



**Classroom & Computer  
Lab Technologies**  
*Office of Technology Services*

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## **Student Technology Fee Program**

**Fiscal Year 2020**

**July 01, 2019 – June 30, 2020**

## At-A-Glance

The Classroom and Computer Lab Technologies (CCLT) team within the Client Services (CS) Department of the Office of Technology Services (OTS) supports and promotes student success through a collaborative approach of assisting faculty, designing, and maintaining standardized learning and teaching environments, and providing effective resources and services to use technology. This report focuses on the Student Technology Fee Program and the expenditures and work completed to ensure responsible stewardship of the finances. The numbers below are a snapshot of this fiscal year. Read the full report for more details and visit the CCLT [website](#) for Student Technology Fee (STF) Program details.

### Finances and Completed Projects

- Spent \$2.9M on Foundation and Specialty Projects
- 868 New and Replacement Computers Purchased for approximately \$1.17M
- Just under \$147,000 on Repair/Maintenance
- Approximately \$517,000 on enterprise-wide software licenses and contracts

### Service, Repair and Support Provided

- Tracked 1517 service requests
- Conducted thirteen workshops prior to move to online learning, attended by 378 faculty
- Assisted ReTUrn to TU Committees to prepare for pivot to online teaching

### Looking Ahead

- Preparing for Anticipated ReTUrn to TU in Fall 2020
  - Providing training to faculty on technology tools available for hybrid teaching
  - Identifying and Installing Web-Based video conferencing equipment in more classrooms
  - Addressing alternative options for spaces without installed conferencing systems

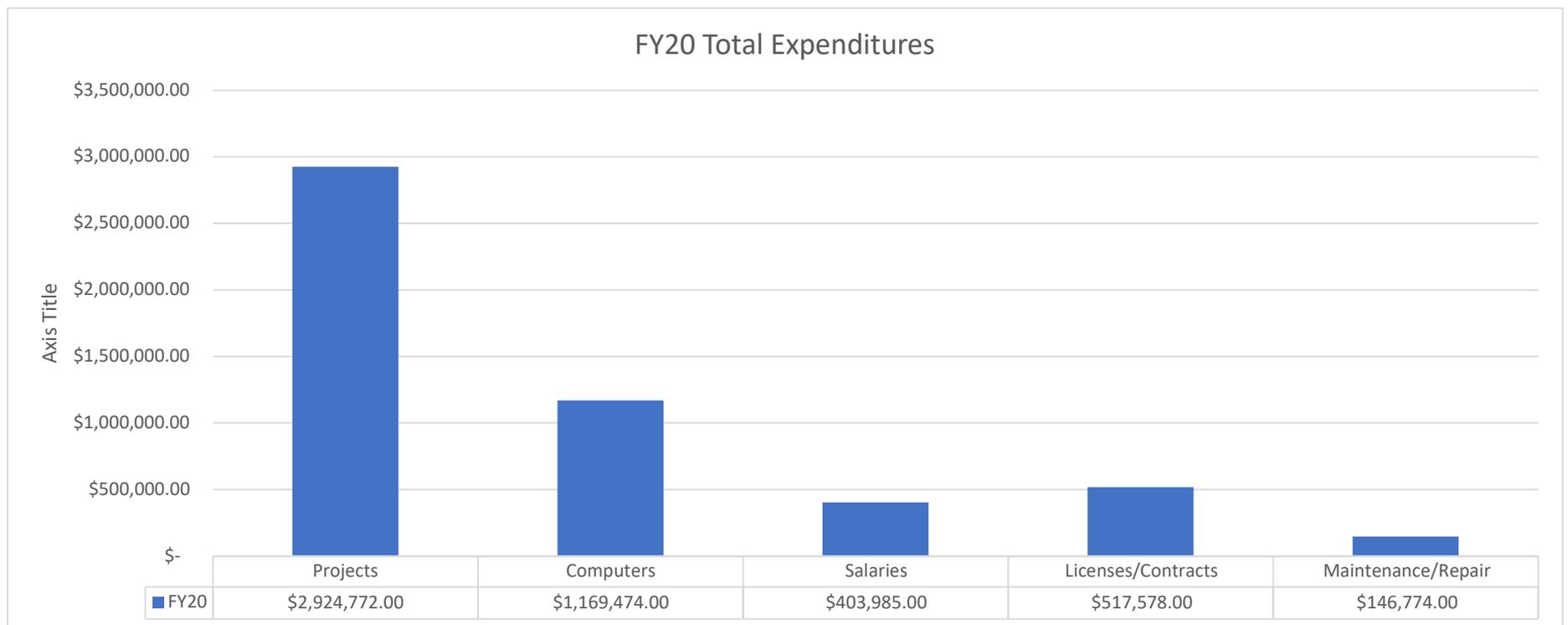
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## Student Technology Fee (STF) Finances and Projects

