

ITAC Progress Report to IT Council

9/10/2013 Meeting Notes

279 PCs in-use

31 spares

310

Dell Optiplex 9010

128GB SSD Drive

8GB RAM

21.5" Display

\$75,000 carry-forward (SCUF), starting in FY14, earmarked annually for classroom instructor computers

Room classification labels published; yet to migrate to facilities database

At current budget pace, digital standard migration to take many years; ITAC to discuss options, estimates

Faronics Deep Freeze software providing system protection

Overall positive reports, especially in academic areas where distributed support staff assist faculty through classroom changes

75 Samsung USB document cameras installations underway starting with Level 2 classrooms, high impact replacements

Classroom Instructional Technology Enhancements for Summer/Fall 2013

Over the last year, IT Council's Instructional Technology Advisory Committee (ITAC) has worked with faculty, staff, and students to improve classroom instructional technology and services.

- ***New classroom instructor computers purchased for existing tech-enhanced classrooms***
 - ✓ Provides uniform computer hardware as requested by all stakeholders
 - ✓ Carry-forward lifecycle funding of classroom instructor computers has been established

- ***New instructional technology standards and classifications***
 - ✓ [New technology classifications](#) for classrooms to simplify scheduling
 - Classifications are based on classroom capacity and features
 - Accommodates experimental and specialized equipment such as lecture capture (-LC) and interactive television (-iTV)
 - Addresses the imminent "analog sunset" of instructional technology equipment
 - ✓ [New base software](#) provides consistent classroom interface requested by all stakeholders
 - ✓ System protection software added that resets classroom instructor computers to a base configuration at each user logoff
 - Allows all authenticated users to be computer administrators while adhering to acceptable use, information security and privacy policies.
Use Blackboard, network storage or removable drives, like thumb drives, for presentation materials as user data will not be saved to classroom instructor computers.
 - Provides a consistent faculty experience and reduces class disruptions
 - ✓ Accomplishes an objective listed in the University's long-range plan to increase by 100 the quantity of elevated technology level classrooms

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ITAC wants to work with University Support Services to add room classification labels and equipment lists to 25Live, facilities database

Positive feedback from instructors and support staff on email notifications, classroom tech support signage, and CIT Help Desk services

CIT Help Desk Hours
Mon-Thurs: 8AM-9:30PM
Friday: 8AM-6PM

“Classroom Support” MOJIRA project now tracking classroom support tickets, including calls for assistance from classrooms:
136 tickets to date

ITAC continues to gather feedback from all stakeholders, recommend improvements

ITAC proposes majority of FY14 classroom upgrade funds dedicated to digital Crestron upgrades in high student impact classrooms and digital projector standardization to reduce expensive parts inventory

- ***New communication efforts and access to classroom information***

- ✓ Adopts a proactive approach to semester preparations
- New web portal to allow viewing of classroom availability and hardware/software inventory
- ✓ Instructors will receive an email reminding them of their classroom assignments, the classroom’s inventory, primary support contact details, and training opportunities



- ***A single point of contact for classroom support – day and evening!***

- ✓ For tech help, new red signage in each classroom advises faculty and students to call FCTL’s Classroom Instructional Technologies (CIT) unit at 417-836-5778
- ✓ CIT operators will dispatch assistance based on a [new support matrix](#) identifying primary and “urgent response” distributed support staff for each classroom
- ✓ All classroom support calls will be logged and reviewed to identify needs for future support service improvements