Program Review Report for Fall 2015 Broadcast Media Services

Review Type: Academic and Student Service Area Review
Service Area: Broadcast Media Services
Review Status: Active

Review Questions

UNIT DESCRIPTION: Provide a description of your unit's programs and services and their locations. (*ANSWER ONLY FOR 3-YEAR PROGRAM REVIEW*)

Description of Broadcast Media Services general services:
Broadcast Electronic Media Arts (BEMA) has operated Broadcast Media Services (BMS) since the mid-1960s from its Ocean Campus facility. BMS provides a host of services that enable City College to support students’ success in achieving their goals as well as to support the entire college community to achieve stated goals. BMS provides three distinct types of services: Operations provides equipment checkout and delivery services, Production provides video and audio productions services for the entire campus and City of San Francisco community and Engineering supports all BEMA operations with technical design, installation and maintenance expertise.

Specific services include classroom equipment deliveries, audio and video production, videotaping Board of Trustees meetings and other college events, playback, distribution, format conversion, duplication services, as well as equipment maintenance and system design and co-managing a distance learning classroom. Students are an integral part of Broadcast Media Services (BMS) operations. BMS provides educational experiences and internships for City College of San Francisco media students in A/V distribution, customer service, equipment checkout, as well as live video and audio production.

BMS is operated from the Broadcast Electronic Media Arts Master Control facility on Ocean Campus at CCSF under the supervision of the Broadcast Electronic Media Arts Department Chair. The location within the BEMA department is cost efficient and fosters mutual respect and a cohesive learning community among CCSF students, faculty, and staff. BMS staff collaborate with Educational Access Television (EATV) staff to produce and air programs of importance to the entire City College community. BMS classified staff along with student interns provide technical support services to faculty and students for the production studios and labs at Ocean Campus and Mission Center and district-wide in a cooperative effort. Students assist staff with most services on Ocean Campus through the BMS/EATV college internship program. Students are given an opportunity to apply what they are learning in BEMA classes to a real-world job situation, serving student learning and success district-wide. Overall, the symbiotic departmental organization (BEMA/BMS/EATV) increases persistence and retention, and significantly enhances student success and opportunities, especially for at-risk and non-traditional students, often providing these students their initial exposure to the professional media workplace environment and valuable practical experience.

The internship program significantly enhances student success, especially for at-risk and non-traditional students enrolled in BEMA classes. Student interns experience their first media job, become familiar with the workplace environment and participate in the BEMA/EATV/BMS learning community while serving classes and programs located on Ocean Campus. They learn customer service skills, scheduling, equipment operation, production and other job-related skills all while attending classes nearby. Interns receive practical exposure to workplace expectations and hands-on application of theory and practical skills. EATV headend Operators also train and mentor interns. Please refer to the EATV - org # 7508 Program Review for more information about the EATV internship program.

Description of distinct services areas:
Classified staff work collaboratively, but for simplicity, we will explain our services in three parts: operations, production and engineering. Operations supports student success and achievement with campus-wide classroom equipment deliveries and production equipment issue for BEMA classes. Production and related services creates end-user audio and video programs to promote the college and to educate students. Engineering enables student success to continue with technical support during production activities and professional audio and video production system design, maintenance and repair.

BMS Operations staff has 3.0 FTE that covers from 7:00am to 10:00pm at Ocean Campus and 10:00-6:00 M-F at Mission Campus. They work closely with student interns to deliver audio and video playback, internet/computer/projection, and recording equipment to 167 Ocean Campus classrooms, and provides over 40,000 hours of service annually on Ocean Campus. Our services allow faculty to focus on teaching and presentation and
thereby enhance student experience technologically. At Mission Center checkout services, lab scheduling and clerical needs are handled.

Related to these operations deliveries, Ocean Campus operations staff provides user training along with scheduling, light maintenance, and record-keeping. Services are offered 7:00 am to 10:00 pm Monday through Thursday and 8:00am to 5:00pm Friday, and Saturday and Sunday as needed and feasible. Deliveries are carried out with the help of student interns and as needed by production and engineering staff. Operations staff also offers audio and video duplication services and formatting services within copyright guidelines for the entire college community.

