CAREER TECHNICAL INSTITUTE
MEDIA SERVICE PLAN

<u>**Scope and Availability of the Services:**</u>

The variety of media services offered at Career Technical Institute (CTI) are available to campus based and distance education (DE) students, faculty and staff and include computer-based training modules, and web links to supplement the programmatic courses provided by CTI.

<u>**Variety of Current and Relevant Educational Materials**</u>

CTI offers supplemental reference materials that are primarily used in the Library. Technical magazines and other similar publications are also available in the Library. Students also have access to the online portal that contains the e-Reference Library with thousands of reference materials. All software necessary for student learning is available at each workstation on campus and all DE students must have an up-to-date computer to access and complete their coursework.

Certification test preparation software is also made available for all students to assist them in preparing for the certification exams. Each student's workstation has Internet access which is required for them to complete their lessons. Each student has a folder on the server to store files and has access to student data via the same server. Instructors have access to a drive (W:Drive) on the server where the Chief Academic Officer (CAO) regularly downloads updated student data and courseware, testing materials and other learning resources. The DE students have access to an online portal that contains their courseware, eBooks and the e-Reference Library that contains thousands of course related textbooks. The materials available are approved by the CAO who obtains regular updates from Career Tech Services, our primary textbook publisher, through a secured web link online portal.

There are a myriad of peripherals used in the classroom to supplement the learning process that include: a LCD projector, whiteboards, dry-erase markers, PC kits and other materials beneficial to the students and staff. All supply needs are addressed by the Executive Vice President of Operations, and Assistant Administrator. Supplies are ordered by the school's Executive Vice President of Operations as needed.

The availability of services include:

1. Campus Library located in Room 124. Hours are:
   8AM-9:30PM (M-W) 8AM-9:30PM (Thurs) 8AM-5:30PM (Friday)
2. E-Reference Library (virtual online library available 24/7)
3. Overhead projectors mounted in the ceilings of each classroom.
4. On site reference materials in a variety of occupational fields taught at CTI.
5. Internet access (wired and wireless) at every computer in the school

Administration of Services

The Chief Academic Officer is responsible for maintaining and making available all necessary media materials. For Distance Education (DE) the Vice President of Online Operations ensures that all applicable DE staff as well as students and instructors have access to the online learning platform and the e-Reference Library and regularly monitors its functionality. As curriculum changes are implemented and new media is introduced, the CAO will ensure that all staff and students are made aware of its availability. The CAO is responsible for assigning a designated staff person to monitor the status of the Library and all the resources needed. The IT Administrator has been designated as the person in charge of the daily maintenance of the Library. The managers, faculty, staff and students review the effectiveness of the Library at the annual staff meeting. In addition, the students periodically evaluate the library. Based on the student evaluation results and the feedback received from staff and faculty during their annual meetings, media resources will be added and or modified as appropriate to improve the services provided to our students.

The responsibilities of the CAO and designated staff members are as follows:

a. Inventory all resource materials.
b. Annually, report on the status of the Media Center and make recommendations and suggestions about replacing/adding or modifying the materials.
c. Ensure that the location is being maintained in the proper order.
d. Orient the CTI community on the usages of the Media Center.
e. Ensure there is a line item for Media Services and replacements in the budget.
f. Ensure the website is being maintained in the proper order.

It is the responsibility of the CAO (campus) and VP (DE) to ensure all staff, instructors and students are familiar with the policies and procedures regarding the Media Center. This is reviewed at the Staff Development Day and at the Annual Meeting.

CTI Community Orientation to the Media Services

CTI provides orientation to the students and staff in three basic formats:

a. Students are oriented at the Student Orientation prior to starting school via a Student Orientation.
b. Staff members are oriented at the Staff Orientation via a Staff Orientation.
c. DE Students are oriented at the DE Student Orientation via a DE Student Orientation.

Facilities and Technical Infrastructure Essential for Using Medial Materials.

It is our goal to maintain sufficient and adequate facilities to provide for the ongoing operation, maintenance and improvement of our physical plant, technical infrastructure and distance education infrastructure to enable our students to achieve the objectives of the program offered. Career Technical Institute is committed to maintaining physical facilities that provide for the health and safety of employees, students and visitors. Media materials and resource books are

housed in the Library (Campus) and via the e-Reference Library (DE). Signs are posted in the Campus informing students of the hours of operation. The DE Library is opened 24/7. For the DE community, the instructors are responsible for ensuring that the students have the necessary hardware and software to access the online learning portal and the e-Reference Library. Prior to starting their program, students are required to pass a configuration test of their system by following the instructions provided by their instructor.

The school's plan for the operation and maintenance of our facilities and technology includes assigned responsibilities as follows:
- Maintenance/upkeep- of Vermont Avenue Location-EVP-Campus
- Operations Maintenance/upkeep of the technical infrastructure-IT Administration
- Maintenance/upkeep of the Distance Education infrastructure-VP of Online Operations.

