

Critical Incident 1

“Lost”

By

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EDD: 8012

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To: Dr. Mary Shelley, Chief Technical Officer

From: Dr. Gar Licky, Director

November 17, 2010

Regarding: Equipment incident and corrective measures

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Dr. Shelley,

The incident with the LCD projector and Dr. Tomee was one born out of many problems...

- Staff responsibilities are not clearly defined according to job titles. Some staffers have too many responsibilities and others cannot be effective in the position due to location of office, or other responsibilities or personal activities.
- Checkout policies and procedures are not clearly defined. A policy, procedure, and system must be designed, taught to staff, and established.
- Reporting of incidents and evaluation of the program has not been systemic; and therefore, lax of services has resulted. A maintenance policy, and an evaluation program must be established as well.

I will be taking measures in the next few weeks to correct these problems. I hope to establish a weekly meeting with you in order to discuss the deficiencies in the department and any suggestions you may have correction.

When are you available to meet?

Sincerely,

Dr. Gar Licky

Dr. Gar Licky

Investigation of Critical Incident Notes, November 17, 2010:

November 22, 2:30pm

Dr. Tomee checked out a projector that later went missing, was found, and then misappropriated again. After interviewing the staff and looking at our internal procedures, numerous problems are recognized within the incident.

**Problems recognized in the incident:**

- Who is completing what work? Job responsibilities

Vera van Vamp has too many responsibilities. ALL AV set up and checkout services.

Art Aorta, the inventory clerk should be managing the checkout services, but is derelict in his duties and really needs to be replaced.

Van Helsing, the head Instructional technologist, is the only other person besides Vera who can check out equipment. Why? This responsibility seems out of his expertise and his office is too far removed from where equipment is stored to be effective.

Vera van Camp completed the inventory two weeks after the item was missing...Why? She is not the inventory clerk....why is she completing a job that should not be a part of her responsibilities.

Student workers are also not aware of what their responsibilities are limited to.

- What are the checkout procedures and who is responsible?

No check-out procedures are established for the staff. No return policy established as well.

Vera asks for paperwork on the checkout, but no one seems to be aware of a paperwork policy.

Student workers are putting items in places that they are not supposed to be.

- How is equipment maintained?

Dr. Needit has a projector that fails, but no one mentions how this problem is to be reported, when, where, and who is going to correct it.

- What are our reporting and evaluation programs?

Dr. Shelley hears about problems in her department at a social event. What is the reporting method within the department? Is there an internal evaluation program? Are statistics being kept?

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## Critical Incident Action Plan

Dr. Gar Licky

1. Develop new policies and procedures for equipment checkout.
2. Clarify job roles with revised job descriptions and inform staff of their responsibilities.
3. Train staff who will be directly involved with equipment checkout in Training 1; then train all other technology staff on policies and procedures so that they are aware of the process to check out equipment.
4. Begin performance reviews and performance plan with Art Aorta, the inventory clerk. If positive improvement is not achieved, then dismiss Art and begin advertising for new inventory clerk.
5. Collaborate with the Audio Visual Technologist on a maintenance policy for equipment.
6. Establish routine departmental evaluation and reporting.

## AudioVisual Technician Job Description

The AudioVisual Technican for East Vampire College will set up and operate a variety of audiovisual equipment and train assigned personnel in the operation of simple equipment. The AV Tech will set up, operate, maintain and repair equipment used to enhance live events, such as microphones, video recorders, projectors, lighting and sound mixing equipment. He may provide technical support for teleconferences, webinars and distance-learning classes. The AV Tech may also edit, copy and store videotapes and DVDs, track inventory of equipment and order supplies.

The AV Tech must be able to transport, assemble, maintain and repair equipment used in multimedia production. Knowledge of camera and lighting techniques is essential, and familiarity with editing equipment and software may be required.

The AV Tech for East Vampire College reports to \_\_\_\_\_ - and supervises \_\_\_\_\_.

