

Annual Report Fiscal Year 2015
July 01, 2014 – June 30, 2015
Office of Technology Services
Classroom and Computer Lab Technologies



Overview

The Classroom and Computer Lab Technologies (CCLT) Team within OTS – Client Services strives to meet our core mission: construction and maintenance of Towson’s classroom and computer lab infrastructure and support for faculty and clients who use the technology. This includes planning, scheduling and overseeing both new construction and renewal activities on the main campus as well as at satellite locations.

Academic learning spaces scheduled for credit coursework continue to be funded through Student Technology Fees (STF). Funds are used for instructional and audiovisual technology components, as well as computers in instructor workstations and student computer labs. For informal learning spaces, while STF funds are not generally used, the CCLT staff typically provides a degree of support as well as construction and maintenance oversight.

As the technology investment has expanded and been brought up to date, funds must be set aside to ensure ongoing sustainability and renewal. This reduces the funds available for new initiatives and has necessitated a look at how technology is chosen and prioritized. A new funding distribution approach has been proposed that ensures foundation will continue to be effectively funded but also redistributes a portion of available funds to the Academic Affairs Division, which in turn can decide and prioritize initiatives that fall into extended or curricularized areas. This new distribution will be in effect for FY16.



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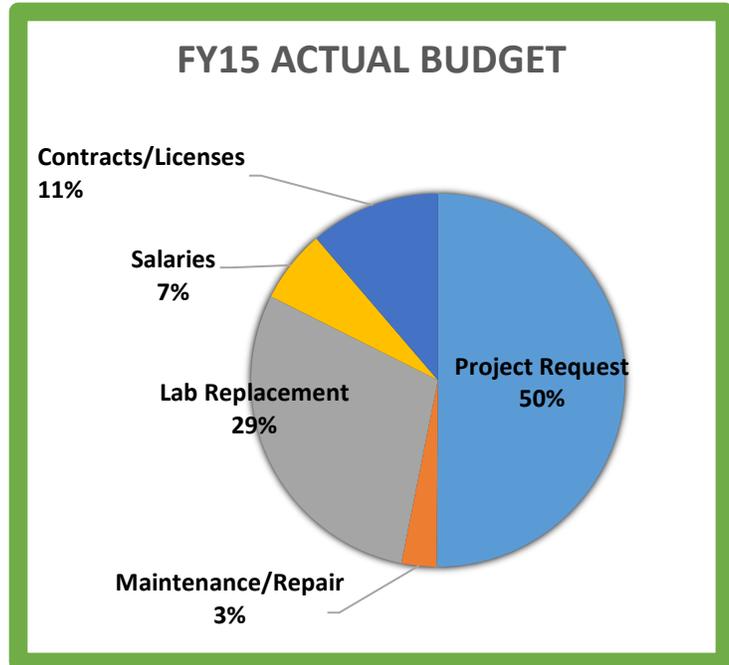


