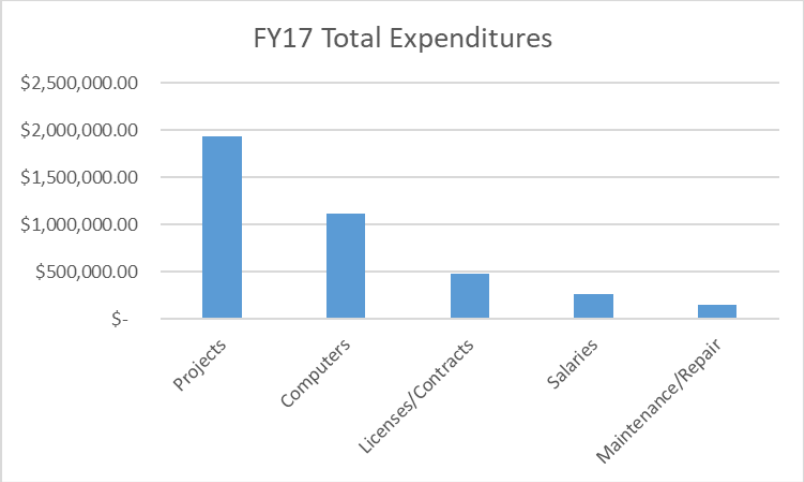
Office of Technology Services
Classroom and Computer Lab Technologies
Annual Report Fiscal Year 2017

Student Technology Fee

The Student Technology Fee (STF) program continues to meet the foundational needs of classroom and computer lab (CCLT). Towson University has 554 classrooms, computer labs, learning spaces and conference rooms outfitted with technology on the main campus, Harford Campus, and Towson City Center (Olympic Place).

- STF budget for FY17 was just over $4 million
- Annually, approximately 82% is spent on projects
- Remaining 18% is spent on repair and maintenance, software licenses, and coordinator salaries
- CCLT handled 1,417 support incidents
- Since it's inception in FY11, the program spent over $22.7million (**Appendix A** for last 5 years expenditures by college)



STF Projects: FY17

Throughout FY17, OTS and CCLT saw an increased demand for collaboration technologies in existing classrooms and active learning/instructional spaces. Projects included updating and converting classrooms, computer replacements, and software.

Classrooms

- **78 classrooms were outfitted with web-based conferencing/class capture equipment,** which includes installed cameras and microphones connected to the instructor computer. Faculty are able to record lectures, increase the number of guest speakers at a lower cost to the university, record student presentations for later review and evaluation. Also, graduate students now have more options to conduct thesis presentations.
- **28 classrooms now have wireless connectivity devices.** Faculty and students are able to show information from their personal devices and present it on the classroom display, using Mersive Solstice Pods, Apple TV, or Crestron AirMedia, for increased student engagement.
- **Continued support of collaboration through new models of teaching and learning.** STF funds supported the Office of Academic Innovation (OAI) in converting their computer lab/training classroom into a collaborative classroom. Faculty are now able to learn to use web-based conferencing, wireless connectivity, multiple displays, and flexible furniture, which provides areas for small group work during class. Faculty also bring their classes to this space when there are no collaborative spaces available in their buildings. STF covered computers, monitors, mics and other technology improvements.

Software

- Funding continues for campus-wide licenses, including Adobe Creative Cloud Suite, LanSchool, Panopto, SPSS, NVivo, and new in FY17, Lynda.com.
- We are working towards virtualizing applications, making them available from any location, at any time.
- The Academic Committee on Technology (ACT) approved three requests for specialty software applications that qualified as curriculized requests.
- ACT is working to improve the process for software and cloud app requests.