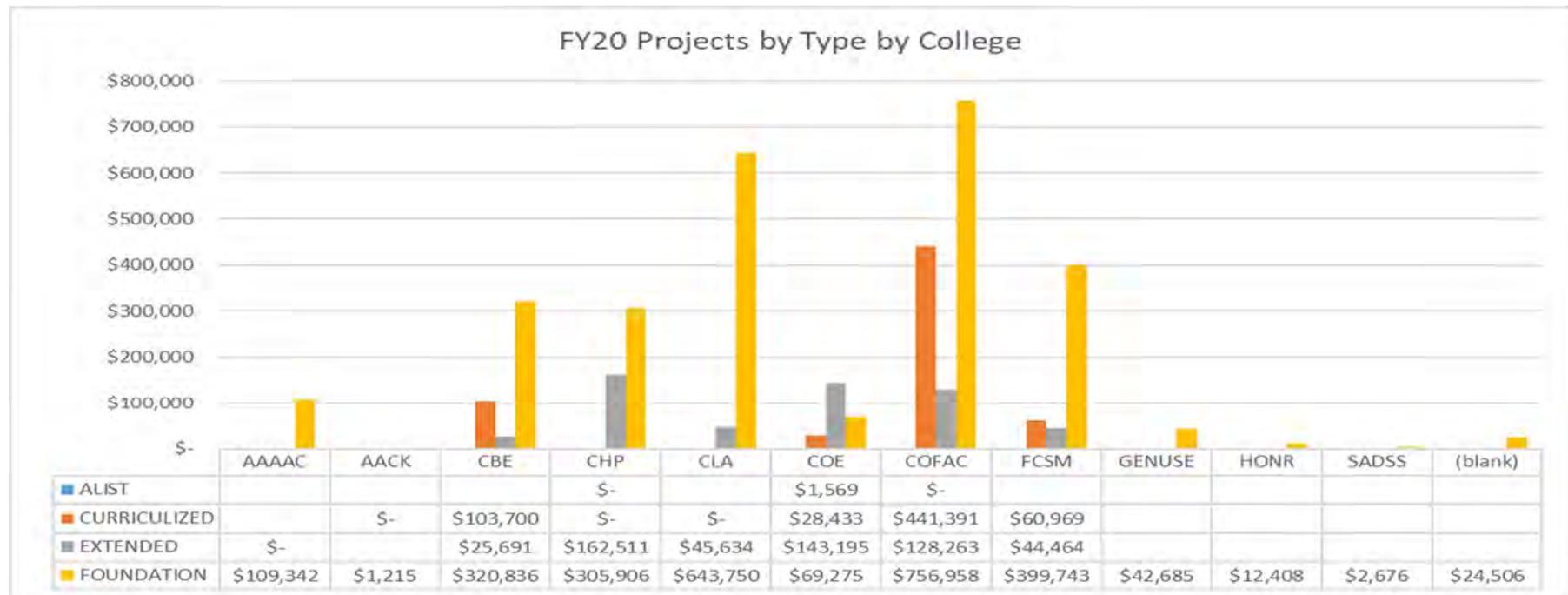
TU's instructional technology infrastructure includes instructional spaces, conference rooms and other facilities with audiovisual and presentation technology. Key points for this year's Student Technology Fee (STF) Program finances include:

- FY20 budget was just over \$4.3 million, a reduction of \$218,000 (4.8%).
- More than 85% of funds were used directly on projects for student facing technology, including classroom upgrades, computer replacements and software purchases.
- 716 instructor and student computers were replaced, and 152 new computers were purchased for use in classrooms and labs.
- Renewed enterprise-wide licenses for applications and management.
- Funded 75 specialty requests, at a cost of \$1,203,000 (**Appendix 1: Request Categories and Support**).