BMS Operations supports BEMA production classes by maintaining an extensive equipment-issue inventory and checking out equipment to eligible enrolled students. Staff schedule and maintain production studios, labs and digital motion graphics, audio production and video editing labs (Ocean and Mission Centers), as well as provide guidance to students on equipment proper use and care. At Ocean Campus, student interns refine their knowledge about professional production equipment in the course of assisting with equipment checkout.

BMS Production Staff, consists of 1.0 FTE video production assistant who produces district instructional and promotional video and audio production content. Student interns and, as needed, operations and engineering staff assist.

Recent productions include:
* Assisted an instructor from African American studies department in videotaping student testimonials about being a person of color. These testimonials were intended to be used during a proposed AFAM studies conference in the spring.
* Assisted an instructor with editing footage of a lecture by former Freedom Rider, Carol Ruth Silver, about her experiences.
* Completed a multiple semester project working with an art department instructor to create student profile videos to promote enrollment in City College studio art classes. These videos are being hosted on the art department website.
* In December 2014 recorded and edited a multi-camera shoot of the annual Choreographers Dance Concert. This concert is produced, choreographed and performed by students in the Dance Composition and Intermediate Dance Composition classes.
* Working with the college’s MPICT (Mid-Pacific Information and Communication Technologies) Center recorded four keynote addresses at the Winter ICT Educator Conference in January of 2015.
* Recorded college-wide professional development (Flex) events for airing on EATV and archiving on the Granicus on-demand streaming server.
* Recorded a college press conference announcing the appointment of Dr. Guy Lease as the new Special Trustee.
* Assisted the Dean of Southeast and Evans Centers in videotaping student testimonials about the experience of African American and Latino students in community colleges. These testimonials were used as part of a presentation at a national conference.
* In Spring and Fall semester continued to videotape and edit lectures from the seminar series Photographers and Their Images (Photo 52.) These videos are aired on EATV and archived on Granicus for the instructor to use in future classes.
* Recorded two panels for the Culinary Arts and Hospitality Studies department (co-sponsored by the San Francisco chapter of Les Dames d’Escoffier.) The panels were edited for airing on EATV and uploaded to the Granicus server for future use by the hospitality program. Another one is planned for early November.
* In April, May and October, recorded four Enrollment Management colloquies. These public forums provided an opportunity to learn about the College’s enrollment management process and how it relates to budget, growth/restoration, research and outreach. The forums were archived on the Granicus server.
* Recorded and edited a lecture given by artist and activist Juana Alicia. Then recorded and edited an interview with her conducted by peer educators from Project Survive.
* Recorded and edited footage of the Project Survive’s 20th anniversary celebration and library exhibition.
* Began working with Project Survive founder and coordinator Leslie Simon to create a documentary about Project Survive’s 20th anniversary.
* In May recorded TEMPUS, the fashion department’s yearly fashion show at Ruby Skye nightclub. Using that footage, and footage shot by students, edited a package for EATV’s Arts & Lectures program.
* Recorded the May 2015 Commencement Ceremony using a student crew. Edited the footage to create a package for airing on EATV and archiving on Granicus server.
* Recorded the September 15, 2015 Veterans Town Hall hosted at CCSF by Congresswoman Jackie Speier in conjunction with the U.S. Department of Veterans Affairs and City College of San Francisco.
* In October worked with EATV and the League Women Voters to create a multi-camera recording of the league’s
SFCCD Board of Trustees candidates forum. The forum streamed live through Granicus then later aired on both EATV and SFGovTV.
* Resumed videotaping the SFCCD Board of Trustees monthly regular meeting. This multi-camera, live-streamed event uses a crew of both students and staff.

For a PDF version of the Production list with active links, please see the BMS PR2015 Addendum 1_Production List.

Most of these productions aired on Educational Access Television (EATV) and are available for viewing via the internet. Live captioned webcasts and online searchable webcast archives are provided and supported by Broadcast Media Services and Educational Access Television Ch 27 & 75. EATV and BMS productions are hosted by Granicus which is a company that provides live streaming, video hosting and close captioning services for Government agencies. SF Gov TV, the City and County’s television channels are also hosted by Granicus.

For a PDF version of the Production list with active links, please see the BMS PR2015 Addendum 1_Production List.