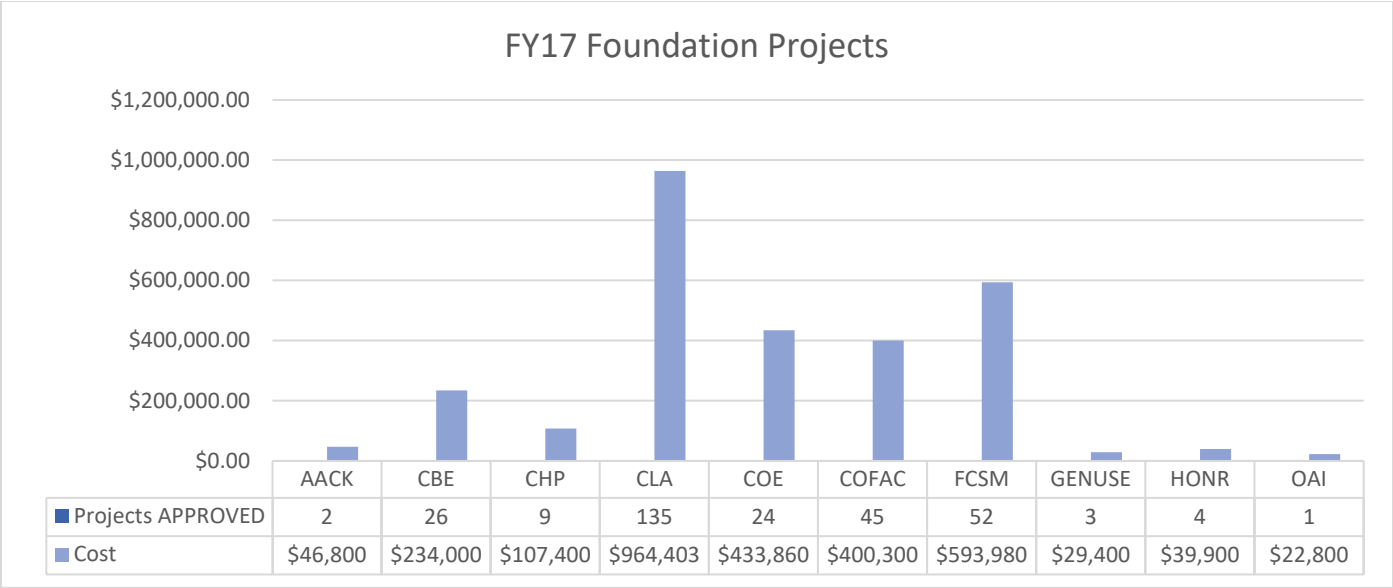
Computers

A three-year computer replacement cycle is sustained, in accordance with the STF mission. Decommissioned computers are transferred to the EduCycle program (www.towson.edu/educycle) and redistributed on campus to fulfill unmet needs. Once all campus needs are met, then they are donated to local partner school districts.

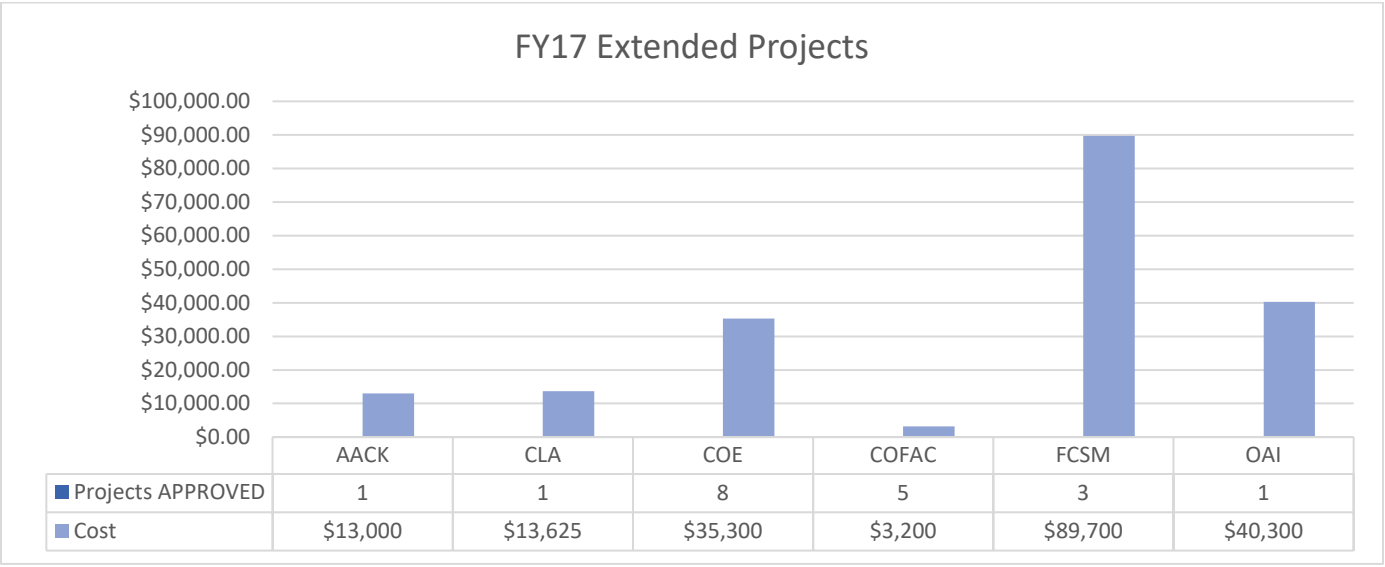
- 1026 Computers, both PC's and MAC's, were replaced, 69 were added
- 3,671 computers are now available for students and faculty in TU classrooms and labs
- Only 28% of the STF budget, or just over $1.1 million, was used for computers

