

## Program Reflections on Student Learning Form Administrative Services

### Facilities Security

Department/Group Name	Semester	Date
Facilities Security	Spring 2012 for fall 2011 semester.	Jan 25, 2012
<b>Department/group members present</b>		
<p><u>Facilities:</u> Yolanda Guzman, Lorena Garcia, Maria Roca, Pete Olsen, Shaune Burke, Dionicio Garcia, Manuel Resendiz, Joe Davis, Ron Holback, Atanasio Guzman, Art Henness, Samuel McCrea, Fred Hamann, Hector Vasquez, Harold Hutchins, Francisco Vasquez, Nena Rosas, Lus De La Torres, Jose Ayala, Bryan Singleton, Alvin Covington, Ray Porrez, Phu Nguyen, Orencio Perez</p> <p><u>Security:</u> Agustin Chavarria, Loran Walsh,</p> <p><u>Other:</u> Mary Weber (Purchasing Coordinator), Connie Andrews (Budget Manager), Steve Ma (VP Admin Svc), Suzanne Ammons (Admin Asst)</p>		
<b>Principle SLOs, supporting objectives, and/or challenges discussed</b>		
<ul style="list-style-type: none"> <li>Building and grounds appearance</li> <li>Classroom appearance, temperature, furniture</li> <li>Campus communication</li> <li>Equipment and supplies</li> <li>Staff (knowledge, training needs, availability, etc.)</li> </ul>		
<b>Summary of department/group discussion about student learning</b>		
<b>Challenge/possible solutions:</b>		
<p><b>Building and Grounds appearance:</b></p> <p>1) <u>Parking (limited)</u> – (1a) adjust classroom scheduling away from peak demand, (1b)staff use staff spaces only, (1c) MPC vehicles (including Auto Tech, Facilities) out of public area spaces, (1d) Signage to direct to additional parking.</p>		

- 2) Scheduling – staff/workload issue.
- 3) Food and drink- Cleaning is made more difficult when food/liquid are permitted in classrooms resulting in debris and spillage. (2a) Board policy to prohibit all except water, (2b) provide trash bins when food activities anticipated, (2c) tile in place of carpet, (2d) encourage faculty to not permit food in classrooms.
- 4) Smoking – (8a) provide less areas to smoke, (8b) more signage, (8c) clear and defined policy on smoking (tobacco use).
- 5) Bikes/skateboards (especially after hours) – (9a) Walk and carry policy publicized more, (9b) non-emergency MPD for after hours at 646-3914.
- 6) Trespassing issues – MPD establish a presence with frequent drive throughs.

**Classroom appearance, temperature, furniture:**

- 7) Central (excess) furniture storage so it is easier to inventory/secure furniture for future classroom use. Need area to hold/secure furniture while newly renovated buildings sort out furniture needs/adjustments.

**Campus Communication:**

- 8) Signage/Kiosks – (6a) Kiosks need phone numbers (emergency, security, other?).
- 9) Night time lighting/security- Concerns should be reported to your supervisor.

**Equipment and supplies:**

- 10) Ticket dispenser malfunction – (7a) add signage at ticket machines.

**Staff (knowledge, training needs, availability, etc.):**

- 11) Increase in Events – (5a) standardize set ups for meeting rooms by educating scheduler to restrict set up choices, set ups should be cancelled when no longer needed, orient new faculty with input from security/facilities to curb wasted labor in set ups.

**Results of the reflections dialog: Description of goals and/or action plans resulting from the analysis of student learning (budget dependent or non-budget dependent)**

As described in the shaded areas, many solutions can be supported with better communication whether in the form of additional signage, or more clearly defined policies. Some communications involve educating staff (room set up scheduling) on the impact of their requests.

## Media Services

Department/Group Name	Semester	Date
Media Services	Spring 2012	1/25/2012
Department/group members present		
Laura Worley, George Reed, Bruce Wilder, Sharon Colton		
Principle SLOs, supporting objectives, and/or challenges discussed		
Classroom Technology Equipment and Supplies Staff		
Summary of department/group discussion about student learning		
<b><u>CLASSROOM TECHNOLOGY</u></b> <u>Challenge:</u> LF 103 is our premier large-capacity classroom. There are often requests for taking video recording of speakers or events. The Lecture Forum rooms were refurbished to some extent a few years ago but lighting was not addressed although that was requested at the time. Since then the lighting has deteriorated, fixtures cannot be replaced by the same type of lamp because they are too old. Speakers are barely lighted so the video shows them as in shadow. <u>Overcome by:</u> getting a professional evaluation for a lighting plan and replacing lighting fixtures with new. <u>Benefits student learning by:</u> Students and others may rely of the videotape for instruction and often the tape is too dark due to poor lighting.		
<b><u>EQUIPMENT AND SUPPLIES</u></b> <u>Challenge:</u> There are many A/V needs for parts that come up unexpectedly and the PR process takes time. There are times when we would like to be able to get parts that day. <u>Overcome by:</u> assigning a Cal Card to George Reed with a limit of \$1,000. <u>Benefits student learning by:</u> Provides faster repair service so that students can continue with their classroom learning quickly.		
<b><u>STAFF</u></b> <u>Challenge:</u> MS is presently down one ½ time person (medical leave) for which most of the hours are being covered. The challenge comes when there are more than one or two events at a time. <u>Overcome by:</u> authorizing NOEs for some student or other workers who have handled events in the past to fill in as needed. <u>Benefits student learning by:</u> provides A/V coverage of student events.		

