Technology: Tools, systems and expertise that are designed to allow us--the faculty, staff and students of Amarillo College--to do each of our jobs better.

Technology Master Plan: A roadmap that will set Amarillo College’s technology directions for the next five years.
Table of Contents

- Developing a Roadmap 3
- Explaining the Process 4
- Outlining the Objectives 5
- Detailing the Goals 8
- Evaluating the Outcomes 11
- Starting the Journey 12
- Appendix 14
  - Technology Operational Goals Matrix 15
  - ITS Customer Satisfaction Survey 17
  - “How Are We Doing?” Student Satisfaction Survey 22
  - Operational Guidelines for Technology 24
Developing A Roadmap

This is a roadmap. A guide to get us from where we are right now... to where we want to be. Students, faculty and staff at Amarillo College have all worked together to create this roadmap. It will help direct the College’s future efforts and will impact every student, staff and faculty member at AC.

This roadmap focuses on technology—specifically, the results of technology at Amarillo College and what we intend to achieve over the next five years. The roadmap is based on the College’s Strategic Plan, an annual planning document that outlines goals and success indicators designed to fulfill the comprehensive mission of the institution. By building directly upon the Strategic Plan, the Technology Master Plan will further help us achieve the College’s overall mission and meet the College’s institutional goals. Creating this Technology Master Plan falls directly in line with Amarillo College’s institutional effectiveness approach to planning. The Technology Master Plan will become a vital part of the College’s comprehensive planning process and will contribute to all other elements of College-wide planning.

This plan represents the combined efforts of all Amarillo College constituencies and it will directly affect every one of us. Technology is an integral part of all students’, staff and faculty members’ daily lives. When you hear the term “technology planning” you will most likely think of such things as computers and networks, software and internet services, telecommunications and mediated classrooms. Indeed these are many of the technological components that faculty, staff and students deal with today. But specific technology evolves extremely rapidly. Long-term planning is made complex due to numerous unknown and unanticipated changes and new developments. Nevertheless, planning is a necessary step to reaching a desired destination. By outlining five-year strategic objectives, we have clearly identified what we intend to achieve through the use of technology, rather than the specific technology we will use to reach this end. To support these objectives, annual operational goals have been developed that can be updated to keep pace with the rapid changes in specific technology that will inevitably occur.

Clearly, creating agreed upon technology objectives and guidelines is imperative to establishing College priorities. They will allow Amarillo College to make effective decisions on how to use time, personnel and money to reach our desired goals. Technology objectives and guidelines will help the College make decisions that lead to continually improved instruction and service to our students and our community. This planning process will strengthen the College’s accountability to taxpayers and students and will improve every aspect of the institution, since technology permeates everything we do.
Explaining the Process

The entire College worked together to develop this Technology Master Plan. This broad-based involvement grew from the use of six focus group sessions that sought College-wide input on technology directions and led to the development of the technology strategic objectives. Fifteen focus groups included 130 Amarillo College employees and seven students. Special focus group sessions targeted those responsible for budgeting and instruction, while another session was open for all AC employees to attend.

The focus groups used the nominative group technique to garner input from all participants. This created a comprehensive approach to the planning method and ensured that all participants had an equal voice in the process. Each group member was asked to address concerns and issues regarding technology and to identify the objectives of technology in their respective areas. Focus group participants then ranked their concerns and this information was compiled and used to draft the technology strategic objectives. All College employees were then given the opportunity to comment on these preliminary objectives. The Technology Users’ Committee proposed a compiled list of technology strategic objectives to the Executive Committee. The AC Executive Committee used this input to finalize the strategic objectives as they appear in this document.

In order to fulfill the finalized strategic objectives, the College then had to develop its first set of annual technology operational goals. This task was given to the Amarillo College Technology Users’ Committee, which serves in an advisory capacity to the Information Technology Services Division (ITS) by bringing user concerns to the division and by helping in the development of policies and procedures as related to the implementation and use of technology at AC. The committee consists of three representatives appointed by the Classified Employees Council, three representatives appointed by the Faculty Senate, one representative appointed by the Workforce Development Division, and three administrative representatives; one from each of the following groups: 1) Executive Committee, 2) Administrative Association, 3) Division Chairs. The Dean of Information Technology Services serves as the Committee Chair with the managers of the ITS division serving as non-voting representatives to the committee.

When the Technology Users’ Committee had drafted the content for the 2002-2003 technology operational goals, these specific, measurable, one-year goals were submitted to the Executive Committee for revisions and then finalized. Finally, an on-going evaluation process was put into place to ensure that the entire College will continue to have broad-based involvement in the technology planning process.

The Technology Master Plan 2002-2007 will be a dynamic document influenced by other components of the Amarillo College Institutional Planning Cycle. For instance, currently, Amarillo College is working with outside contractors Carter-
Burgess and MGT of America to develop a College master plan that examines future directions for physical facilities and academic offerings over the next five, ten, fifteen and twenty years. Clearly, the technology strategic objectives in this Technology Master Plan may need to be reassessed when the College’s master plan is completed in October 2002. In addition, the *Technology Master Plan 2002-2007* will be submitted to Carter-Burgess and MGT of America for review. Carter Burgess may use some of the components from this plan in developing the College master plan. Thus all aspects of the planning process will tie together and impact one another as they shape our vision of Amarillo College’s future.

**Outlining the Objectives**

The technology strategic objectives are designed as an annotated list linked to the College’s institutional goals and success indicators. These objectives plan for technology outcomes rather than specific technology itself. As noted previously, everyone at the College was invited to give input into the development of the objectives. They are designed to be re-evaluated every five years.

