



GENERAL PURPOSE CLASSROOM TECHNOLOGY SUPPORT

— JULY-DECEMBER 2022 REPORT —





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Introduction	2
Team Development	3
Classroom Technology Hardware Upgrades	4-5
Vendor Relationships	6
Collaborations	7
Looking Ahead	8

— CLASSROOM SUPPORT TEAM —

Melissa Crabtree, Senior Director
Campus & Classroom IT

Matthew Wisotsky, Director
Classroom Technology Support

Dan Gamlin, Manager
Classroom Technology Support

Al Bartlett, Project Manager
Classroom Technology Support

Kaleigh Blevins, Multimedia Specialist
Classroom Technology Support

Mike Dutkewych, Multimedia Specialist
Classroom Technology Support

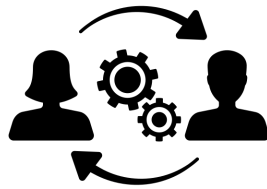
Rob Hayes, Multimedia Specialist
Classroom Technology Support

Nick Lusch, Multimedia Specialist
Classroom Technology Support

Joe Washington, Multimedia Specialist
Classroom Technology Support

Dean Western, Multimedia Specialist
Classroom Technology Support

Report Submitted on Friday, January 13, 2023



CLASSROOM SUPPORT TEAM

Overview of the Classroom Support Team and the General Purpose Classroom Technology Support Report

The Classroom Technology Support Team provides superior technology support and consultation to the campus and the community. We leverage our individual and shared areas of expertise to create teaching and learning environments that support all users.

Over the past eighteen months, the Team has immersed itself in projects related to inventory management, hardware and programming improvements to existing AV systems, and integrating new AV infrastructures that support in-person and remote teaching and learning environments.

To provide enhanced AV support to non-general purpose classrooms, especially after normal business hours, the Team expanded its resource pool to include additional student assistants, and coordinated support efforts with local IT team members, to increase the support to schools and colleges. C&IT Help Desk procedures were updated to ensure consistent support by tier-1 and tier-2 staff was provided.

In coordination with Student Center Administration, C&IT implemented a centralized consultation, reservation, and billing process to ensure the use of general purpose classroom equipment is accounted for and approved. This process generates revenue for the department to support AV system maintenance, especially on “wear and tear” items including projector bulbs, batteries, etc.

To provide transparent updates on upgrades to AV systems across campus, and process improvements to support models to support these upgrades, a robust Classroom and Events support webpage was launched at tech.wayne.edu/classroom. This site, in coordination with targeted Emails to faculty Listservs, will be used to keep faculty abreast of the Team's work and how it impacts teaching and learning environments.

The Classroom Technology Support Team looks forward to an exciting 2023 by continuing to improve existing AV infrastructures and supporting new classroom environments when State Hall is brought back online in the fall.

Matthew Wisotsky, *Director*
Classroom Technology Support

January 2023



TEAM DEVELOPMENT

Highlighting the professional development of the Classroom Technology Support team-at-large and individual team members

Kaleigh Blevins joins the Classroom Support Team

The Classroom Technology Support Team welcomed Kaleigh Blevins to the Team in December 2022. Kaleigh filled a re-classed *Multimedia Specialist* position after dedicating over a year to the Team as a student assistant.

Kaleigh has positively contributed to day-to-day operational support and special projects, including:

- Collecting information about general purpose classroom audio visual technology to assist with assessing future upgrades and importing data into EMS (University scheduling system)
- Decommissioning 70+ classrooms during the State Hall renovation project
- Supporting special events by utilizing knowledge of AV systems

The addition of Kaleigh has allowed for more sustainable morning/afternoon support coverage, leading to better preventative maintenance checks prior to class start times and faster response times when supporting classroom and event inquiries.

Student Assistants and Interns

To increase staffing resources available to support the expansive classroom footprint, several student assistants and interns were hired to focus on providing on-site assistance in schools and colleges and to produce schematics of AV systems to assist with future hardware and programming upgrades.

Ahmad Alhadi
Ibarre Araojo
Saibhuvanreddy Avula

Mitchell Brown
Ihfaz Islam
Asara Kumarasena

Martin Proulx
Cheyann Scutt

Professional Development and Relationships

The Team continues to participate in professional development opportunities to keep abreast of trends in audio visual technology infrastructures and participate in creating stronger internal relationships that improves the individual, the Team, and the department.



