

Classroom Technology Advisory Committee (CTAC) Smart Classroom Management Plan

(Approved by the CTAC Committee on March 7, 2001; revised after ECAT discussion; approval by ECAT 4/3/2001; discussed with PAC and revised by CTAC 5/2/2001. Approved 6/2001 by PAC.)

Background

In the Spring of 2000, CTAC drafted a master planning document for issues related to campus smart classrooms (http://www.ctsg.ilstu.edu/planning_documents). The plan was reviewed and approved by ECAT and the Provost Advisory Council. One of the key issues articulated in that document was the need to evaluate how smart classrooms on campus are managed and to recommend changes, if needed, in the present system. What follows is a new model for managing classroom technology on campus. Sections of Educating Illinois provide justification for the assumptions and guidelines outlined in this model, namely Goal 12 that speaks to the need to expand student, faculty, and staff accessibility and support for technology resources, and Action 63 that encourages faculty instructional technology efforts and the use of technology in teaching.

CTAC Committee

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Classroom Technology Definitions

- *Basic Smart Classroom System* (as defined by CTAC): Installed desktop computer (optional if laptop-only design preferred), display projector, laptop port, VCR, powered speaker, Internet connectivity, basic cart to hold equipment in a secure environment (lowest cost estimate is \$8K).
- *Traditional Classroom*: Overhead projector, chalk or whiteboard, possibly VCR/monitor.
- *Smart Classroom*: Installation of the “basic smart classroom” system as defined above; this may be a current Gateway system, for example, and in addition may include an overhead projector.
- *ATC Classroom*: Advanced Technology Classroom (ATC) is a fixed installation typically in one of the large general use classrooms and includes above the “basic system” additional hardware such as 3-D Elmo projector; a Mac and a PC computer workstation; overhead projector; fixed teaching console; a podium mic, lavalier, and wireless(when available); and other special devices as needed.

- *ITV Classroom*: Interactive TeleVision (ITV) classroom typically have all of the equipment of an ATC room with the addition of audio and video equipment necessary to deliver instruction over the State ISDN video network.

Assumptions

1. Classroom technology support requires three support layers. It is important that these layers be addressed individually when addressing smart classroom issues.
 - a. Service support
 - b. Fiscal support
 - c. Scheduling support
2. The campus needs to define a new starting point, point zero, and forget all past history in order to move forward with a new management model.
3. Begin with the assumption that classroom technology support is cooperative, centralized model, make best use of local support for service or funding where there is a good rationale to do so.
4. *Any support model for smart classrooms must meet the “5-minute rule.” When an instructor has a problem, help should be available within 5-minutes or less.*
5. Hardware for smart classrooms includes more than computer equipment; includes projectors, overheads, VCRs, etc.
6. The support personnel maintaining smart classrooms and ITV rooms on campus will follow the guidelines established by CTAC to ensure that the systems are configured in such a way that an instructor can walk into any room on campus and find a common base or minimum configuration.
7. The long-term goal is to place smart technology in all campus classrooms at the minimum level of the “basic smart classroom system” defined by CTAC.
8. Permanent funds will need to be added to the Classroom Technology Support Services (CTSS) base budget to support a centralized model for smart classroom support.
9. The model proposes a trade-off between College or departmental units and central smart classroom support where local support agrees to take on responsibility for supporting all classrooms in their area and providing specialized hardware, in exchange for central support providing the *basic smart classroom system purchase*, installation, and upgrade.
10. The majority of rooms under local support will require little more than the basic smart classroom system.
11. For the plan to work, a spirit of mutual cooperation needs to be maintained between central and local classroom support to ensure that classroom equipment is available and functionally for any class—especially in emergency situations where there is an equipment failure.
12. Given the complexity of room usage which frequently crosses colleges and departments, there is no perfect system for designating local smart classroom support; the assumption is that through a combination of geography and primary usage, in the end, all rooms will be covered and the balance of responsibility will be a fair one.