## Inventory Clerk Job Description

The Inventory Clerk is an entry-level position that is used to manage the day-to-day inventory control responsibilities. The Inventory Clerk will coordinate the check out and return of equipment for East Vampire College. She will ensure that all equipment is properly barcoded when it is received and that the electronic inventory database is updated consistently. The Inventory Clerk will conduct a physical audit of all equipment on hand monthly and ensure that the physical equipment totals match the electronic totals in the database.

The Inventory Clerk reports to \_\_\_\_\_ and supervises \_\_\_\_\_.

## East Vampire College

### Department of Instructional Technology (DoIT)

The Mission of the Department of Instructional Technology is to support the faculty, staff, and students of East Vampire College in the use and integration of all forms of instructional technology in the learning process. In support of its mission, DoIT endeavors to provide world class technical support between the hours of sunrise and sunset.

### Equipment Checkout Policy

DoIT maintains a pool of equipment that is available for checkout to East Vampire College Faculty and Staff. Because these resources are constantly in demand by many users we are charged with managing the flow of equipment as wisely as possible. The following conditions and expectations apply to equipment checkout:

1. No equipment can be taken out of the equipment room or off campus without proper checkout procedures being followed.
2. Anyone checking out equipment must have a membership/tracker number.
3. Off campus use of equipment is limited to 2 business days.
4. All equipment needs to be checked out and returned during scheduled hours before sunset. We ask that if you are checking out any equipment that has been previously reserved that you do so by 5pm on the day requested and that you return equipment by 11 a.m. on the second day, unless other arrangements have been made.
5. If you do not follow proper check out procedures you risk disciplinary action.
6. No equipment or facilities may be used by anyone without completing the appropriate reservation, scheduling, and/or checkout forms and being cleared through the barcode system.
7. In borrowing equipment, borrowers agree to be financially responsible for lost or damaged equipment. The replacement of damaged or lost college equipment with that of equal value is the responsibility of the signer when negligence is the cause. Such replacement must be worked out with the Business and Finance Office.
8. If you need equipment for class only purposes, you have to follow the same procedures in checking out equipment. Make sure that it is not on reserve for someone else.
9. No one outside of the department is authorized to use any of our equipment or facilities.
10. To reserve equipment, you must obtain a reserve sheet from the equipment room or submit the proper form from the web.
11. If you decide that you do not need the equipment that you have reserved, please let a lab tech know as soon as possible.
12. Check out the condition of the equipment before you leave with it. Once you leave with the equipment, it is your responsibility.

\* These policies, guidelines and regulations may be changed any time as deemed necessary by DoIT without prior notification.

### References

“Student Use of the Video Production Technology Equipment.” (2002). Pellissippi State Technical Community College VPT Department. Accessed September 22, 2010 from [http://www.pstcc.edu/departments/vpt/checkout\\_policy.html](http://www.pstcc.edu/departments/vpt/checkout_policy.html)

## Procedures for Checking Out Equipment

Equipment can be reserved for future use through the following procedures:

### Student/Faculty Reserving Equipment:

- Make phone call or personally come to the Department and reserve a specific piece of equipment (i.e., projector, DVD player, video recorder, etc.)
- Specify where the equipment will be used (if off campus, there is a maximum number of days it can be used for) and for how long
- Specify if student assistance will be needed to set up equipment (this is only for on-campus use)

### Tech Taking Reservation:

- Sign into the inventory database and check the inventory to see if the specific piece of equipment is available before booking the reservation
- Record within the inventory database the reservation request, recording the student/faculty's ID number and a contact telephone number
- A reservation number should be given to the person reserving the equipment (whoever picks up the equipment should know the reservation number)
- The inventory application should date and time stamp the time the reservation was made and who made it

Equipment does not have to be reserved, but the same procedures will apply for reserved equipment as same-day-request equipment:

### Student/Faculty Picking Up Equipment:

- If the equipment was reserved, the person picking up the equipment will need to have the reservation number
- The school ID of the person picking up the equipment will need to be presented so that it can be scanned into the inventory (reserved or not) (this is an electronic signature)
- The student/faculty will specify the time and date the equipment will be returned (in accordance with policy)
- The student/faculty will receive a receipt (check-out form from the inventory database) showing the equipment they have as well as the date/time it was picked up and date/time specified for its return with their ID number included

