

# iTECH Media Service Plan

## Mission Statement:

The mission of Immokalee Technical College is to empower students through innovating hands-on training that qualifies and prepares students for achievable employment and future career success in the workforce.

## Vision Statement:

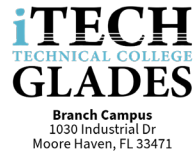
To be the leader of technical training in Southwest Florida, that cultivates student excellence through accessible and achievable workforce education and prepares them to enter employment as a skilled, knowledgeable, and productive member of the Southwest Florida community.

## Immokalee Technical College

1. Scope and Availability
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5. Facilities, Technology, and Infrastructure
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## Introduction

To meet the ever-changing needs of the local community and its workforce, Immokalee Technical College strictly adheres to the mission of providing rigorous and relevant real-world training to qualify students for employment and career advancements. iTECH believes that industry standard and respected learning resources, as well as our present state-of-the-art facilities, are essential components for an effective education that prepares students for the workforce. Learning resources which support program training include a balance of academic, program-specific materials and equipment recommended and/or certified by business advisors which provide students with the knowledge, skills, and confidence to excel in their chosen career fields. To address the learning needs of students, Immokalee Technical College is committed to providing an educational experience with access to the



most current industry-supported equipment, credentialing materials, and technology resources that are relevant in order to develop occupational mastery for program knowledge.

### **Scope and Availability**

All media services are available to students and instructors through Intranet and Internet connections at each computer station at Immokalee Technical College. Each classroom at both facilities is equipped with the “Collier County Public Schools” standard technology package which includes a teacher desktop work station, audio enhancement devices, 1 to 1 student computers, interactive whiteboard technology, document camera and a video projector that allows instructors to project hard copy images along with electronic images and video. Additionally, programs have the ability to access and/or purchase subscriptions and specific educational resources, as well as, software and training materials related to their career programs. Each program is responsible for maintaining a professional library for students to easily access reference materials and periodicals to support their training.

The Immokalee Technical College Building Technology Coordinator and the Office Manager is responsible for ensuring that all instructional resources and equipment is supplied, documented, and accounted for in each training program. A copy of each program’s inventory is maintained electronically through iTECH and Collier County supported D-Inventory software.

Career and technical program learning resources are available to enrolled students during their scheduled instructional days. Access to these relevant training materials include media such as reference text books, current industrial and occupational information, technical manuals, professional journals, audio-visual materials, and program-specific equipment and simulators. After-hour access to program resources can be made available through agreed-upon requests and/or arrangements made with iTECH administration, the classroom instructor and the student.

Students always have the ability to access electronic learning resources anywhere, as long as they have an internet connection, by logging into the Immokalee Technical College learning management system Canvas.

### **Educational Materials**

Current and relevant educational materials are located in each individual classroom, with the exception of health sciences which shares a central location for their media resources. Each individual instructor is responsible for maintaining and updating their individual media resources. Instructors are also encouraged to identify new resources and/or educational products that can be used to increase student knowledge of a particular career path. Instructors and the iTECH administration work closely together to validate and purchase new materials in order to make them available whenever possible.

All instructors maintain an electronic resource library on our student Learning Management System, Canvas. An emphasis on the use of technology as a resource is found across all programs since students can access these resources from any device at any time.

As faculty becomes aware of additional resource needs, they can submit a requisition to iTECH administration for the request to purchase. iTECH administration meets with the faculty and resource representatives to determine the value added to the program and to move forward with a purchase order if necessary.

### **Coordination of Media Services, Roles and Responsibilities**

The Immokalee Technical College Media Service plan identifies that individual instructors are responsible for the coordination and implementation of media services within their respective programs with guidance and support from the program business advisors and support from iTECH administration. Immokalee Technical College has assigned a System Support Technician (SST) who is designated to take the lead in regards to maintaining all media equipment, computers, printers, and network connections. The SST collaborates with the Immokalee Technical College Building Technology Coordinator (BTC) and iTECH administration to service and address all technical needs within the school. The BTC serves as a resource and can advise instructors and administrators as needed regarding technology outages, service interruptions, and upgrades.