BMS Engineering staff has 2.5 FTE engineers. They provide system design, equipment installation, system integration, maintenance and repair of all BEMA production facilities, including labs and equipment at both Ocean and Mission locations. BMS staff spend dedicated time at Mission Center on a weekly basis to ensure equal access to services. BMS engineering staff also assist departments and programs district-wide with system design, installation and equipment maintenance and repair. It should be noted here that extremely limited staff and budget resources preclude offering full services and assistance for all CCSF Centers located throughout San Francisco.

Overall, BMS operations is a vital, behind-the-scenes component of student classroom learning as we deliver (and coach faculty and students on use of) presentation and playback equipment. BMS enhances persistence and retention by supporting Broadcast Electronic Media Arts audio production, video production, radio production and live streaming, and motion graphics students with equipment checkout. The BMS internship program helps students to learn and apply new skills in support of other students, and to prepare for entry level employment as AV technicians. BMS productions supports student learning and the entire college community by performing production duties within and without BEMA that instruct, educate and illuminate. And finally, BMS engineering supports all of the above by designing, installing and maintaining the facilities the make the above possible.

DATA TRENDS - SELECTED: Provide an analysis of your unit's data trends for selected college-wide data-informed conversations. (*ANSWER ONLY FOR 3-YEAR PROGRAM REVIEW*)

ANALYSIS OF AVAILABILITY DATA:
The EASE report does not directly refer to BMS services. However BMS services as detailed above provide support to students, instructors and the entire City College Community.

BMS services as described above are available to:
Students: BEMA students at are supported in their studies by BMS checkout services. BMS staff and 10 to 15 student interns maintain a organized inventory of video, audio and ancillary equipment that students can check out to gain hand-on experience completing industry relevant assignments. BMS staff also instructs students in the handling, packing and unpacking of the gear. Additionally, BMS staff handles scheduling of open labs where students can complete projects assigned in class. BMS engineering staff support student success behind the scenes by designing, installing and maintaining state-of-the-art labs.

Services are available at Ocean Campus Monday through Thursday 8:00am to 10:00pm and Friday from 8:00am to 5:00pm. And at Mission Center from 10:00am to 6:00pm Monday through Friday. Broadcasting Electronic Media Arts classes are located at both of these campuses and are served equally. In order to provide services more evenly across campuses, BMS engineers have scheduled hours regularly at Mission Center to more equitably serve students there.

Instructors: All Ocean Campus faculty are supported in their instruction by BMS equipment delivery service. BMS staff deliver media carts at Ocean Campus to over 167 classrooms. Media services carts are purchased, assembled and maintained by BMS engineering staff. Latest data regarding yearly hours of service recorded 40,000 hours over 167 classrooms served. BMS staff has purchased, in Fall 2015, software that will automate the system for ordering cart delivery. Once this system is online, we will have accurate and current data. We are very excited to be able to accurately capture the amount of service we are able to provide.

Currently there is more demand for media carts than BMS can handle. Even if we were to purchase more carts, we
would not have enough staff to deliver them. The new online ordering system should give us information on which hours are more popular for delivery and will suggest ways to more efficiently serve instructors.

Departments and Programs: BMS Video Production Assistant, often with the assistance of engineering staff and student lab aids, routinely videotapes instructor demonstrations, panels, creative performances, and guest lecturers and events for departments and programs. See section one above for an exhaustive list of services performed this year. BMS staff supports all departments whenever possible. Because there is more demand than can be handled projects are accepted on a first come-first-served basis. See section on Internal factors for a detailed description of how projects are selected.

College Community: BMS production showcases the lively array of events that happen each year at City College. These events such as the Fashion Department’s annual showcase and Board of Trustees meetings, and concert and lecture presentations air on EATV Ch27 and 75 and are archived for internet viewing. This eclectic array of programming gives community members and cable subscribers access to college events, educational programs, and enhanced awareness of City College’s diverse offerings.

San Francisco Community: Broadcast Media Services routinely produces programs of interest to the citizens of San Francisco and the Bay Area. Fall 15 BMS recorded a debate hosted by the League of Women Voters for the City College Board of Trustees Candidates. in November of 2015 BMS and EATV staff met with SF Gov TV to discuss ideas to better serve the community. Future plans include collaborating on political forums to better inform the citizenry.