Finances

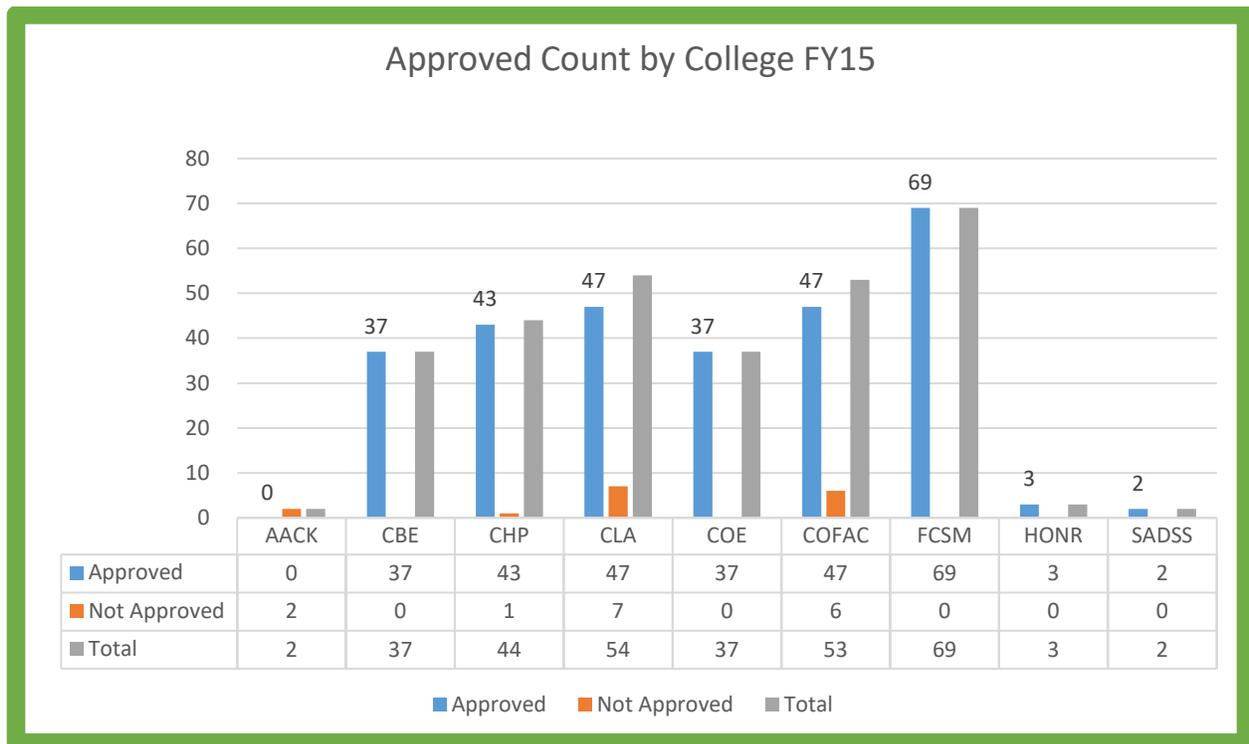
All of the work done by the CCLT team is within the FY15 STF Budget of \$3,822,320; an increase of approximately 12% over FY14.

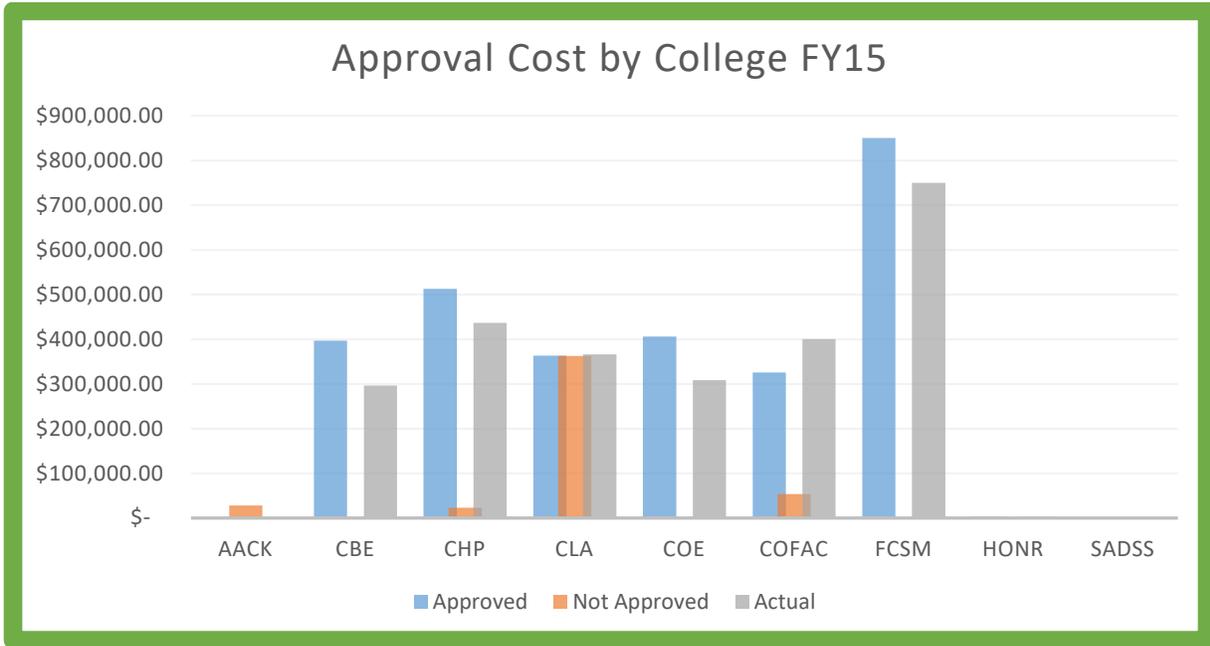
The majority of funds were used for projects and computer replacements. Roughly 15% was used for maintenance, repairs, contracts, and software. The software supported includes campus-wide licenses for the Adobe Creative Cloud, LanSchool, Panopto and SPSS.