**2002-2007 FIVE-YEAR TECHNOLOGY STRATEGIC OBJECTIVES**

1. *Technology Resources*

   A. Maintain sufficient technology resources (equipment and software) in order to continuously provide:

   - parity among all user groups, (students/faculty, AC staff, AC students/classes, etc.), in order to facilitate system compatibility.
   - improved communication and interaction between and within user groups;
   - appropriate access for all AC users;
   - tools and systems that are selected based on the functions they support;
   - appropriate equipment for each AC user group, including specialized equipment for persons with disabilities, or specialized equipment for technical programs;
   - consistent service levels, (reliability, speed, response time, etc.);
   - secure transactions and protected systems/equipment;
   - preservation of data integrity;
   - standardized systems when wide spread access and uniformity will reduce costs of multiple disparate systems;
   - flexible systems when cost justified and/or business driven;
   - comprehensive operational systems that support integrated, cross-functional needs.
B. Maintain accountability of technology support (internal or external technology support persons) in order to ensure that:

- technical competence and currency is sufficient to support current and planned technology implementation;
- technology support is provided to all AC users in a courteous, timely manner that is balanced between customer-focused service, quality and cost effectiveness.
- “self-help” is made accessible to all AC users for recurring, common or low-level (non-critical, non-urgent) problem resolution;
- technology support responses are prioritized based on criticality (system outage or malfunction), volume (number of users affected) and urgency;
- technology planning and implementation considers impact to all affected users with respect to operational and accessibility issues (including system availability for persons with disabilities);
- the persons responsible for carrying out the technology plans of the College are given sufficient authority and support to enforce technology/security/usage policies, as well as to recommend and implement new policies and initiatives.

II. Student Services

Make student services more widely available, both in terms of time and distance, through well-planned, accurately implemented systems that are supported by technology resources. This will ensure that:

- Students may access many, if not all, services through some technological means without requiring a personal visit to the College. Services may include, but are not limited to: admission, registration, access to grade reports/transcripts, advising, billing, search of library holdings or bookstore purchases, application for financial aid, testing, test scheduling and career services.
- Students may communicate with faculty and other students electronically, which may include the use of public (electronic) bulletin boards or email, as well as voice recorded media.
- Students may receive “public” communications anytime, anywhere via electronic means (i.e., via electronic bulletin boards, chat, virtual meetings, Intranets, newsgroups, email, etc.) Such communication is timely and accurate.

III. Instruction

A. Provide technology to be used in the presentation of instruction to increase retention, regardless of the delivery approach.
B. Enhance student success through technology that supports study, adapts to various learning styles and enables a variety of teaching methods. This will ensure that:

- Technology orientation and/or training are provided to all incoming students to acquaint them with AC’s available technology and minimum system requirements for student equipment, use policies and standards of conduct.
- Computing resources are available for students.
- Where deemed cost effective and controllable, equipment is made available to students, which may include a check out system (rather than requiring personal purchase), on-site use (i.e., on-campus kiosk), or on-site access to centralized computer labs. Future access may include on-site port access using student-owned equipment.
- Self-paced, self-study tools are electronically available. Such technology tools are available for incorporation into teaching methods.
- Technology provides student access to research and information beyond the confines of the College campus.
- Students have access to on-line testing as required by mandates and as appropriate to program and privacy considerations.
- Collaboration of student groups (student organizations, class work groups or majors) is enabled in order to foster teamwork and maximize electronic communication capabilities.

IV. Training and Expectations
A. Maintain sufficient technical competence and currency to support current and planned work projects.
B. Design timely training opportunities that meet the needs of the College and the competency of the individual user.
C. Deliver and apply training consistently.
D. Set forth expectations for the level of technological competency required by AC personnel in hiring, evaluation, discipline and advancement considerations.
E. Assess technical competency in an objective and measurable way.
F. Align technical competency and currency with overall compensation.

V. Institutional Effectiveness—Planning, Documentation and Budgeting
A. Align technology planning and budgeting with institutional goals, success indicators and Planning, Evaluation and Tracking (PET) goals.
B. Align technology planning and budgeting to ensure that equipment is appropriately purchased, rotated, retired and upgraded.
C. Implement technology in a phased, logical, manageable way that steadily expands capabilities and access.

D. Ensure that technology planning and implementation considers impact to all.

E. Implement systems that enable accurate data compilation, measurement and reporting that support continuous improvement, historical review or ongoing research.

F. Use technology to enhance document collection, preservation and retrieval; it may replace, supplement or be redundant to traditional systems depending on business need.

G. Make documentation more easily accessible through technology that allows anytime, anywhere access as allowed by security policies and as appropriate to College needs.

H. Enable continued refinement and improvement of technology infrastructure and the services it delivers based on systematic evaluation.

VI. Communication

A. Accomplish information delivery through technology that allows appropriate access to all concerned at a level warranted by their role within the system.

B. Use technology to reduce time/distance barriers, offer flexibility and streamline transaction processing.

C. Use technology to enable open communication and information access across and within AC’s user groups.

D. Provide faculty and staff “public” communications via electronic means such as electronic bulletin boards, on-line documents, chat, virtual meetings, Intranets, news groups, email, etc. Such communication must be timely, accurate and widely available.

Detailing the Goals

The one-year operational goals will be used to accomplish the strategic objectives. These measurable goals provide specifics for budgeting and accountability and will influence Planning, Evaluation and Tracking (PET) goals, standards and tracking results. The Technology Users’ Committee drafted these operational goals with input and final approval from the College Executive Committee. In order to develop the goals, the Committee had to identify priorities and determine which strategic objectives to address during the upcoming year. Naturally, all of the strategic objectives cannot be addressed during the Technology Master Plan’s first year. Also, achieving some of the goals will require additional funding, which must be obtained by pursuing and receiving alternative resources. These goals are indicated by an asterisk.
2002-2003 ANNUAL TECHNOLOGY OPERATIONAL GOALS

I. Technology Resources

A. Meet or exceed 94% up time of server-based applications by year’s end, as measured by system outage reporting.

B. Maintain network infrastructure that allows all of the College’s user community to access the network 90% of the time.

C. Agree upon and publish AC’s standard service levels for all major systems and components.

D. *All AC facilities accessed by AC employees, students and community will provide access to the Amarillo College computer network backbone.

E. Provide computers based on assessments in the following priority schedule:
   1. all board appointed faculty members lacking a computer in the office,
   2. all employees filling new positions and needing an office computer,
   3. all employees needing Colleague access but lacking an office computer capable of accessing Colleague.

F. Develop a policy for the preservation and backup of data and implement the policy.

G. Expand the offerings and capability of on-line (intranet) help desk files to include application specific resources, tutorial or downloadable instruction.

H. Publicize the help desk files available on the College intranet and decrease the number of calls to Helpdesk by 25%.

I. Develop and publish a policy that outlines the prioritization schedule for resolution of technical problems. This policy will outline how responses are aligned to appropriately meet the criticality/severity levels present.