### Tech Checking Out Equipment

- If the equipment was reserved, the reservation number must be given by the person picking up the equipment
- If the student/faculty picking up the equipment does not have the reservation number and the equipment shows to be reserved for someone, it cannot be checked out
- If the reservation number checks out or it is a same-day request, the tech will check the inventory to verify the equipment location
- The barcode on the equipment will be scanned into the database to show it checked out
- The student/faculty ID will be scanned into the inventory database into the equipment record showing it to be checked out
- The date/time that the equipment is to be returned is recorded in the database
- The tech will print out a receipt (check-out form from the inventory database) showing the make/model/type of equipment as well as specific dates and times of pick up and return
- The techs login name and date and time of check out will also print on the receipt
- The tech will give the equipment and the receipt to the student/faculty checking out the equipment



When equipment is returned:

- The student/faculty returning the equipment must have all original pieces and the receipt in hand
- The tech receiving the equipment will scan the ID of the person returning the equipment and the barcode of the equipment into the database
- Once the inventory shows the equipment checked back in and by whom, the tech will stamp the receipt with the word RETURNED and the date/time and give it to the student/faculty for their records
- The returned equipment will be placed back into its proper location

**Equipment Check-Out Form  
(Receipt)**

Equipment	Barcode	Checked Out By Faculty/Student	Date/Time Checked Out	To Be Returned	Signed Out By
Projector	(Barcode)	Van Hesling(801)	9/1/10; 9:25 am	9/3/10; 12:00 pm	Aorta-0901100925

(when equipment returned and checked in)

Equipment	Barcode	Checked Out By Faculty/Student	Date/Time Checked Out	To Be Returned	Signed Out By
Projector	(Barcode)	Van Hesling(801)	9/1/10; 9:25 am	9/3/10; 12:00 pm	Aorta-0901100925

**RETURNED**  
**090310; 10:15**

# East Vampire College Staff Development Plan



# DOIT Procedures



## Reservations

Client:

- Call or visit the DOIT to reserve equipment
- Indicate where equipment will be used & for how long
- Indicate whether student tech assistance is needed

# Reservations, continued

## Tech Assistants:

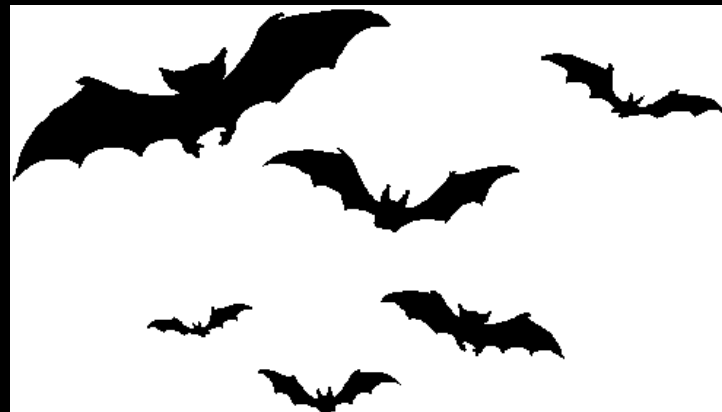
- Check inventory for item availability
- Record request with ID number and phone number and date and time of request
- Provide reservation number to client



# Check Out/ Pick up Procedures

## Client:

- If item was reserved, client will need reservation #
- Client must present school ID
- Client will indicate return date
- Client will receive receipt



# Check Out/ Pick up Procedures, continued

## Tech Assistant:

- Verify reservation number & name on reservation
- Check condition of equipment
- Scan barcode
- Scan id card
- Enter time and date
- Print receipt



# Return Procedures

- Tech Assistant will check condition of equipment
- Scan barcode and client ID
- Print return receipt for client
- Return equipment to correct inventory location





## Future Training Sessions include...

- Inventory Procedures
- Job Descriptions
- Use of technology
- Repair procedures