

Instructional Technology Advisory Committee

September 2018 Quarterly Report

Classroom Technology and Support

- The Springfield campus currently has 362 technology-enhanced classrooms
- Required digital connectivity upgrades to technology-enhanced classrooms
 - 201 rooms: required digital connectivity upgrades are fully completed
 - 161 rooms: required digital connectivity upgrades are partially completed
- Classroom Support
 - Classroom support is provided through 11 support groups
 - Primary Support is assigned based on the areas that use the rooms the most
 - Urgent Responders are assigned based on who is nearby
 - Classroom Instructional Technology (CIT) operates the Classroom Support Helpdesk
 - 445 classroom support tickets were logged for AY17-18
 - Classroom Support Notifications are sent out each semester
 - Instructors are informed who their support contacts are
 - IT Support staff are notified who is teaching in the rooms

The following major projects were completed as of September 2018

- Hill Hall Renovation
 - Installation of fifteen (15) new classrooms spaces, three (3) meeting rooms, two (2) conference rooms, and digital signage
 - Presentation system improvements
 - Projectors use lasers instead of lamps and bulbs
 - Lowers support and maintenance costs (20,000+ hours lifecycle)
 - Minimizes downtime and disruption to students and faculty
 - Greater energy efficiency
 - Projectors are connected to the University's wired network
 - Allows for remote management and monitoring
 - Allows for wireless projection capabilities
 - Five (5) classrooms support web conferencing
 - High Definition cameras, ceiling speakers and microphones
 - Can be used with Zoom, Skype for Business, other web conferencing apps
 - Large lecture halls Hill 0001 and 0002 support easy BYOD wireless projection
- Required digital connectivity upgrades to technology-enhanced classrooms
 - Wehr Band Hall: One (1) classroom
 - Strong Hall: Five (5) classrooms, including one (1) new web-conferencing enabled space
 - Glass Hall: Two (2) large classrooms

Major funding sources FY 2018 - 2019

- The Springfield Computer Usage Fee (SCUF) funds \$225,000 for Classroom Technology each year
 - \$100,000 is designated for Classroom Upgrades
 - \$75,000 is designated for Classroom Computer Lifecycle funding
 - \$50,000 is designated for general Classroom Technology Maintenance and Repair
- The Office of the Provost has continued to fund the classroom technology for renovation projects and to provide the majority of lifecycle funding with *one-time* monies
 - \$600,000 one-time money to finish the classroom digital interconnect upgrades
 - \$304,500 one-time money for Hill Hall classroom technology
 - Cooperative Engineering classroom in PCTR 2031
 - \$12,000 funded by Planning Design and Construction
 - \$10,000 funded by the Office of the Provost
- There are still significant classroom lifecycle funding challenges that need to be addressed

Classroom 2018-2019 ITAC standard classroom changes

- The 2018-2019 ITAC classroom software image was based off the Campus User Support Committee's Standard Lab Image
 - System Center Configuration Manager (SCCM) was used for Classroom imaging and customizations.
 - This provided the opportunity to use standard tools that helped achieve a more efficient use of monetary and staff resources
 - Creates a shared set of standards and best practices for client systems in Classrooms, Labs and many office environments

DVD playback changes

- VLC playback software was removed from the Campus User Support Committee's Standard Lab Image due to licensing and legal concerns
 - CyberLink PowerDVD software was purchased for faculty to use as needed
- By the end of the academic year the majority of classrooms that have been upgraded to the new digital standard will have external DVD players
 - The remaining rooms should have DVD/Blu-ray players installed by FY 2020
 - The new classroom instructor stations that will be installed Summer 2019 will not have DVD drives, as they are no longer an option on these models.

The following major projects are planned for FY 2019

- Complete all remaining required digital connectivity upgrades by the end of Summer 2019
- Purchase and install new classroom instructor stations prior to Fall 2019
 - These will replace the current station, which are 6 years old.
 - The use of all-in-one models will increase standardization and make support easier
 - The new stations will include built-in webcams and microphones

- Which will allow for use of Zoom, Skype for Business and other web conferencing applications in all classrooms
- Ensure the new EMS scheduling software has current and accurate information in regards to room classification, technology and funding
- Strong Hall 107 Large Computerized Classroom Project (Funded by the Office of the Provost)