

Your Campus:

Respondent	Comment
1	Cal Poly
2	San Jose State University
3	East Bay (Concord Campus)
4	Chico
5	CSU Stanislaus
6	HSU
7	CSUSB
8	csun
9	Dominguez Hills
10	Cal Poly SLO
11	UCLA

Your name:

Respondent	Comment
1	Dan Mull
2	Wayne Ross
3	Fred Fuld
4	Jan Costenbader
5	Treb Padula
6	G.P.Hooker
7	Dan Herrmann
8	mark siegmund
9	Frank Paine
10	Larry Coolidge
11	Greg Brown

Your email address:

Respondent	Comment
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11	gmbrown@ucla.edu

Comment Report: What is your campus' overall support model for smart classrooms?

Respondent	Comment
1	University sched rooms supported by IT. Labs and dept. spaces supported by their dept tech staff
3	Decentralized for the university, centralized for this branch campus
4	We support all centrally scheduled classrooms but not department smart classrooms or labs
6	Another Hybrid breed - Centralized support for campus smart classrooms and labs, decentralized for department owned smart classrooms and labs. I have to add that most of the departments are now asking us to build/support their department owned smart classrooms but they're pretty territorial about the labs.
11	The IT folks just provide the data. Facilities is responsible for things like furniture, HVAC and lighting. Various groups within my department (the Office of Instructional Development) deal with equipment (install & upkeep) and training and support. (Although this is just non-departmental "general assignment classrooms" - department are on their own.)

Comment Report: What is the overall funding model for technical staff to provide on-going user and installed equipment support?

Respondent	Comment
1	Mix of campus, IT and dept. funds
6	Labs (campus) have had their own line item funding for years and smart classrooms has been one time/lotto funding until last year. Now academic labs has parted out part of their budget to us. Still no designated funds for SC really.
9	For the first time, this year we have encountered funding problems after inheriting another 14 rooms that had previously belonged to Extension. We have discussed the possibility of dark classrooms with Academic Affairs and they have assured us that they will not allow the rooms to go dark due to lack of supplies.
10	Hybrid central MDS takes care of the smart rooms they provided and we maintain any we built
11	User and equipment support (for non-departmental "general assignment classrooms") is all through units within my department - the Office of Instructional Development - a non-academic instructional support department.

Comment Report: Do you have a formula or method you use in determining the number of support staff for your smart classrooms? (e.g. every "n" Smart classroom = 1.0 FTE)

Respondent	Comment
1	Yes, we had a 25/1 ratio, but as users become better and more familiar using the rooms, we are now at a 35/1 ratio....but still need more bodies!
4	Still working on it - our forecast is 1 FTE to 40
9	We currently have one tech to tend to the 64 smart classrooms. We would be interested to know what formula other institutions use to determine the number of support staff.
11	Not really. Every increase lets us add rooms. We build to the point where support takes up most of our money, then we ask for more. We are working on an increase that will let us build out the balance of our 200 or so non-departmental "general assignment classrooms".

Comment Report: How is refresh of installed smart classroom equipment addressed? (projectors, computers, media equipment)

Respondent	Comment
1	IT supported rooms get \$\$ from base budget, but mostly from lottery funds. As inventory of rooms grows, we can't continue to rely on lottery and hope to increase base funding from the campus for refresh. Dept. supported rooms are refreshed (or not) by depts.
3	Just got installed. Currently no funds to refresh.
4	Refresh has been funded by one-time funds - we are working on a plan for a sustained refresh model from a central IT group
6	There is none in place
9	Base funding from the central IT group is the model - but because of diminishing enrollment we have found ourselves starved for funds. Equipment is supposed to be refreshed every 3 years, but we are just now rotating out our initial 6 classrooms with new computers. They were over 5 years old.
10	catch as catch can, ie dept funds, student fees, lottery, donations.
11	Again, for non-departmental "general assignment classrooms" that is all handled internal to my department - the Office of Instructional Development.

Comment Report: What is your current process for the upgrade of existing "non-smart" classrooms into Smart classrooms?

Respondent	Comment
1	Mixed use of IT staff, Facilities staff and outside contractors. Our goal is to hire in-house installers to have on staff for installs, refresh, maintenance, equipment evaluation and ad-hoc user support.
2	Both outside integrators and in house staff.
4	We use campus facilities staff to do the infrastructure - raceways, carpentry and then use our own staff to pull wires and do the installation of the equipment
5	We mostly use the campus IT staff to do most upgrades but do get help from campus electricians or carpenters when structural changes are needed beyond our scope of knowledge or safety.
6	I design, others in IT build, and facilities does infrastructure work.
7	Media services staff installs all equipment and AV cabling Facilities installs data, electrical, AV conduits, screens and projector supports.
9	We initially bought turnkey installations, mainly because we had no technical support. Upon hiring our smart classroom technician we experimented with our own installation and immediately saved almost 50% on each room.
10	central MDS updates the common lecture rooms and we can contract with them to refresh ours or do it ourselves.
11	That is specifically my unit - Media Systems Design - a unit within the Office of Instructional Development. We design, build, install, and upgrade the media systems in the non-departmental "general assignment classrooms".