Results of the reflections dialog: Description of goals and/or action plans resulting from the analysis of student learning (budget dependent or non-budget dependent)

1. Get a professional evaluation of the lighting in LF 103 - possibly LF 101 and 102 also. Then replace old lighting as suggested by the evaluation. (budget dependent)
2. Assign a Cal Card to George Reed with a limit of \$1,000. (not budget dependent)
3. Authorize NOEs for some student or other workers who have handled events in the past to fill in as needed. (not budget dependent – paid by outside users of MPC facilities or by budgets already in place)

## Fiscal Services

Department/Group Name	Semester	Date
Fiscal Services Department	Spring 2012	1/24/2012
Department/group members present		
Alicia Cadriel, Fannya Boehme, Linda Martin, Luz Aguirre, Michelle Moore, Sean Willis, Sharon Johnson, Thelma Morales, Yen Le, Rosemary Barrios,, and Larry Walker		
Principle SLOs, supporting objectives, and/or challenges discussed		
<p>The Principal SLO we will be working toward is having a place on the front page of the MPC Website for Fiscal Services.</p> <p>This would provide a link for students to have information on Fiscal Services mission and the services provided by the department. Information on the site would include: Office Hours, Financial Aid Disbursement Dates, Required ID to pick up checks, Refund Process, Methods of Payment, BOGG procedures, Who to contact, FAQ, etc...</p> <p>This SLO would support the department objective. The outcome is important and worthwhile. The outcome is measurable by completing a student survey at the end of the semester after the information has been out there for students to access for a semester.</p>		
Results of the reflections dialog: Description of goals and/or action plans resulting from the analysis of student learning (budget dependent or non-budget dependent). We don't believe this is budget dependent.		

## Information Technology -- Network Support & PC Techs

Department/Group Name	Semester	Date
Information Technology – Network Support & PC Techs	Spring 2012	1/23/2012
Department/group members present		
Linda Sasaki, Helmut Schonwalder, Kim Panis, Lavester Boykin, John Kalina, Sharon Colton		
Principle SLOs, supporting objectives, and/or challenges discussed		
Classroom Technology Campus Communication Website Staff		
Summary of department/group discussion about student learning		
<p><b><u>CLASSROOM TECHNOLOGY</u></b></p> <p><u>Challenge:</u> Teaching students who are located on more than one campus would be useful for some instructors, would save on travel, and could potentially increase FTES. This can also enhance online learning courses.</p> <p><u>Overcome by:</u> deploying Lync software after testing. Lync, a Microsoft product, allows for web and video conferencing along with white board, file sharing, instant messaging, and interactivity. It can be used on a computer or a smart phone. It is like WebX on steroids.</p> <p><u>Benefits student learning by:</u> Technology in many ways is critical for student learning. This software will make instruction more accessible.</p> <p><u>Challenge:</u> MPC faculty rely to a large extent on working computers for students and as a result, the College has more than twice the state minimum standard for number of student computers. The challenge is in funding the replacement of these computers as they age.</p> <p><u>Overcome by:</u> finding less expensive computer options such as thin clients or possibly tablets.</p> <p><u>Benefits student learning by:</u> This will better enable students have up-to-date equipment to use for their instruction.</p>		

## **CAMPUS COMMUNICATION**

Challenge: Telephone system is greatly in need of upgrading as the servers are old and no longer supported, the software version is two versions behind, and staff are having some connectivity problems.

Overcome by: purchasing new hardware and software, IT training and installation.

Benefits student learning by: This benefits student safety and communications.

Challenge: VisiPlex speaker notification system does not work well.

Overcome by: redesigning the VisiPlex system so as not to overdrive the system and so the MPC community can better hear and understand what is announced. Also, merging the system with Informacast will maximize our current investment, make it easier to use, and allow for a mobile command center. The analog (to IP) zone integration units connect the transmitters into the network thus making them a device InformaCast can send messages to.

