

Learning and Teaching Centre

Service Level Agreement

For Staff and Faculty



2011

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Audio Visual Services

Description

Audio Visual (AV) Services is responsible for supplying audio-visual equipment and related services for instructional and administrative purposes throughout all campuses of BCIT. There are two groups that provide AV services on behalf of the institute: one located on the Burnaby Campus and one located on the Downtown Campus.

Staff and Faculty Services

Circulation – bookings are coordinated through AV and users pick up and return to designated AV rooms.

Service desk – users can contact the AV service desk for assistance with AV equipment issues. Trained staff will assist the client over the phone or if further troubleshooting is required, will dispatch a technician for on-site help.

Education – when borrowing equipment from AV, we can provide face-to-face tutorials and suggest best practices for equipment use. We can also provide written materials for take away and review.

Service, maintenance and installation – AV performs regular preventative maintenance on institute equipment. Users can contact AV to repair in-house or in some cases arrangements will be made for the vendor to carry out repairs. AV also coordinates replacement of outdated equipment.

Consultation – clients can contact AV for suggested specifications for AV purchases. When possible, it is best to purchase the current BCIT standard equipment, as technicians are able to service the equipment easily.

Event staging – AV equipment setup can be coordinated for internal and external clients' events. Technicians can set up and take down equipment as well as operate AV gear for special events. Staging requests typically require a minimum of two to three weeks lead time.

How to access this service

Burnaby Campus and Aerospace Technology Campus (ATC)

AV Service Desk: SE12-104

Monday - Thursday	7:30 am - 7:00 pm 9:00 pm - 10:00 pm (evening class equipment return)
Fridays	7:30 am - 4:30 pm
Saturdays	8:30 am - 1:30 pm
Sundays and holidays	Closed

Learning and Teaching Centre
Service Level Agreement

604.412.7444 (option 3), 1.800.351.5533

tech-help@bcit.ca

www.bcit.ca/avservices

Downtown Campus, Great Northern Way Campus and BCIT Marine Campus

AV Service Desk: DTC-252

Monday - Thursday 8:00 am - 10:00 pm

Friday 8:00 am - 6:00 pm

Saturday and Sundays 8:00 am - 6:00 pm (when classes are in session)

Daytime: 604.412.7620, Cell: 778.928.2034

Evenings and weekends: 604.412.7780, Cell: 778.928.2279

tech-help@bcit.ca

www.bcit.ca/avservices

MediaWorks

Description

MediaWorks is a service of the Learning and Teaching Centre at BCIT. Within a lab setting, MediaWorks offers computer resources, assistance with projects, consultation and hands-on production services. It is a free service for the students, staff and faculty of BCIT.

Student, Staff and Faculty Services

Consultation – we answer email, phone and in-person requests concerning our areas of expertise and also recommend LTC resources to staff and faculty inquiries.

Computer workstations and peripherals – MediaWorks has a mix of Macintosh and Windows computers with basic software such as Microsoft Office and more elaborate software such as the Adobe Creative Suite and video, CD burning and audio applications.

Printing – MediaWorks has both network colour laser printers and inkjet colour printers. One letter-size laser page a day is free; after limit prices vary by printing type and paper size.

MediaWorks Casting Studio – the casting studio can be used for completing audio and video projects in a relatively quiet, private room equipped with laptop, microphones, software and cameras.

Digital Stories – Digital Storytelling services are available.

Poster mounting and laminating – we complete projects for staff and faculty that require laminating and mounting printed materials to foamcore board.

Tutorials and Workshops – by request and booking, we will give tutorials on software available in the lab, and also custom design workshops to be held in-house or in the classroom.

Audio and Video – we consult with you about capturing, creating and editing audio and video and outputting to various formats.

Analog to Digital Transfer – we can help you transfer analog video to digital video, analog audio to digital audio, and analog print media to digital media.

How to access this service

Burnaby Campus

SE14-131A near the ehPod in the Library

General phone line 604.454.2220

Learning and Teaching Centre
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Scott Watts	604.451.7194, Scott_Watts@bcit.ca
Elena Underhill	604.456.8187, Elena_Underhill@bcit.ca

Curriculum and Faculty Development

Description:

The Learning and Teaching Centre (LTC) supports BCIT Schools in meeting Operational Plan targets related to curriculum and instructor development. We do this by supporting faculty and staff to develop new programs, revise existing curricula, and design and deliver quality teaching and learning that meets the evolving needs of students and responds to industry needs. The LTC also provides instructor support aimed at developing instructor effectiveness both online and in face-to-face environments.

Curriculum Development

As part of this service the LTC helps manage the development and renewal of programs at BCIT. As education specialists, Instructional Development Consultants (IDCs) focus on instructional integrity and quality of learning; we provide appropriate resources, offer customized recommendations, and suggestions on how to meet specific curriculum development goals. Curriculum projects are created based on the operational plan of each school. In these projects, IDCs act in two different roles: project manager and instructional development consultant. Major project types include:

- program development,
- curriculum reviews,
- curriculum changes, and
- course development.