Project Requests breakdown

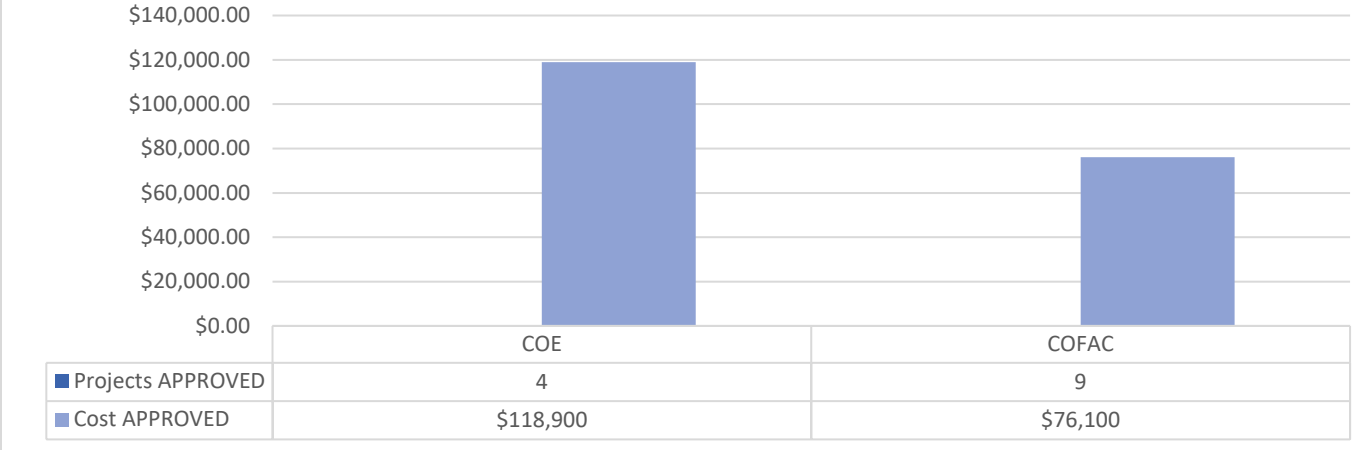
- For the second year in a row, requests were submitted by category. Foundation, Extended, Curriculized, and Advanced Learning/Instructional Spaces and Technologies (ALIST). See **Appendix B** for category definitions and examples.
- The CCLT Team managed and completed 306 STF projects, costing a total of $3,262,968
- Of the requests submitted, 97% were approved.
- More than $580,000 was available for projects other than Foundation. No requests were received for the top tier, ALIST.
- The CCLT Team continues working with Colleges, OAI, and other departments to increase software and ALIST requests in FY18.
- All projects requests and reports are distributed to the ACT and saved on the ACT SharePoint site.
- Charts follow detailing costs and number of requests by category and college.



	AACK	CBE	CHP	CLA	COE	COFAC	FCSM	GENUSE	HONR	OAI
Projects APPROVED	2	26	9	135	24	45	52	3	4	1
Cost	$46,800	$234,000	$107,400	$964,403	$433,860	$400,300	$593,980	$29,400	$39,900	$22,800



	AACK	CLA	COE	COFAC	FCSM	OAI
Projects APPROVED	1	1	8	5	3	1
Cost	$13,000	$13,625	$35,300	$3,200	$89,700	$40,300



	COE	COFAC
Projects APPROVED	4	9
Cost APPROVED	$118,900	$76,100

*AACK – Cook Library

Service, Repairs, Maintenance, and Support

Reserves

Annually, a reserve is set aside at the start of the fiscal year to cover repairs and maintenance of classroom technology.

- The reserve budget was $456,000
- $189,774.68 was spent on repairs and maintenance
- The unused balance was released in March to help cover foundation projects.

Service

The CCLT team, along with local IT staff and assistance from on-site technicians in Client Services, continued maintaining and supporting the technology in our learning and meeting spaces on both the main campus and Northeastern Maryland campus.

