

# 1. Assessment Plan - Four Column



## PIE - Administrative Services: Technical Services - Performing Arts Operation Unit

### Where We Are Now: Analysis and Summary

**2018-19**

**Contact Person:** Kevin Owen

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**External Conditions, Trends, or Impacts (Student Services):** Over the past 10+ years, LED technology has been making significant inroads into the theatrical lighting market. Due to the inherent differences in the way that LED lights operate, a significant amount of development was required to enable LED lights to mimic the characteristics of traditional tungsten lighting. Initially, there were limited manufacturers and choices in LED fixtures and the brightness and color matching features were limited. At this point in time, developments in LED technology have greatly advanced and LED fixtures are becoming commonplace in the theatrical and television lighting arenas. With this technology now being found in the job market, we need to update our existing inventory to stay current and provide modern tools for our students.

Digital Projection has made significant inroads into the live performance arena and we are seeing increasing requests for projection systems to accompany performances in the Clarke Theater. In addition to this, media servers are a common means for storing and playing out video content. There are entertainment industry specific media servers available that can be controlled with modern lighting consoles.

The FCC has re-allocated the 617-652 MHz and 663-698 MHz portions of the wireless spectrum which impact wireless microphones and intercom systems on campus. We have a deadline of no later than July 13, 2020 to vacate these frequencies. Sooner notice could be issued by the FCC if they find our use of equipment is causing interference in these frequencies.

**Internal Conditions, Trends, or Impacts (Student Services):** The campus community continues to push the expansion of the services offered by the Box Office & the ticketing system. The Horticulture department is now using the system to process payments for plants at on and off-campus sales. In less than half a year of being active in the system, they have processed over \$50,000 in sales. Campus club fees will be collected exclusively via the Box Office starting in Fall, 2019. With the reopening of the stadium in March, 2020, several on-campus events will return, needing additional ticketing and box office services. Annually, the box office processes over \$500,000 in sales for the campus. Additionally, there are approximately 120 events in the Design Technology Lecture Hall which require ushers, managed and scheduled by a single staff position, Coordinator, Patron Services. To keep up with demand, a second position should be created to offset this additional and growing workload.

Dalia Puentes, the Patron Services Coordinator, resigned in April, 2019. A search is underway for a replacement, but most recently, yielded a failed recruitment. The job description will be updated and another recruitment will be attempted. The lack of a second permanent position in ticketing/patron services area makes it extremely difficult to continue services to the campus. A second position should be created to provide additional support and coverage due to the high volume of work.

The original power distribution system for the audio section of the Clarke Theater was never designed with 3-phase power. This has posed a limitation throughout the life of the facility and is proving to be especially challenging as new equipment is added.

The architectural lighting system for the Performing Arts Complex is now difficult to support. The configuration software must be run on Windows XP, which is no longer

supported by the campus and must be virtualized on a Windows 7 machine, which is also becoming difficult to find on campus. Control for LED lighting power is also restricted due to limitations of this system. This system provides the main on/off power to the fixtures and is separate from the main lighting console system in the theater.

The green room in the Clarke Theater is used for a large number of events throughout the course of the year. Aside from carpet, this space has not been upgraded since the building was built. This space is in need of an overhaul to replace old failing furniture and improve usability.

**Critical Decisions Made by Unit:** We identified funding to replace the outdated and no longer compliant wireless intercom system in the Clarke Theater. The new system has the capability to be expanded to cover the entire facility.