Support Model

Central Support Unit (Classroom Technology Support Services)

1. Support: Full support to primary campus ATC classrooms and ITV rooms on campus. The ATC rooms defined for central support are: CVA 145,147,149,151, EDW 235 (Capen), FHA 133, FHS 105, MLT 208,210,214, SHA 130,138, 230 and STV 101. Schroeder 230 only has PC support; there is no installed Mac system. Current ITV rooms defined for central support are: DEG 52, WIL 22B, OU 218, DEG 305, EDW 305, Metcalf 222, and UHigh 243. *Any rooms to be added to central support in the future must meet the criteria of no clear department ownership and serving a special central need to campus instruction; Provost Advisory Council approval is required before a room may be added to this list.*
2. Support: Backup support when needed to remaining smart classrooms where the first line of support is the local unit support person(s) (see classroom support maps).
3. Support: *CTSS will serve as the “default” hub for phone support from the smart classrooms. Each room will have a dedicated phone with 911, central, and local smart classroom support numbers. The instructor has the option to use either local or central numbers to call for assistance; both sources will take ownership in the problem to ensure that the problem is responded to in a timely fashion, even if the problem needs to be referred to central or local support.*
4. Fiscal: CTSS manages centralized campus funding to maintain, upgrade, or add the basic smart technology setup in all campus classrooms (regardless of whether they are “general use” or “departmental” by previous distinctions).
5. Fiscal: Limited charge-back fees to local support areas will apply to the following: (a) simple replacement items (e.g., overhead projector transparency rolls, chalk, replacement cables, disks, etc.), (b) service for replacing projector lamps or bulbs, (c) service and parts for any specialized equipment a department adds above the basic system in any of the smart classrooms, and (d) any design work requested by a department for smart classroom construction. Details concerning these services and fees will be developed and reviewed annually by CTAC. Overhead projector lamps and display projector bulbs will be provided by CTSS. The local service unit may elect to do any of these services itself, arrangement for equipment warranties to cover these services, or find an outside vendor if they choose to not use CTSS.
6. Scheduling: CTSS will work with campus Scheduling or through other means to provide an online Web inventory of technology and seating available in all ATC, smart, and ITV classrooms on campus.

Local Classroom Support Units

1. Support: *All equipment in classrooms will be assigned to, and maintained by a local technology support person, team, or group with the exception of those ATC and ITV classrooms supported centrally by CTSS. (CTAC is presently reviewing smart classroom coverage and will make recommendations for any changes to ensure 5-minute response times.)*

2. Support: The local support unit assigned to a smart classroom will be the first response unit to provide help and support to instructors using that room, and provide the overall supervision for keeping that room functional and in operation.
3. Support: *Local support units will respond as needed to classroom problems within their geographical support area, with CTSS serving as the “default” phone hub for support. Each room will have a dedicated phone with 911, central, and local smart classroom support numbers. The instructor has the option to use either local or central numbers to call for assistance; both sources will take ownership in the problem to ensure that the problem is responded to in a timely fashion, even if the problem needs to be referred to central or local support.*
4. Fiscal: Funding for any smart classroom equipment (and its maintenance and supplies) above the basic configuration provided by CTSS, will be provided by the department(s) using the room where the equipment is to be placed. *The department purchasing the equipment will have the responsibility for supporting and maintaining the equipment, even if more than one department has specialized equipment in the room.*
5. Fiscal: Departments will take responsibility for simple replacement items such as overhead transparency rolls, chalk, disks, cables that need to be replaced, etc. CTSS will continue to provide overhead projector lamps and display projector bulbs as needed.
6. Scheduling: Local support areas will work with CTSS to add special departmental equipment additions into the campus-wide classroom inventory maintained online. Consideration for departmental scheduling needs to be made with the campus scheduling office to ensure access to any department specific equipment.

Annual Funding for Upgrades and Smart Classrooms

Each year, CTAC will initiate an annual census of classrooms and smart technology installed in classrooms on campus. This will take place in February of each year. CTAC will then review this list, identify needs for upgrades to equipment, and solicit recommendations for the additions of new smart classroom technology in rooms not currently served. A priority list will be presented to the Associate Vice President for Information Technology, who will in turn, review this list with the Provost and the Provost Advisory Council. Any funding provided by the campus for smart classroom technology each year will be used to fund from the list in priority order.

Issues Remaining To Be Resolved

1. Resources need to be considered to provide an adequate level of evening and Saturday support to maintain coverage of smart classrooms, ATCs, and ITVs. Currently there is no funding to hire staff for this coverage.
2. The committee has mapped out the current support coverage for smart classrooms; the next step is to make recommendations for improving that coverage so that all

classrooms are covered on campus by a local support unit. These units may or may not coincide with the local support maps for distributed desktop support.

3. Security issues: consistent plan for locking down equipment and/or access to the smart classrooms and for either managing keys or providing an alternative form of access for instructors (e.g., swipe card or touch pad).