## Project Highlights

- Annually, 15% of the budget is used for specialty projects requested by the colleges – see Appendix 1 for definitions. For FY20, \$378,000 was added to their budget, which was carried over from FY19.
- Additional Extended projects included creating active learning spaces with multiple displays in College of Business and Economics (ST0309) and in College of Health Professions (LI0102, LI0120, and LI0232). The new spaces in CHP will allow faculty to become familiar with new styles of classrooms being planned in the new building, scheduled to open fall 2024.
- Using Extended funds, added lecture capture to 10 classrooms and wireless connectivity to 18 classrooms, supporting increased demand for more student collaboration and participation in classrooms.
  - While no FY20 funds were used, we began planning for an additional 32 classrooms to have web-based lecture capture installed to allow for students to attend classes remotely.
  - Since spring classes were all online after spring break, we were able to start our regular summer classroom upgrades in April. This freed up installation resources to allow for additional lecture capture installations.



\*Blank - no college assigned

## Software and Cloud Applications

We continue to purchase campus-wide software products and services, at a cost of \$517,578.00 this fiscal year. Enterprise-wide licenses include software applications and management software used to support and monitor classroom computers and licenses.

### Software Applications:

- Adobe Creative Cloud for classrooms and lab computers
- SPSS - Statistical Tool
- Qualtrics - Web-based survey tool
- NVivo - Qualitative Software
- Panopto - Video Platform and Captioning Services
- SAS - Statistical Software
- LinkedIn Learning – Online video-based instruction

### Software Management tools:

- JAMF – Apple Device Management
- LanSchool – Classroom computer management
- Ghost Solution – Imaging and Deployment
- Sassafras K2 – software asset management

## Service, Repair, and Support

A critical responsibility of the CCLT Coordinators is providing first-level support for classrooms. If there is an issue occurring, it can be reported by phone, chat, and self-reported using our TechHelp online service request system. We pride ourselves on the reliability of our classroom presentation systems. This year:

- The team tracked 1517 service requests for all classrooms, labs, active learning spaces and conference rooms, a reduction of 10% over the previous fiscal year.
- Spent \$146,774 on repair and maintenance in classrooms, a reduction of over 33%.
- Tracked issues to spot trends, apply fixes, and provide training when necessary.

Top 5 Classroom Support Categories	Total by Issue
Projection: Projector won't display anything	155
Crestron: Control Issue	97
Cabling Issue	96
Instructor Computer: unlisted issue	84
Crestron: Touch Panel will not respond	83

**On-going Support efforts:** The CCLT team continues work in many areas to ensure the reliability and usefulness of our teaching and learning environments:

- Providing one-on-one faculty training on the use of classroom technology.
- Managing classroom system upgrades, including coordinating installation with contractors.
- Coordinating and performing scheduled room inspections to ensure reduced classroom audiovisual system outages and failures.
- Coordinating repair work with AV lead technician and contractors.
- Conducting quality assurance checks following installations and repairs.
- Maintaining the classroom virtual tour, providing one place to find details on classroom spaces, including available technology and instructions.

## Looking Ahead

January 2020 saw a reorganization within the Office of Technology Services. The CCLT group moved from Client Services to Academic and Student Technology. This move allows for improved collaboration between Classroom Support, Blackboard Support, and Student Computing Services and to support OTS in their efforts to align with university initiatives focusing on customer service and a student-centered approach to technology.

Along with the reorganization, we hired two additional coordinators to bring the total to five. They started in February 2020 and were able to lead 13 workshops attended by 378 faculty in preparation for remote instruction. The workshops included sessions on Panopto, Webex, and using the classroom technologies to teach remote students.

