



GENERAL PURPOSE CLASSROOM TECHNOLOGY SUPPORT

— JANUARY-JUNE 2022 REPORT —





GENERAL PURPOSE CLASSROOM TECHNOLOGY SUPPORT

— JANUARY-JUNE 2022 REPORT —

Introduction	2-3
Team Development	4
Classroom Technology Hardware Upgrades	5-6
Classroom Technology Programming Upgrades	7
Collaborations	8
Looking Ahead	9

— CLASSROOM SUPPORT TEAM —

Melissa Crabtree, Senior Director
Campus & Classroom IT

Curtis Kratt, Director
Academic Technology Support

Matthew Wisotsky, Associate Director
Classroom Technology Support

Dan Gamlin, Manager
Classroom Technology Support

Al Bartlett, Project Manager
Classroom Technology Support

John Russ, Sr. Systems Administrator
Classroom Technology Support

Mike Dutkewych, Multimedia Specialist
Classroom Technology Support

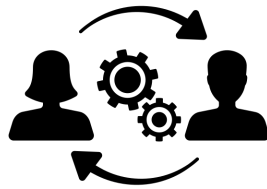
Rob Hayes, Multimedia Specialist
Classroom Technology Support

Nick Lusch, Multimedia Specialist
Classroom Technology Support

Joe Washington, Multimedia Specialist
Classroom Technology Support

Dean Western, Multimedia Specialist
Classroom Technology Support

Report Submitted on Monday, June 20, 2022



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.

A preliminary report was submitted in December 2021 that provided a six-month snapshot of Team achievements and introduced a *heading* of how the Team will reach [and exceed] Team and University goals and expectations leading to the fall 2022 semester.

Before *looking ahead*, updates regarding previously identified work are provided as follows:

Classroom Designs and Refresh

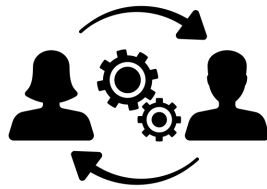
Building off the momentum of the upgrades from fall 2021, the Team developed and submitted a seven-year, \$2.8 million (\$400,000/annually) AV refresh plan that would allow all general purpose classrooms (219) to be upgraded.

The plan is required to ensure the Classroom Technology Support Team can fulfill the universities strategic focus areas of *Enrollment*, *Student Success*, and *Teaching excellence*. The plan is designed to address the changing needs to teaching and learning environments, develop sustainability in the maintenance and upgrades to the AV, and ensure that funding is secured for the proposed upgrades.

Enhanced Remote Tools and Website

Remote tools to monitor and communicate with technology for both proactive and reactive support continue to be explored and implemented. Through the dedicated programming partnership with **IntelligentAV** [intellav.com], remote tools including *Fusion* are expected to be integrated, in some capacity, by fall 2022. The use of *Nagios* will expand to all general purpose classrooms to monitor and ticket all IP-based hardware.

In addition to remote tools, an up-to-date and more informative front-facing website that highlights classroom logistics and AV accommodations was launched as of May 2022. Work continues to migrate classroom data into EMS, which will serve as a single-point for data entry to populate the website. A more thorough website is expected to launch by fall 2022.



CLASSROOM SUPPORT TEAM [continued]

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

Inventory Management

Recognizing the importance of asset management, the Classroom Support Team updated thousands of records to ensure all hardware in general purpose classrooms, lecture halls, and storerooms were properly recorded in the CMDB. Templates and workflows were developed to maintain consistency and accuracy of general purpose classroom inventory and allows the ability to expand inventory management throughout schools and colleges.

This project has already contributed to making strategic purchasing and upgrade decisions.

Vendor Relationships

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.

In May 2022, an RFP concluded to determine preferred AV vendors that the Team will work with to create and integrate AV systems across campus. A thorough review of the proposals was conducted against a selection criteria of *Price, Service, Proposal Clarity, Implementation, and Response to Questionnaire*. Scoring against this criterion was completed to determine the best value from the participating vendors.

As a result of the RFP, two preferred vendors were selected:

Abel Electronics [abelectronics.com] and **Tel Systems** [thalner.com].

- - - -

This report summarizes the Classroom Support Team's efforts, successes, and experiences over the past six months. We hope this narrative continues to provides insight into where we've been, where we plan to go and, most importantly, how we're going to get there.