It was noted in last years BMS Program Review that ‘availability’ data is difficult to collect and analyze. Historically BMS services have been paper based. BMS did not have the staff hours necessary to aggregate and analyze data by hand. Classroom delivery services exceed 40,000 hours per year. Short staffed, the services themselves were prioritized over data collection. Service demands for classroom delivery and support have steadily increased since that count. As was noted above, WebCheckout, our online lab scheduling and equipment issue database system, was purchased and implemented this year. It came online Fall 2015 and will be able to accurately and efficiently track student use of labs and equipment.

Additionally, new online software scheduled for implementation in 2016, will be able to accurately and efficiently track media cart deliveries. We will be able to track popular hours and locations. We expect this system to increase efficiency in scheduling and prioritizing classrooms for permanent equipment installation and to provide us with improved data.

ANALYSIS OF USE OF SERVICES:
Looking at the information in Section 1 it is clear that BMS Operations serves Broadcasting Students equally at both Ocean Campus and Mission Center. Hours are shorter at Mission Center, but a dedicated Operations Assistant (School Aide III 3598) staffs the BEMA / Journalism computer lab, audio labs, and SDTV studio. Additionally, a broadcast technician is dedicated to Mission Center one day per week but are available quickly when a technician is needed.

Broadcast Media Services is currently implementing software that will track usage of BMS operations services. WebCheckout has already been implemented on Ocean Campus and tracks student use of labs and checkout services. This data will be available for Fall 2015 and Spring 2016 terms. One goal for 2016 is to implement WebCheckout at Mission Center. We will be able to do a complete analysis in the 2016 Program Review. For now, we serve Broadcast Electronic Media Arts students on Ocean and Mission Campuses.

BMS Service Level Assessment was conducted in the Fall of 2015. Here is the link to the assessment of the outcome: As a result of Broadcast Media Services equipment issue services, Broadcast Electronic Media Arts students will be able to practice and improve hands-on technical skills required for employment in the entertainment, media and communications industries: https://secure.curricunet.com/ccsf/reports/outcome_report.cfm?outcomes_id=6363 .

Here is a link to the assessment of the outcome: As a result of Broadcast Media Services delivery services, the entire City College community will be able to improve instruction in non-tech enhanced classrooms via provided media equipment as well as technical expertise and support for audio and video systems: https://secure.curricunet.com/ccsf/reports/outcome_report.cfm?outcomes_id=6361 . These assessments reveal that instructors and students who use BMS services are highly satisfied with availability and convenience of BMS services as well as with the quality of BMS equipment.

Production services for individual instructors, departments and the college community are offered in first come-first
Continued coordination with ITS and AV to design and implement the rollout of smart classrooms. Provided Cinema BMS engineering staff recent system designs, installations, and/or upgrades have included:

...was extremely daunting and p... audio labs, video editing stations as well as plan and implement the technical side of the Fall Flex and Convocation. It left...during the Summer of 2015 one staff engineer was out on disability for 10 weeks, another position was vacant, so are somewhat restrictive. There are issues of equipment transportation, storage, and site access. Productions at other centers requires the logistical support of center deans and staff. Although the production staff person does not seek out opportunities to do productions on other centers, they are accommodated whenever possible.

During the Summer of 2015 one staff engineer was out on disability for 10 weeks, another position was vacant, leaving only the Senior Broadcast Technician to maintain and update all media streaming systems, computer labs, audio labs, video editing stations as well as plan and implement the technical side of the Fall Flex and Convocation. It was extremely daunting and precluded some necessary work.

BMS engineering staff recent system designs, installations, and/or upgrades have included: Continued coordination with ITS and AV to design and implement the rollout of smart classrooms. Provided Cinema BMS production staff considers projects on a first-come-first-served basis. Staff cannot accept every project and must make decisions based feasibility, time requirements, and complexity. A single complicated production may be turned down in favor of several smaller ones that can be completed in the same amount of time.

BMS productions can provide services to departments and programs at other centers. However the logistics of doing so are somewhat restrictive. There are issues of equipment transportation, storage, and site access. Productions at other centers requires the logistical support of center deans and staff. Although the production staff person does not seek out opportunities to do productions on other centers, they are accommodated whenever possible.

BMS would be able to serve other campuses better if MUB 388, the distance learning classroom, was higher definition. For a complete and detailed description of the assessment of MUB388 please see the Program Review for Educational Access Television 2015.

