



**Classroom & Computer
Lab Technologies**

Office of Technology Services

**Fiscal Year 2019
July 01, 2018 – June 30, 2019**

At-A-Glance

CCLT Annual Report
Fiscal Year 2019
July 01, 2018-June 30, 2019

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. These items represent a small portion of the work completed this fiscal year. Read the full report for all the details.

<p style="text-align: center;">Overview</p> <ul style="list-style-type: none">• Approved Adding Two Coordinator Positions• LinkedIn Learning made available to full campus	<p style="text-align: center;">Finances and Projects</p> <ul style="list-style-type: none">• 264 Completed Projects• 867 Computers Purchased• \$3.7M Spent
<p style="text-align: center;">Service Repair and Support</p> <ul style="list-style-type: none">• Over 220K on Repair/Maintenance• Approximately 500K on software licenses and contracts• Tracked 1691 service calls• Fully Deployed Chat Support	<p style="text-align: center;">Collaboration, Events, and Communications</p> <ul style="list-style-type: none">• TU Procurement and CCLT Negotiated new MEEC AV Hardware and Installation Services Contract• Completed Phase III of Campus Functional Realignment
<p style="text-align: center;">Looking Ahead</p> <ul style="list-style-type: none">• Start Hiring Process for Additional Coordinators• Planned Opening of New Science Complex for Fall 2020 classes	

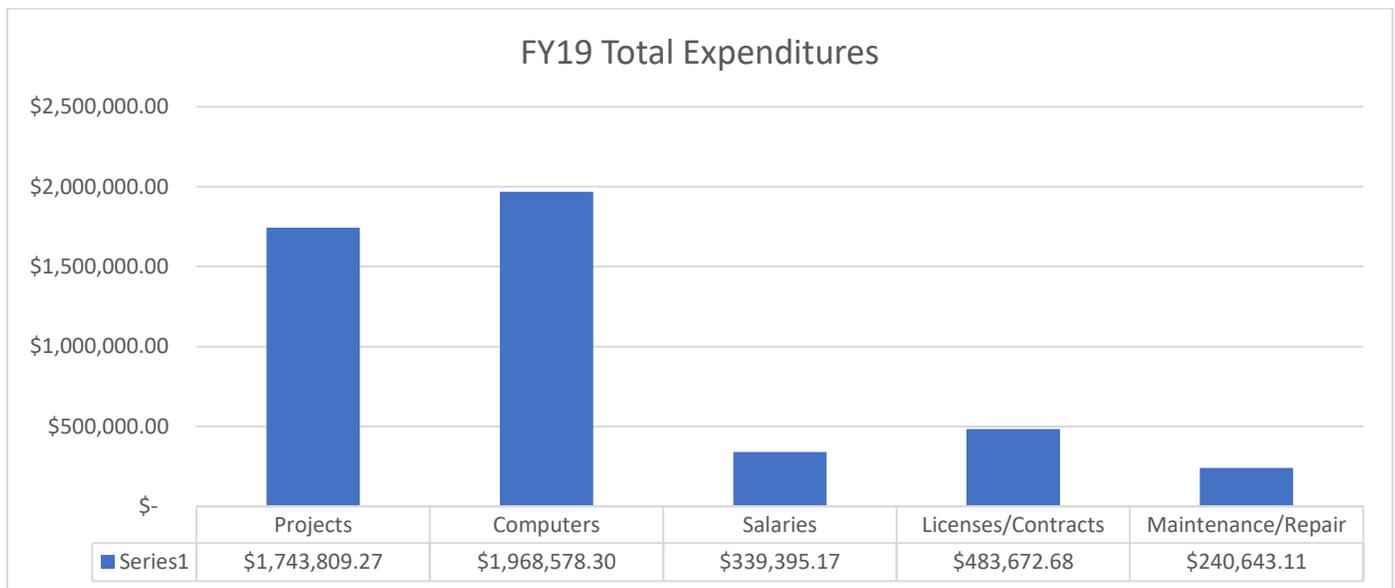
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Student Technology Fee (STF) Finances and Projects