Matthew Wisotsky, *Associate Director*
Classroom Technology Support

June 2022



TEAM DEVELOPMENT

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

Dean Western joins the Classroom Support Team

The Classroom Technology Support Team welcomed Dean Western to the Team in January 2022. Dean filled a vacant *Multimedia Specialist* position after dedicating years of support and service to the Foreign Language Technology Center (FLTC) as part of the College of Liberal Arts and Sciences.

Since Dean's arrival, he has positively contributed to day-to-day operational support and special projects, including:

- Assisting in the decommissioning and transformation of FLTC labs
- Collecting and importing general purpose classroom AV data to EMS (University scheduling system)
- Supporting special events by utilizing historical knowledge of AV systems

The addition of Dean has allowed for more sustainable afternoon/evening support coverage, allowing for faster response times when supporting classroom and event inquiries.

Extron Training

Charged with developing AV systems that are able to reliably function, provide a standardized teaching experience, and can be easily maintained by internal support staff, the Team continues to participate in trainings to further their knowledge of how to integrate and support new technologies.

Although funding and supply chain setbacks have contributed to the postponement of Extron based products being implemented into AV systems, the Team successfully completed certification trainings that will allow integration and support of these devices as they are introduced to campus-wide teaching and learning environments.

Recognizing James Daniel

James Daniel, who started working with the Classroom Support Team during the fall 2021 semester, was promoted to *Applications Specialist II* upon graduating in May 2022.



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.

In May 2022, the Team was charged to decommission 70+ general purpose classrooms in State Hall, which was taken offline for an 18-month renovation:

- Equipment was re-purposed to active teaching and learning environments in both general purpose and school/college classrooms.
- Equipment not in active environments was retained to build a sustainable inventory of back-up equipment to maintain aging AV systems.

State Hall will re-open with in fall 2023 with newly furnished classrooms.

As a result of re-purposing equipment, and additional investments to upgrade AV systems, the following upgrades are in-progress or completed as of the distribution of this report:

University Library System - May 2022

- Bernath Auditorium (UGL) and Kresge Auditorium (PKL) technology upgraded and supports HyFlex teaching and learning, including fixed-shot camera and capable of capturing Echo360, MS Teams, and Zoom.

AV systems were transferred from State Hall lecture halls (101, 106), which were purchased when Audio Visual services were aligned with the Library System.

Applebaum - June 2022

- Applebaum 1236 upgraded with *new camera* (re-purposed from room Applebaum 1250) and supports HyFlex teaching and learning; capable of capturing Echo360, MS Teams, and Zoom.
- Applebaum 1250 upgraded with *new camera* to meet the needs of in-person observational teaching and learning.

As of distribution of this report, work is still being finalized for upgrades in Applebaum 1250, with conversations between faculty and vendors ongoing to ensure completion by fall 2022.



CLASSROOM TECHNOLOGY HARDWARE UPGRADES [continued]

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

Manoogian Hall Basement - June 2022

- Ten (10) classrooms equipped

AV systems were transferred from State Hall to fully equip all Manoogian classrooms for the fall semester. Full upgrades for these rooms were postponed due to funding limitations and to strategically upgrade rooms based on current usage data.

Macomb Education Commons - July 2022

- Seven (7) classrooms equipped

AV systems were transferred from State Hall to fully equip all Macomb Education Commons classrooms for the fall semester. Full upgrades for these rooms are slated for 2025, based on the proposed refresh plan.

HyFlex Upgrades - August 2022

- Eleven (11) lecture halls slated for upgrades to support HyFlex teaching and learning, including auto-tracking camera, second confidence monitor, and capable of capturing Echo360, MS Teams, and Zoom.
- Seventeen (17) classrooms on the first floor of Old Main slated for upgrades to support HyFlex teaching and learning, including fixed-shot camera, second confidence monitor, wireless microphone and capable of capturing Echo360, MS Teams, and Zoom.

Upgrades may not be completed by start of fall semester due to supply chain issues.

Prentis Hall Upgrades - August 2022

- Four (4) lecture halls and two (2) lecture halls slated for upgrades to support HyFlex teaching and learning, including auto-tracking camera, second confidence monitor, and capable of capturing Echo360, MS Teams, and Zoom.

AV systems will be transferred from State Hall lecture halls (upgraded in August 2021).