**Contributors to the Report:** Kevin Owen

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
<p><b>Provide modern relevant lighting technology</b> - Replace outdated portions of the theatrical lighting systems with modern technology. This includes replacing tungsten fixtures with LED technology and replacing the architectural lighting control system.</p> <p><b>Status:</b> Active</p> <p><b>Goal Year(s):</b> 2017-18, 2018-19, 2019-20</p> <p><b>Goal Entered:</b> 09/16/2017</p>	<p><b>Request - Full Funding Requested -</b> Upgrade theatrical lighting systems with modern LED fixtures.</p> <p><b>Describe Plans &amp; Activities Supported (Justification of Need):</b> LED Wash Lighting Fixtures: \$74,000 LED Profile Lighting Fixtures: \$160,000 DMX/ACN Gateways: \$6,200 Cabling: \$6000</p> <p><b>Lead:</b> Kevin Owen</p> <p><b>Type of Request:</b> INSTRUCTIONAL SUPPORT PROGRAM FUNDING (INSTRUCTIONAL EQUIPMENT): Equipment, library material, or technology for classroom instruction, student instruction or demonstration, or in preparation of learning materials in an instructional program, equal or over \$500.</p> <p><b>Planning Unit Priority:</b> Medium</p> <p><b>One-Time Funding Requested (if applicable):</b> 246200</p>	<p><b>Reporting Year:</b> 2018-19 <b>% Completed:</b> 0 Awaiting Funding (08/25/2019)</p> <hr/> <p><b>Reporting Year:</b> 2017-18 <b>% Completed:</b> 0 Awaiting Funding. (08/20/2018)</p> <hr/> <p><b>Reporting Year:</b> 2016-17 <b>% Completed:</b> 0 This is awaiting funding. (09/16/2017)</p>
	<p><b>Request - Full Funding Requested -</b> Replace outdated architectural lighting system in the Performing Arts Complex</p> <p><b>Describe Plans &amp; Activities Supported (Justification of Need):</b> ETC Paradigm Architectural Lighting</p>	<p><b>Reporting Year:</b> 2018-19 <b>% Completed:</b> 0 Awaiting Funding (08/25/2019)</p> <hr/> <p><b>Reporting Year:</b> 2017-18 <b>% Completed:</b> 0 Awaiting Funding (08/20/2018)</p> <hr/> <p><b>Reporting Year:</b> 2016-17</p>

Unit Goals	Resources Needed	Where We Make an Impact: Closing the Loop on Goals and Plans
	Control System \$58,000 Programming Training: \$4,000 <b>Lead:</b> Kevin Owen <b>Type of Request:</b> FACILITIES: This section includes minor building improvement projects and alterations to specific rooms or operational areas. <b>Planning Unit Priority:</b> High <b>One-Time Funding Requested (if applicable):</b> 62000	<b>% Completed:</b> 0 This is awaiting funding. (09/16/2017)
<b>Provide well maintained &amp; equipped facilities</b> - Identify and upgrade areas of the facility that are either worn, outdated or insufficient. <b>Status:</b> Active <b>Goal Year(s):</b> 2018-19, 2019-20 <b>Goal Entered:</b> 09/16/2017	<b>Request - Full Funding Requested -</b> Upgrade Clarke Theater Green Room & outdoor patio <b>Describe Plans &amp; Activities Supported (Justification of Need):</b> Paint Furniture Lighting <b>Lead:</b> Kevin Owen <b>Type of Request:</b> FACILITIES: This section includes minor building improvement projects and alterations to specific rooms or operational areas. <b>Planning Unit Priority:</b> Medium <b>One-Time Funding Requested (if applicable):</b> 120000	<b>Reporting Year:</b> 2018-19 <b>% Completed:</b> 0 Awaiting Funding (08/25/2019) <hr/> <b>Reporting Year:</b> 2017-18 <b>% Completed:</b> 0 Awaiting Funding (08/20/2018) <hr/> <b>Reporting Year:</b> 2016-17 <b>% Completed:</b> 0 Awaiting Funding (09/16/2017)
	<b>Request - Full Funding Requested -</b> Electrical Upgrades - Clarke Theater Audio System <b>Describe Plans &amp; Activities Supported (Justification of Need):</b> 100 amp 3-phase power service to the Clarke Theater Amplifier Room \$16,500 <b>Lead:</b> Kevin Owen <b>Type of Request:</b> FACILITIES: This section includes minor building	<b>Reporting Year:</b> 2018-19 <b>% Completed:</b> 0 Awaiting Funding (08/25/2019) <hr/> <b>Reporting Year:</b> 2017-18 <b>% Completed:</b> 0 Awaiting Funding. (08/20/2018) <hr/> <b>Reporting Year:</b> 2016-17 <b>% Completed:</b> 0 Awaiting Funding (09/16/2017)

*Unit Goals*

*Resources Needed*

*Where We Make an Impact: Closing the Loop on Goals and Plans*

improvement projects and alterations to specific rooms or operational areas.