II. Student Services

A. Publicize the availability of on-line student services during the semester when WebAdvisor is initially implemented and seek to have at least 30% of all students registering using WebAdvisor.

B. Publicize existence of student kiosks and monitor student use of applications, average duration and volume of use.

C. Implement measures for tracking on-line student service activity apart from in-person, on-campus activity during the first two years of availability of on-line services. The first year will provide a baseline, the 2nd year will provide a more realistic view of use as awareness of service availability will have increased and proficiency with new methods will have increased.

D. Increase number of electronic student admissions applications by 20% by year-end.
E. Process all electronically initiated applications through a paperless electronic cycle.

F. By year-end, implement a process through which students/graduates may retrieve unofficial transcripts on line.

G. Implement an automated system to publish all final course grade reports on-line.

H. Make student financial services accessible on-line, including total bill, bill payment, account status and financial aid status.

I. By year-end, implement a complete on-line bookstore sales system that services the buyer from initial order to final shipment.

J. By year-end, expand the capability of the library’s database driven on-line holding search.

K. *Provided that the institutional bandwidth is increased, increase net meeting capabilities and define standards and priorities for the use of net meeting.

L. Assess the feasibility and security of offering mandated testing services (currently offered through the testing center) on-line.

M. Make New Student Orientation available on-line by year-end.

N. By March 2003, expand New Student Orientation to include an orientation to the use of technology at the College.

III. Instruction

A. *Triple the availability of mediated classrooms using installed or portable equipment.

B. Collect/assign and post 30% of student email addresses allowing access of these addresses to appropriate AC employees.

C. By January 2003, provide student email addresses if available on class rolls.

IV. Institutional Effectiveness – Planning, Documentation and Budgeting

A. Assess the number of employees requiring Colleague access but lacking an office computer with the capability of accessing Colleague.

B. Provide training and/or assistance to any AC employee desiring knowledge and understanding with data retrieval options from current databases. Survey employees to determine satisfaction with the training/assistance provided.

C. Track the usage volume of all student computers for one long semester to establish a baseline for determining allocations and priorities.
V. Communication

A. Develop an Intranet enhancement plan that identifies standardized access to the intranet, comprehensive philosophy toward intranet use, functions and types of information.

B. Develop a policy and system for the archiving of shared Amarillo College documents and continue to archive at least 90% of all shared documents.

C. Create, share and allow submission of 75% of Human Resources Office (personnel) documents in an electronic form. Provide Intranet access for such internal documents as employment/change of status (310) forms, classified employee evaluations, etc. Allow for submissions of personnel applications via the Internet.

(An asterisk [*] indicates goals that are to be accomplished by pursuing and receiving alternative resources.)

Evaluating the Outcomes

In order to be effective, Amarillo College’s Technology Master Plan must be a broad-based, living document that is subject to formal and systematic evaluation. Through a process of regular evaluation, we can determine if we are achieving the Plan’s strategic objectives and meeting its annual operational goals. Furthermore, this evaluation process will allow the College to revise or rework the Technology Master Plan according to the institution’s changing needs.

Annually the technology operational goals in this plan must be evaluated. A matrix will be used to evaluate each year’s accomplishment of the technology operational goals. (See Appendix.) Each technology operational goal will be identified as accomplished, partially accomplished or unaccomplished and a column will be included for comments regarding future technology operational goals. The comments made will include a description of the results, followed by a determination whether the goal is to be continued or continued with a revision in the approach/standard. This matrix assessment for technology operational goals will precede any proposal for new technology operational goals. In making the analysis of each goal, the quantitative assessments indicated for each goal will be reviewed and the results of relevant surveys including the student survey (“How are we doing?” Student Satisfaction Survey) and an employee survey (ITS Customer Satisfaction Survey). (See Appendix.) In addition, qualitative assessments indicated for relevant goals will be determined by reviewing the results of focus groups of employees with representatives of all classifications, campuses, institutional functions, etc. and focus groups of students with representatives of various disciplines, ethnicities, ages, campuses, etc.

The assessments will be completed in November of each year and the goal matrix will be completed in late January. The proposed technology operational
goals will be made in early February with distribution to the Executive Committee by the middle of February. The technology operational goals will be submitted to the College no later than March 15th of each year.

In 2007, the update process for the Technology Master Plan 2002-2007 will begin with an assessment of accomplishment of all technology strategic objectives. A review of the technology operational goal achievement for the previous years will be used in making the assessment of accomplishment of strategic objectives.

The Technology Master Plan does not exist in a vacuum—it is just one component of Amarillo College’s Institutional Planning Cycle. The foundation of this cycle is the Strategic Plan. Thus, this Technology Master Plan will influence the success indicators for the Strategic Plan’s Goal VIII: Manage institutional resources effectively and efficiently. Since technology permeates all aspects of the institution, the Technology Master Plan will also influence the achievement of all other goals and success indicators within the Strategic Plan.

Amarillo College’s Institutional Planning Cycle also includes completion of Planning, Evaluation and Tracking (PET) forms for each area of the institution. The Technology Master Plan 2002-2007 may influence the revision of some areas’ PET forms. Accomplishment of many of the technology operational goals may be measured by goals, current or revised, in the Informational Technology Services Division’s PET forms. However, some goals will need to be assigned to other areas of the institution and, thus, may influence revisions in the PET goals of those areas. In addition, some of the PET forms for particular areas of the College may influence future annual technology operational goals.

Starting the Journey

The roadmap is completed and with this guide we are ready for the journey to begin. Whether we can reach our destination clearly depends on the effectiveness of our roadmap. Our planning is critical to achieving success. An effective roadmap will ensure that we make the best use of our time, energy and institutional resources. It will increase Amarillo College’s efficiency and responsiveness to our students. It will lead to continued improvement, ongoing progress and positive change.

One of the first questions we must ask before beginning our journey is, “Who’s driving?” In other words, “Who is responsible for ensuring that we reach our destination? Who is in charge of moving us from ‘here’ to ‘there’?” The answer is: all of us--all Amarillo College students, faculty, administrators and classified staff. Technology planning must be an institution-wide process. It cannot be the sole responsibility of the Information Technology Services staff. Every member of the College community uses technology and every member of the College community has had the opportunity to provide input to this Technology Master
Plan. Therefore, achieving these objectives and goals will require the involvement of the entire College community. It is our roadmap and we all must work together if we expect it to direct us to our destination and serve our needs.