- Faculty and staff report incidents by calling 4TECH or by using TechHelp OTS' online ticketing system.
- In FY17, there were 1,417 online TechHelp service requests for support, which averages under three calls per learning space and conference room.
- CCLT Team averaged 73 hours per week of coverage answering 4TECH (4-8324) support calls.
- Reported issues are continually reviewed to identify trends and areas for training opportunities. Here are the top five reported issues:

Top Five Classroom Support Categories	Total by Issue
Projection: Projector won't display anything	127
Cabling Issue – unplugged cables	76
Crestron: touch panel won't respond	72
Instructor Computer: unlisted issue	69
Monitor or SMART Podium	68

Support

Additional support efforts provided by the CCLT team and others in OTS Client Services include:

- Maintaining online resources on the CCLT website including written instructions, how-to videos, quick-reference guides, and other tools to help faculty and students get the most out of the instructional infrastructure.
- Developing the HeRO (Help Resources Online) app on instructors' computers to provide a single place to find self-help documents, videos, and troubleshooting information with links to request classroom technology orientation and report problems.
- Performing room inspections to ensure reduced classroom audiovisual system outages and failures.
- Maintaining the Virtual Tour (www.towson.edu/cclt) of classrooms providing one place for faculty to find details on classroom spaces, including available technology, instructions, and trouble-shooting resources.
- Coordinating installation and repair work with contractors
- Conducting quality assurance checks following installations and repairs
- Assisting with deployment of new computers on request
- Working with others to communicate during emergency system outages or known college-wide issues

Looking Ahead

The CCLT team strives to reimagine student success by inspiring faculty, designing and maintaining standardized yet innovative learning and teaching environments, and providing effective resources and services to wisely and proficiently use technology. To achieve this, we will be focusing on the following in FY18:

- **Increase campus collaboration and training options.** OTS wants to continue to ensure all faculty have access to training on new technologies and learning styles. By working with colleges and faculty, we will strive to find out what works best for them. In addition, improving the availability and access of training will occur through increased collaboration with OAI and OTS Training.

- **OTS will continue work with OAI to provide Virtual Reality (VR) and Augmented Reality (AR) equipment for students and faculty to explore and use for coursework.** One of the newest technologies gaining interest across many of the colleges and departments is VR/AR, and it has potential use for instruction across all disciplines. As funding becomes standard across campus, it will assist in forecasting when planning and budgeting for foundational projects.

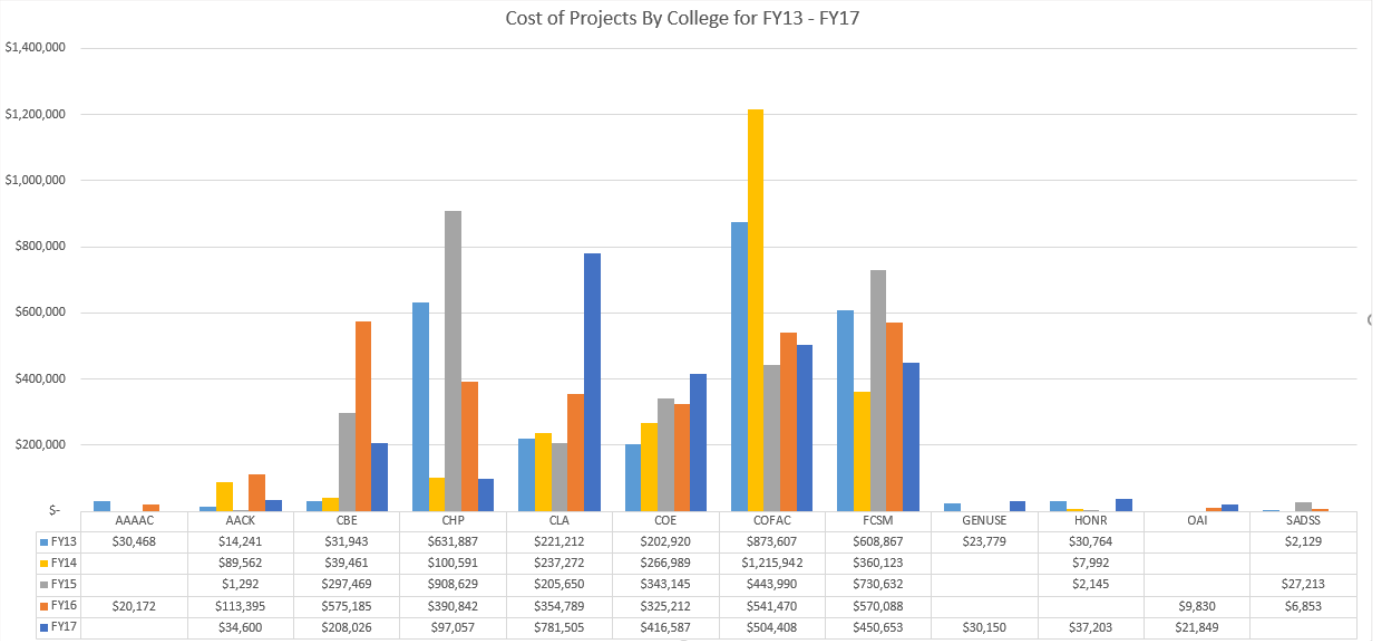
- **Student Employee Technology Corps (SETC) was launched in FY17, work continues to increase participation.** This new OTS-led program is designed to train ALL student employees working in offices at TU to be technology "first aid providers." In addition to providing fast, on-site answers, guidance, and support for simple issues, SECT-trained students will also be trained to help out with in-class technology problems while they are attending as students and something goes wrong.

