

IT Council – Instructional Technology Advisory Committee

Response Report by Charge

The mission of the Instructional Technology Advisory Committee (ITAC) is guided by the University's 2011-2016 Long-Range Plan, specifically the commitment to student learning. Recommendations outlined in this report address the Long-Range objective to “enhance and leverage technology to improve teaching and learning systems” as well as the committee charges, gleaned from the recommended actions of ITAC's 2011 *Technology-Enhanced Classrooms Report*, as stated below.

The Instructional Technology Advisory Committee (ITAC), reporting to the Information Technology (IT) Council, will have the responsibility to advise the IT Council on matters concerning instructional technology policies, procedures, funding, and other activities involving instructional technology, including recommendations for improvements.

Specific charges for the Instructional Technology Advisory Committee (ITAC) are:

- 1) Review proposals submitted for funding from the Student Computer Usage Fee (SCUF) Instructional Technology budget. The committee will attempt to prioritize collectively all proposals in accordance with IT Council guidelines and determine which proposals will receive funding. The committee's goal will be to arrive at a division of funds which serves the University system's best interests. Recommendations for funding will be presented to the IT Council for approval. The ITAC may request presentations from the originators of the proposals for the purpose of clarification and explanation of need.
- 2) Recommend system-wide classroom instructional technology standards to IT Council for review, finalization, and submission to Administrative Council for approval. Standards may include hardware, software, room level classifications, terminology, and other items deemed appropriate by the IT Council. The IT Council will be responsible for granting any exceptions allowing for the installation of non-standard instructional technology.
- 3) Determine the level of support services for instructional spaces that can/should be provided, including methods of communication, and develop a plan to address stakeholder needs and present to the IT Council for approval. Once the level of support services has been determined, develop and publish a matrix identifying who has the responsibility for providing technology support in every instructional space, including primary, secondary and/or emergency response duties.
- 4) Make quarterly reports of the committee's work and progress to the IT Council, including a summary report to be submitted at the end of the fiscal year.

In September 2012, ITAC began its regular meeting schedule for the new 2012-13 academic year. Membership includes:

- Chairperson appointed by the IT Council Chair - **Angela Barker**
 - Classroom Coordinator (ex-officio voting member) - **Dave Caravella**
 - Coordinator of User Support (ex-officio voting member) - **Kevin Piercy**
- } Executive Committee
- Department Head or faculty member (appointed by the Provost, two-year appointment)
- **Brian High, Chemistry**
 - Faculty representative (appointed by Faculty Senate, two-year appointment)
- **Ching-Wen Chang, RFT**
 - College IT Support representative (appointed by CIO, rotating, two-year appointment)
- **Ian Alaimo, CHHS ITSS**
 - Two student representatives (appointed by SGA President, two-year appointment)
- **Brittany Donnellan, Jordan McGee**
 - Instructional Design representative (appointed by FCTL, two-year appointment)
- **Bruce Richards**
 - Access and Outreach representative (appointed by Associate Provost, two-year appointment)
- **Arbindra Rimal, Ag**

ITAC created three workgroups devoted to researching and answering essential questions related to each charge. Participants include members of the full committee and these additional contributors:

- Krista Bassen, AIS Facilities Analyst
- Adam Beck, FCTL Equipment Supervisor
- Jerry Chin, CIS Head
- Craig Good, CNAS DUSS
- Will Hader, ELI DUSS
- Michelle Hulett, CIS Sr. Instructor
- Jay Jenkins, CHPA DUSS
- Jamie Jones, Graduate Student
- Robin Kennedy, CNAS DUSS
- Brian Leas, FCTL Media Systems Technician
- Ken McCrory, CNAS ITSS
- Mike Murphy, CNAS/ESS Sr. Electronics Technician
- Rob Tinney, COE DUSS
- Brooks Travis, COAL DUSS
- Danny Winkler, COB ITSS
- Campus User Support Committee

CHARGE 1) Review proposals submitted for funding from the Student Computer Usage Fee (SCUF) Instructional Technology budget. The committee will attempt to prioritize collectively all proposals in accordance with IT Council guidelines and determine which proposals will receive funding. The committee's goal will be to arrive at a division of funds which serves the University system's best interests. Recommendations for funding will be presented to the IT Council for approval. The ITAC may request presentations from the originators of the proposals for the purpose of clarification and explanation of need.

RESPONSE

No SCUF Instructional Technology proposals were solicited for FY13. Rather, the portion of this \$225k budget, approximately \$99k, was originally designated to upgrading classroom instructional technology equipment determined to be below standard. The remaining budget is reserved for the planned replacements of classroom presentation equipment and routine maintenance costs.

