

To: Vice Chancellor, Michael Ciri
From: UAS Media Service Review Committee
Sub: Service Review Final Recommendations
Date: May 27, 2015

In order to provide a sustainable level of quality services, the media services review committee looked at infrastructure and service capabilities to determine what could be enhanced, changed, eliminated or pursued through new technologies and/or opportunities.

We recommend the following changes:

Enhance:

- Evening at Egan is important as it reaches out to distance students, enhances community engagement and increases campus partnerships;
 - Streamline production process,
 - Locate all E@E events to the Egan Library,
 - Live broadcasting and streaming
- Media services should continue to provide AV support for classroom.
- Media Services needs to better market what services are available to the university community.

Change:

- Encourage faculty training with media staff during convocation that could improve their knowledge of newer technology that will enhance teaching and learning.
- Provide online video training for current classroom technology.
- Media Services should not capture campus events; instead, they should concentrate their efforts on training students to capture and share these events.
- Upgrade media files from tape to solid-state storage mediums.
- Newer technologies have surpassed the need for live broadcast classes, but media services should continue to tape content and presentations for classes.
- Reduce Media Services' video conference support to troubleshooting systems only.
- Create training documents for audio studio instead of individualized training.

Eliminate:

- Scanning, printing, and editing support is no longer needed as most departments have their own scanner/printer. The Classroom Support Desk now provides student with color printing support.
- Media Services should not provide AV support for student activity events.
- Scripted video productions if continued should be paid services on a case by case.

Pursue:

- Assist and support approved programs (i.e. MPA program) that are experimenting with changing technology for course delivery.
- Explore where high definition video can best be utilized (i.e. commencement) but classes should remain in SD format.
- Media Services needs to explorer a partnership with communications faculty to promote a media internship for select students.