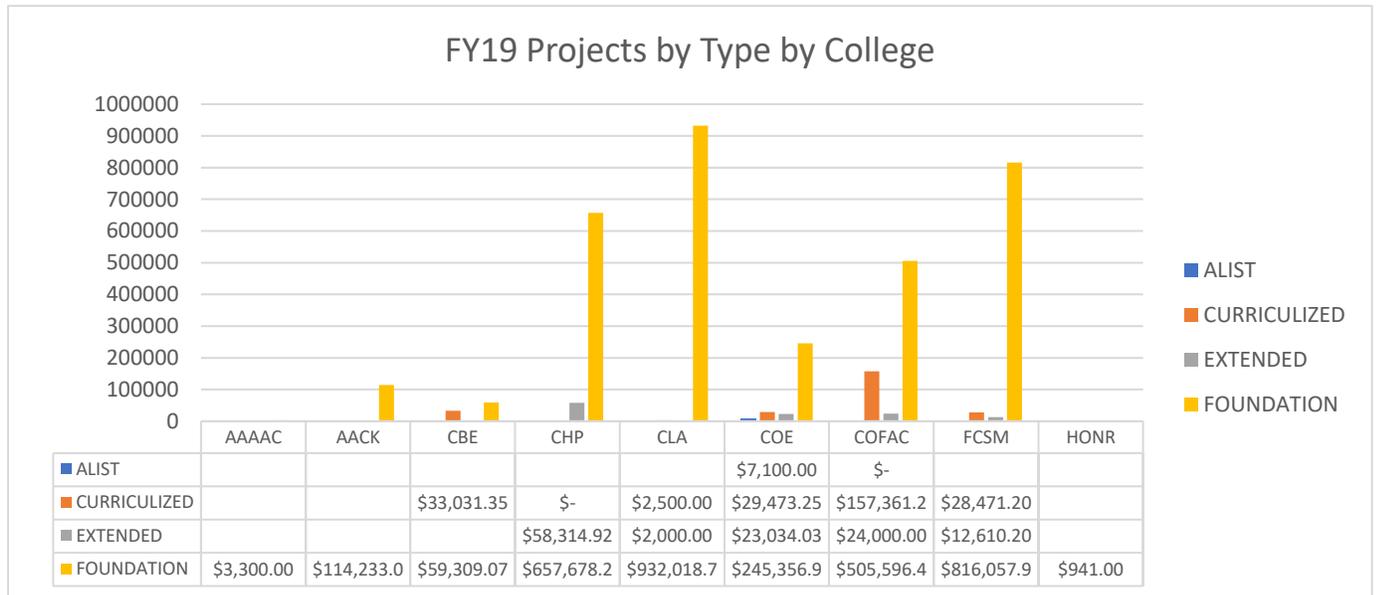
TU's instructional technology infrastructure includes about 550 instructional spaces, conference rooms, and other facilities with audiovisual and presentation technology. Key points for this year's Student Technology Fee (STF) Program finances include:

- FY19 budget was just over \$4.5 million
- Over 85% of all funding is used directly on projects for student facing technology, including classroom upgrades, computer replacements and software purchases
- Over 94% of 351 projects submitted were approved
- 796 Instructor and Student Computers were replaced and 71 new computers were purchased for use in Classrooms and Labs
- 7.5% was spent on salaries for three coordinators and one audiovisual technician
- Over \$4,776,000 was spent, using some of our reserves to fund the new projection system for the Planetarium, which will move to the new Science Complex when it is completed (**Appendix 1: Expenditure by College last five fiscal years**)
- All project requests and reports are distributed to the Academic Committee on Technology (ACT) and saved on the ACT SharePoint site



Project Highlights

- Specialty projects (ALIST, Curriculized, and Extended) were just over 10% of all project costs. While this is under the 15% allocation for Academic Affairs portion, \$378,000 is being added to their portion in FY20.
- Trained faculty and collected feedback of the pilot classroom for Fisher College of Science and Mathematics (SM0400) to assist with installation of classroom equipment in the new building.
- Continued scheduled digital upgrade of classrooms in College of Liberal Arts, with completion planned for FY23.
- Increased the number of classrooms with wireless connectivity (Mersive Solstice Pods), allowing for more student collaboration and participation in standard classrooms.