CLASSROOM TECHNOLOGY PROGRAMMING UPGRADES

Highlighting the improvements made to AV controllers to make systems more intuitive while restoring room functionality and advancing standardization

As a strategic partner of a preferred AV vendor, **Abel Electronics**, an ongoing partnership with a dedicated programmer, **IntelligentAV**, is charged to:

- Complete outstanding programming in all identified classrooms and meeting spaces
- Establish a standardized code set for various learning system designs that can be applied to current and future AV systems that provides an intuitive interface and consistent functionality for the end user
- Create an interface that allows the Classroom Support Team to make simple modifications to the touch panel
- Restore remote tools to communicate with the technology [Fusion]
- Maintain a repository of all implemented code

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

Crestron-based programming

Over the past six months, *Crestron*-based programming upgrades are in-progress or have been completed in the following locations by IntelligentAV and/or internal support Staff:

General Purpose Classrooms

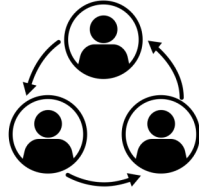
- DeRoy Auditorium
- General Lectures
- Old Main
- Schoolcraft

Schools and Colleges

- College of Education
- College of Pharmacy
- Integrative Biosciences Center
- Law School
- Library System

Extron-based programming

Extron-based programming will be preliminary integrated into State Hall AV systems. IntelligentAV may contribute to the consultation and implementation of the controllers and programming, with the understanding that transitioning to *Extron*-based product line allows in-house support staff to maintain programming for these AV systems.



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.

Help Desk

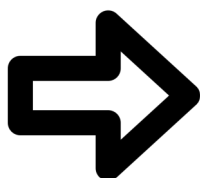
- **Charge:** Classroom Support and Help Desk Support Team members meet to discuss tier-1 support processes, dispatch of support technicians, and relevant AV system upgrades to ensure end-users receive accurate and consistent support.
- **Led By:** Dan Gamlin, Manager for CCTS, Chris Storey, Senior Help Desk Analyst for ITSM
- **Relevant Outcomes:** Both Teams have contributed to creating internal documentation, participating in trainings, and improving communication to deliver consistent support experience for the end user. Communication through a dedicated MS Teams channel has ensured quicker response times to support inquiries and that requests are posted and acknowledged in real time. Automation of posting to the Channel and Cherwell ticket creation was implemented in June 2022.

Student Center Administration

- **Charge:** Classroom Support and Student Center Administration and Support Staff meet to discuss supporting special events held in general purpose classrooms.
- **Led By:** Katie Beaulieu, Director for Student Center, Melissa Crabtree, Senior Director for Campus and Classroom IT
- **Relevant Outcomes:** Shared understanding of reservation, usage and support policy and procedures related to special events in general purpose classrooms. Currently piloting process, with full implementation expected for fall 2022.

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

- Academic & Classroom Tech Support
- Integrated Learning Environment Advisory Council
- Large Lecture Teaching Circle



LOOKING AHEAD

Highlighting the focus and action items of the Classrooms Support Team for the next six months as the campus prepares for a “full” return in Fall 2022

The Classroom Support Team spent the first half of 2022 ensuring that all general purpose classrooms had functional technology for the duration of the winter 2022 semester. The Team ensured Faculty accommodations were met to support in-person and remote teaching and learning.

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]:

General Purpose Classroom Website

In coordination with University Marketing and Communication, a robust Classroom and Events support webpage will be launched to provide room information, AV capabilities, and supplemental support materials to ensure a positive teaching and learning experience.

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.

Revenue Generation

In coordination with Student Center Administration, C&IT will implement a centralized consultation, reservation, and billing process that will generate revenue for the department to support AV system maintenance and support staff labor charges.

Schools and Colleges Support

To provide enhanced AV support to non-general purpose classrooms, especially after normal business hours, the Team will establish access to and understanding of, the rooms and technology in these spaces. Help Desk procedures will be updated to ensure consistent support by tier-1 and tier-2 staff are provided.

- - - -

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 December 2022.



GENERAL PURPOSE CLASSROOM TECHNOLOGY SUPPORT

— JANUARY-JUNE 2022 REPORT —

Illustrations for this report were provided by the Noun Project.

<i>Business Specialist</i> by Visual World	2-3
<i>Team Retreat</i> by Tomas Knopp	4
<i>Blended Learning</i> by Duke Innovation Co-Lab	5-6
<i>Programming</i> by Adrien Coquet	7
<i>Collaboration</i> by Laymik	8
<i>Forward</i> by Garrett Knoll	9

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