Comment Report: What is your current process for new construction/buildings which include smart classrooms?

Respondent	Comment
1	Primarily outside contractors for installation, but room design, plans, drawings are done by ITS staff with input from architects, campus planners and academic staff.
4	Same as above
6	same as above
7	Building contractor, installs built in furniture, data, electrical, AV conduits, electric screens and projector supports. Media services staff installs all equipment and av cabling
9	Typically we would use an outside contractor and build out the rooms using major capital funds.
11	Usually (minus things like power and conduit) that is left to my unit - Media Systems Design - a unit within the Office of Instructional Development. We design, build, install, and upgrade the media systems in the non-departmental "general assignment classrooms".

Comment Report: How is orientation of faculty to smart classroom technologies addressed?

Respondent	Comment
1	Faculty is sent quarterly emails and invited to contact IT staff to set up a one-on-one orientation. Current attendance runs 10-15% of instructors.... NOT good!
3	Series of 2 classes per day (morning and evening) for four days (M-Th)
6	We require orientations for all smart classroom users
9	Upon our initial installation 5 years ago we had many faculty who were technically challenged. We spent considerable time assisting these individuals and helping them take their first steps. Most new faculty are well versed in technology and the rooms are intuitive and easy to use.
10	hybrid, MDS take care of training in their media rooms and we train our faculty on our systems
11	Usually they don't bother to ask - we have a pretty similar interface across campus. Although it can be scheduled through Audio Visual services - another unit within the Office of Instructional Development.

Comment Report: Are your installed media cabinets, smart panels and/or equipment ADA compliant for physical accessibility?

Respondent	Comment
5	We have started to use SP Controls wall AV wall boxes which allow us to be ADA compliant for physical accessibility. It does mean that they equipment is no longer set up in a podium at the front of the class but we have found that the teachers have been rather positive about these wall boxes and seem to work rather well with them.
6	We are moving toward 100% as fast as our budget can allow. We sacrifice additional rooms for ADA compliance in all new upgrades.
9	All of the recent installations are ADA compliant and can be adjusted for ADA faculty or students. If we should have a problem with one of the older rooms it would be relatively easy to retrofit that space to be compliant.
10	Yes but not all of the buildings are fully compliant ie door access
11	Yes. We have a compliance office that has held us to a higher standard than most universities for many years.

Comment Report: How does your department deal with the issues around the planning and approval for permanent installations of media cabinet/wiring in lecture spaces? (faculty, administrative, academic, facilities approval).

Respondent	Comment
1	Campus administrators and schedulers suggest that "X" number of lecture spaces be upgraded during a fiscal year. IT staff assess rooms for technical upgrades, use input from campus schedulers and user surveys to identify best locations. Dept/coll spaces are determined at their discretion, based on discipline and projected use by faculty.
5	This is an interesting question that we are currently looking at ourselves. In the past it has been a department discussion and decision but we are currently giving this a new look to see if we can find the best way to involve those who will be most effective by the equipment while still keeping the scope of change to a minimum.
6	We ask chairs, Deans, faculty, tech support folks and media distribution personnel to give their preferences. The most frequent results in candidate rooms. Not necessarily a perfect method nor 100% complied to but as a general rule.
9	Since most of our installations have been the product of grant activity, Instructional Media applies for the grant. If the grant is successful we meet with Academic Affairs and determine what spaces are the best candidates for remodeling into smart spaces. Rooms are likely to be chosen because of the presentation materials that will be used in them rather than the size of the room.
11	Audio Visual Services - through their interfacing with faculty (through the help desk, training, and just generally being our point-of-contact) provides much of the like and dislike input. My unit designs, builds, and installs the media systems.

Comment Report: Please provide any comment or feedback about this survey or survey related questions.

Respondent	Comment
1	One question we should have asked is how many smart classrooms are currently on each campus...and how many are planned for the next 2-3 years
5	I am very interested to see how this survey turns out. There are plenty of times that I look around at how we are doing things and wonder just what other campuses are doing. It is just interesting to see how different groups attack the same problems.
6	Thanks for the interest - make more money available for me please...
9	We'd like to see the results! send to: fpaine@csudh.edu
10	Dan: Let me know if you get this. lcoolidg@calpoly.edu