A total of 333 projects were managed in FY15. Projects included upgrades for current rooms, the addition of new classrooms, and computer replacements.

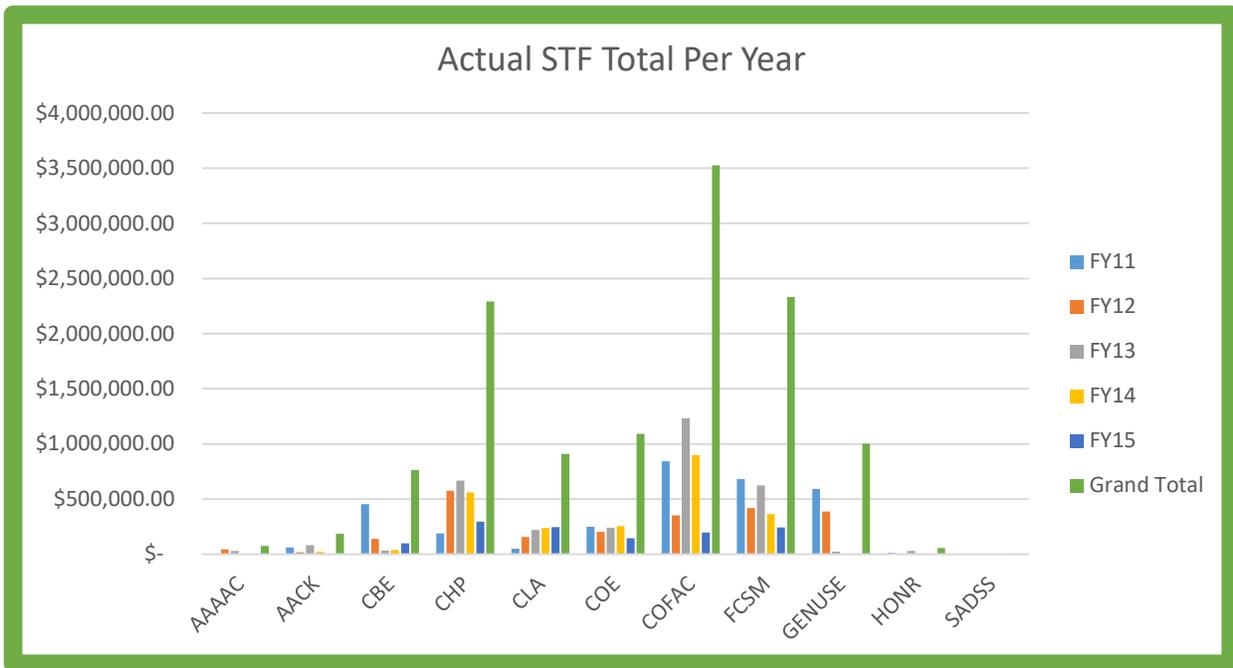


Only 5% of project requests were not approved by the ACT subcommittee because they fell outside the scope of the current program. However, for FY16, many of these same projects will be considered under an expanded distribution of funds. A complete list of all projects is available upon request.