The maintenance budget for BMS was cut drastically several years ago. Limited funds restrict engineering staff’s ability to regularly maintain equipment. Consequently, we are often run in ‘crisis’ mode where something has to break and classes or EATV programming has to stop before we can get funding to repair equipment. This is not cost effective. Maintaining equipment is more efficient than replacing it.

DATA TRENDS - OTHER: Provide an analysis of any additional data or internal or external factors affecting your department since the last program review. (*ANSWER ONLY FOR 3-YEAR PROGRAM REVIEW*)

Broadcast Media Services productions air on EATV and are archived for internet streaming with Granicus (http://www.granicus.com/). Data from the Granicus Dashboard for the 6-six month period from May 1, 2015 to October 31, 2015 is presented in EATV PR15 Addendum 1. Figure 1 reveals that 1,901 unique viewers visited the site 2,261 times to watch programming. 96% of these visits were from a desktop computer and 4% were from mobile phones. Figures 2, 3, and 4 show visits for specific programs. Highlights are: 241 views of the Enrollment Colloquy offered on April 17th, 226 views of the October 22nd Board of Trustees meeting, 113 views of Photographers & their Images - Nigel Poor on April 6th. Other popular programs were the Chancellor's Convocation, All College Assembly: Institutional Learning Outcome. Other programs available are: Graduation May 22nd, Mission High School Senior Physics Student Projects, League of Women Voters SFCCD BOT Candidates Forum. Figure 5 reveals that viewers are accessing the webcasts primarily from a link at CCSF.edu. (31,063 views) Other ways people accessed were by directly typing the Granicus URL, or connecting from Facebook, 48hills.org and Google. Figure 6 shows that most viewers live in San Francisco (680). Smaller numbers represent many nearby and distant sites.

These impressive numbers point to the high value of the services BMS provides. The breadth of content is diverse. The power to bring the whole college together on one page is evident in the large number of views for the various enrollment colloquies. The power to educate the citizens of San Francisco on important developments at City College is evident in the high number of views of the Board of Trustees meetings. Additionally the archived webcasts are available to anyone with an internet connection or a mobile phone.

BMS production staff considers projects on a first-come-first-served basis. Staff cannot accept every project and must make decisions based feasibility, time requirements, and complexity. A single complicated production may be turned down in favor of several smaller ones that can be completed in the same amount of time.

BMS productions can provide services to departments and programs at other centers. However the logistics of doing so are somewhat restrictive. There are issues of equipment transportation, storage, and site access. Productions at other centers requires the logistical support of center deans and staff. Although the production staff person does not seek out opportunities to do productions on other centers, they are accommodated whenever possible.

During the Summer of 2015 one staff engineer was out on disability for 10 weeks, another position was vacant, leaving only the Senior Broadcast Technician to maintain and update all media streaming systems, computer labs, audio labs, video editing stations as well as plan and implement the technical side of the Fall Flex and Convocation. It was extremely daunting and precluded some necessary work.

BMS engineering staff recent system designs, installations, and/or upgrades have included: Continued coordination with ITS and AV to design and implement the rollout of smart classrooms. Provided Cinema
BMS operations staff recently developed and implemented a WebCheckout system in our Ocean equipment checkout facilities. This exhaustive work was completed over the summer of 2015 and included integrating thousands of pieces of equipment into the database as well as information about the labs. This automated system will give us detailed information regarding student equipment and lab usage. We look forward to being able to track usage over time. Webcheckout will be tested for the academic year and once it is refined, will be implemented at Mission Center as well.

BMS staff also purchased resource scheduling software from Madrigal Soft Tools to automate equipment delivery requests for faculty. This system will be brought online in 2016 and will allow us to accurately assess the hours of service provided, and classrooms served. We are excited to finally have the ability to track our services and availability.

PROGRESS - RESOURCE LINKED: If your department received resources as a result of recent program reviews, summarize unit progress that resulted from these resources. (*ANSWER ONLY FOR 3-YEAR PROGRAM REVIEW*)

N/A

PROGRESS - OTHER: Summarize your department's progress to date on the major planning objectives identified in the last program review (excluding progress already cited in the resource-linked progress question). (*ANSWER ONLY FOR 3-YEAR PROGRAM REVIEW*)

Last year’s Program Review described two significant challenges in Broadcast Media Services and EATV-Ch27 &75. 1) An intense workload accomplished with very limited resources, and 2) A supply and maintenance budget that was insufficient. Our budget was dramatically reduced in January 2013 without discussion or departmental input. Additional challenges are also listed.