Also, in order to be effective, the Technology Master Plan cannot be a static document. As Amarillo College evolves and technology changes the Plan must change as well. Through a process of continuous input, assessment and evaluation, we will ensure that the Plan remains current. It is a living document and will develop along with the institution and the technology itself.

Now, we must start the journey. With a spirit of cooperation, hard work and optimism, we are sure to succeed.
<table>
<thead>
<tr>
<th>I. TECHNOLOGY RESOURCES</th>
<th>Accomplished</th>
<th>Partially accomplished</th>
<th>Unaccomplished</th>
<th>Comments regarding future technology operational goals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meet or exceed 94% up time of server-based applications by year’s end, as measured by system outage reporting.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maintain network infrastructure that allows all of the College’s user community to access the network 90% of the time</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Agree upon and publish AC’s standard service levels for all major systems and components.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>*All AC facilities accessed by AC employees, students and community will provide access to the Amarillo College computer network backbone.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Provide computers based on assessments in the following priority schedule:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. all board appointed faculty members lacking a computer in the office,</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. all employees filling new positions and needing an office computer,</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. all employees needing Colleague access but lacking an office computer capable of accessing Colleague.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Develop a policy for the preservation and backup of data and implement the policy.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Expand the offerings and capability of on-line (intranet) help desk files to include application specific resources, tutorial or downloadable instruction.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Publicize the help desk files available on the College intranet and decrease the number of calls to Helpdesk by 25%.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Develop and publish a policy that outlines the prioritization schedule for resolution of technical problems. This policy will outline how responses are aligned to appropriately meet the criticality/severity levels present.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>II. STUDENT SERVICES</th>
<th>Accomplished</th>
<th>Partially accomplished</th>
<th>Unaccomplished</th>
<th>Comments regarding future technology operational goals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Publicize the availability of on-line student services during the semester when WebAdvisor is initially implemented and seek to have at least 30% of all students registering using WebAdvisor.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Publicize existence of student kiosks and monitor student use of applications, average duration and volume of use.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Implement measures for tracking on-line student service activity apart from in-person, on-campus activity during the first two years of availability of on-line services. The first year will provide a baseline, the 2nd year will provide a more realistic view of use as awareness of service availability will have increased and proficiency with new methods will have increased.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Increase number of electronic student admissions applications</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Process all electronically initiated applications through a paperless electronic cycle.

By year-end, implement a process through which students/graduates may retrieve unofficial transcripts on line.

Implement an automated system to publish all final course grade reports on-line.

Make student financial services accessible on-line, including total bill, bill payment, account status and financial aid status.

By year-end, implement a complete on-line bookstore sales system that services the buyer from initial order to final shipment.

By year-end, expand the capability of the library’s database driven on-line holding search.

*Provided that the institutional bandwidth is increased, increase net meeting capabilities and define standards and priorities for the use of net meeting.

Assess the feasibility and security of offering mandated testing services (currently offered through the testing center) on-line.

Make New Student Orientation available on-line by year-end.

By March 2003, expand New Student Orientation to include an orientation to the use of technology at the College.

III. Instruction

*Triple the availability of mediated classrooms using installed or portable equipment.

By January 2003, provide student email addresses if available on class rolls.

IV. Institutional Effectiveness – Planning, Documentation and Budgeting

Assess the number of employees requiring Colleague access but lacking an office computer with the capability of accessing Colleague.

Provide training and/or assistance to any AC employee desiring knowledge and understanding with data retrieval options from current databases. Survey employees to determine satisfaction with the training/assistance provided.

Track the usage volume of all student computers for one long semester to establish a baseline for determining allocations and priorities.

V. Communication

Develop an Intranet enhancement plan that identifies standardized access to the intranet, comprehensive philosophy toward intranet use, functions and types of information.

Develop a policy and system for the archiving of shared Amarillo College documents and continue to archive at least 90% of all shared documents.

Create, share and allow submission of 75% of Human Resources Office (personnel) documents in an electronic form. Provide Intranet access for such internal documents as employment/change of status (310) forms, classified employee evaluations, etc. Allow for submissions of personnel applications via the Internet.
Technology Customer Satisfaction Survey
November 2002

Using the form provided, please answer the following questions by indicating the appropriate letter on the Scantron form. **Be sure to use a #2 pencil.** When completed, please send the form to the ITS Division no later than **November 9, 2002**.

This set of questions pertains to the Amarillo College **technology equipment** you use in your normal day-to-day job duties.

1. Percentage of my workday that I use technology-related equipment:
   (A) 0 – 25%  (B) 26 – 50%  (C) 51 – 75%  (D) 76 – 100%

2. State your overall satisfaction with AC equipment since you **last** took this survey:
   (A) Dramatically improved; (B) somewhat improved; (C) stayed the same; (D) gotten worse; (E) I haven’t taken this survey before.

   Please answer the remaining questions using the following scale (unless otherwise noted).
   (A)-Strongly Agree    (B)-Agree    (C)-Disagree    (D)-Strongly Disagree (E)-Not Applicable

3. The quality (condition) of technology related equipment (desktop computer, printer, projector, multi-media, software, etc.) I use is adequate to meet my college assigned responsibilities.

4. The quantity (availability) of technology related equipment (desktop computer, printer, projector, multi-media, software, etc.) I use is adequate to meet my college assigned responsibilities.

5. The current administrative computing system (Colleague) is adequate to meet my college assigned responsibilities.

**ITS Customer Satisfaction**

The next set of questions pertains to the **service** you receive from the ITS Departments.
**ITS Division Office**
The ITS Division strives to provide training, advice, expertise and support for all aspects of technology, for all areas of Amarillo College.

6. I have a clear understanding of services offered by the ITS Division.

7. The Dean’s Office personnel are approachable (or receptive) for escalation of problem resolution.

8. Overall, the services I receive from the ITS Division personnel are provided in a courteous manner.

9. General technology-related information/announcements are provided by the ITS division in a timely manner.

10. The personnel in the ITS Division Office are receptive to new ideas or suggestions from outside the ITS Division.

11. Overall, I am pleased with all services I receive from the ITS Division.

**Telecommunications**
The Telecommunications department provides telecommunications and data networking for all intra-campus and intercampus connectivity. The department installs and supports copper cable, fiber optic cable, coax and associated equipment for telephones and data networking.