#### **Roles and Responsibilities:**

##### **Program Instructors**

- Maintain and oversee specific program usage (i.e.) program software, resources, materials, updates/ new editions, and all electronic supplemental material
- Select and submit a requisition form for a specific book(s), electronic material and any specialty media equipment
- Remove outdated materials from course library
- Orientate, monitor and assist students with the use of computers
- Provide learning resource/ software continued orientations throughout the program to keep students abreast to resources
- Provide students technical assistance to program specific software
- Maintain all assigned learning resources and equipment in accordance with Immokalee Technical College Media Service Plan
- Create and maintain personal LMS landing page on Canvas
- Maintain a list of program reference materials and resources within the program for all students

##### **System Support Technician**

- Maintains all computers, printers, and network connections at Immokalee Technical College

- Responds to issues submitted through the district and school technology work-order system in a timely manner
- Troubleshoots and repairs computer and network hardware
- Troubleshoots problems with LCD projectors, document cameras, and classroom audio systems
- Installs and updates a wide range of computer software
- Troubleshoots software and operating systems
- Reimages and upgrades computers
- Restores lost files
- Assists with resetting passwords
- Determines when hardware and software is outdated and removes from service
- Supervises any student workers, working to assist in technology support

#### **Building Technology Coordinator**

- Serves as the lead liaison between the school and the district technology department
- Oversees the disbursement of technology enhancement equipment, (i.e.) microphones, document cameras, interactive white board equipment
- Assists the office manager with all inventory related to technology and media resources
- Serves as the lead trainer for new technology initiatives
- Mentors new employees and orientates them with available technology resources and software
- Provides “in-house” support for LMS (Canvas), hardware, and software

#### **Testing Lab Proctor**

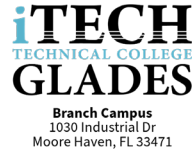
- Administers CASAS Goals Assessment to current and prospective students
- Reports test results to the Student Service Department
- Maintains a database of student test results
- Maintains all licensure/ certification requirements for administering assessments
- Adheres to and maintains all testing room protocols and guidelines as stated by testing agencies

#### **iTECH Administration**

- Oversees all faculty and student needs regarding learning resources and media
- Ensures that all software applications align with specific career competencies
- Ensures all acceptable use policies are acknowledged and followed
- Coordinates school and district initiatives
- Ensures equitable access to learning resources
- Approves faculty requisition forms
- Guides all school-based resource needs and secures funding for resources to support training

#### **Orientation and Training Staff Orientation**

Staff orientation and training on media services takes place immediately upon being cleared for hire. All new faculty members attend a new-hire orientation which is facilitated by the school district. After the



initial new-hire training, administration at Immokalee Technical College designates a veteran instructor to serve as a “peer mentor” to assist new instructional members and orient them to all learning resources, hardware, software, and media services. The peer mentor assists new faculty members with navigating all electronic platforms including the set-up and maintenance of their learning management page(s) in Canvas.

Continuing education is offered to throughout the year as technology and/or resources are added to programs to support student learning. Additionally, professional development can be accessed by all employees through our district staff development portal. Within this portal, faculty can choose from a plethora of on-demand training videos related to all things technology. Additional support arranged through iTECH administration can be provided directly from resource vendors when needed.

### **Student Orientation**

Instructors familiarize students with available media services, resources, and places to go for help during their initial program orientation. Additional support is added throughout each program and also on an as-needed basis for instruction or transition to new resources. If necessary, the classroom instructor and/or the BTC can arrange more elaborate trainings according to the needs of the students, software, or program.

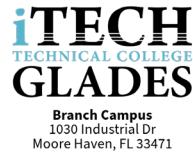
### **Facilities, Technology, and Infrastructure**

Immokalee Technical College has adopted a model for media services that permanently places standard media equipment and all program-specific resources physically in each program classroom and/or lab space. All programs are allocated the necessary fixtures and furnishings (such as teacher stations, cabinets, computer stations) to provide storage and access to an inventory of appropriate books, manuals, periodicals, and equipment.

iTECH understands that there are many internet-based resources, electronic textbooks, instructional on-demand videos, and web-based simulations utilized by our programs which enhance the educational knowledge and engagement of our students. iTECH provides programs with adequate computer stations to serve students in their classroom areas during instructional hours, as well as mobile connectivity across the campus, providing students with anytime/anywhere access to program resources.

