

ITAC Progress Report to IT Council

4/2/2013 Meeting

The Instructional Technology Advisory Committee continues to make progress on the implementation of new classroom instructional technology standards and in determining a support services model that addresses the instructional needs of students and faculty.

Determining Level of Support Services for Instructional Spaces

PENDING RECOMMENDATIONS, PROGRESS NOTES and CONCERNS:

- **Encourage a proactive approach to classroom instructional technology preparedness**
 - Instructors should attend classroom technology training conducted by FCTL/CIT to effectively operate instructional technology equipment and resolve minor problems.
 - Instructors and students should have a backup plan for when instructional technology equipment fails and requires extensive repair or replacement time.
 - Starting for Fall 2013, automated email notifications will be sent one week prior to the start of classes informing each instructor of classroom assignments, including classroom technology equipment details, primary support contact information, and other instructional resource links and training schedules; in turn, primary support staff members will have a new web portal for viewing their instructor classroom assignments.
- **Add to Resource Management System (R25) and publish online a matrix that identifies the primary and secondary, or urgent, technology support contacts for each instructional space**
 - The primary support contact is the person or group primarily responsible for installing software and maintaining the classroom instructor computer. When available, other distributed support staff members located near a classroom may serve as secondary/urgent support contacts, regardless of the classroom's controlling organization, attempting to provide quick technical assistance with minor issues.
 - In relation to completing the support matrix and implementing new classroom instructional technology standards, distributed support staff members request guidance from their supervisors/deans before committing to duties outside their assignments.
 - ITAC seeks clarification on whether the two full-time SCUF-funded positions for Computer for Learning (CFL) can serve as urgent support contacts for instructional spaces beyond their assignments.
 - Computer Services awaits the final support matrix to import into R25 and complete the development of the above notification system.
- **Provide one point of contact for classroom support – day or evening**
 - FCTL's CIT office is the recommended triage unit to answer and log classroom support calls, dispatch appropriate support staff and/or direct callers to training/pedagogical

resources; larger issues and instructional technology concerns are transferred directly to the classroom coordinator.

- CIT is providing staff operators to answer calls throughout the day and evening with staffing levels to be evaluated based on call volume and types
 - CIT operators will dispatch assistance based on the support matrix
 - ITAC to post signage in each classroom listing main CIT number, QR code
- **Establish system for tracking instructional technology support issues**
 - Computer Services is currently creating a separate JIRA Issue and Project Tracking System project to track classroom support calls.
 - CIT operators will create a ticket for each classroom support call and whoever resolves the issue will document the resolution and close the ticket.
- **Routinely address stakeholder needs by scheduling quarterly ITAC meetings to review problem trends evident in tracking reports and hear issues brought forth by its members, distributed technology support staff, or any campus member**
 - ITAC and its workgroups continue to gather for meetings and exchange ideas
 - An ITAC email account now exists, which is accessible by executive committee members; the address (ITAC@missouristate.edu) is published on ITAC’s website.

Standardization Efforts and Lifecycle Replacements

- Dave Caravella to provide report:

FY13 SCUF Instructional Technology Expense	Amount
Total Allocation	\$225,000
Maintenance – parts, repair	\$ 50,000 v
Planned Replacements	\$ 76,000 v
Classroom Upgrades	\$ 99,000
- Additional digital projector upgrades	- 19,000 v
- Crestron Basic Alpha/Beta Testing Unit	- 4,336 v
- Glass Hall 108 iTV/Lecture Capture Upgrade	- 15,500
- Document cameras (75) to meet Long-Range Plan goal	- 29,025
- Classroom Mac upgrades as needed, additional digital projectors	- 31,000
	\$0

Classroom Instructor Station and Software Standardization

- New instructor computers are on order and starting to arrive
- ITAC is coordinating the build of a base payload of software
 - Software list was compiled by ITAC workgroups and will be published online and revised each semester based on feedback from stakeholders
 - Includes Microsoft System Center applications Endpoint Protection and Configuration Manager as well as Faronics Deep Freeze system state protection software that addresses security concerns related to setting all authenticated

users as computer administrators, a request from faculty and students for various ad hoc instructional software needs

- Deep Freeze will reset computers back to the system’s base configuration at each log off.
- Computer Services is providing basic training sessions for these campus-wide applications
- At this stage, ITAC is encouraging the distributed support group to *add* discipline-specific software while maintaining the base, consistent software promised to faculty and students.
- Enforcement of these new instructional technology standards remain a concern. A successful implementation relies heavily on the support and communication efforts of the Office of Provost and academic deans.

FY 2014 Plans for SCUF CENTRAL CLASSROOM TECH Expenditures

FY14 SCUF Instructional Technology Expense	Amount
Total Allocation	\$225,000
Maintenance – parts, repair	\$ 50,000
Classroom Instructor Computers Lifecycle Carry Forward	\$ 75,000
Classroom Upgrades – Standardization and Lifecycle Replacements	\$100,000