

IT PROJECT HIGHLIGHTS

Educational Technology

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FOREWARD

It's easy to get wrapped up in the hustle of forward momentum. Running from deadline to deadline can sometimes make certain things seem less important than they are. Priorities get determined, the most critical objectives get done and less critical ones must get pushed aside. Too often this means sacrificing a proper reflection on our work and developing process-improving hindsight and recalibration of our trajectory moving forward with lessons learned intact. Perhaps more importantly is that we lose our chance to celebrate our successes and recognize the efforts of not just ourselves for a job well done, but all the partnerships and coordinated effort that it takes to reach our goals.

It is the goal of IT-Educational Technology to provide the very best in AV infrastructure that allows our faculty and students to enjoy a seamless and high-quality multimedia experience in every instructional space, auditorium, office, and recreational area on campus. We are extremely proud for our part in fulfilling the technological visions of the various departments and colleges across the University while providing guidance and standards to ensure each individual system performs reliably and as desired.

This is the spirit in which we present our reflections on 2015 (Projects reported as FY2016) with mix of data and celebration for a long road traveled. You will see the yearly project breakdown, operations report along with some project highlights as well as a couple notable examples of how educational technology has changed just in the past year, and finally some assessment of where we are and what may lie ahead as we move further into 2016 and beyond. We are thankful to be a part of such a great IT team and will continue to move forward making this campus even more beautiful... with the occasional celebration here and there!

- Justin



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PROJECTS & RENOVATIONS

FY 2016 YEAR AT A GLANCE

Number of IT-ET Projects in FY 2016: 28

<i>Average Project Cost</i>	\$16,486
<i>Highest Project Cost</i>	\$111,283
<i>Lowest Project Cost</i>	\$534
Total Projects Amount	\$461,604

PROJECTS EXCEEDING \$10,000

PROJECT NAME	DEPARTMENT	KEY DEPARTMENT COORDINATORS	FUNCTION
Ashland Addition – New Building Tech	Fire and Safety	Jennifer Goins, Corey Hanks	Divisible Classroom, Fire Lab Classroom, Conference Room
Case Annex Classroom Upgrades	Foreign Languages/Philosophy	Dr. Abby Hoffenberger, Patrick Puckett	Two New Standard Classroom Technology rooms
Commonwealth 16-19 th floor renovations	Julie Curry	Julie Curry	Two Multimedia Conference Rooms, Instructional Design Training room, Five Offices TVs with wireless display tech
Dizney Classroom Upgrades	Jagger Coffey	Jagger Coffey	Multiple room upgrades and reallocation of technology from recently upgraded rooms to lesser used classrooms
Dizney 122 – Web Conference Classroom	Jagger Coffey	Jagger Coffey	Web/Video Conferencing Room with Pexip Compatibility
Dizney 230 – OT Lab Classroom	Occupational Therapy	Dr. Eric Fuchs, Jagger Coffey	OT Lab/Classroom with Pexip Compatibility
Keen Johnson – Faculty Senate Mobile AV system	Faculty Senate	Dr. Richard Day	Reconfigurable wireless display system for Senate meetings
Noel Studio – Tech Refresh	Noel Studio/Library	Dr. Russell Carpenter, Jason Pearce	Monitor Wall, Invention Space, Presentation and Breakout Room Updates for student and consultant use
Perkins – Training and Instructional Spaces Upgrades	IT	Jeff Whitaker, Dustin Tennill	Training room tech upgrade, New Classroom Standard Technology in a renovated room, Conference room TV installation
Posey Auditorium – Renovation	Justice and Safety/DOCJT	Jennifer Goins	Auditorium/Classroom – Lighting, Audio, and Technology Updates

OPERATIONS IN 2015

IT-ET's operational duties have grown significantly over the past few years and will continue to increase with each technology space update and new system added. This is especially true now with AV systems being larger and more complex systems in more recent years. The following highlights our major operational projects with advancements made to streamline our processes and improve operational efficiency.

PROJECT & OPERATIONS MANAGEMENT

In 2015 IT-ET internally developed project management software using PHP and SQL database and named it "Envision". It facilitates the quick configuration of equipment lists and other reports for design, cost estimation, and logistics.

Envision is also used to track IT-ET warehouse stock equipment via a digital inventory system and "scan in/scan out" procedures to generate inventory reports and minimize shrinkage.

MAINTENANCE

Twice a year, IT-ET performs a maintenance cycle on about 500 technology spaces on campus consisting of projector filter cleanings, cable management, and equipment testing.

Since 2007, IT has added more than **125** room AV control panels on campus. They allow IT-ET the capability to remotely monitor devices health status for proactive and targeted maintenance. This will be fully implemented when control panel deployments reach a critical mass.

FACILITY TECHNOLOGY INVENTORY TRACKING

IT-ET maintains a Footprints database of the audio-video spaces on campus with a room technology inventory list.

This year, IT-ET performed the first phase of a massive room inventory audit to more thoroughly document each room's equipment including visual records of the equipment and cabling. This will improve our ability to maintain and support each room more efficiently.

SUPPORT

Support tickets encompass requests for AV equipment servicing, installation, system design, training, development, change orders, and more. Service requests increase as new spaces are added and existing spaces are renovated. This also correlates with the complexity of each added system.

In 2015, IT-ET closed **572** support tickets.