Challenge #1 - STAFF
BMS made significant progress in the staffing area. BMS successfully filled the vacant engineering positions. The TIA 7396 position was filled by a part time TIA 7396, leaving the part-time position vacant. This 20 hour a week TIA 7396 was recently filled much to our relief. However, just as these positions were filled, the BMS School Aide III-3598 went out on 8 week disability leave for surgery. This necessitated the TIA 7396 to fill in on the operations side. Additionally, EATV is experiencing an ongoing crisis because the Head End Operator (School aide III-3598) has been on extended leave and the vacancy has been filled on an ‘as needed’ basis. Because of this unfortunate situation several very capable and accomplished employees have vacated the position for more secure work including one in Fall 2015. Consequently, the BMS TIA 7396 is also filling in at EATV for an additional 12 hours a week and the existing Head End Operator is handling two jobs. This is a stop-gap measure and does not begin to fill our staffing needs. BMS is affected by the staffing crisis in EATV. BMS engineers are pulled off their work to help keep EATV on the air.

Challenge #2 RESTORE SUPPLY AND MAINTENANCE BUDGET
Our second significant challenge in the previous year was our extreme budget shortfall. Extensive research was conducted to sort out supply and maintenance budget issues and BMS program code issues. Banner mysteriously divided funds between two program codes. We attempted to sort this out with district accounting. However, there has been high employee turn-over there. When the budget came out, the problem remained. We will attempt to correct the problem again this year.

To illustrate the severity of our budget shortfall: In 2015 we required $18,132. in emergency repairs and equipment replacement. Our budget was only $1692.71.

ADDITIONAL CHALLENGE:
Reevaluate current live, captioned, video streaming service:
The District maintains a contractual relationship with Granicus, Inc., for live captioned video streaming and searchable archiving of Board of Trustees meetings as well as other programming produced to support professional development, instruction and special events. Under this contract, which ends in 2016, BEMA maintains two live web stream and web archive sites:
EATV Webstream for instruction, professional development and events: http://www.ccsf.edu/webcasts.html
EATV-Board of Trustees for monthly and special meetings: http://www.ccsf.edu/board-live.html

We continue to work with Granicus but have run into some difficulties acquiring necessary equipment that was
promised. Due to communications issues we have been unable to obtain a mobile encoder that runs on their latest software. Additionally, we use a small fraction of the services they offer. Our contract with Granicus runs out in August of 2016, we plan to reassess our needs in regards to streaming, captioning, archiving, and hosting of our programming.

PLANNING: After analyzing your data trends and evaluating the progress you’ve made over the last year and how well you are meeting your unit outcomes, indicate your department’s major planning objectives for next year (2016-17). (*ANSWER ONLY FOR 3-YEAR PROGRAM REVIEW*)

1. Implement WebCheckout at Mission Center. We will be able to do a complete analysis in the 2016 Program Review.

2. Implement resource allocation software to allow us to analyze delivery needs and trends.

3. Analyze WebCheckout data to assess student checkout and lab use trends and needs. BMS currently is relying on old data to support resource requests. Anecdotal evidence clearly supports the need for more staffing and more media carts.

4. Analyze data to determine if more media carts are warranted.

5. Upgrade iMac OS and Compressor

6. Restore maintenance budget to 2013 levels

7. Upgrade BEMA classroom monitors that are nearing their end of life.

Assessment Currency

According to the CCSF Assessment Plan, outcomes are assessed for services and programs and courses at least once every 3 years. Please comment on how you are currently satisfying this 3-year benchmark.

