Information Technology Services
Classroom Technology Support (Media Services)

Current State

- Total e-Rooms up by 51% since 2007
- Classes supported is 2,000 per week (per Registrar)
- New technologies now being supported (live streaming, classroom capture)
- One Manager and three FTE for support since 2006
- Challenge of working with groups to get in the “right” rooms, which can support activity
- Challenge of “required support” versus additional cost
- Challenge of “classroom/course” related activities and “special event” activities
- Challenge of on-site “in-room” support versus “setup and self-service” capabilities
- Challenge of support for all “student group” activities, especially off-hours

Initiatives In-Progress

- One of three FTE now dedicated to new classrooms projects (to work with Registrar & Facilities)
- Adding more student help for off-hour and event activities
- Moving one FTE from Help Desk to Classroom Support for Spring 2010 (lower rooms-to-FTE ratio)
- More equipment available in Media Lab for checkout by students/faculty (improve self-service)
- Improving web site to hold more documentation (e-rooms & panoramic views of rooms)
- Working with Conference Services/Room Reservations to better streamline processes and expectations