Program development – New program development is a collaborative venture at BCIT with many stakeholder departments involved. IDCs help guide Program Champions through the process of consultation, the development of proposals for new programs, and BCIT’s review/approval process as required by the credential type.

Curriculum reviews – Curriculum reviews are done on a cyclical basis to ensure that program outcomes are current, that graduates are meeting industry needs, and that the program is aware of future issues in the field. Institutional policy specifies that all programs are reviewed “on a regular basis” (Program Policy 5004). IDCs work with Program Champions to gather feedback, assist in analyzing and reviewing the program components, formulate recommendations, and prepare the final report which is submitted to the School Dean.

Curriculum changes – Changes to programs can range from minor changes (e.g., updates to a course outline) to major changes (e.g., replacing significant numbers of courses in a program). IDCs can help identify whether proposed changes are minor or major (referring to the Institute’s policies), and help guide Program Champions through the process of consultation, development of Major Change proposals, and the required review/approval process.

Course development – IDCs help BCIT instructors identify learning outcomes and align the outcomes with content, learning activities, and assessments to ensure content integrity. They also provide suggestions on teaching and learning strategies (including the use of technology), and make sure that technologies are used in a pedagogically sound way, especially in an online learning environment.

Faculty Development

IDCs support new and experienced instructors in improving their effectiveness through critical analysis of the teaching and learning process. We do this through:

- instructional skills workshops (ISW)
- PD (professional development) events
- workshops (world cafe, focus groups)
- small group instructional feedback sessions (SGIF)
- one-on-one consultation
- online facilitation

How to access this service

Burnaby Campus: SE12-203

To make the Curriculum and Faculty Development services easily and conveniently accessible to all Schools at BCIT, the LTC instituted School Liaison duties shared among all IDCs. Therefore, each school has an [LTC liaison](#), the first point of contact for LTC resources and advice on School projects. The list of LTC liaisons can be found on the LTC website: <http://www.bcit.ca/ltc>.

Educational Technology Support

Description

The Educational Technology Support group (ETS) is responsible for providing the best possible technical design development, delivery support, and administration of educational technologies to the Institute, its staff and students.

Staff and Faculty Services

We provide the following services:

- technical consultation on educational technology use and best-use practices
- system administration for BCIT's enterprise educational technologies
- course development services – integration of educational technologies and curriculum
- training on use and best-use practices of all educational technologies

Course Development	Course Type	12 Modules
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Approximate Timelines:	New Course	10 days
	Course Update	1 day
	Media Objects	0.5 day
	Creating exams	0.5 day

Blackout periods	Term	Timeframe
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(New course development Projects)	Fall	Last 2 weeks of August, first 3 weeks of September
	Winter	First 2 weeks of January
	Summer	First week of April

Course Content Deadlines:	Delivery Term	Content Deadlines
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(Approved Projects)	Fall	First week of August
	Winter	First week of December
	Summer	Last week of March

Qualifier: course content must be provided before the deadline; otherwise, the course will be postponed. Formatting content must be provided in Microsoft Word format. All graphics, audio and video must be provided to the Educational Technology Support (ETS) group.

Staff, Faculty and Student Services

- help desk and technical support: email or telephone
- project scoping
- drop-ins (during blackout periods appointments will be arranged)
- educational technology planning
- consultation
- training

How to access this service

Burnaby Campus: SE12-101

Educational Technology Support Service Desk

Regular hours:

Monday- Friday - 7:30 am - 4:30 pm

Term Start:

Fall - First two weeks of September: 7:30 am to 7:30 pm

Winter - First two weeks of January: 7:30 am to 7:30 pm

Summer - First week of April: 7:30 am to 7:30 pm

Saturday, Sunday and holidays: Closed

604.412.7444 (option #2) or: 1.800.351.5533

tech-help@bcit.ca or studenthelp@bcit.ca

www.bcit.ca/ltc/ets

Instructional Materials

Description

Instructional Materials Developers offer instructors and faculty professional writing and editing services. Whether you are preparing course materials, developing a new program, or conducting a curriculum review, our services are free and available to full-time and part-time instructors across all campuses.

Often, we use the “Track Changes” tool in Word to make changes, and the “Comments” function to ask questions or make suggestions to help communicate technical information in the most concise, clear language. The instructor or faculty member reviews these changes and comments.