FY13 SCUF Instructional Technology Expense	Amount
Maintenance – parts, repair	\$ 50,000
Planned Replacements	\$ 76,000
Classroom Upgrades	\$ 99,000
	\$225,000

ACTIONS:

- Request IT Council approve the Classroom Coordinator’s pending replacement plans for FY13 totaling \$76,000. These expenditures include three aging Crestron control systems and 41 digital data projectors, equipment essential to achieving new instructional technology standards recommended in this report. See Appendix A for the planned replacement costs.
- Request IT Council approve at its next meeting no new solicitation of classroom proposals for FY14, allocating those funds instead to continued classroom maintenance and upgrade efforts to new instructional technology standards.
 - These technology upgrades serve to enhance enough classrooms to meet the original “Level 3” designation target expressed in the Long-Range Plan: Increase the number of Level III technology-enhanced classrooms from 113 to 213 by 2016.
 - To date, 22 classrooms have been upgraded and we are on track to meet the goal of adding 100 by 2016.

RECOMMENDATION:

- Spend the remaining \$99k balance of the FY13 SCUF Instructional Technology budget towards implementing new instructional technology standards outlined in this report.

CHARGE 2) *Recommend system-wide classroom instructional technology standards to IT Council for review, finalization, and submission to Administrative Council for approval. Standards may include hardware, software, room level classifications, terminology, and other items deemed appropriate by the IT Council. The IT Council will be responsible for granting any exceptions allowing for the installation of non-standard instructional technology.*

RESPONSE

ITAC has consulted various stakeholder groups and other higher education institutions, along with the Consortium of College and University Media Centers (CCUMC), to define new instructional technology standards that serve as a baseline for all technology-enhanced* classrooms. These discussions also provided enhancements to the University's R25 resource management system and a successful reconciliation of classroom inventory and reporting.

*** For the purpose of this report, "technology-enhanced classrooms" refer to classrooms currently labeled as Level 2 and Level 3, or all classrooms of the newly recommended classifications except those labeled as TECH-NONE and TECH-NETWORK ONLY.**

RECOMMENDATIONS:

- Replace the current level system (Level 0, 1, 2, 3) that classifies technology-enhanced classrooms with a more descriptive labeling scheme. *See Appendix B* for a chart depicting new classroom instructional technology labels within the existing R25 room use categories.

Each label will be appended with a fiscal year tag identifying when its associated instructional technology standards were defined or revised. For example, the beginning label for a small technology-enhanced classroom is TECH-SMALL_CLASSROOM.FY14.

Tags classifying additional instructional features are added to any label beginning with TECH-SMALL CLASSROOM. Examples include -iTV (interactive television classroom), -WVC (web-based video conferencing), -LC (lecture capture), -COLL (collaborative classroom), and -SP (specialized).

- Adopt the following new instructional technology standards for FY14 regardless of the funding source. These standards will continue to be facilitated by the Classroom Coordinator. (Please note, however, that any related physical plant, infrastructure expenses are not included in SCUF Instructional Technology expenses.)

Standards are organized in four broad categories: Network Connectivity, Computing System, Presentation System, and Specialty Instruction. *See Appendix C* for a spreadsheet of all available cost estimates.

Network Connectivity

- Require two Ethernet ports in each technology-enhanced classroom to connect the instructor computer and BYOD (Bring Your Own Device) to the campus network
 - +1 port for Crestron (control system) unit

- +1 port for Crestron (control system) with room light control
- +1 port for Crestron/networked data projector management

Computing System

- Install in all technology-enhanced classrooms the same instructor computer model, with a five-year warranty, that meets these specifications:
 - Desktop form factor with Intel vPro Management, analog (VGA) and digital (DVI, HDMI, DP) video outputs, 8GB RAM, 128GB SSD Hard Drive, USB 3.0 inputs, CD/DVD optical drive
 - 20-22" widescreen display w/USB ports
 - System state management software
- Authorize ITAC to coordinate with the campus user support committee (CUSC) and other instructional technology support staff to build, implement, and routinely revise, a software payload that provides faculty and students a consistent interface in all technology-enhanced classrooms (onto which discipline-specific software can be added and configured as needed)
 - The specific software list with version details will be submitted to IT Council and published on the ITAC website, linked to R25
- Assign all authenticated campus users with admin rights to instructor computers. This action empowers faculty and students to make system changes during class time while system state management software protects their base configuration and interface, reducing technology support calls and class disruptions.

Presentation System

- Outfit each technology-enhanced classroom with the following presentation equipment:
 - Digital, networkable data projector
 - No chalkboard
 - Offset projection screen to avoid blocking whiteboard
 - First row of classroom lights on separate switch control
 - Instructor podium with Crestron control system preferred; Crestron unit with room light control required for TECH-LARGE CLASSROOM
 - Secondary device patch panel including standard analog, digital inputs
 - Sound amplification, speakers
 - Voice augmentation in TECH-MEDIUM CLASSROOMS and TECH-LARGE CLASSROOMS
 - DVD+VHS player (while available)
 - Document camera

Specialty Instruction

- Accommodate specialized instructional space while adhering to the above standards:
 - Standard network connectivity

- Standard computing system plus customization for discipline-specific instruction (i.e. Adobe or Autodesk suite software, Mac instructor computer, etc.)
- Standard presentation system plus customization for discipline-specific instruction (i.e. Blu-ray player, smart board, symposium, etc.)

