

Administrative and Educational Support Report

Video Services

Annual Action Plan
Annual Assessment Report

June 2007 – May 2008



Annual Action Plan: June 1, 2007–May 31, 2008

Unit: Video Services

UTPA Mission: The University of Texas-Pan American (UTPA) serves the higher education needs of a rapidly growing, international, multicultural population in the South Texas Region. The University preserves, transmits and creates knowledge to serve the cultural, civic, and economic advancement of the region and the state. The University provides students advanced instruction in academic programs offered through innovative delivery systems that lead to professional certification, and baccalaureate, master’s and doctoral degrees. Through teaching, research, creative activity and public service, UTPA prepares students for lifelong learning and leadership roles in the state, nation and world community.

Division: Information Technology **Unit Head:** Omar Cantu

Unit Mission: The Information Technology Division provides reliable, contemporary, effective, and integrated technology solutions and information services to serve our students and support the mission and goals of the university.

University Goal: Provide students with a quality educational experience that enables them to complete their educational goals in a timely manner.

Division Objective: Enhance, expand and broaden options for students, faculty and staff through excellent and effective information technology solutions.

Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY08
Procure, install, service and maintain classrooms with media presentation systems required for the daily delivery of curriculum.	Evaluate complete Classroom Inventory to identify the rooms which require upgrading their presentation systems so they align with the current standard of systems which are integrated into the service and security systems currently utilized by Classroom Support Dept	Increase the number of classrooms with upgraded media presentation systems to 100%.	At end of FY-08 compare the list of newly equipped classrooms to the list of classrooms with obsolete systems. Survey faculty on the level of satisfaction regarding the new design of the media presentation systems.	\$520,000.00 (for 38 classroom presentation systems)

Annual Action Plan June 1, 2007–May 31, 2008

Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY08
<p>Provide Operational support and maintenance of videoconferencing facilities to increase the opportunities for simultaneous concurrent enrollment course offerings.</p>	<p>Schedule videoconference based classes in various classrooms simultaneously and to multiple sites to meet the demand for concurrent enrollment and graduate level coursework via the two-way distance learning video network. Assure that all the videoconferencing equipment is covered by a maintenance contract to prevent any unforeseen downtime due to technical malfunctions.</p>	<p>Increase the number of classes and students enrolled in videoconferencing classes.</p>	<p>Compare the number of students enrolled for concurrent enrollment classes. Use FY-07 as a baseline.</p>	<p>\$25,000.00 for Maintenance contracts for VC equipment that was purchased in 2006 and whose maintenance contracts are set to expire on SEPT 1 2007.</p>

AES FY08 Assessment Results Report

UTPA

Admin - Video Services

Unit Mission: The Information Technology Division provides reliable, contemporary, effective, and integrated technology solutions and information services to serve our students and support the mission and goals of the university.

Unit Head: Omar Cantu

Division: Division of Information Technology

Intended Outcomes	Means of Assessment & Criteria for Success / Tasks	AES Assessment Results	Use of Result & Follow-Up
<p>Admin - Video Services - Videoconferencing Support - We will provide operational support and maintenance of videoconferencing facilities to increase the opportunities for simultaneous concurrent enrollment course offerings as well as other credit bearing classes including graduate level courses.</p> <p>Outcome Types: Administrative - Fiscal Year 2008</p> <p>Start Date: 06/01/2007</p> <p>End Date: 05/31/2008</p> <p>Outcome Status: Active/Ongoing</p> <p>Strategies:</p> <ol style="list-style-type: none"> Assure that all the videoconferencing equipment is covered by a maintenance contract to prevent any unforeseen downtime due to technical malfunctions. Schedule videoconference based classes in various classrooms simultaneously and to multiple sites to meet the demand for concurrent enrollment and graduate level coursework via the two-way distance learning video network. 	<p>Assessment Method: Compare the number of students enrolled for concurrent enrollment classes. Use FY-08 as a baseline.</p> <p>Criterion for Success: Increase the number of classes and students enrolled in videoconferencing classes.</p>	<p>09/15/2008 - The number of students enrolled in distance learning classes during FY-08 was equal to FY07 (171 students). Even though the number of students did not increase, the quality of service these students received was improved. Our department installed new infrastructure hardware used to record the lectures of each class which are then available to students for review via an IP address. This is done through the new IPVCR equipment installed during the Spring Semester.</p> <p>Result Type: Criterion Not Met</p> <p>Next Step: Continue Current Strategy(s)</p> <p>Resources Needed - Classified Current level of staff is adequate for the course load. They do, however need to be reclassified to better compensate them for their skill level and commitment to continuous improvement of the facilities that carry out these services.</p> <p>Resources Needed - Maintenance & Operation: Additional Hardware to replace the equipment that was purchased over 7 years ago.</p> <p>Resources Needed - Salaries: The personnel working in support of this area will need to be reclassified to compensate their competence in their assigned responsibilities. The employees are highly talented and it would benefit the University if they were compensated</p>	<p>10/08/2008 - Even though the number of students enrolled stayed exactly the same, the quality of service they received was increased substantially. This is important because the students enrolled in these classes are the top achieving students in their High Schools. Those are the students that we want to attract to UTPA when they finish High School and enroll in college.</p> <hr/> <p>10/08/2008 - The results gathered from the data indicate that through continued improvement of the level of service students participating in distance learning classes receive, they will gain a better grasp of the academic material being delivered to them. These students are very important because they are the high achieving high school students of south Texas and it would be in UTPA's best interest to make certain they are well prepared to take higher level classes once they graduate from High School</p>

Intended Outcomes	Means of Assessment & Criteria for Success / Tasks	AES Assessment Results	Use of Result & Follow-Up
		<p>adequately.</p> <p>Resources Needed - Travel: Funding to support training seminars offered on the equipment they are operating on a daily basis.</p> <p>Resources Needed - Wages: Increase in student wages for after-hours classes being offered</p>	