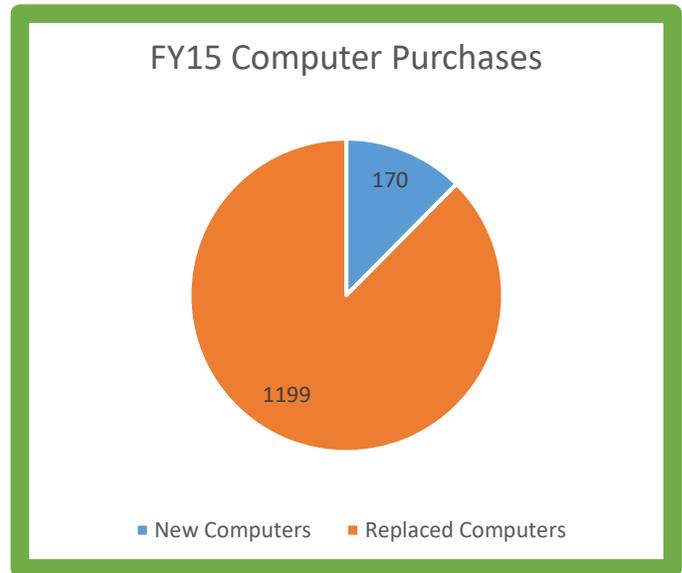




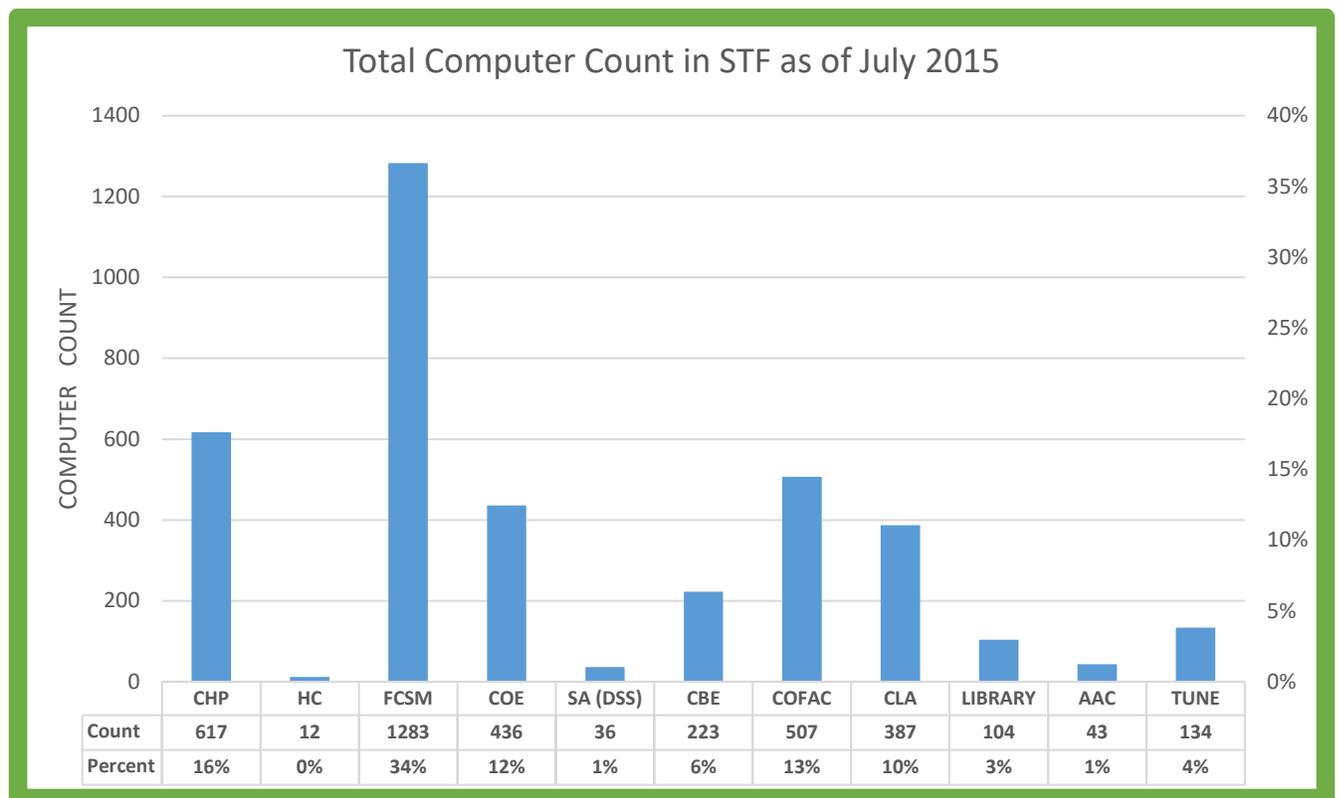
The following chart shows the expenditures per college per year since the inception of the STF program in FY11.