**Planning Unit Priority:** Low

**One-Time Funding Requested (if applicable):** 16500

**Request - Full Funding Requested -**

Clarke Theater - Replace Emergency Lighting Transfer System

**Describe Plans & Activities**

**Supported (Justification of Need):**

The existing emergency lighting transfer system in the Clarke Theater is over 22 years old and showing signs of the contactors binding up, preventing load transfer in an emergency. This system should be replaced with an ETC Emergency Lighting Transfer System (ELTS).

**Lead:** Kevin Owen

**Type of Request:** FACILITIES: This section includes minor building improvement projects and alterations to specific rooms or operational areas.

**Planning Unit Priority:** High

**One-Time Funding Requested (if applicable):** 25000

**Request - No Funding Requested -**

Upgrade Clarke Theater Video Processing System

**Describe Plans & Activities**

**Supported (Justification of Need):**

Replace analog video processing equipment in Clarke Theater with digital high definition equipment. This is being funded out of the AV budget.

**Lead:** Chris Rodriguez

**Type of Request:** NON

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
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INSTRUCTIONAL EQUIPMENT:  
Tangible property with useful life of more than one year, other than land or buildings improvements, equal and over \$500 per individual item. Used for administrative or non-instructional purposes.  
**Planning Unit Priority:** Medium

<p><b>Provide positive, efficient, and comprehensive customer service -</b> Provide positive, efficient, and comprehensive customer service to all users of PAC facilities and services, including on and off campus users. <b>Status:</b> Active <b>Goal Year(s):</b> 2018-19, 2019-20, 2020-21 <b>Goal Entered:</b> 08/23/2019</p>	<p><b>Request - Full Funding Requested -</b> Ticketing and Patron Services Specialist <b>Describe Plans &amp; Activities Supported (Justification of Need):</b> Create a Ticketing and Patron Services Specialist position to provide additional support, coverage and potential for transfer of duties to the Coordinator, Patron Services position. There is sufficient workload to warrant a second person to assist with these duties, and it will provide a succession plan/growth path when the Coordinator, Patron Services position becomes vacant. With the current single person handling these duties, service times are long, and there is no coverage when the employee has time off. <b>Lead:</b> Kevin Owen <b>Type of Request:</b> STAFFING: Requests for permanent employee positions or temporary/hourly employees. <b>Planning Unit Priority:</b> High <b>On-Going Funding Requested (if applicable):</b> 85529</p>	<p><b>Reporting Year:</b> 2018-19 <b>% Completed:</b> 0 Awaiting Funding (08/25/2019)</p>
<p><b>FCC Compliance -</b> Maintain compliance with evolving FCC</p>	<p><b>Request - Full Funding Requested -</b> Replace wireless microphones that</p>	<p><b>Reporting Year:</b> 2018-19 <b>% Completed:</b> 0</p>

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
<p>regulations for wireless systems.  <b>Status:</b> Active  <b>Goal Year(s):</b> 2016-17, 2017-18, 2018-19, 2019-20  <b>Goal Entered:</b> 09/16/2017</p>	<p>can operate in FCC restricted range  <b>Describe Plans &amp; Activities Supported (Justification of Need):</b> 4 Wireless Microphone Systems  <b>Lead:</b> Kevin Owen  <b>Type of Request:</b> INSTRUCTIONAL SUPPORT PROGRAM FUNDING (INSTRUCTIONAL EQUIPMENT): Equipment, library material, or technology for classroom instruction, student instruction or demonstration, or in preparation of learning materials in an instructional program, equal or over \$500.  <b>Planning Unit Priority:</b> Medium  <b>One-Time Funding Requested (if applicable):</b> 10700</p>	<p>Awaiting Funding (08/25/2019)  <hr/> <b>Reporting Year:</b> 2017-18  <b>% Completed:</b> 0  Awaiting Funding (08/20/2018)  <hr/> <b>Reporting Year:</b> 2016-17  <b>% Completed:</b> 0  This is awaiting funding. (09/16/2017)</p>