13. The quantity (availability) of telephone equipment I use is adequate to meet my college assigned responsibilities.

14. Telecommunications keeps me informed as they work to solve my service request.

15. Requests made to Telecommunications are completed promptly.

16. Requests made to Telecommunications are completed courteously.

**Helpdesk**
The Helpdesk office receives ITS related help requests, answers questions, and enters and dispatches work orders.

17. The Helpdesk personnel are courteous.

18. The Helpdesk personnel complete my requests in a timely manner if they cannot solve my problem over the phone.

19. Helpdesk personnel keep me informed as they work to solve my service request.
20. The Helpdesk personnel complete my service requests to my satisfaction.

**User Support**
User Support provides technical support to all AC employees by responding to work order requests, loading software, repairing hardware and software issues, replacing defective equipment, and installing new and roll down equipment.

21. The User Support personnel are courteous.

22. User Support keeps me informed as they work to solve my service request.

23. Requests made to User Support are completed in a timely manner.

24. Requests made to User Support are completed to my satisfaction.

**Network Services**
Network Services creates user accounts for network logins and GroupWise email. The department provides connection to the internet and maintains network file servers. Network Services also installs and upgrades network attached servers and printers.

25. The Network personnel are courteous.

26. Network Services keeps me informed as they work to solve my service request.

27. Requests made to Network Services are completed promptly.

28. Requests made to Network Services are completed to my satisfaction.

**Equipment Services**
Equipment Services responds to work orders concerning audio/video equipment owned by the College. This includes TV's, VCR's, LCD projectors, sound systems, overhead projectors, Mediated Classrooms and Lecture Halls.

29. The Equipment Services personnel are courteous.

30. Equipment Services responds to my requests in a timely manner.

31. Requests made to Equipment Services are completed to my satisfaction.

**Technology Support Services**
Technology Support Services creates and conducts computer software training classes, for both classroom and individualized needs for all Amarillo College
employees. Software support questions are answered, as well as helping create departmental databases.

32. State the amount of training you have received from TSS:
   (A) 1 – 5 classes; (B) 6 – 10 classes; (C) 11 – 20 classes; (D) over 20 classes;
   (E) 0 classes
   If you answered “E,” do not answer the following questions in this section.

33. TSS personnel are knowledgeable about the topics they teach.

34. TSS personnel are courteous and respectful during training classes.

35. The computer use training I receive is adequate to meet my college assigned responsibilities.

36. Training provided by TSS is timely (I receive training before I am expected to use the software).

37. Training provided by TSS is appropriate to meet my technology training needs.

Web Services
Web Services maintains the Amarillo College website, including but not limited to the AC website, the AC Intranet site, departmental websites. Assists with other web related projects as needed.

38. State the number of times you have received support from Web Services:
   (A) 1 – 5 times; (B) 6 – 10 times; (C) 11 – 20 times; (D) over 20 times; (E) 0 times
   If you answered “E,” do not answer the following questions in this section.

39. The Web Services personnel are courteous.

40. Web Services personnel are knowledgeable about web related projects and services.

41. Requests of Web Services are fulfilled to my satisfaction.

42. The Amarillo College Web Page is professional and easy to use to find information.

Programming Services
Programming Services maintains the administrative system and related third party products. The department provides information and reports required by external agencies, administration, faculty and staff.

43. State the number of times you have received support from Programming Services:
    (A) 1 – 5 times; (B) 6 – 10 times; (C) 11 – 20 times; (D) over 20 times;
    (E) 0 times
    If you answered “E,” do not answer the following questions in this section.

44. The Programming Services personnel are courteous.

45. Requests of Programming Services are fulfilled within their estimated time frame.

46. Requests of Programming Services are fulfilled to my satisfaction [or to my specification].
How Are We Doing?
AMARILLO COLLEGE STUDENT SURVEY

Please complete this survey form to help us provide you with better service at Amarillo College. You’ll be doing this anonymously, so please be as honest and objective in your responses as possible. Your help is greatly appreciated, and you can be assured that this information will be used to help make Amarillo College as good as it can be. First, we need some “demographic” information.

1. This survey is being completed in ...
   O Day class   O Night class

2. Major Area of Study:
   O Allied Health
   O Behavioral Studies
   O Business
   O Language/Communication/Fine Arts
   O Nursing
   O Sciences & Engineering
   O Pending
   O General Studies
   O Technical Programs
   O Other (Please Name) ________________

3. Semesters at AC:
   O 1  O 2  O 3-5  O 6 or more

4. I attend:
   O Day classes   O Both day and evening classes
   O Evening classes  O Weekend

5. I am enrolled in:
   O 1-3 hours  O 7-11 hours  O 16 or more hours
   O 4-6 hours  O 12-15 hours

6. I have:
   O Attended one or more other colleges
   O Not attended one or more other colleges

7. Age:
   O 17-19  O 25-29  O 40 and above
   O 20-24  O 30-39

8. Commuting Distance:
   O 0-8 miles  O 9-25 miles  O 26 + miles

9. Employment:
   O Full-time  O Part-time  O Unemployed

10. Caring For Children or Elderly Parents:
    O Yes  O No

11. Marital Status:
    O Single, never married  O Divorced, separated
    O Married  O Widow, widower

12. Primary Campus:
    O Washington Street  O West Campus
    O Amarillo Technical Center  O Moore County Campus

13. SERVICE you received from the following college functions:

   TERRIBLE  ▼  POOR  ▼  GOOD  ▼  OUTSTANDING
   Assistance Center (One-Stop Center) O O O O O
   Faculty Academic Advisers  O O O O O
   Bookstore  O O O O O
   Business Office  O O O O O
   Advising/Counseling Center  O O O O O
   Job Placement Office  O O O O O
   Career Planning Services  O O O O O
   Testing Services  O O O O O
   VP/Dean of Instruction’s Office  O O O O O
   Financial Aid Office  O O O O O
   Food Service  O O O O O
   ACCes Learning Center  O O O O O
   Library  O O O O O
   Registrar’s Office  O O O O O
   President’s Office  O O O O O
   Dean of Students Office  O O O O O
   Student Activities Office  O O O O O
   Police/Security  O O O O O
   Peer Tutoring  O O O O O
   Intramurals  O O O O O
   Student Newspaper (RANGER)  O O O O O
   ATC Activity Center  O O O O O
   Single Student Housing (ATC)  O O O O O
   Family Housing (ATC)  O O O O O
   Accessibility Services  O O O O O