CLASSROOM TECHNOLOGY HARDWARE UPGRADES

Highlighting the hardware upgrades made to support the charge of creating intuitive, functional, standardized, and sustainable classroom infrastructures

The Classroom Technology Support Team provides direct technology support to over 200 classrooms between main campus and several satellite campuses.

HyFlex Upgrades - January 2023

Eleven (11) lecture halls across campus and seventeen (17) classrooms on the first floor of Old Main are slated for upgrades to support HyFlex teaching and learning, including auto-tracking/fixed shot camera, additional confidence monitor, wireless microphone, and capture/streaming capability through platforms like Echo360, MS Teams, and Zoom.

These upgrades were delayed until January 2023 due to supply chain issues.

UPGRADE TYPE	ROOMS	PROPOSED ITEMS
Auditorium	Deroy Auditorium 46, 146 General Lectures 100, 150	<ul style="list-style-type: none">• Dual Confidence Monitors• Fixed Camera
Lecture Hall	Manoogian Hall 91 Science Hall 1109, 1117, 1125, 2009, 2025 Shapero Hall 100	<ul style="list-style-type: none">• Auto Tracking Camera• Dual Confidence Monitors
Old Main	1107, 1111, 1114, 1115, 1119, 1129 1133, 1134, 1137, 1151, 1162, 1163, 1165, 1168, 1171, 1172, 1305	<ul style="list-style-type: none">• Dual Confidence Monitors• Fixed Camera• Wireless Microphone

These upgrades are in addition to six (6) general purpose classrooms in Prentis Hall (2, 4, 8, 10, 17, 19) that are HyFlex equipped as of September 2022.

Manoogian Hall Basement - April 2023

Ten (10) seminar rooms in the basement of Manoogian are slated for upgrades to update 15+ year old technology while working within the building infrastructure limitations.

The rooms will be equipped with an 80" monitor on a fixed stand, sound bar, hard button controller, dedicated rack computer, wireless presentation, and HDMI connection. Remote teaching and learning will require the use of personal devices or auxiliary hardware.



CLASSROOM TECHNOLOGY HARDWARE UPGRADES (Continued)

Highlighting the hardware upgrades made to support the charge of creating intuitive, functional, standardized, and sustainable classroom infrastructures

State Hall Upgrades - August 2023

Since May 2022, the Team continues to contribute to work relating to the design of AV systems, development of the appropriate training materials for faculty, and contributing to the installation, implementation, and testing of these innovative systems.

These systems are designed with intuitive AV controllers, equipment that supports in-person and remote teaching and learning, and room layouts that support traditional and collaborative styles of academic engagement.

State Hall will re-open in fall 2023.

Non-General Purpose Classrooms (Schools, Colleges, Meeting Spaces)

The following schools, colleges, and event spaces have had technology and programming updates, some of which required the consultation of the Team:

- College of Pharmacy and Health Sciences
- Integrative Biosciences Center
- Law School
- School of Business
- Tech Town
- University Library System
- Welcome Center

Technology Refresh Plan and Sustainable Funding

Recognizing the need to provide reliable technology to Faculty, the Team has developed a seven-year technology refresh plan for general purpose classrooms across campus. The plan proposes \$400,000 in annual classroom technology upgrades, which was secured in December 2022.

The Team will use the first quarter of 2023 to assess the “age” of equipment, ability to support traditional and HyFlex teaching and learning, and the intuitiveness and sustainability of current AV systems, to determine the timeline of upgrades classrooms over the next year.

Feedback from faculty will be incorporated into these upgrades, and updates regarding this work will be shared on C&IT websites, email correspondences, and campus meetings.



VENDOR RELATIONSHIPS

Highlighting the importance of partnership with vendors and programmers to standardize AV systems and develop thorough project management practices

Vendors play an integral role in the success of the Classroom Support Team and the discussion, design and implementation of AV systems for meeting, classroom, and event spaces available across campus.

AV Integrators

Abel Electronics [abelelectronics.com] and **Tel Systems** [thalner.com] specialize in AV design, consultation, and integration. In 2023, Abel Electronics will be the lead integrator for the complete State Hall AV renovation. Tel Systems will be the integrator for other campus locations to maintain progress in AV upgrades throughout the year.

Both integrators are tasked to design AV systems that maintain standard teaching environments for the end user while meeting any specialized needs of specific schools, colleges and departments.