Software and Cloud Apps

We continue to purchase campus-wide software products and services, such as Adobe Creative Cloud, LinkedIn Learning, and Panopto, with Student Technology Fees. A site license for Qualtrics, Mathematica Online, and VoiceThread were also added this year.

Over the past year we transitioned all Classroom & Lab machines to Adobe's "Shared Device" license model to ensure students have access to the latest Adobe software. Also, during this time we completed a transition from Lynda.com to LinkedIn Learning, after Lynda.com was acquired by LinkedIn. This involved launching a new hub site: www.towson.edu/linkedinlearning.

Last year, the Academic Committee for Technology (ACT) explored broadening support for curricularized software since it could benefit students in specific programs, majors, courses, and disciplines across the university. A task force was formed to propose a process to operationalize our software and cloud apps lifecycle more effectively and efficiently.

The proposed process was implemented in FY19 and includes the following:

- A systematic way to request, review, fulfill, catalog and track the adoption and use of software and cloud apps
- A single, user-friendly, simple front end to accept new software requests, available on the redesigned www.towson.edu/software page
- Sassafras K2 Keyserver for managing adoption and usage of purchased software

For full details on software availability and usage, contact the CCLT Team.

Service, Repair, and Support

As student enrollment and academic classrooms increases, the amount of specialty equipment and the number of supported classrooms steadily increases as well. We continued to work closely with technology staff from the colleges and departments and added the following programs and services to enhance our coverage:

- **Chat:** CCLT conducted a pilot during FY18 to offer chat support for classroom technology, providing another support option where phone service is not available or practical. This service was expanded to the entire campus in FY19.
- **Student Employee Technology Corps (SETC):** Developed and launched in FY17, this OTS-led program is designed to train student employees working in offices to be technology “first aid providers.” CCLT Coordinators continued as mentors and primary point of contact for student employees enrolled in the program.
- **HeRO:** Continued use of the Help Resources Online (HeRO) app, developed in FY17 and continually maintained by Client Services and student employees. During FY20, we are moving the application to a new mac and PC friendly platform that makes maintaining and updating the app easier.
- **On-going Support efforts:** Client Services, and the CCLT team specifically, continue work in many areas to ensure the reliability of our teaching and learning environments:
 - Performing scheduled room inspections to ensure reduced classroom audiovisual system outages and failures
 - Coordinating installation and repair work with contractors
 - Conducting quality assurance checks following installations and repairs
 - Working with others to communicate during emergency system outages or known college-wide issues
 - Maintaining the classroom virtual tour, providing one place to find details on classroom spaces, including available technology, instructions, and trouble-shooting resources

Support Statistics:

- \$221,496 spent on repair and maintenance in classrooms
- Tracked 1691 service requests for all classrooms, labs, active learning spaces and conference rooms
- Average less than three calls per room, based on 585 rooms as of July 1, 2019
- TUNE had 94 service requests for classroom issues, or just .05% of all requests
- Issues tracked to spot trends, apply fixes, and provide training when necessary

Top 5 Classroom Support Categories	Total by Issue
Projection: Projector won't display anything	188
Monitor or SMART Podium	88
Crestron: touch panel won't respond	83
Instructor Computer: unlisted issue	67
Sound: No sound from system	62