14. Please rate the following INSTRUCTIONAL FACTORS:

   TERRIBLE  ▼  POOR  ▼  GOOD  ▼  OUTSTANDING
   Quality of instruction  O O O O O
   Grading/Testing  O O O O O
   Instructor interest  O O O O O
   Content of course(s)  O O O O O
   Class size  O O O O O
   Lab supervisors  O O O O O
   Availability of courses  O O O O O
   Availability of instructional equipment  O O O O O

   Quality of instructional equipment  O O O O O
   Availability of Faculty (office hours)  O O O O O
   Attitude of Faculty  O O O O O
15. Please describe the CUSTOMER SERVICE/ATTITUDE OF THE PEOPLE in the following college functions:

NO OPPORTUNITY TO OBSERVE
RUDE
UNFRIENDLY
SOMETHING FRIENDLY AND HELPFUL
VERY FRIENDLY AND HELPFUL

Assistance Center (One-Stop Center)
Bookstore
Business Office
Advising/Counseling Center
Job Placement Office
Career Planning Services
Testing Services
VP/Dean of Instruction’s Office
Financial Aid Office
Food Service
ACCess Learning Center
Library
Registrar’s Office
President’s Office
Dean of Students Office
Student Activities Office
Police/Security
Peer Tutoring
Intramurals
Student Newspaper (RANGER)
ACC Activity Center
Single Student Housing (ATC)
Family Housing (ATC)
Accessibility Services

18. I feel the cost of attending AC is:
   O Too Expensive
   O Inexpensive
   O About Right

19. Have you sought assistance with course selection and degree planning?
   O Yes
   O No
   If yes, were you satisfied with the course selection/degree planning?
   O Yes
   O No

20. Have you received adequate information concerning TASP?
   O Yes
   O No
   O Not applicable

21. Which of the following best describes the attitude of those who answer phones in most offices on campus?
   O Cheerful, helpful
   O Courteous
   O Indifferent
   O Give you the runaround or wrong connection

22. Which of the following best describes most responses you get when calling the campus switchboard?
   O Cheerful, helpful
   O Courteous
   O Indifferent
   O Give you the runaround or wrong connection

23. Which of the following best describes the attitude of those who answer phones in most offices on campus?
   O Cheerful, helpful
   O Courteous
   O Indifferent
   O Give you the runaround or wrong connection

24. When you call AC after 5 PM, do you have difficulty getting the information you need?
   O Yes
   O No

25. Have you participated in student activities (such as Clubs, Organizations, Lecture, Badgerama, etc.)?
   O Yes
   O No

26. I would rate my overall experience at AC as:
   O Outstanding
   O Poor
   O Good
   O Terrible

27. The thing I like most about AC is:

28. The thing I dislike most about AC is:

Comments:__________________________________

16. Please rate the following college FACILITIES:

NO OPINION
TERRIBLE
POOR
GOOD
OUTSTANDING

Building cleanliness
Grounds appearance
Parking
Recreation areas
Outdoor lighting
Classrooms
Labs & lab equipment
Heating & cooling
Vending machines
Restrooms
Signage/Directories
Housing (ATC)
Handicap Accessibility

17. Rate your enrollment/registration experience.
   O Outstanding
   O Good
   O Poor
   O No Opinion

Comments:__________________________________

29. The thing I like most about AC is:

30. The thing I dislike most about AC is:

Comments:__________________________________
Operational Guidelines for Technology

Preservation of Data 25
Helpdesk Priority Determination 26
Supported Applications 27
Software Purchasing 29
Software Tracking and Delivery 30
Email Use 31
Internet Use 34
Audiovisual Equipment Acquisition 36
Preservation of Data

It should be understood that data is backed up for catastrophic and/or unintentional loss. In the event that a catastrophic or unintentional loss occurs, extreme measures will be exhausted to attempt the successful recovery of such data.

All data written to tape media will be verified by the system’s normal verify process. It is suggested that full backups be used whenever possible, but where size or time does not allow for full or complete backups an incremental method may be used during the weekly activity only.

A backup tape may include multiple volumes of tape medium. Any reference about a backup tape will include all tape media used to store the referenced backup.

All new or changed data on all servers, including network servers and administrative servers will be backed-up on an “operational daily basis” onto tape and stored in a secure, off-site location. An operational daily basis is defined as Monday through Friday every day the campus is officially opened. All data (full backup) will be backed up, at a minimum, of weekly, preferably on Saturday. A minimum of 30 daily backups will be preserved and a minimum of four weekly backups (one month) will be stored in the same off-site location. Cleaning tapes will be utilized whenever necessary. Student and financial data from the Administrative system may be backed-up with a separate system from the network servers, but both will utilize the following:

The following will define the rotation of tapes through the backup process:

1. At the end of the month, the backup will be a full backup, not incremental, and this month end tape will be stored for a minimum of a year. The last tape of the month will be replaced with a new one and put in the rotation for next month.

2. Full backups of the entire system will be performed weekly, preferably on Saturday. This “weekly” tape-set will be stored in the vault for a minimum of one month before returning to the rotation.

3. An Annual, end of physical year tape-set will be stored indefinitely.

Periodic restoring of data will be tested no less than on a weekly basis. If during the course of the week, files are restored from the normal backup without error, it will be assumed that the backups of that week are valid, and further testing will not be necessary.
Helpdesk Priority Determination

Classifications: Critical, High, Medium and Low

Explanations:

**CRITICAL**
A lab is down, unable to use another computer to serve student’s needs.
Class cannot continue without computer equipment. Immediate or time sensitive deadlines for any office.

**Date Due:** Immediate response. Page manager of needed department.
When paging, add “911” if a response is needed NOW. Use the regular “5373” if the critical is due in 4 hours or less.

**HIGH**
A problem that keeps an individual from accomplishing their work.
They cannot use another computer or printer to finish work. These are important jobs, but not necessarily critical. Examples: Payroll, FMC work orders, Business Office, B&I, Security, etc.

**Due Date:** Within 24 hours

**MEDIUM**
User can complete work by using other means until their request is completed. Standardized software and hardware upgrades.