ACTIONS:

- **Request IT Council approve the new classroom instructional technology labeling scheme as recommended above.** See *Appendix B* for a chart depicting new classroom instructional technology labels within existing R25 room use categories.
- **Request IT Council approve the new instructional technology standards as described and recommended above and allocate the remaining \$99k balance of the FY13 SCUF Instructional Technology budget towards implementing the new standards.**
- **Request IT Council allocate one-time funds to purchase 297 new instructor computers, plus 13 extras as imaging and hot spare systems, for installation by Fall 2013 in all existing technology-enhanced classrooms. Current unit estimate is \$1,150. Total cost estimate: \$356,500.**
- **Request IT Council approve the designation of \$75,000 carry forward from each annual SCUF Instructional Technology allocation to contribute to the replacement of instructor computers.**

CHARGE 3) *Determine the level of support services for instructional spaces that can/should be provided, including methods of communication, and develop a plan to address stakeholder needs and present to the IT Council for approval. Once the level of support services has been determined, develop and publish a matrix identifying who has the responsibility for providing technology support in every instructional space, including primary, secondary and/or emergency response duties.*

PROGRESS UPDATE

ITAC is collaborating with various stakeholder groups in an effort to define a model for addressing instructional technology support needs.

PENDING RECOMMENDATIONS:

- Encourage a proactive approach to 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
 - ITAC plans to request of MIS a program to automatically notify instructors by email of semester classroom assignments, including classroom tech label (with equipment details), the primary support contact, and instructional resource links and training schedules; in turn, primary support contacts are alerted to instructor assignments by classroom.

- Add to 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 responsible for installing the software image and maintaining the instructor computer. Distributed technology support staff members stationed near a classroom may serve as the secondary/urgent support contact regardless of the space’s controlling organization.
- Provide one point of contact for classroom support – day or evening
 - FCTL’s CIT office is the recommended classroom support triage unit to answer and log calls, attempt brief diagnostics, 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 to dispatch assistance based on the instructional technology support matrix
 - FCTL to request FY14 SCUF funds to contribute to the staffing of the CIT office with two trained student workers through the late afternoon/evening shift – one answering calls, another available for classroom visits
 - ITAC designing, for review and approval, classroom support signage listing main CIT number, including QR code
- Establish system for tracking instructional technology support issues
 - Suggest dedicating a separate project of the JIRA Issue and Project Tracking System, currently used by Computer Services, to track classroom support calls
 - CIT to open ticket for each classroom support call and whoever resolves the issue closes 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, most likely the Classroom Coordinator, members of the distributed technology support staff, or by any campus member via a direct ITAC email and online contact form.

ACTION:

- **Request guidance of IT Council, specifically dean members, on how best to present the new instructional technology support model for all deans to review and provide feedback ahead of ITAC’s formal recommendations to IT Council in February/March 2013.**

CHARGE 4) *Make quarterly reports of the committee’s work and progress to the IT Council, including a summary report to be submitted at the end of the fiscal year.*

RESPONSE

RECOMMENDATION:

- ITAC Chair to schedule quarterly ITAC meetings in advance of report deadlines to IT Council
 - Suggest ITAC meet every February, April, August, and November ahead of quarterly reports to IT Council in March, June, September, and December

Summary of Action Requests

ITAC respectfully submits the following action requests to IT Council:

- **Request IT Council approve the Classroom Coordinator’s pending replacement plans for FY13 totaling \$76,000. These expenditures include three aging Crestron control systems and 41 digital data projectors, equipment essential to achieving new instructional technology standards recommended in this report. See Appendix A for the planned replacement costs.**
- **Request IT Council approve at its next meeting no new solicitation of classroom proposals for FY14, allocating those funds instead to continued classroom maintenance and upgrade efforts to new instructional technology standards.**
 - **These technology upgrades serve to enhance enough classrooms to meet the original “Level 3” designation target expressed in the Long-Range Plan: *Increase the number of Level III technology-enhanced classrooms from 113 to 213 by 2016.***
 - **To date, 22 classrooms have been upgraded and we are on track to meet the goal of adding 100 by 2016.**
- **Request IT Council approve the new classroom instructional technology labeling scheme as recommended in this report. See Appendix B for a chart depicting new classroom instructional technology labels within existing R25 room use categories.**
- **Request IT Council approve the new instructional technology standards as described and recommended in this report and allocate the remaining \$99k balance of the FY13 SCUF Instructional Technology budget towards implementing the new standards.**
- **Request IT Council allocate one-time funds to purchase 297 new instructor computers, plus 13 extras as imaging and hot spare systems, for installation by Fall 2013 in all existing technology-enhanced classrooms. Current unit estimate is \$1,150. Total cost estimate: \$356,500.**
- **Request IT Council approve the designation of \$75,000 carry forward from each annual SCUF Instructional Technology allocation to contribute to the replacement of instructor computers.**
- **Request guidance of IT Council, specifically dean members, on how best to present the new instructional technology support model for all deans to review and provide feedback ahead of ITAC’s formal recommendations to IT Council in February/March 2013.**