Collaboration, Events, and Communications

OTS CCLT coordinators, along with others in Client Services, meet regularly with college staff and technology committees to identify new needs, reaffirm projections, and provide how-to consultations and resources for supporting teaching and learning. This year, our efforts also included creating and participating in the following programs, projects and special events:

- **Non-STF Projects:** OTS Client Services and the CCLT team are also active in projects outside of the STF process, to ensure standards are met and proper purchasing processes are followed. In FY19, we were involved in the following projects:
 - Functional Realignment Phase III which focused on 7800 York Road and involved moving the Applied Information Technology (AIT) program from Enrollment Services (ES) and the Honors College from Stephens Hall (ST) as well as expanding Computer Science and Math space. The result was 19 new spaces with AV technology and the repurposing of newly available spaces in ES & ST for other departments and programs.
 - Renovated TU Center for STEM Excellence at the Columbus Center
 - Upgraded seven conference rooms in the following buildings: Administration, Enrollment Services, Public Safety, and Towson Center
 - Replaced 52 out-of-date digital signage players, approximately 50% of campus total
 - Installed 15 WebEx hardware devices in conference rooms, offices, and team rooms as part of the WebEx Teams Pilot

- **Digital Signage Capstone Group:** OTS and the College of Liberal Arts partnered together to host two Capstone groups dedicated to analyzing the digital signage on campus.
 - The Fall 2018 group researched the best way to gather analytics and piloted using Quividi software to track how many people view digital signs, when they view them, how long they view them, etc.
 - The Spring 2019 group used Quividi to gather data from across campus and made recommendations regarding sign locations, most/least effective content, and an overall recommendation on strategy moving forward.

- **Campus Technology Coalition (CTC):** The coalition, established in 2008, provides a formal structure for technology staff in colleges and departments to communicate, collaborate, and coordinate with the Office of Technology Services (OTS). OTS partners with CTC members on university technology initiatives and support, especially those including instructional technology. Some of the initiatives this year included:
 - Updates to Classroom Technology standards based on Request for Comment (RFC) feedback
 - Task Group finalized Software Request Form
 - Hosted Dell Roadshow

- **Branding Changes:** We updated branding across all of our presentation systems, which included updating support placards and the TU logo on 738 Crestron touch panels across campus.

- **New Science Complex:** The new home of scientific research and discovery opens for Fall 2020 classes. Over FY19 and into FY20, Client Services is working in the following areas:
 - Planning with FCSM and facilities for the technology in the new building
 - Status communication and ongoing conversation with Faculty and Staff regarding building and room design
 - Exploring new technologies for:
 - Immersive reality space – projectors and dome screen
 - Wireless Document Cameras
 - Developing customized instructions based on teaching pedagogy, collaboration scenarios and room configurations
 - Developing equipment specific videos and training documentation
 - Offering faculty workshops and one-on-one sessions in pilot classroom (SM0400)
 - Gathering feedback from faculty and students prior to finalizing technology in new classrooms
 - Assisting with frequently asked questions (FAQs) development

Looking Ahead

- **Implementing Increased Support Strategy:** In this section last year, we expressed our need to have one coordinator for each college. During this fiscal year, we were approved to add two new coordinator positions, bringing the total to five. While we will still have two coordinators handling more than one college, the assignments will be well balanced allowing them to work towards supporting student success through more direct interaction with faculty and becoming the liaison to OTS for their assigned college. We hope to hire and complete on-boarding during FY20.
- **Virtualization:** We need to evolve our application access and delivery architecture by moving toward a virtualized approach. The current desktop PC focus has been used since the 1990s and is costly, labor-intensive, difficult to secure, and software is not available 24/7/365 as our students and faculty expect. This should also reduce the work of department lab managers who partner with OTS to create, install and maintain complex computer lab images.
- **ADA:** We will continue working with the Office of Inclusion and Institutional Equity, Crestron, and our AV vendors to make sure we have accessibility options for faculty, staff, & students who require these accommodations.

Appendix 1: Expenditure by College last five fiscal years