BMS is current with assessments. BMS was assessed in 2013 (Spring) and again in the Fall of 2015 ahead of schedule. Here is the link to the Fall 2015 Assessment: As a result of Broadcast Media Services equipment issue services, Broadcast Electronic Media Arts students will be able to practice and improve hands-on technical skills required for employment in the entertainment, media and communications industries. Link: https://secure.curricunet.com/ccsf/reports/outcome_report.cfm?outcomes_id=6363

Here is a link to the assessment of the outcome: As a result of Broadcast Media Services delivery services, the entire City College community will be able to improve instruction in non-tech enhanced classrooms via provided media equipment as well as technical expertise and support for audio and video systems. Link: https://secure.curricunet.com/ccsf/reports/outcome_report.cfm?outcomes_id=6361

Resource Requests

Restore Budget

Item Description
Broadcast Media Services needs budget to be restored to 2013 levels.

Type of request Equipment

Brief Description
Broadcast Media Services serves instructional programs, college community services and programs, the city of San Francisco citizenry. The facilities and infrastructure that BMS designs and implements must also be maintained.

Approximate Cost $18000.00

Type(s) of Funding
• District (U)

This request is a high priority to ensure/meet Health and Safety requirements: No

This request is necessary to meet local, state, federal mandates, or to meet requirements for program-specific accreditation: No

Primary Board Priority
Fall 2015: 8. Improve communication and transparency at all levels of organization and develop City College’s
capacity to communicate externally.

Secondary Board Priority

Fall 2015: 2. Develop and implement college plan to provide appropriate student services at centers and program locations.

Primary link to Approved college plan

Technology Plan Goal 1: Provide appropriate technology support for learning outcomes and assessment, equity, enrollment, collaboration and instructional delivery.

Secondary link to Approved college plan

Technology Plan Goal 3: Foster effective and transformative uses of technology.

Link to Institutional accreditation requirements

I.B.1 Academic Quality: The institution demonstrates a sustained, substantive and collegial dialog about student outcomes, student equity, academic quality, institutional effectiveness, and continuous improvement of student learning and achievement. BMS STAFF SUPPLIES AND MAINTAINS EQUIPMENT TO TAPE FLEX EVENTS AND ENROLLMENT COLLOQUIES (AND MANY OTHER IMPORTANT CCSF DIALOGS) SUPPORTING THE COLLEGES ACCREDITATION EFFORTS.

I.C.7 Institutional Integrity: In order to assure institutional and academic integrity, the institution uses and publishes governing board policies on academic freedom and responsibility. These policies make clear the institution’s commitment to the free pursuit and dissemination of knowledge, and its support for an atmosphere in which intellectual freedom exists for all constituencies, including faculty and students. (ER 13) WITH A FULL BUDGET BMS COULD SERVE COMMUNITY BETTER. BMS STAFF USES EQUIPMENT TO TAPE FLEX EVENTS AND ENROLLMENT COLLOQUIES (AND MANY OTHER IMPORTANT EVENTS) SUPPORTING THE COLLEGE'S ACCREDITATION EFFORTS.

Standard II C. Student Support Services:

II.C.1. The institution regularly evaluates the quality of student support services and demonstrates that these services, regardless of location or means of delivery, including distance education and correspondence education, support student learning, and enhance accomplishment of the mission of the institution. BMS PROVIDES SUPPORT FOR PROGRAMS THAT AIR ON EATV AND ARE ARCHIVED ON THE INTERNET PROVIDING RELIABLE AND ACCESSIBLE PROGRAMMING.

II.C.7 Institutional Integrity: In order to assure institutional and academic integrity, the institution uses and publishes governing board policies on academic freedom and responsibility. These policies make clear the institution’s commitment to the free pursuit and dissemination of knowledge, and its support for an atmosphere in which intellectual freedom exists for all constituencies, including faculty and students. (ER 13) BOARD MEETINGS AND OTHER INSTITUTIONAL EVENTS ARE RECORDED AND ARCHIVED. SUPPORTS SUNSHINE LAWS. BMS STAFF WITH AN APPROPRIATE BUDGET CAN SERVE THIS PURPOSE BETTER

Standard III C: Technology Resources

III.C.3. The institution assures that technology resources at all locations where it offers courses, programs, and services are implemented and maintained to assure reliable access, safety, and security. BMS PROVIDED PROGRAMS AIR ON EATV AND ARE ARCHIVED ON THE INTERNET PROVIDING RELIABLE, ACCESSIBLE ACCESS TO INFORMATION.

