Classroom Technologies Tactical Plan

Current Classroom Technologies Services

Communication & Collaboration Services

- **Conference Room Technology Support** IT supports planning, obtaining cost estimates, and overseeing installation of conference room technologies.
- **Media Services** IT offers development and publishing of digital multimedia content for academic and administrative uses. IT can assist faculty with digital recordings of lectures and publishing of lectures for student viewing. IT can publish Media to various locations. IT also supports digital signage with software, hardware quotes, installation, and with iTunes University.
- **Event Support** IT provides temporary network connectivity on request. Conferences, seminars and other events may have temporary network connections installed, either wireless or wired ports. This service may require support from the cabling infrastructure team, depending on existing wired cabling at event site.

Teaching & Learning Technologies Services

- **Classroom Technology Support** IT supports UNM faculty in the design and management of 150 media enabled classrooms for UNM students, faculty, and staff. IT provides professional test scoring for faculty.
- **Learning Commons and Computer Classroom Support** IT works with UNM faculty to design and manage open educational commons spaces across campus. IT operates 16 computer labs and 27 computer classrooms on campus. Additionally, the PawPrints Print Services program provides student fee-based printing and scanning. This service is available in each IT computer classroom and lab as well as at a dozen satellite locations across campus.
- **Instructional Technology Space Design** IT provides professional instructional technology space design and consulting for new classrooms, commons areas, conference rooms, outdoor spaces and other physical and virtual spaces in support of teaching and learning at UNM.
- **Faculty Development and Support** IT provides training and direct support for all academic technologies in generally scheduled classrooms and labs. IT provides professional scanning and support for faculty and course evaluations. 277-5757 provides faculty a direct line to technical dispatch.
- **Inquiry & Analysis Tools and Support** IT provides survey software and support. IT also supports online faculty and course evaluations.

Current Work and Issues Related to Existing Services

Questions continue to surround the role of IT CT vs. the role of the various Provost units in providing Academic Technology, especially with Extended Learning and the University Libraries. In 2015, CT has built on the merged foundation with backend services at IT and now is working with faculty in various Work domains across campus to better adapt our classrooms and labs to these domains. Notably, CT is working
closely with the Help Team to improve our ability to manage, track and resolve classroom incidents, service requests and changes. In addition, CT is assessing and working to improve communication of baseline services to students and faculty.

Classroom Technology Support
- Strategy for BYOD leveraging virtual desktop infrastructure
- Pilot for student equipment checkout in Dane Smith Hall
- Received SFRB allocation for wireless improvements in classrooms
- Work with Networks to align expectations and priorities for wireless in classrooms
- Update Learning Environments Design Guidelines in collaboration with LEC
- Continue to sponsor the student technology survey, the faculty technology survey, participate in focus groups with students such as during Tech Days and Town Halls, and strive for feedback mechanisms for all services
- Reengineer the course materials selection process with faculty and maybe students

Learning Commons and Computer Classroom Support
- Centralized imaging/updates for lab computers
- Develop a business case for desktop virtualization for students and faculty
- Drive the enabling of class roles through AD on student facing systems
- Create centrally located service point for broad student support in Dane Smith Hall. Remodel of space has begun.

Faculty Development & Support
- Innovative use of technology in the classroom – innovation projects driven by faculty who have ideas and are supported by their Chairs and Deans  
  - Usability Studies Pilot – With English Department at Johnson Center Computer Lab  
  - iPad Pilot Expansion – Music  
  - Expand Apple TV/Mobile Device integration in classrooms
- Establish “brown bag” teaching and learning technology tools demos for faculty in CTLB
- In coordination with other IT units, continue investigating potential grant opportunities. Reengage with faculty this fall regarding the CyberLearning & Future Learning Technologies Grant in collaboration with CTE & Depts.

Conference Room Technology Support
- Develop and publish conference room standards, continue training
- Upgrade technology and provide support to President’s Conference room to enable video conferencing
- Upgrade technology in Provost’s Conference Room

Event Support
- Continue to support events with audio/visual equipment and staffing
- Work with new Event Service Owner to coordinate customer response

Media Services
- Developed and published digital signage SLA, standard, and are currently implementing enterprise solution
- Accelerate the design and delivery of a complete media toolkit for faculty, emphasizing a persistent instructional object repository
- Media Lecture Capture in collaboration with EL

Instructional Technology Space Design
- Worked with CTE to reengage the Learning Environments Committee
- Continuing to align and coordinate with Provost’s office on instructional space updates
- Continue work with IT capital projects on remodels and new construction
• Get environments on AD
• Work with WSM to tweak images for better classroom performance

**Inquiry & Analysis Tools and Support**

• Continue working to improve text analytics. Improve operational reporting in the areas of Operation Metrics, Status of Projects, Personnel/Space needs, and Usage Data.