29% (\$1,079,872) of the FY15 budget was expended to sustain the three-year replacement cycle for computers in classrooms and computer labs – in accordance with the STF mission. The computers that are decommissioned are transferred to the EduCycle program for redistribution on campus to fulfill unmet needs or donated to local partner school districts. Additional information about this program can be found at www.towson.edu/educycle



The STF program covers 3794 computers spread throughout the Colleges on both the main campus and the Northeastern Maryland campus. While immediate support for these computers is generally provided by the local technology coordinators within the colleges, the CCLT Team provides support with renewal, set-up and imaging during the decommissioning process.



Service, Repairs, Maintenance and Support

A reserve is set aside at the start of the fiscal year of \$1200 per room for repairs and maintenance, and to budget for the costs of the contracts. For FY 15, the starting reserve was \$501,600. Between repairs, maintenance, and contract costs, a total of \$528,697.75 was expended.

Although projects take up the largest percentage of the budget, daily work also includes:

- Providing first-level telephone support for all classrooms and computer-equipped teaching labs
- Conducting repair visits
- Coordinating work with contractors
- Performing room inspections
- Conducting quality assurance checks following installations and repairs
- Assisting with deployment of new computers on request
- Coordinating contractors for preventative maintenance of projectors

Note: At the end of FY14, we standardized on a new, lampless projector, which reduced the number of projectors that require cleaning.

The AV-On-Call Contract that had been in place since 2010, expired March 2015. The CCLT group worked with TU procurement on behalf of the Maryland Education Enterprise Consortium (MEEC) to have an AV Service contract in place. This contract is available for use by all MEEC members. We will be able to use this contract to obtain competitive quotes for projects and service for the next four years.

In FY15, phone support was expanded from 59.5 hours per week to 73.5 hours per week. This was achieved by extending evening hours and adding Saturday hours, which was covered by Student Computing Services (SCS) staff.

Many of the issues can be resolved over the phone. For those calls that are not resolved by phone, CCLT staff work with local college/departamental staff to provide technical support for emergency outages or problems.



