOT analysis included great customer service; knowledgible, friendly, diverse staff; fleibility; and good communication/relationsips.

   The main weaknesses included budgetary issues, planning, professional development, and faculty outreach.

   The opportunites included planning, technology management, training and professional development and out reach & P.R.

   The major threats included funding, planning, technology and staff issues.

Support Services Review Template

3. Using the answers to the first two questions, what improvements to primary services and/or intended outcomes will occur during the next five years?

In looking at the threats and weaknesses, it is apparent that tech staff are unaware of the budget and the general planning that goes on. Currently, they are informed indirectly through bi-weekly managers meetings. It was assumed that the managers would then filter down the information to the the staff. This is apparently not happening and in some cases, information is getting distorted. Frontline staff are also informed directly of general and master plan initiatives through the semi-annual All ICT meetings where the entire department is brought together. There seems to be a need for greater and more direct communication. Several years ago I experimented with an "Executive Podcast" directed at the employees. It only went as far as one episode due to the time it took to produce and edit. Since then, technology has vastly imporved and ACC has obtained desktop meeting tchnology, We will plan for a least 3 Executive Podcasts entitled "The Director's Notes" to provide a direct communication between the ICT director and the ICT techs. These will take place mid semester in the Fall, Spring and Summer. They will be webcast live and recorded for later streaming. Technical staff will be able to ask questions through the live chat or previously submitted questions. Departmental and college issues will also be addressed. The presentations will be 30 minutes to an hour long. This will help address the planning, budgetary and staff issues.

To address professional development over the past two years, I made it possible for 25% of the tech staff to attend national or regional conferences that have been held here in Austin. Those who have been able to attend have greatly appreciated the opportunity and have come back with new information and new approaches to their jobs. With this in mind, I'd like to to push to send at least one third (preferably one half) of the Tech staff to professional conferences and training each year. The low cost of TCEA, and the SXSW-EDU confrences makes this more viable. In addition, we can take advantage of free conferences and training such as InnoTech when they occur.

In addition to the plan mentioned above, tech staff will have the opportunity to host and participate in the High Tech Happy Hours being instituted to address the outreach and awareness issues. These will take place one Friday a month during the Fall and Spring Semester's. They will be hosted in the Media Center/FRC's. They will consist of short 15 minute trainings on software or hardware coupled with social mixing with faculty to discuss the presented and other technology offered or supported by the ICT and the Instructional Design (IDS) staff. These events will also be webcast and recorded for future streaming.

4. How will the unit measure the extent to which planned improvements have resulted in better service or intended outcomes for students or other key stakeholders?

Primary Service Issue	Improvement	Measure	Baseline	Target	Current
Awareness of Services by faculty	High Tech Happy Hours	Survey of awarness; follow up on service use; contacts	To be recorded at Convocation	15% improvement annually	22,000 contacts annually

Support Services Review Template

Staff Professional Development	Send more staff to conferences	Percent of tech staff attending professional training or conferences and reporting back.	22-25%	33-50%	22-25%
Staff awareness of budget, planning, and goals	Director's Notes Podcast	Survey of staff awareness of budget, planning and goals	To be taken at next all ICT.	50% or better imporvement	N/A

5. How will the planned improvements align with and contribute to the Mission and Intended Outcomes of Austin Community College?

ICT supports the College mission of providing State-of-the-art technology and equipment. As such, we are dedicated to directives of the 2002 SACS Intiive of "Increased investment in faculty and staff development to emphasize learning-centered activities, course management systems, mastery of technologies and multiple instructional deliveries." The outcomes from the proposed improvements will lead to a more knowledgible and informed workforce and better equipped and tech savvy faculty.