**Due Date:** Within three days

**LOW**
Non-standardized software installed or other similar requests.

**Due Date:** Within five days, or time permitting

**Due Date Entry Examples:**

- Critical: Monday, Tuesday (software doesn’t allow same day due date)
- High: Monday, Tuesday
- Medium: Monday, Thursday
- Low: Monday, Monday of next week or later
Supported Applications

The purpose of this policy is to define the services provided and responsibilities assumed by the Information Technology Services (ITS) Division in the support of operating system software and application software. The standardized application software provided to college employees will be determined by Administration, Faculty, and Staff with the ITS Division’s consultation and recommendation.

For clarification purposes, three categories of software will be used:

- Server-based Institutional Applications
- Non-Server based Institutional Applications
- Non-Institutional Applications.

Server-based Institutional Applications

Amarillo College provides server based applications for the benefit of the College. All software installed on a file server must be owned by Amarillo College. A copy of the license must be sent to Technology Support Services.

ITS will install software on any file server that is to be shared by two or more people. All software must be reviewed by Network Services prior to purchase if it is intended for file server access. The license agreement and original source media will be filed and stored in Network Services. If requested, a copy of the license agreement and original manuals will be sent to the department purchasing the software.

ITS, will install all applications on file servers and give appropriate rights to the end users. Applications that are not intended for all users will be assigned to specific groups, and access will be given only to the users who need rights to these groups.

Application software should not be installed on a user’s personal network drive, departmental shared drive, or College-wide (public) drive. This act seriously affects the size and performance of the network drive that it is installed on, and could constitute a violation of the software license. If an application is necessary, ITS review the application for applicability for file server access.

Non-Server based Institutional Applications

ITS will be responsible for acquisition, licensing, storage, installation, maintenance, and training of the operating systems for the variety of computer equipment owned by the College.
Individual departments will be responsible for acquisition, licensing, storage, and training of application software unique to their division/department. ITS will be responsible for the installation, maintenance, and limited support of application software unique to their division/department.

The division/department must provide original source media and proof of purchase prior to installation by the ITS Division.
Software Purchasing

All software must be purchased using the proper Business Office requisition and must be approved by the Dean of ITS. There will be no reimbursement for software purchases using petty cash vouchers unless it is an emergency situation and has the approval of the Dean of ITS.
Software Tracking and Delivery

To avoid liability on the part of Amarillo College due to the legal environment regarding software licensing the following procedure will be followed:

1. All software will be delivered to User Support Services.

2. A copy will be made of the requisition, the purchase order, the licensing agreement, number of software copies received, the number of licenses purchased and the key code. This information will be entered into a software-tracking database.

3. No software will be delivered or installed by User Support or Network Services without the approval of the database manager (Technology Support Services).

4. If software was purchased in an emergency situation, a copy of the petty cash voucher, license agreement, and a complete Software Purchase Information form must be sent to Technology Support Services within three business days.
Email Use

Electronic mail is available to facilitate the professional and business work of persons employed at Amarillo College. It provides a way to communicate with individuals and with designated groups. Amarillo College encourages appropriate use of email to enhance productivity through the efficient exchange of information in furtherance of education, public service, and the expression of ideas. Use of this resource must be consistent with these concepts. As responsible members of the college community, employees are expected to act in accordance with the following general guidelines. These guidelines are not meant to be all-inclusive. Generally accepted practices of common sense, decency, civility, and legality should be taken in to account when email is used.

The Information Technology Service (ITS) staff is charged with maintaining the hardware, software, and network for maximum efficiency of the email system. Lack of adherence to these guidelines will adversely impact the capabilities of campus-wide servers. ITS staff will counsel with individuals whose practices infringe on the capabilities of the services and assist them in reducing their drain on resources.

Guidelines

Messages sent as electronic mail should meet the same standards for distribution or display as if they were tangible documents. The user should identify himself or herself clearly and accurately in all electronic communications. A user’s concealing or misrepresenting identity or affiliation is not appropriate. Alteration of the source of electronic mail or its message is unethical and possibly illegal.

In the management and administration of the email policy, AC will apply and adhere to all current laws relative to copyright and personal property. No attempt to access another’s electronic mail by unauthorized individuals will be allowed. ITS employees may, from time to time, have a need to access a user’s email for routine purposes of repair, upgrades, etc.

The user is asked to be sensitive to the inherent limitations of shared network resources. No computer security system can absolutely prevent unauthorized access to its files. The College will be unable to guarantee absolute privacy and confidentiality of electronic documents. Password security and confidentiality are the responsibility of the user. ITS will provide guidelines for the frequency of change and the nature of passwords. In keeping with good judgment users should create electronic documents as if they were to be made available to the public.
Abusive, threatening, or harassing email is prohibited. While debate on controversial issues is inevitable and essential at an educational institution, that email of a debate nature should advance the cause of learning and mutual understanding.

The user is expected to promote efficient use of network resources consistent with the instructional, research, public service, and administrative goals of the College. The user is expected to refrain from any use that would interfere with another’s work or disrupt network resources. The user should avoid wasteful and disruptive practices such as allowing large amounts of email to go unattended, spreading “chain letters,” or sending other unsolicited material. Restraint in the use of the “Everyone” feature of the email software is expected of the user.

Email and other network resources may not be used for commercial purposes or for personal financial gain. This does not preclude the user from investigating the relative advantages or disadvantages of a potential college-purchased product.

Standards of conduct expected of students, faculty, and staff in regard to the use of telephones, libraries, and other institutional resources apply to email. Users will be held accountable for their actions just as they would be when using other forms of communication.

**Examples of Acceptable Uses of Email**

The distribution of minutes of various committees as well as other notices of general interest to all faculty and staff.

The use of “personal groups” is appropriate in circumstances, such as updating mailing lists, announcing committee assignments, and distributing facts about pending legislation.

**Examples of Inappropriate Uses of Email**

The announcement of the sale of personal property or the solicitation of support for a particular political position is considered inappropriate. However, “point-to-point” communication with governmental representatives is acceptable.

The user is urged to consider before sending, recipes, jokes/humor, or requests for placement of a pet, etc.

User subscription to “listserves” is an acceptable method of keeping current on many issues. The user is expected to confine subscriptions to a limited number and not “backlog” the email system with large number of unattended items.
Subscription to “listserves” that are not related to an employee’s job responsibility should not be permitted if substantial resources are required.