### Classroom Technologies Vision

UNM students and faculty, and the staff that directly support them, have easy access to the core services and technology to be productive and successful in teaching, learning and research, unfettered by place or time. Each year, CT’s initiatives are driven by a set of overarching goals:

- Improve the student experience
- Improve the faculty experience
- Improve the return on academic technology investment

### Classroom Technologies Approach

Classroom Technologies advocates for a rational architecture for Academic Technology that streamlines and improves the student and faculty experience, as expressed in various formal venues. These include an Academic Technology Liaison assigned to work between Academic Affairs and IT, the Provost’s Committee for Academic Success, the Faculty Senate IT Use Committee and Teaching Enhancement Committees, the Learning Environments Committee, the Center for Teaching Excellence, Student Government, and the Student Fee Review Board (SFRB) process. Additionally, CT drives and participates in regular, structured engagement that includes:

- Working toward effective governance
- Annual student and faculty surveys, internal and ECAR
- Annual student focus groups and town halls
- Attending events where students express opinions
- Continuing to work on structural funding for academic technology refresh and innovation
- Working to align effectively with EL to consolidate services
- Participating in New Faculty Orientation
- Developing a strategy to manage demand for and supply of technology classrooms
- Partnering with Academic Affairs and the CIO on strategies for teaching & learning technology

CT utilizes a formal IT methodology to define, test and deliver solutions in identified problem areas. Both the student and faculty IT experience can be improved through improved services, better access to those services, and better communication with faculty on current issues, needs and future plans, described below. Requiring direct user engagement and formal stakeholder involvement, each of these methods is done in a transparent and open manner.

### 12-24 Month Milestones

**Classroom Technology Support**

**Fall 2015:**
• Enterprise chat functionality with backend management through MSLync in support of student and faculty communications (leverage AD groups)
• Assess software based switching for classrooms
• Group setup for class lists for easier email, social media or other collaborative software
• Classroom wireless upgrades (Dane Smith and Mitchell Hall)
• Fall 2015/Spring 2016: Update of LEDG document

2016:
• Expand Text Messaging to enable class and interest sensitive (personalized) texts through LoboAlerts or Lobomail
• Build Student profile to facilitate communication around specific interests
• Provide teaching and learning use cases for IT projects, such as identity management, O365, etc.
• Pilot virtual classroom for F2F courses to all access to distance students

Learning Commons Support
Fall 2015:
• Advocate for resource database to underlie students.unm.edu
• Build Business Case and Budget for Customer Relationship Management Service to improve the customer experience, working with key stakeholders
• Examine feasibility of enterprise Student Portfolio tool

Spring 2016:
• Implement Coding Lab in collaboration with Computer Science (SC) and Honors/UC

2015-2016:
• Improve the utility of O365 specifically for students to populate calendars with class schedules, other Banner integration, and other time sensitive information, and to allow events to be created and published through O365 for student groups
• Implement authenticated student facing "social media" framework, based on Yammer
• Continue advocacy for adequate electrical power in new capital projects

Faculty Development & Support
Continual:
• Innovate classroom technology uses – 3+ new faculty-driven innovation projects per year

Fall 2015:
• Use CTE and CTLB to do proof of concepts
• Conceptualize faculty technology portal with Academic Affairs and Applications support
• Develop pilots for use of O365 collaborative components in the curriculum

Dates TBD:
• Advance domain approach to understand faculty teaching, learning space & equipment needs
• Make structural improvements to academic technology engagement with Faculty and Chairs
• Improve communication of centrally scheduled classroom features, usage and issues with faculty
• Continue to address technology and service availability gaps identified by faculty surveys
• Enable sharing with external peers through IT offerings that support external use and federation
• Ensure a reasonable percentage of centrally scheduled classrooms can be used as computing classrooms through Bring Your Own Device (BYOD) and checkout. This requires a demand analysis.
• Provide better group functionality for classes to help faculty better communicate with students

Conference Room Technology Support
- Push adoption of campus standards, place more conference rooms under our aegis

**Event Support**
- Collaborate with an overall service owner in IT for event support.

**Media Services**

**Fall 2015:**
- Develop and publish digital signage standards and implement enterprise backend
- Provide Media Repository solution
- Assess video conferencing functionality in classrooms to support teaching and learning
- Build out additional functionality for Pharos through Active Directory (AD)
- Build out web landing pages as a start to improved service communication
- Develop next-generation lecture capture

**Spring 2016:**
- Develop and publish media standards

**Instructional Technology Space Design**

**2015-2016:**
- Drive the next generation classroom standard for cost effectiveness, working with the Learning Environments and IT USE Committees to: move to soft switching to eliminate hardware switching costs; move media playback to the “backend” to reduce in-class hardware costs; Move forward with a classroom compute strategy that leverages BYOD
- Implement virtual desktop solutions
- Implement checkout procedures to accommodate students & faculty by semester, course or classroom
- Drive an awareness of the need to better match classrooms and faculty

**Inquiry & Analysis Tools and Support**

**Summer & Fall 2015:**
- Expand access to EvaluationKIT faculty evaluations to entire campus and branches

**Spring 2016:**
- Investigate alternatives for Opinio survey tool, especially for qualitative data analysis
- Begin building a research toolkit in conjunction with the OVPR to better utilize UNM data sets, create standard social media extracts and provide statistical tool support.