- **Continue deployment of the STF-developed HeRO self-help app on classroom instructor computers.** The HeRO (Help Resources Online) App was installed at Northeastern Maryland and in the College of Business on the instructors' computers to provide a single place to find self-help documents, videos, and troubleshooting information. It also includes links to request classroom technology orientation and report problems. We are deploying the app in the College of Education for the fall 2017 semester, with other locations added throughout FY18.

- **Provide continuous support through CCLT staff.** We have started the process for hiring an Audiovisual Lead Technician to address non-warranty issues and should have the position filled in FY18. Also in FY18, we will need to plan for the expected retirement of Jack Stark, our manager of Lab and Mac Support and administrator of the Campus Technology Coalition (CTC).

- **Explore financial strategies for non-foundation requests and STF budgets**. Although the costs of FY17 projects fell short of the full 15% allocated to Academic Affairs, the remaining funds were used to pre-purchase software and equipment budgeted for in FY18. CCLT coordinators continue to work with local departments to provide clarification and guidance for the non-foundation requests to ensure spending Academic Affairs' entire portion of the budget, but we will also need to develop strategies to increase adoption of these technologies by all faculty.

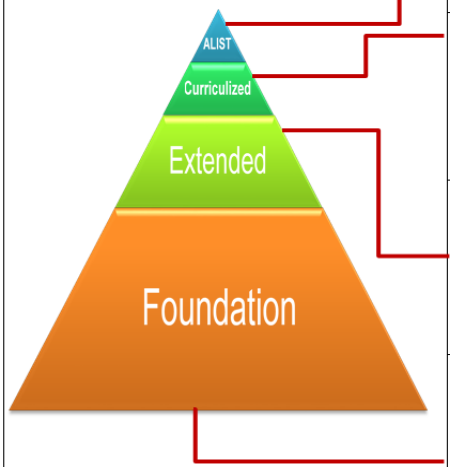
Appendix A



	AAAAC	AACK	CBE	CHP	CLA	COE	COFAC	FCSM	GENUSE	HONR	OAI	SADSS
FY13	$30,468	$14,241	$31,943	$631,887	$221,212	$202,920	$873,607	$608,867	$23,779	$30,764		$2,129
FY14		$89,562	$39,461	$100,591	$237,272	$266,989	$1,215,942	$360,123		$7,992		
FY15		$1,292	$297,469	$908,629	$205,650	$343,145	$443,990	$730,632		$2,145		$27,213
FY16	$20,172	$113,395	$575,185	$390,842	$354,789	$325,212	$541,470	$570,088			$9,830	$6,853
FY17		$34,600	$208,026	$97,057	$781,505	$416,587	$504,408	$450,653	$30,150	$37,203	$21,849	

*AAAAC – Academic Achievement Center; AACK – Cook Library; SADSS – Disability Support Services

Appendix B



ADVANCED LEARNING/INSTRUCTIONAL SPACES AND TECHNOLOGIES: High-end, high-cost, specialty technology and venues.

Examples: 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.

CURRICULIZED: 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.

Examples: Specialty monitors with high-precision drawing capability; unique printers, possibly higher-end 3D and subtractive manufacturing devices; specialty peripherals; ceiling mounted document camera, ultra-high resolution display or projection; specialty collaboration workstations; software categories 6, 7, and 8, including discipline specific applications.

EXTENDED: 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.

Examples: Mid-range video conferencing/two-way interactive distance learning installations; lecture capture systems; multiple screens or flat-panel displays; interactive solutions (MondoPad, SMART and Promethean boards, interactive projectors); fixed wireless projection and collaboration features; software category 5. Students must either directly interact with the technology, or the technology is used by the instructor in a way to engage students or enhance the students classroom or lab experience.

FOUNDATION: Proven, current-generation general-purpose audiovisual and projection systems and is core for all formal learning spaces.

Standard Equipment Includes: 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 such as iPads, VCRs, etc.; Cable Cubby with connections for 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, thing clients, and other devices for student use.