The total number of support incidents recorded in our TechHelp tracking system for FY15 was 1510, the incidents could be called in through 4TECH or self-reported by the department using TechHelp.

| Top 10 Classroom Support Categories - By College | | | | | | | | | |
|---|-----------------------------------|----------------------|--|-------------------------------|-------------------------|---|----------------|------------|----------------|
| | College of Business and Economics | College of Education | College of Fine Arts and Communication | College of Health Professions | College of Liberal Arts | Fisher College of Science and Mathematics | Honors College | Unassigned | Total by Issue |
| Projection: Projector won't display anything | 3 | 10 | 20 | 22 | 18 | 24 | 1 | 13 | 111 |
| Instructor Computer: unlisted issue | 2 | 6 | 10 | 14 | 32 | 22 | 0 | 5 | 91 |
| Crestron: other issue | 1 | 5 | 11 | 14 | 26 | 22 | 0 | 3 | 82 |
| Crestron: Touch Panel won't respond | 0 | 5 | 5 | 8 | 43 | 6 | 1 | 3 | 71 |
| Wrong Number: redirected call | 0 | 1 | 6 | 5 | 10 | 5 | 0 | 36 | 63 |
| Student Computer: all issues | 1 | 2 | 0 | 10 | 12 | 27 | 1 | 9 | 62 |
| Instructor Computer: software/ app problem or error | 2 | 5 | 4 | 7 | 17 | 4 | 0 | 8 | 47 |
| Instructor Computer: locked by another person | 2 | 0 | 0 | 1 | 38 | 1 | 0 | 0 | 42 |
| Monitor or SMART Podium | 1 | 3 | 2 | 10 | 12 | 6 | 0 | 7 | 41 |
| Sound: no sound from system | 1 | 6 | 5 | 10 | 7 | 4 | 0 | 4 | 37 |
| Total Per College | 13 | 43 | 63 | 101 | 215 | 121 | 3 | 88 | 647 |

Communications and Collaboration

OTS hosted stakeholder meetings and activities for faculty and college technology staff including:

- Tour of interactive room at the Provosts January Conference
- Presentation on the new Chromebooks, in partnership with COE
- 3D printing round table discussion
- Regular, bi-monthly meetings, which will continue into FY16, allows us to share information with each other

Towson CCLT staff worked with Maryland Universities, Colleges and K-12 Public School Districts to form the Maryland Instructional Technology Professionals group. We started a LinkedIn professional group for members to share issues we all face when providing technology for classrooms. The inaugural meeting will be in FY16 and the group plans to have face-to-face meetings quarterly. Towson's participation in this professional group will further our ability to anticipate trends and demands in the academic audiovisual environment.

Staff of CCLT assisted other departments with their technology and presentation needs including:

- Working with Division of Innovation & Applied Research (DIAR) in coordinating their move from Terrace Dale to the newly renovated 7400 York Rd building.
- Coordinated with Osher Institute on their move into renovated classrooms in the same building
- Support and upgrade conference rooms in the Administration building
- Complete upgrade of the Training Conference room for Human Resources which is often the first space new faculty and staff are exposed to
- Cook Library Towson Room upgrade and graduate study space renovation

Planning and Forecasting

One of the primary objectives of the CCLT group is to ensure the sustainability of the university's significant instructional technology investment. Nearly all learning spaces are now equipped with presentation technology—technology which continues to evolve rapidly. All audiovisual system core components have been assigned estimated lifecycles, ranging from 3 to 10 years. When items reach the end of their estimated lifecycle, renewal with next-generation components is expected. The STF funding initiative has provided for a rapid upgrade of the campus' technological resources since its inception; moving forward the same funding will be critical in maintaining a base of relevant and current technologies.

The lifecycle guidelines for the renewal of equipment resulted in a number of projects during FY15, many of the requests submitted were for upgrades to existing presentation equipment. The CCLT group regularly reviews and refines the budgetary forecast for future equipment renewals.