The sending of large attachments such as personal photographic images is strongly discouraged.

The user is expected to be honest, legal, ethical, and consider what he or she is sending before sending it. Abuse of computing privileges and any violations of these guidelines and policies established by the College will be treated as a serious matter. By using the College’s email system, the user agrees to abide by these policies. These policies are subject to change as technology advances, legal outcomes, or other unforeseen events may occur.
Internet Use

This policy applies to all Amarillo College employees, computers, or networks users. Policies related to instructional labs for student use are addressed in those labs. If you have any questions about the policy, please contact Information Technology Services personnel for more information.

Purpose

To fulfill our mission, Amarillo College provides access to a broad range of information resources, including those available through the Internet. We make this service available as part of our mission to offer a broadly defined program of informational, educational, recreational, and cultural enrichment opportunities for the members of the College and community of Amarillo.

The College only assumes responsibility for the information provided on the home page and the supporting web pages resident on this server. Amarillo College does not monitor and has no control over the information accessed through the Internet. The Internet offers access to many valuable local, national, and international sources of information. However, not all sources on the Internet provide accurate, complete, or current information. A good information consumer evaluates the validity of information found.

Responsibilities of Users

The user will engage in no activity that abuses any resource of the Amarillo College network whereby the network is restricted in use or is damaged in any manner. The Information Technology Services staff constantly monitors the AC network to insure the proper operation of the service. The ITS staff will counsel with individuals whose practices impinge on the capabilities of services and assist those individuals in eliminating any abusive practices.

College patrons use the Internet at their own risk. The College cannot censor access to materials or protect users from materials they may find offensive. The user alone is responsible for the information accessed through the Internet. The College reserves the right to choose sources to link to our home page. In doing so, the College will provide links only to those sites that conform to the College’s mission and goals. Beyond this, we do not monitor or control information accessible through the Internet and do not accept responsibility for its content. We are not responsible for changes in content of the sources to which we link, or for the content of sources accessed through secondary links. The College expressly disclaims any liability or responsibility arising from access to or use of
information obtained through its electronic information systems, or any consequences thereof.
Audiovisual Equipment Acquisition and Use

Equipment Services maintains a large inventory of multimedia equipment for instructional support. Equipment will be delivered for use on a one-time or regularly scheduled basis. Equipment that is in adequate supply can be reserved for semester use. These items will be picked-up for servicing at the end of the semester and will be returned upon request. Equipment Services may place items checked-out on a semester basis into hourly use in the event of equipment shortage.

Priority for Equipment Checkout

Equipment will be distributed for use according to the following priorities:

1. Classroom and official college programs
2. Miscellaneous administrative use
3. Faculty use for instructional preparation
4. Support of student activities
5. Other campus use

Equipment Services does not provide equipment for non-college sponsored activities.

Equipment Delivery/Sign Out Procedure

On Campus Use: Equipment will be delivered to a secure location, set up before the time requested, and retrieved by Equipment Services personnel. Requests must be received 24 hours in advance of the time at which the equipment is needed. If video or computer projection is required, the request must be received 48 hours in advance.

Off Campus Use: A request must be received 72 hours (not including weekends) prior to the time that the equipment is needed. Equipment Services cannot guarantee the availability of the desired equipment. The person making the request will be notified at that time if the equipment is not available. The person making the request must pick up, sign for, and return the equipment to Equipment Services Distribution, Russell Hall 121. For College-sponsored activities, Equipment Services personnel can be available for delivery, set-up, and retrieval of the requested equipment.

Equipment Deliveries for Off Campus, College Sponsored Functions: All functions must be scheduled where equipment can be delivered to a secure location and pick-up can be made during normal working hours. The request must be received and approved a minimum of 3 working days in advance of the setup.
Late Requests for Equipment: Equipment Services cannot guarantee availability and/or delivery of equipment requested less than 24 hours in advance of the need. Faculty and staff making late requests may have to pick up equipment, subject to availability, from Equipment Services in Russell Hall 121. The user must return this equipment unless prior arrangements have been made.

Eligibility for Equipment Checkout

AC Employees: College-owned equipment may be reserved for use, subject to availability, by any employee of Amarillo College for use at a college-sponsored activity, provided that proper checkout procedures have been followed. Amarillo College reserves the right to deny use of equipment if deemed not to be in the interest of the College. Equipment may be checked-out for off campus use overnight and over weekends for instructional preparation or presentation and is subject to availability.

Students: Students may only checkout equipment for instructional/class projects, not for personal use. A valid student I.D., written authorization from the instructor, and the type of equipment requested is required. The student’s instructor assumes responsibility for the use and security of the equipment. Students will follow the same procedures as Instructors/Employees for off campus equipment checkout.

Equipment Available for Class Use and Checkout

**Video**
- *3/4 inch
- *1/2 inch. V.H.S. units
- Laptops cannot be
- *Laser disc players
- *Monitor/TV --19/20" and 26/27"
- *DVD players

**Projectors**
- *LCD-Data, Video
- *35mm slide
- *Opaque
- *Overhead
- *Video
- *Filmsstrip
- *16mm film
- *LCD PC panels
- *Synchronized 35mm slide/cassette tape
- *Synchronized film strip/cassette tape

**Computer**
- *Laptops: can be checked out for 24 to 48 hours.
- requested for semester use.

**Audio**
- *Microphones/wireless- handheld
- *CD players
- *Amplifiers/mixers
- *Speakers
- *Cassette tape players/recorders

**Misc.**
- *Screens
- *Laser pointers
- *Easels
- *Flip charts/ portable markers dry erase boards
**Equipment Purchase**

Departments should contact Equipment Services to obtain equipment specifications and representative prices for departmental equipment needs. These acquisitions should be discussed and planned for during the departmental budgeting process.

Future equipment acquisitions by Equipment Services on behalf of the Institution are based on the repetitive use of a piece of equipment at one location, the obsolescence of the equipment, and/or the serviceability of the equipment.

**Equipment Repair**

Equipment Services maintains qualified personnel and facilities to repair most types of equipment. Call the Helpdesk to request assistance with the repair of any malfunctioning equipment. In a request for repair, please specify the type of equipment, the location, when the malfunction occurred, and the nature of the problem.