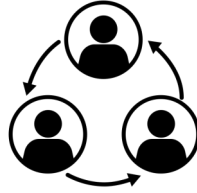
Programmers

IntelligentAV [intellav.com] specializes in programming of AV systems to be intuitive for the end user and easily supported by the Team. To enhance response time for support inquiries, the programmers have been tasked to restore remote tools to communicate with the technology, which will allow the Team to be more proactive with their support.

Extron-based programming will be integrated into State Hall AV systems. The Extron-based product line allows in-house support staff to maintain programming for these AV systems, without the need of a certified programmer. IntelligentAV will continue to assist with Creston-based programming to ensure stability, standardization, and support of these systems.

Project Management

Regular meetings are held to discuss outstanding issues, strategize about prioritization, determine what work can be done in-house and what work requires an external intervention, and improve project management between end-user support staff to ensure *pre*, *during*, and *post* work is completed timely and accurately.



COLLABORATIONS

Highlighting the networks that the Classroom Support Team is a part of, which results in a better understanding of our work and how we can succeed

The Classroom Support Team is fortunate to have the opportunity to leverage individual and team expertise in creating and supporting teaching and learning environments that meet the needs of Faculty and Students. To enhance the understanding of the scope and magnitude of the Team's work, Team members participate in, and benefit from, our internal and external campus relationships.

Academic Applications, Classroom Support, Help Desk Alignment Team

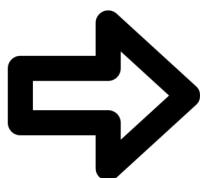
- **Charge:** Collaboration between support Teams to stay aligned with lecture capture technology and classroom support initiatives.
- **Led By:** Nathan Chavez, *Associate Director for Academic Application*
- **Relevant Outcomes:** Teams contribute to discussions about work in individual departments to ensure understanding of shared responsibilities and how teams can positively impact one another and the campus-at-large.

Coalition for Equity and Inclusive Excellence

- **Charge:** Formally the Warrior VIP Coalition, this coalition is a comprehensive student support program and learning community designed to help incoming freshmen successfully transition into college, excel as students and graduate on time.
- **Led By:** Monica Brockmeyer, *Senior Associate Provost for Student Success*
- **Relevant Outcomes:** Encourages open dialogue between student success focused departments and enrolled students to discuss, understand, and adopt initiatives that respect unique interests of students that can support their continued success through graduation.

The following collaborations were highlighted in previous reports and participation remains active:

- Academic & Classroom Tech Support
- C&IT Help Desk
- Integrated Learning Environment Advisory Council
- Large Lecture Teaching Circle
- Student Center Administration



LOOKING AHEAD

Highlighting the focus and action items of the Classrooms Support Team for the next six months

Over the past eighteen months, the Classroom Technology Support Team has immersed itself in projects related to inventory management, hardware and programming improvements to existing AV systems, and integrating new AV infrastructures that support in-person and remote teaching and learning environments.

In addition to advancing work highlighted in this report, the following areas of focus will be addressed over the next six months [in no particular order except alphabetical]:

Classroom Designs and Refresh

The Team will use the first quarter of 2023 to assess the “age” of equipment, ability to support traditional and HyFlex teaching and learning and the intuitiveness and sustainability of current AV systems, to determine the timeline of upgrades classrooms over the next year. These upgrades will be supported by \$400,000 in annual classroom technology upgrades, which was secured in December 2022.

Enhanced Remote Tools and Website

In order to continue to improve the teaching and learning experience for Faculty and Students, additional remote tools to monitor and communicate with technology for both proactive and reactive support will be explored and implemented:

- **Fusion:** Interface that allows the monitoring and management of compatible Crestron-based AV systems
- **GlobalViewer:** Interface that allows the monitoring and management of compatible Extron-based AV systems

Media VLAN

To create a more secure and accessible AV infrastructure, hardware in classrooms will be configured on a dedicated Media VLAN with consistent naming conventions.

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The work of the Classroom Support Team can be tracked in real-time through service tickets, work orders and change requests. Formal reports will be submitted every six-months, with the next report slated for release in July 2023.



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Illustrations for this report were provided by the Noun Project.

<i>Business Specialist</i> by Visual World	2
<i>Team Retreat</i> by Tomas Knopp	3
<i>Blended Learning</i> by Duke Innovation Co-Lab	4-5
<i>Hand Shake</i> by Ahmad Sidik	6
<i>Collaboration</i> by Laymik	7
<i>Forward</i> by Garrett Knoll	8

More information about the Noun Project at <https://thenounproject.com/>