Link to Your Unit Planning Objectives


Link to Learning, Service, and/or Program Outcomes (i.e. Outcome Statements)

Student Assessment: https://secure.curricunet.com/ccsf/reports/outcome_report.cfm?outcomes_id=6363
Instructor Satisfaction Assessment: https://secure.curricunet.com/ccsf/reports/outcome_report.cfm?outcomes_id=6361

Supplementary links to Outcome Assessments

None selected

Clear Plan for Evaluation after Implementation

Broadcast Media Services keeps meticulous records of maintenance and repair items. These will be assessed 1 year
Extent of Benefit

Broadcast Media Services serves all City College Constituents in a cost effective, and friendly manner. Students will be served because equipment used daily will be in good working order. Instruction will be served because there will be enough carts that are also in good working order. The college community will be served because BMS productions staff will be able to fill request efficiently.

Operational Necessity

Broadcast Media Services budget restoration is necessary to maintain current operations. When equipment breaks, we are not in the position to simply fix it. Without any budget, maintenance becomes cumbersome. Emergency funds must be requested. Services are put on hold and Students, Instruction, the College Community and the City of San Francisco Suffers.

This resource request depends on the following other requests

None selected

Upgrade Classroom Monitors and technology

Item Description
Upgrading Classroom Monitors and Computers at Ocean and Mission

Campuses
Type of request Equipment

Brief Description
Replace end of life 4 Flat Screen Monitors with HD Monitors. Replace end of life 4 Mac Minis

with new Mac Minis that can continue to be upgraded with the latest software releases

Approximate Costs $7500.00

Type(s) of Funding

- District (U)

This request is a high priority to ensure/meet Health and Safety requirements: No

This request is necessary to meet local, state, federal mandates, or to meet requirements for program-specific accreditation: No

Primary Board Priority
Fall 2015: 4. Address immediate facility needs (especially related to the Civic Center, 33 Gough Street, and the PAEC) and critical deferred maintenance issues, and develop a long-term 5 year sustainable facilities master plan.

Secondary Board Priority

Primary link to Approved college plan
Educational Master Plan Goal 1: Advance student achievement in meeting educational goals.

Secondary link to Approved college plan
Educational Master Plan Goal 2: Transform and sustain College infrastructure.

Link to Institutional accreditation requirements
II.A.7 The institution effectively uses delivery modes, teaching methodologies and learning support services that reflect the diverse needs of students, in support of equity in success for all students.
II.A.14. Graduates completing career-technical certificates and degrees demonstrate technical and professional competencies that meet employment standards and other applicable standards and preparation for external licensure and certification.
II.A.16 The institution regularly evaluates and improves the quality and currency of all instructional programs offered in the name of the institution, including collegiate, pre-collegiate, career-technical, and continuing and community
education courses and programs, regardless of delivery mode or location. The institution systematically strives to improve programs and courses to enhance learning outcomes and achievement for students.

Link to Your Unit Planning Objectives
Planning objectives are expressed in the body of the Program Review.

Link to Learning, Service, and/or Program Outcomes (i.e. Outcome Statements)
Student Assessment: https://secure.curricunet.com/ccsf/reports/outcome_report.cfm?outcomes_id=6363
Instructor Satisfaction Assessment: https://secure.curricunet.com/ccsf/reports/outcome_report.cfm?outcomes_id=6361

Supplementary links to Outcome Assessments
None selected

Clear Plan for Evaluation after Implementation
The monitors are nearing their end of life. The old Mac Mini computers can not accommodate newest versions of necessary software. Evaluations will be done via instructional program. Students' achievement of knowledge of industry standard software will be assessed.

Extent of Benefit
Student outcomes will benefit. The SD TVs and the old Mac Minis are out of date and lack full serviceability for student success.
ADDITIONALLY: The upgrade brings service in BNGL-700s and SCIE closer to the same level as we provide in Cloud, VART, ART, ARTX and HC. This upgrade is a long time in coming and is an urgent need. Additionally, if computers can not accommodate the necessary software, Student Learning Outcomes can not be achieved.

Operational Necessity
This need is immediate. Instructors need to know they are able to use the latest software. Services offered need to be as equal as possible to all constituents.

This resource request depends on the following other requests
None selected

Attached Files

- BMS PR2015 Addendum 1_Production List
- EATV PR15 Addendum1_Granicus Data