Training faculty how to teach remotely was just a small portion of the preparations for pivoting to online teaching. The campus moved to fully remote learning after spring break due to the corona virus pandemic. The following work started in FY20 and will continue into FY21:

- Identifying additional classrooms to outfit with web-based conferencing abilities.
- Provide alternatives to permanently installed equipment that can be used to teach in classrooms with students in person and remote.
- Reported to the ReTURN to TU committee plans and best practices in preparation for hybrid teaching, providing the best learning environment for all TU students.
- Setup booking system so faculty can choose time for 1:1 training sessions on classroom technology, using the same system already in place by the Blackboard team.

The opening for the new science complex has also been pushed to spring semester 2021. Our work supporting the opening continues, with the testing of classroom presentation systems moved to FY21.

## Appendix 1: Student Technology Fee Project Categories

<p><b>ADVANCED LEARNING/INSTRUCTIONAL SPACES AND TECHNOLOGIES:</b> High-end, high-cost, specialty technology and venues.</p> <p><b>Examples:</b> Simulation models, digital microscopes, observation labs and recording devices, specialty control devices; concert or performance venues in which students physically use the equipment; radio and TV production; advanced distance learning suites.</p>	<p><b>SUPPORT</b> Support, training, documentation, and learning resources for faculty provided by college or department technology staff or other resources; OTS role, if applicable, limited to review of design in relation to campus standards, interaction with network and infrastructure, etc. For certain technologies and venues, OTS may play a specific, limited role in support, with roles and responsibilities articulated via memoranda of understanding.</p>
<p><b>CURRICULIZED:</b> Course-specific technology needed for instruction to support a specific academic class, program, major, etc. Students must physically interact with the technology, which is typically not as general purpose as Extended or Foundation.</p> <p><b>Examples:</b> Specialty monitors with high-precision drawing capability; unique printers, possibly higher-end 3D and subtractive manufacturing devices; specialty peripherals; ceiling mounted document camera, high resolution display or projection; specialty collaboration workstations; software categories 6, 7, and 8, including discipline specific applications.</p>	<p><b>SUPPORT</b> Support, training, documentation, and learning resources for faculty provided by college or department technology staff or other resources; OTS role, if applicable, limited to review of design in relation to campus standards, interaction with network and infrastructure, etc. For certain technologies and venues, OTS may play a specific, limited role in support, with roles and responsibilities articulated via memoranda of understanding.</p>
<p><b>EXTENDED:</b> Proven general-purpose technologies in which deployment is done in a deliberate, phased, or limited manner or is evolving in adoption but not yet considered foundational.</p> <p><b>Examples:</b> Mid-range video conferencing/two-way interactive distance learning installations; lecture capture systems; multiple screens or flat panel displays; interactive solutions (interactive projectors and/or flat panels); fixed wireless projection and collaboration features; software category 5. Students must either directly interact with the technology, or the technology is used by instructors in a way to engage students or enhance the students' learning experience.</p>	<p><b>SUPPORT</b> Telephone, chat, training, documentation, and secondary in-person support (as workload permits) provided by OTS staff. College or department technology providers typically provide routine in person or classroom-based incident support, in collaboration with OTS staff. Support roles and responsibilities between OTS and departments/colleges will typically be covered in a common campus-wide delineation of duties.</p>
<p><b>FOUNDATION:</b> Proven, current-generation general-purpose audiovisual and projection systems and is core for all formal learning spaces.</p> <p><b>Standard Equipment Includes:</b> projector with screen or flat panel; in-ceiling speakers; wall plate for auxiliary audiovisual input connections; podium with computer and monitor (touch or standard); document camera; Crestron TSW-750 LCD touch panel audiovisual system controller; HDMI and legacy jacks or cables to connect portable devices; software categories 1-4; dual-image multi-window processor to show two different audiovisual sources side-by-side on the projector or monitor. Instructor and student computers, thin clients, and other devices for student use.</p>	<p><b>SUPPORT</b> Telephone, chat, training, documentation, and secondary in-person support (as workload permits) provided by OTS staff. College or department technology providers typically provide routine in person or classroom-based incident support, in collaboration with OTS staff. Support roles and responsibilities between OTS and departments/colleges will typically be covered in a common campus-wide delineation of duties.</p>

**Appendix 2: Expenditure by College last five fiscal years**