Benefits student learning by: This benefits student safety.

Challenge: Students must use more than one password to access their MPC student email, SIS, Financial Aid, student portal, MPC Online, and possibly other sites.

Overcome by: applicable staff working together to try to simplify logins.

Benefits student learning by: This will make it far less frustrating for students to access information and services.

Challenge: Students (outside of class) and visitors to campus are not always able to use the wireless network because open guest access consumes the available IP addresses. Using guest wireless for classroom instruction is not acceptable because it is a shared medium somewhat analogous to a telephone party line. The campus controlled access for wireless which requires a logon is much more reliable but expansion requires a larger controller and additional licenses. Hard wired network access is always recommended for instructional use.

Overcome by: adding more wireless access points, licenses, and a new controller. Note: This will not solve all wireless access problems as guest access will remain a shared medium.

Benefits student learning by: This will make it easier for students to access internet services.

## **WEBSITE**

Challenge: Website home page needs to be visually refreshed and made simpler (more user-friendly).

Overcome by: hiring the services of a web designer and forming a website committee to review changes. Working with Divisions/Departments to keep their areas updated and accurate.

Benefits student learning by: The mpc.edu website is a critical communication and information tool for students including registration.

## **STAFF**

Challenge: The Network Engineer IT job description is out of date and includes far too many technical skills for one person to manage.

Overcome by: reviewing IT tasks and job descriptions and re-writing individual job descriptions based on specific responsibilities, for example, network infrastructure, telephone system, software/databases, website management. Job descriptions should be written with some redundancy of tasks within the group. The ideal would be to have two Network Engineer level job descriptions for each of 2 engineer staff. This would allow for the improvement of staff knowledge base. We should look at the PC Tech job description at the same time.

Benefits student learning by: stability of IT services for students and staff.

Challenge: “Building responsive, efficient and supportive institutional and instructional technology services” (from Education Master Plan 2012).

Overcome by: Hiring additional IT personnel to reduce wear and tear on IT staff (overtime of as much as 20+ 8-hour days additional/month), to allow for redundancy of knowledge base for campus IT security and stability, to provide faster service particularly when student learning is impacted.

Benefits student learning by: stability and security of electronic teaching and learning tools.

Challenge: “Building responsive, efficient and supportive institutional and instructional technology services” (from Education Master Plan 2012).

Overcome by: populating and launching the online IT Help Desk. This extensive knowledge base will help students and staff with some of their help desk questions.

Benefits student learning by: quick access to help in accessing technology learning tools.

## **EQUIPMENT AND SUPPLIES**

Challenge: Many of our campus buildings are old and some buildings that have been renovated still have old switches and wiring in them which do not work well or need to be reconfigured.

Overcome by: reviewing all campus network hardware and reconfiguring or replacing as needed.

Benefits student learning by: Provides for a more stable network so that students can use network services without interruption.



Results of the reflections dialog: Description of goals and/or action plans resulting from the analysis of student learning (budget dependent or non-budget dependent)

1. Install Lync software. (not budget dependent – part of Microsoft contract)
2. Continue to investigate lower-cost options for campus standard computers and other equipment. (budget dependent)
3. Purchase and install new telephone equipment/software and train IT staff in the new version. (budget dependent)
4. Redesign the VisiPlex speaker system so as not to overdrive the system. (budget dependent)
5. Purchase and install Informacast zone connectors for the VisiPlex rooftop speakers. (budget dependent \$3,000)
6. Appoint a committee this semester to review student logins and enact simplifications where possible.
7. Purchase and install additional wireless access points and a controller. (budget dependent)
8. MPC website refreshment (budget dependent)
9. Review/rewrite Network Engineer job description and PC Tech job description (may/may not have budget implications)
10. Hire additional IT staff – Programmer, Network Engineer. (budget dependent)
11. Finish populating the IT Help Desk and launch it. (not budget dependent)
12. Replace old network switches and wiring. (budget dependent)

## Information Technology – Programming

Department/Group Name	Semester	Date
Information Technology - Programming	Spring 2012	1/25/2012
Department/group members present		
Chris Anderson, John P. Obrien, Lynn Noell		
Principle SLOs, supporting objectives, and/or challenges discussed		
Staff		
Summary of department/group discussion about student learning		
Results of the reflections dialog: Description of goals and/or action plans resulting from the analysis of student learning (budget dependent or non-budget dependent)		
<ol style="list-style-type: none"><li>1. Hire one or more programmers. (budget dependent)</li><li>2. Hire a technical writer. (budget dependent)</li></ol>		