Budget Commitment

An appropriate allocation of financial resources is reserved for media services in each annual budget and a line item for such is listed.

Annual Evaluation

Student evaluations, which are done quarterly, are used as an assessment tool to determine the efficiency of the Media Services. Instructors and staff review the effectiveness of the Media Services periodically and at the Annual Staff Meeting. Based upon the results of these evaluations, and the feedback received from staff and faculty during their annual meeting, media resources are added or modified as appropriate to improve the quality of resources available to the students.

Inventory

The Executive Vice President of Campus Operations, Chief Academic Officer or the Lead Instructor is responsible for doing inventory on a periodic basis of the materials and equipment. They are responsible for determining whether or not to purchase and/or replace any item.   The CAO also reviews the course content in the e-Reference Library (DE). The IT Administrator is responsible for the inventory of the all other media resources previously mentioned.

Maintenance and Replacement of Equipment

The annual budget allows for purchase and repair of equipment as needed. The IT Administrator is responsible for ensuring that equipment is in good working order as well as conducting routine inventory of book materials. CTI's IT Administrator is responsible for installing, configuring, maintaining, troubleshooting and repairing the computers. The IT Administrator is further supported by CWPS, our Technical Support backup, when needed. When computers are diagnosed as less than optimum, they are designated as break/fix lab equipment. Requests for equipment replacement are made to the IT Administrator, and upon authorization by the Executive Vice President of Operations, equipment will either be purchased or leased. Replacements are made as quickly as possible.

Services for Creating Instructional Materials

The institution uses commercially available instructional materials that are provided by licensed third party vendors. The instructors have access to the internet and the online learning portal that includes the e-Reference Library. There are a myriad of sites that support the courseware used in the classrooms and provide opportunities for instructors to create additional resources for their students.

Interactive Educational Multimedia - Most of the courses at CTI include an interactive, media-based learning module. The media lessons are proficiency-based and include both pre and post-assessments that allow the student and the instructor to assess the level to which they have mastered the topic. Each student's workstation has access to icon shortcuts to each of the media-based software programs. CTI also offers Xtended Learning, a web-based media software product that enables students to access many of their courses from any computer with Internet access.

Simulated Certification Exam Software - We also provide simulated certification software that gives students the chance to practice taking industry certification exams prior to taking the actual exam. The students and IT faculty have access to TestOut, an interactive website for IT students. Other pre-testing sites are: Certiport, National Center for Competency Testing (NCCT), GMetrix, and National Healthcare (NHA). They are available in each classroom under the supervision of the instructor.

Library - Students are allowed in the center during the hours listed. They are expected to work independently and quietly and if there are any technical problems, contact the staff member in charge. There, in addition to reviewing reference materials, students may complete research on the internet on various course related topics. Most of the materials in the center are resource materials and are not allowed to be checked out unless authorized by the CAO. Also, the online portal is available to the students 24/7.

Instructional Supplies

Most of the supplies required by instructors and the administrative personnel consists of textbooks, office materials such as computer desks, printer cartridges, paper, pens, pencils, CD's, etc. These types of supplies are typically ordered by the school and pose no threat or safety hazard and meet general safety standards. The instructional supplies are secure in cabinets under the control of the Executive Vice President of Operations and the Medical Assistant instructors. The medical supplies are also in locked cabinets in the Medical Assistant rooms. The Medical Assistant instructors are responsible for ensuring that items needed in the classroom are replenished on a timely basis. Textbooks are secure in the office. The DE students have access to the online learning portal and the e-reference library and all must pass a configuration test on their computers in order to effectively use the software. This ensures that their systems are free from viruses and capable of accessing and utilizing the portal.

The school's IT Administrator is responsible for maintaining adequate supplies for the daily operation of the learning center. As any staff member needs supplies or replacements, he or she makes a request to the Executive Vice President of Operations for the supplies or replacements.

<u>Safety and Health Issues</u>

All equipment in the institution meets safety standards. In addition, the Front Desk personnel and designees are responsible for maintaining a First Aid Kit, which is located at the Front Desk. The EVP of Campus Operations is also responsible for posting campus evacuation procedures in case of fire or other related incidents. During the Staff Development Meeting, evacuation procedures are reviewed. The medical equipment is supplied by PSS-McKesson-Cypress Medical products and Manufacturing. The general office equipment comes from Staples and both companies are reputable and have excellent warranties and return policies. All medical supplies are stored in locked cabinets in the Medical Assisting classroom.

The campus is secure with sprinklers and fire alarms throughout the building. The exit signs are mounted to the ceilings for easy access to all doors and elevators. Fire extinguishers are appropriately placed as required by the fire marshal.