Classroom Technologies Tactical Plan

Current 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 also provides professional test scoring for faculty.

Learning Commons 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.

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.

Conference Room Technology Support: IT provides assistance with planning, obtaining cost estimates and oversight of installation of conference room technologies.

Event Support: Special Events and Media Support, including rentals and staff support is available for events that are generally short-term and may not require permanent facilities, services or equipment.

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 those lectures for student viewing. Media can be published to an array of locations.

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.

Inquiry & Analysis Tools and Support: IT provides survey software and support.

Current Work and Issues Related to Existing Services

There continues to be questions 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. This year CT has built on the merged foundation with backend services at IT and is now working with faculty in various Work domains across campus to better adapt our classrooms and labs to these domains.

Classroom Technology Support
- Windows 8.1.1 Implementation in classroom & lab PCs
- Laptop Testing for New student Orientation Pilot
- Media Lecture Capture in collaboration with EU

Learning Commons Support
- Students.unm.edu delivered to the Office of Student Success

Faculty Development & Support
- Usability Studies Pilot – With English at Johnson
- Cyberlearning & Future Learning Technologies Grant in collaboration with CTE & Depts
- Faculty Course Evaluation Tool Selection & Implementation
Conference Room Technology Support  
Event Support  
Media Services  
  • Hiring Media staff  
Instructional Technology Space Design  
  • iPad Pilot Expansion – Music  
  • Apple TV/Mobile Device integration in classrooms  
  • Digital Signage – Enterprise Solution  
Inquiry & Analysis Tools and Support  

Vision and Approach for Classroom Technologies  

Vision  
UNM students and faculty, as well as 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:  
1) Improve the student experience  
2) Improve the faculty experience  
3) Improve the return on academic technology investment  

Approach  
Classroom Technologies is an advocate for a rational architecture for Academic Technology that streamlines and improves the student and faculty experience. Improvement areas should first support initiatives driven out of Academic Affairs, but also respond directly as appropriate to student and faculty needs that are expressed in various formal venues:  
  • 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 SFRB process  

Additionally, CT drives and participates in regular, structured engagement:  
  • Work toward effective governance  
  • Annual student and faculty surveys, internal and ECAR  
  • Annual student focus groups and town halls  
  • Attendance at events where students express opinions  
  • Continue to work on structural funding for academic technology needs  
  • Work to align effectively with EU to consolidate services  
  • Participate in New Faculty Orientation  
  • Drive the development of a strategy for managing demand and supply of technology classrooms  
  • Partner with Academic Affairs and the CIO on strategic directions for teaching and learning technology  

Where areas are identified as problematic, we use formal IT methodology to define, test and deliver solutions. Examples of this include:  
  • The CIO’s collaborative process (Email strategy project)
• Process and Business Analysis (Student Ecosystem)
  • Search and selection of toolsets based on functional requirements (IDEA replacement)

The student 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.

The faculty experience can be improved through improved services, better access to those services, and better communication with faculty on current issues, needs and future plans.

Each of these methods requires direct user engagement and formal stakeholder involvement, and are done in a transparent and open manner. Solutions are vetted through the formal groups listed above, as well as IT groups such as IT Agents, Managers and IT Cabinet.

12-24 Month Milestones
Classroom Technology Support
• Fall, 2014: Strategy for BYOD experience
• Fall 2014: Work with networks to align expectations for wireless in classrooms
• 2015: Enterprise chat functionality with backend management through MSLync
• Spring, 2015: Group setup for class lists for easier email, social media or other collaborative software
• Summer, 2015: Student profile built (somewhere) that interest specific communication is possible
• TBD: Text Messaging Expansion to enable class and interest sensitive (personalized) texts
• TBD: Continue to sponsor the student technology survey, participate in focus groups with students such as during Tech Days and Town Halls, and strive for feedback mechanisms for all services
• TBD: Provide classroom use cases for major IT projects, including identity management, O365, etc.
• TBD: Pilot virtual classroom

Learning Commons Support
• Fall, 2014: Develop a business case for desktop virtualization for students and faculty
• Fall, 2014: Drive the enabling of class roles through AD on student facing systems
• Fall, 2014: Make Office Pro available through O365
• Fall, 2014: Implement an pilot enterprise Student Portfolio tool
• 2014-2015: Improve the utility of O365 specifically for students
  o Continue with functionality: one drive Lync IM, etc.
  o Populate student calendars with class schedules (or other Banner integration) faculty office hours or other time sensitive information
  o Allow events to be created and published through O365 for student groups
• 2015: Enterprise chat functionality with backend management through MSLync
• Spring, 2015: Advocate for resource database to underlie students.unm.edu
• Spring, 2015: Create centrally located service points for broad student support
• Spring, 2015: Implement Coding Lab
• Spring, 2015: Customer Relationship Management Service to improve the customer experience
• Summer, 2015: Provide Adobe suite on all lab computers
• Fall, 2015: Implement an authenticated student facing "social media" framework
• 2016-2017: Continue to seek funding for wireless improvements
• TBD: Continue to advocate for adequate power in new capital projects
**Faculty Development & Support**
- Fall, 2014: Implement new Course Evaluation Software
- 2015-2016: Research and deliver first step Rich Media Services for faculty
- TBD: Innovative use of technology in the classroom – at least 3 additional innovation projects driven by faculty who have ideas and are supported by their Chairs and Deans
- TBD: Work with Academic Affairs and Applications to conceptualize a faculty technology portal
- TBD: Develop pilots for use of O365 collaborative components in the curriculum
- TBD: Advance the domain approach for understanding faculty needs
- TBD: Partner with CTE and EU to make structural improvements to academic technology engagement with Faculty and Chairs
- TBD: Improve communication of centrally scheduled classroom features, usage and issues better communicated to faculty
- TBD: Continue to address technology and service availability gaps identified by faculty surveys
- TBD: Provide a method for ensuring that a reasonable percentage of centrally scheduled classrooms can be a computing classrooms through BYOD and checkout. This will require a demand analysis
- TBD: Provide better group functionality for classes to help faculty better communicate with students

**Conference Room Technology Support**
- Spring, 2016: Develop and publish conference room standards

**Event Support**

**Media Services**
- 2014-2015: Develop and publish digital signage standards and implement enterprise backend
- Spring, 2016: Develop and publish media standards
- TBD: Next-generation lecture capture

**Instructional Technology Space Design**
- TBD: Drive the next generation classroom standard to be more cost effective
  - Move to soft switching to eliminate hardware switching costs
  - Move media playback to the “backend” to reduce in-class hardware costs (contingent on Rich Media Services)
  - Move forward with a classroom compute strategy that leverages BYOD
    - Implement virtual desktop solutions that can
    - Implement checkout procedures that can accommodate students and faculty by semester, by course or by classroom
  - Drive an awareness of the need to better match classrooms and faculty

**Inquiry & Analysis Tools and Support**