Emerging Technology, Research and Development

For the third year, the Classroom and Computer Lab Technologies group was asked to help plan and carry out the interactive room for the Provosts January Conference 2015, *University of One: Connecting Theory to Practice*. Highlights of the interactive room included:

- Panopto demonstrations for instructional video recording and lecture capture
- Wireless projection and devices
- MondoPad collaboration and instruction, which included demonstrating remote connections to the Northeastern Maryland campus
- New designs in classroom furniture that easily allow collaboration in classroom spaces



Our Classroom standards were changed at the end of FY14 to include a LED/Laser combined light source, which provides lamp free projection in the classroom. This standard was implemented in FY15 and we continued to evaluate additional products, including a 6500 lumen laser light source projector for use in larger classrooms and those with lots of ambient light. Along with little to no maintenance, these projectors provide instant on, which means zero wait time for faculty to begin teaching.

The Road Ahead

The future of instructional technology in classrooms and computer labs at Towson University is bright. The stable funding stream afforded through Student Technology Fees will sustain the existing infrastructure base while simultaneously providing opportunities to innovate by exploring new technologies. Towson University is a national leader in the way we have organized and developed our resources.

Discussions continued in FY15 regarding the appropriate balance of fund distribution to ensure foundation will continue to be effectively funded, but also allow for funds to be made available to the Academic Affairs Division, which in turn can decide and prioritize initiatives that fall into extended or curriculized areas. This distributed funding program will

be implemented in FY16 with the start of the project request cycles. Information and infographics on this change in fee distribution can be found on the OTS CCLT website.

An important objective in the year ahead will be to continue to increase the resources available to faculty—training, documentation, how-to videos, and other tools—with the goal of empowering them as competent, proficient, dynamic users of technology in their teaching.

Equally important as we move forward will be decisions about what technologies to retire. Legacy solutions designed in the analog era may no longer be the most flexible, resilient, and effective solution for today's faculty and students. Decisions to retire technology solutions will not be abrupt, but will provide migration pathways and support, and will involve academic leadership and college/department support staff to ensure a smooth transition.

Key Staff Involved with Classroom and Computer Lab Technologies

Classroom and Computer Lab Technology Support Coordinators

Funded through Student Technology Fees:

Paul Brown, CBE, CLA, Honors

Peter Morin, FCSM, CHP

Michael Scribner, COFAC, COE

Funded through OTS:

Charles Blount, Towson University Northeastern Maryland (multiple duties)

Nathaniel Leonard, Towson University Northeastern Maryland (multiple duties)

Other OTS staff with Primary Classroom and Computer Lab Technologies Duties:

Brian Raley, Instructional Services Engineer

Jack Stark, Manager, Lab and Mac Support Teams; Administrator, Campus Technology Coalition

James Hardin, Field Support Specialist focusing solely on CCLT

Administration:

Cindy Davis, Manager, Classroom Technology and Planning

Carol Watts, Manager, Client Services Support Operations (currently oversees the CCLT coordinators)

Other OTS Staff Supporting the CCLT Service:

Jeffrey Schmidt, Associate Vice President and Chief Information Officer

Michael Bachman, Director, Information Technology Client Services

Julie Leary, Manager, Distributed Support Services

Lissa O'Donnell, financial and project management

College and Department Staff instrumental in the success and support of CCLT and the STF program:

Andy Allen, College of Education

Veronica Boulware, College of Health Professions

Richard Brown, FCSM, Math

Tom Cascella, COFAC, Theater

Arthur Dana, Library IT

Mark Edmonston, FCSM, Physics, Astronomy and Geosciences

Richard Ellsberry, COFAC, Mass Communication

Jeremy Farkas, College of Business

Eric Gadsby, Library IT

William Helman, Library IT

Travis Holden, COFAC, Electronic Media and Film

Sam Houston, FCSM, Computer & Information Sciences

Theresa Jenkins, College of Liberal Arts

Kay Kazinski, College of Health Professions

Duane Smith, College of Education

John Spivey, COFAC, Music

Richard Thomas, COFAC, Art

Richard Webster, FCSM, Computer & Information Sciences

Rebecca Wolf, COFAC, Dance