

# **THE COLLEGE OF COMMUNICATIONS TECHNOLOGY POLICY**

## **INTRODUCTION**

The College of Communications is committed to providing students, faculty and staff with cutting-edge technology support in terms of facilities, equipment and personnel. The college strives to acquire and optimally utilize technical resources, including studios, labs and equipment, in order to provide every student in the college with the most effective and relevant learning opportunities. The college faculty works closely with the technology staff to integrate new technology into the curriculum through development of hands-on class and co-curricular projects, as well as the production of hard copy and electronic portfolios, when appropriate.

## **COLLEGE TECHNOLOGY PLANNING**

The associate dean works with the department chairs, directors and the college technology staff to develop short-term and long-term college technology plans with multiple levels of priority. The plan is discussed at the college executive team meeting and is submitted to the dean for approval, prior to implementation. The college technology plan is reviewed annually at the last college executive team meeting of the academic year. This review addresses the college technology needs pertaining to equipment, facilities, software and personnel in light of enrollment, curricular changes, advances in technology, changes in faculty and staff and available budgets.

### **Technology Planning Procedure:**

- 1- Early in the spring semester, the associate dean initiates the technology planning process by asking department chairs and directors for their short-term (one-year) and long-term (three-year) technology-related needs.
- 2- During the spring semester, the department chairs and directors ask their faculty and staff to report their technical needs and priorities with respect to hardware, software, technical training, facilities and personnel.
- 3- Each department compiles the above information and submits a list of short- and long-term departmental priorities to the associate dean. The list should include technology personnel and student assistants.
- 4- The associate dean works with the college technology director, technology staff and administrative analyst in order to develop a coordinated and feasible technology plan for discussion during the last college executive team meeting of the academic year.
- 5- Upon the consensus of the college executive team, the plan is submitted to the dean for adjustments and approval.

- 6- Upon the dean's approval, the associate dean works with the director of technology and administrative staff to procure the equipment and software in July to allow time for delivery, installation, testing and training prior to the beginning of the academic year.

### COLLEGE TECHNOLOGY BUDGET

The associate dean administers the college technology budget based on the approved plan. The funding sources for technology support are:

- 1- Equipment budget: The University allocates the equipment budget to colleges on the basis of availability, history of funding and the current needs of each college.
- 2- Lab fees: With a few exceptions, lab fees are generally used for the repair, maintenance and upgrade of facilities and equipment. Each staff member must provide the associate dean with a dollar estimate for maintenance of his/her facility for the academic year, prior to the beginning of instruction.
- 3- Development: The college technology budget may be augmented by development funds, as well as in-kind technology-related gifts.
- 4- UPI: University Planning Initiative grants may serve as additional sources of technology funding for the college.
- 5- Miscellaneous: Any budget surplus in the college or departments may be used as matching funds for technology support, when approved by the appropriate administrators.

### MANAGEMENT OF INDIVIDUAL COLLEGE FACILITIES

The operation of each college technical facility (studios, labs and equipment check-out) is assigned to a staff member. To the extent that funding is available, student assistants may also be hired to assist the staff. Faculty, staff and student assistants are expected to follow the procedures and enforce the policies for each facility in which they work. It is highly desirable that each staff member develops a Web site for his/her assigned facility, which should include information about the available equipment, software, service, hours of operations, rules, tutorials and other relevant resources. The hours of service, open lab period and rules must be posted at each facility. Faculty and staff are responsible for ensuring that rules are followed, especially those involving food and drinks in the labs and studios.

### FACULTY AND STUDENT STUDIO AND LAB ORIENTATION

All faculty members who are assigned to teach in a college technical facility or who require Web services must sign up and receive orientation for their respective facilities prior to the beginning of their classes. The technical staff member assigned to each facility is responsible for coordinating and conducting orientation sessions for that facility. Therefore, the appropriate technology staff member should contact the department secretary prior to each semester and gain access to the contact list of all faculty members who will teach in the specific college lab/studio

that he/she manages. The technology staff should then make training arrangements directly with the faculty, by e-mail, based on these lists.

The goal of the orientation is to provide faculty with a thorough understanding of the hardware, software, protocol and any special applications for each facility used in their classes, and to prepare them for teaching the hands-on technology component of that class. The technology staff members may then follow up the class training by assisting students as needed. It is an appropriate responsibility of each staff member, including student assistants, to assist in training faculty and students to use each facility; however, the functions of the staff members do not include teaching the subject matter of courses for faculty members.

It is important to note that student training should be conducted effectively in a group environment to avoid the need for follow-up one-on-one student training by the technology staff. This is particularly important given that the college has less than one instructional staff member for each facility. Individual assistance should only deal with special problems. Instructors must not expect the technology staff to be present for the entirety of any given class period, as the technology staff must address issues in different locations throughout the day, often on short notice.