Staff and Faculty Services

Learning materials

Clear, well-organized course materials help students learn. At the LTC, Instructional Materials Developers (IMDs) work closely with you to help write and/or revise instructional materials for the classroom or the web. An IMD can:

- edit the materials for logic, clarity, organization, consistency of language, terminology, content, and grammar
- track styles and standards to ensure consistency
- write or contribute to materials as appropriate
- prepare materials for review at each stage
- format online content with page breaks, headings, lists, etc. (for fully online or online-supported classes)

New program development

An IMD can:

- edit the concept paper, needs assessment, and proposal for logic, clarity, organization, consistency of language, terminology, content, and grammar
- create tables, charts, and other data displays to supplement reports
- write or contribute to the materials where appropriate
- write and edit survey questions for needs assessments

Curriculum reviews

IMDs can help you:

- write and edit survey and focus group questions for needs assessments
- prepare a summary of decisions, themes, and comments from focus groups
- edit the final report for logic, clarity, organization, consistency of language, terminology, content, and grammar

How to access this service

Burnaby Campus: SE12-203B

604.432.8406 Mon-Fri 8:30am-4:30pm.

<http://www.bcit.ca/ltc/materials/writing.shtml>

Instructional Materials — Document Services

Description

Document Services provides curriculum document production and document management services for the schools at BCIT. Professional formatting of course manuals, modules, lab and lecture notes, and exams for both paper-based and web-based (D2L) is available at no charge.

Staff and Faculty Services

How to use our service

Services is initiated by filling out a **Work Request Form** available in the DS office, or online at <http://www.bcit.ca/ltc/materials/document.shtml>

- Material may be submitted in typed form, on disk, or by e-mail to <mailto:docs@bcit.ca>. A secure drop box is located outside our office to permit submission of work outside of regular office hours.
- Style requirements can be reviewed with DS staff at the time of submission. Tips on formatting are available on the website noted above.
- Material subject to copyright must be acknowledged and properly sourced.

Processing time

- Work is completed on a first-come, first-served basis.
- Processing time depends on the complexity of the work as well as workload.
- Exams are given high priority — please allow two to three days.
- Large documents over 100 pages may take a month or more.

How to access this service

Burnaby Campus: SE12-103N

DS Service Desk

Monday through Friday 8:30 am to 16:30 pm

604.454.2291

Technical Illustrator/Graphic Artist

Description

We provide illustration, design and graphics services to the Learning and Teaching Centre and take on specialized projects as required for print, digital and web formats.

Staff and Faculty Services

Our services include:

- consulting with clients and project managers to estimate time required for completion of graphics
- recommending suitable graphic form and format for subject (e.g., line drawing, illustration, animation, 3D illustration)
- producing and editing graphics: creating digital illustrations and animations to client specifications
- designing the visual concept for print materials, i.e. brochures, covers etc., and arranging associated production
- ensuring BCIT quality standards are adhered to by maintaining overall quality of graphics and page layout for print, digital and web projects

How to access this service

Burnaby Campus

Contact your school liaison:

Part-time Studies – Ron Johnson 431.4904

Business – Rosario Passos 456.1266

Computing and Academic Studies – Ron Johnson 431.4904

Construction and the Environment – Kathy Siedlaczek 451.7063

Health Sciences – Bonnie Johnston 456.8143

Energy – Kathy Siedlaczek 451.7063

For drop-in projects requiring less than 5 days of work contact:

Kathy Rogers 432.8540

Melanie Sia 451.6996

Video and Digital Media Production

Description

Video and Digital Media is responsible for the creative and technical production of non-print instructional, informational and marketing media at a professional standard for BCIT, including digital and analogue video, audio, photography, live event streaming and multimedia. We are a 'concept to completion' service. Our facilities include four post-production suites, a video studio and duplication services.

Staff and Faculty Services

Video

(All productions shot on professional SD/HD Cameras with appropriate lighting and audio kits)

We offer the following video services:

- helping clients with the production process by determining project scope, content, objectives, target audience and delivery mode
- writing creative treatments and scripts in consultation with Subject Matter Experts to ensure learning objectives are met
- hiring, coordinating and supervising external services such as actors, writers, production crew
- coordinating packaging and delivery of the final product
- reformatting media to appropriate medium including broadcast television, web, DVD, Blu-ray

Audio

Our audio services include:

- recording narration for instructional and marketing media
- creating soundtracks, sound effects and audio atmospheres
- mixing of multiple sound tracks and file types

Photography

Photographic services include:

- event photography using professional DSLR cameras
- content photography for instructional media
- virtual object and virtual panorama creation

Live event recording/streaming

We offer the following live event recording and streaming services:

- capture of live events/guest speakers/keynotes etc. for posting later
- live video/audio streaming available in collaboration with Information Technology Services (ITS)

Multimedia

We provide consultation and development of interactive elements to enhance course content, facilitate instruction and assist with administration.

Our team of developers works with a variety of technologies to fulfill project requirements.

Technologies such as Flash, HTML, JavaScript and PHP can be combined to create various elements such as:

- drag and drops
- hot spot activities
- media viewers
- animations
- simulations
- games
- web-based applications

How to access this service

Burnaby Campus: SE12-103

Chris Cambon, Video and Digital Media Producer/Production Coordinator

Office: 604.432.8987

Cell: 778.928.2061

chris_cambon@bcit.ca

BCIT Media Production on YouTube

<http://www.youtube.com/user/BCITMediaProduction>

Lawrence Weiss, Multimedia Developer/Coordinator

SE12-103N

Phone: 604.453.4062

Lawrence_Weiss@bcit.ca

BCIT Multimedia web page

<http://www.bcit.ca/ltc/materials/multimedia.shtml>