CAREER TECHNICAL INSTITUTE
DISTANCE EDUCATION MEDIA SERVICE PLAN

Scope and Availability of Services

Career Technical Institute (CTI) makes available to all Distance Education (DE) students a myriad of media services inclusive of thousands of electronic reference materials crafted by hundreds of authors. The vehicle through which this is available is our E-Reference Library accessed through a secure web portal. The portal access is offered at no additional cost to our student body and is a fully searchable electronic reference library. The textbooks include topics relevant and supportive to our students.   Career Technical Institute also provides students with reference material via a Career Services Portal located on our website.   This resource provides access to more than 1,000 job boards when a student enters their search criteria during registration. The aggregate job board sends the student an email informing him/her of jobs that are possible matches. Through this portal students also get access to leading experts and learn from free Job Seeker Webinars. In addition, students have access to Career Services PowerPoint presentations located in their learning management system.

Administration of Service

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 has assigned the DE Instructor Manager and DE Instructors the responsibility of ensuring that all DE students have access to the E-reference library and other media resources, and regularly monitor its functionality. The effectiveness of the DE Online Media is reviewed by students, staff, instructors and management and discussed at the annual staff meeting. Based on the results of the student evaluations and the feedback received from staff and faculty during their annual meetings, distance education media resources will be added and/or modified as appropriate to improve the services provided to our students.

The review of the DE media library resources will include the following:

  a. Annually, review the status of the library and make recommendations and suggestions about replacing/adding or modifying the materials as a result of feedback from our students, staff and faculty.
  b. Ensure that the website is being maintained in the proper order.
  c. Orient the DE students on the usages of the center.
  d. Ensure there is a line item for DE Media Services and replacements in the budget.

It is the responsibility of the CAO to ensure all staff, instructors and students are familiar with the policies and procedures regarding the DE Online Library. This is reviewed at the Faculty Meetings and at the Annual Meeting.

Annual Evaluation

Student evaluations are used as an assessment tool to determine the efficiency of the E-Reference Library. Instructors and staff review the effectiveness of the E-Reference Library 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.

Budget Commitment

An appropriate allocation of financial resources are reserved for DE media services in each annual budget.

Inventory

The E-Reference inventory is annually reviewed and recommendations for additional resources are recommended by the DE Instructor Manager.

Maintenance and Replacement of Media Equipment

The annual budget allows for purchase and repair of equipment as needed. The Executive Vice President of Online Operations is responsible for ensuring that the online website is maintained in working order. CTI's DE Instructor Manager is responsible for consulting with Career Technical Services who maintains the E-Reference Library, and our IT Administrator is responsible for consulting with CWPS, our IT support partner, for difficulties with the server.

Emergency Procedure: In case of an emergency, the VP of Operations for distance education has the authority to purchase media supplies and equipment needed, or to repair media equipment necessary to support the continuous programs of the institution. This procedure is as follows:

- Staff member will identify the need (media equipment or supply).
- Contact the VP of Operations for approval.
- Delegated staff member will contact the vendor to arrange for the purchase of item(s) needed.
- Explain the urgent nature of this request.
- If the vendor indicates that he/she cannot fill the order or cannot meet the time frame requirement, contact another vendor.
- If the item(s) cannot be delivered within the required time frame, arrangements will be made for the item to be picked up.
- If the items needed are not available through one of the vendors used by this school, the VP of Online Operations has the authority to make emergency purchases up to $300.00 using Petty Cash Reserves and/or School Credit Card by alerting the President who is always readily available.

- Document the purchase and receipt on the designated expense forms.

Services for Instructional Materials

A. Computer Based Training Orientation - To ensure students effectively begin their training, on the first day of class, they are given an orientation to the online training system supported by the Moodle platform that they will be using for the majority of their educational experience at CTI. Prior to starting their program, students and instructor will test their computer system to ensure they will not run into any technology challenges.

B. Interactive Educational Multimedia - Most of the courses at CTI also include an interactive, media-based learning module. The media lessons are proficiency-based and include quizzes and final exams that allow the students and instructors to assess the level to which they have mastered the topic. CTI also offers Xtended Learning for any student who successfully completes their curriculum by their enrolled graduation date. That student is invited to refresh their completed courses for up to one year from graduation. This complimentary access for review applies specifically to Career Technical Institute graduates and the courses and software versions reflected on their Enrollment Agreement and that was successfully completed while enrolled.