#### EQUIPMENT CHECK-OUT

The college equipment check-out room is a college facility. All college equipment must be checked out centrally from there in order to maximize accessibility and reduce duplication of functions. A staff member assigned to that facility manages the equipment room and is in charge of the inventory, scheduling, reservations and maintenance of the equipment; hires, trains and manages student assistants. Student assistants, when available, perform check-out duties and help students and faculty on a limited basis. All equipment requests, whether in connection with class assignments or co-curricular projects, must have the approval of a faculty member who is trained or has received orientation for use of that particular equipment. All students who plan to check out equipment must: 1) have in-class training prior to the check-out; 2) must be a current California State University, Fullerton student; 3) be on a faculty-approved list for that equipment. Students are required to present school I.D. when checking out equipment. No other I.D. is accepted. Rules and regulations for checking out equipment apply to every piece of equipment housed in the equipment room. Based on prior consultation with faculty, the check-out room personnel may assign priorities for the use of certain equipment for classroom and co-curricular activities.

All faculty members who plan to supervise class and co-curricular projects must provide the equipment room supervisor with lists of all approved students, via e-mail, prior to the beginning of each semester, with updates as needed. The equipment room supervisor matches the lists against the inventory and either confirms the requests or gives recommendations to the faculty member based on the existing equipment. The equipment room supervisor may ask faculty to adjust their requirements in order to make the required equipment available to all students in question. Faculty members are expected to provide a list of assignments and the equipment required for each project. This maximizes the use of the equipment by matching equipment checked out to the assignment. Whenever possible, faculty members should collaborate to

stagger assignments to ensure the most efficient use of the equipment and facilities. To use staff and student assistant time efficiently, check-outs and check-ins are limited to specific times during each working day.

### SCHEDULING OF LABS AND STUDIOS

The department that has traditionally utilized a particular facility the most does the semester scheduling of that college lab and/or studio. All requests for lab or studio usage must be worked out with the department that does the scheduling. For example, the Department of Communications schedules the PC and Mac labs and the multi-purpose room, while Titan Communications manages the Titan studios and labs and the Department of Radio-TV-Film is in charge of the non-linear editing (NLE) lab, audio rooms, dubbing rooms, advanced NLE room, TV studio, control room and linear editing stations. To maximize access to technology and to avoid duplication, the departments are encouraged to match the faculty's instructional needs with the available technology in each facility prior to scheduling, after consultation with the appropriate technical staff member. In addition, it is desirable to schedule labs and studios in conjunction with regular classrooms so labs are not used as lecture halls. Departments are encouraged to schedule for shared use of labs well in advance. Also, non-lab functions should not take place in a lab environment. The intent is to offer reasonable open lab times to serve the needs of students. The amount of open lab time varies from semester to semester depending on class demand, staff availability and other usage.

### OPEN LAB AND STUDIO HOURS

The open lab or studio hours must be posted outside the facility in question and on its Web site as early in the semester as possible. In general, when there is no class meeting or authorized event in a studio or lab during the posted operating hours, that studio or lab may be considered open and available for use by qualified students who: 1) have in-class training prior to the check-out; 2) are a current California State University, Fullerton student; 3) are on a faculty-approved list for that equipment; 4) have a valid ID.

Qualified students enrolled in the College of Communications may use the college facilities during open lab hours to complete class or co-curricular projects, either by reservation or on a walk-in basis, depending on the protocol for that facility. All co-curricular projects must be approved by a supervising faculty member and are subject to equipment, lab and studio availability. Each instructor must provide a class roster of authorized students to the staff member in charge of that facility, via e-mail. This allows the staff members to verify who is qualified to use the studios and labs.

Additionally, each staff member has the authority to limit anyone's use of a facility, if necessary, such as in the case of a student spending an entire day on a computer when others need access to that same computer. The objective is to give equal access to equipment to all qualified students.

## WEB SERVICES

The college Web services are managed by a college technology staff member who is in charge of the college Web development and operations, including Web server administration, multimedia authoring, video media asset management, encoding and streaming. He/She provides consultation, guidance and services to the college faculty, staff and students in connection with Web projects and related technologies.

The mission of the college Web services is to provide comprehensive and interactive media for bringing timely, relevant and quality administrative and academic content to students, faculty, staff, alumni and the community. These services provide support for faculty in and out of the classroom, online advising, student clubs and organizations sites, as well as the internship office, online research center and online media, including The Daily Titan Interactive, Titan Internet Radio, Titan Web TV and the Titan video news magazine, On the Edge.

All requests for web services, except routine troubleshooting, must be made at least 45 days prior to the beginning of each semester to allow staff members sufficient time to complete the project. In response to requests for service, the technology staff member provides a tentative completion date but this date may change based upon the complexity or emergency nature of the project.

## REQUEST FOR TECHNICAL SERVICE

All requests for available services must be detailed and directed to the relevant instructional support person via e-mail. The technology staff member must respond within two business days, informing the client about the status of the request, available options or the date by which the work will likely be completed. All faculty requests for hardware and software upgrades outside the planning process must be directed to respective department chairs, after consultation with the appropriate technical staff. No upgrades will be installed in a facility during the course of the semester, unless agreed upon by the technical staff member in charge.