Immokalee Technical College network services are provided by Collier County Public Schools. The campus and extension campus are hard-wired and contain wireless access to the networked servers and the Internet. A guest wireless network is also installed, allowing personal devices access to the Internet.

The School District’s Technology Department budgets and installs all equipment necessary for the successful connection of educational devices to the district-wide network system. This includes hubs, switches, routers and copper/fiber cabling. Setup, monitoring, maintenance and replacement of this equipment also falls under the direction of the CCPS technology team. If network changes are needed at



Immokalee Technical College a work order is submitted to this department which is then reviewed for scope and processed. The district team evaluates all requests for increased supplies and/or replacement of equipment.

The Collier County School District houses all network servers at the main administration building. The technology department is responsible for implementing and maintaining all network filters to block unwanted materials. These filter systems meet the federal Child Internet Protection Act (CIPA) compliance requirements. While CCPS has filter measures in place, not all material is guaranteed to be blocked. In contrast, some valuable resources are blocked because of names or key-words, but these blocked sites can be accessed by submitting a request to the technology department to gain access for educational needs. Finally, the acceptable use policy for all students and staff members assists in guiding and governing all usage of school resources.

### **Budgetary Support**

Immokalee Technical College prepares an annual budget that encompasses revenues earned from state Workforce Funding, Tuition, Student Lab Fees and Dual Enrollment FTE. Funding is specifically allocated for computers, software technology, printing services, equipment repairs and other related furniture, fixtures, and equipment. Additional grants can be used to assist with capital funding based on the technical assistance guidelines of the grant and the need within the school and/or program.

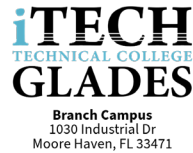
Each program at iTECH has a budget to support equipment. Depending on the funding allocations and requisition forms submitted by faculty, the college director takes all requests into account and makes the final determination on items purchased.

### **Evaluation for Improvement**

Evaluation of media services are conducted annually by faculty in coordination with their business advisory committee members. In addition, students evaluate learning materials and access during the Spring Student Survey. The results of these evaluations are used by Immokalee Technical College and its institutional committees to assist in the adjustments and improvements of the media services provided at the college. The iTECH SST and the iTECH BTC also assist in the evaluation process through district and school technology meetings.

### **Inventory of Equipment**

All property which is purchased from any funding source for use in our school system are deemed property of Collier County Public Schools. Any item valued at \$5,000 or higher receives a property record ID number and must be included on the school's property inventory records. Items with a value less than \$5000, such as laptops, textbooks, and resource materials are cataloged and tracked through



Destiny which is our virtual library management system. Destiny allows students to “check-out” school owned resources while providing iTECH BTC with a comprehensive list of who has materials off campus.

Donations made on behalf of recipients to Immokalee Technical College are issued a Collier County Public Schools and iTECH “Acknowledgement of a Gift” form which includes the district Tax ID# and a list of items donated. The college completes the necessary inventory paperwork and assigns the item a property record number when donations have a value greater than \$5,000.

### **Lost or Stolen Property**

All losses involving theft or vandalism are reported to local law enforcement agencies. Any items deemed missing from the institution’s inventory list are identified on the yearly inventory report, which is acknowledged and signed off by the iTECH Director and supplied to Collier County Superintendent for further investigation.

### **Repair, Maintenance, and Replacement**

Immokalee Technical College is committed to providing sufficient media equipment, supplies, and learning resources that are in good condition, current, and relevant to the training needs of the program. The college believes that all repair, maintenance, and/or replacement of existing media equipment, supplies, and learning resources is necessary and will be carried out in a timely manner. All repair, maintenance, disposal, and replacement of media equipment and learning resources are done in coordination with iTECH administration, the school’s SST, BTC and office manager. Yearly funds are allocated to assist with the repairs, maintenance and replacement of all media resources.

### **Annual Review**

- Reviewed and Approved- 4/21/2021
- Reviewed and Approved- 8/3/2021
- Reviewed and Approved- 8/9/2022
- Reviewed and Approved- 8/8/2023
- Reviewed and Approved- 8/6/2024
- Reviewed and Approved- 8/4/2025