

Measuring Success in Media Services					
Service area priority	Assessment Metrics	Competency/ Benchmarks	Statistical Analysis	Focal Point	Significant Enhancements
1. Provide quality customer services and technology solutions	Limited service complaints	Zero service complaints per semester	Traffic numbers reflect over 1000 customers per semester	Understanding the technology trends and the needs of the end user	Automated services to allow for faster check out, automatic overdue notification
2. Technology classroom design and installation	Technology classrooms are reliable, user friendly, and meet the technological needs of faculty and students, ADA compliant	Technology is current, standardization across campus	Summer 2006 we installed 16 new classrooms at the PEC and JBWN. Summer 2007 there were another 16 classrooms and conference rooms	The engineering and technology must continue to evolve to meet the need	Yearly upgrades, each projector and computer upgraded every three years
3. Technology classroom maintenance	Classroom call response time	5 minute response time and rapid repair. No classroom out of order for more than a class period	2006-2007 fiscal year: no classrooms were out of order for more than a class period and 95% of the calls responded to in	Regular routine maintenance performed and demonstrations available to faculty, students and staff	Class technology met or exceeded the demands of the end user. Added functionality to the integrated control system
4. Digital video editing Assistance	Persons assisted and projects completed	Successful presentations Students demonstrate the ability to utilize technology	2006-2007 fiscal year: Assisted over 540 students more than 950 hours	This is a growth area and more personnel and space is required to keep this service successful	Networked with instructors, served as a guest lecturer and planned the utilization of technology more effectively.
5. Technology equipment checkout	Availability and functionality of the equipment on a regular basis	100% availability	2006-2007 fiscal year: 100% availability of equipment with over 1000 total equipment checkouts	Proactively contacted faculty to more effective schedule student projects	Several upgrades done including digital video cameras digital still cameras, new editing software and new computers
6. Production work	Timeliness of the service, error free	Adherence to copyright laws. Generally next day service	2006-2007 fiscal year: All production was done in a timely manner	Timeliness of service, copyright restrictions and the movement towards digital media	Added additional equipment for digital recording
7. Continuing Education	A minimum of 24 hours approved continuing education per year per staff member	The pinnacle of Instructional Technology is presenting to peers	2006-2007 fiscal year all staff meet or exceeded the continuing education	The classes taken reflect the desire to improve and enhance the worker's abilities	Staff took over three hundred hours of training classes and hosted a national conference
8. Technological utilization in Special Events	Set up and functional in a timely manner (1 hour in advance)	Setup and functional at least 45 minutes before the presentation	Over fifty successful major events per year	High profile events require specialized engineering, programming and coordination	The need exists to dedicate a staff member to high profile events
9. Provide research and development in regards to emerging technologies including Product lifecycle management	Research is thorough, specifications provided meet or exceed the technical needs of the end user	The technology equipment specified is utilized and serves the university through the replacement cycle and is disposed of properly	Based on demand	Collaborate with Technical Acquisitions to maintain standards across the campus	Redefined specifications for digital cameras, audience response systems, document cameras
10. Product Lifecycle management	Obsolete equipment is removed in a timely manner. It is redeployed and reused when necessary. Donations are encouraged.	Classroom equipment is current, less than five years-old. Obsolete equipment is removed by a certified vendor potentially avoiding the landfill	Over 40 computers, 10-15 LCD projectors and other peripherals are removed from service each year. About 10% are donated.	Donate usable equipment to non-profitable organizations.	Disposal vendor required to sign a contract stating that the obsolete equipment is not dumped in the landfill