PROJECT HIGHLIGHTS

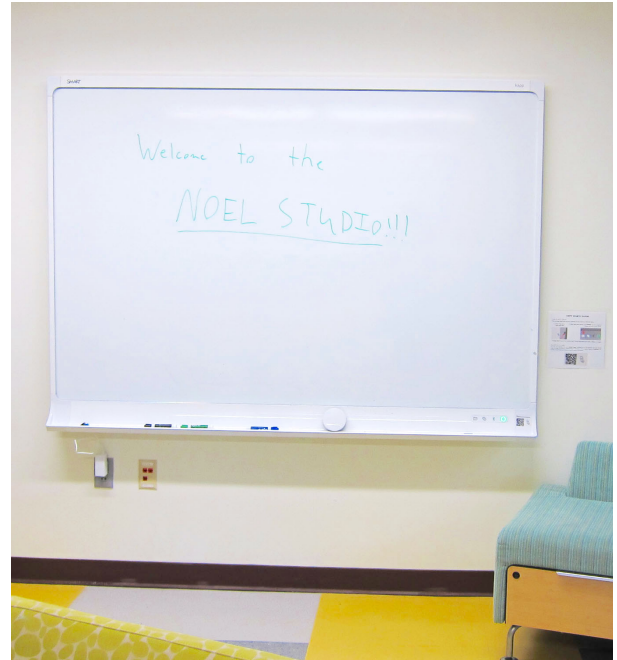


FISCAL YEAR 2016

NOEL STUDIO TECHNOLOGY REFRESH

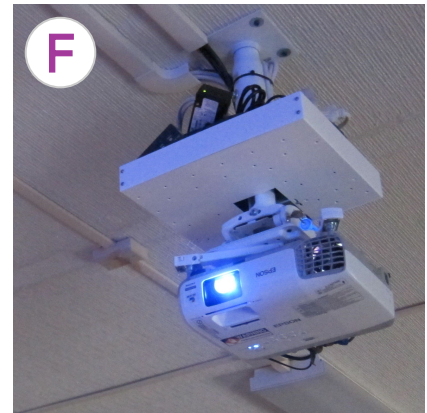
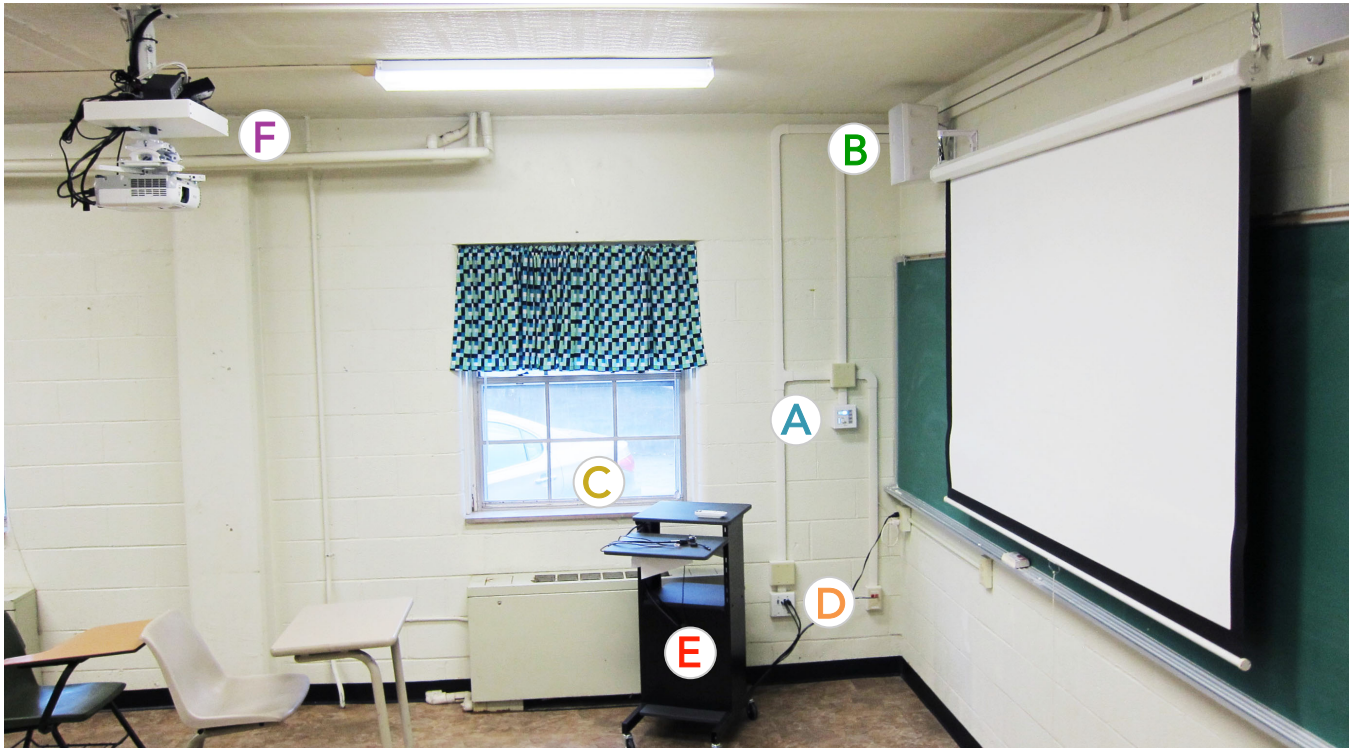


IT-ET, in coordination with Noel Studio visionaries Russell Carpenter and Jason Peerce reimagined the form and function of a number of technology spaces within the Studio including the Monitor Wall, the Invention area, the Presentation rooms and Breakout Space.



STANDARD CLASSROOM PACKAGE

Affordable & high quality solutions
for core instructional technology needs



- A Push button networked control panel for AV control and device monitoring
- B Room audio system
- C Completely disconnect-able instructor station
- D Connection panel with direct device hookup for flexible instruction furniture placement
- E No system-dependent equipment in instructor station
- F Audio and signal routing equipment in shelf above projector.

Equipment and Installation under \$8,000 in typical facility conditions

COLLEGE OF HEALTH SCIENCE UPGRADES

Major Classroom Renovations in Dizney



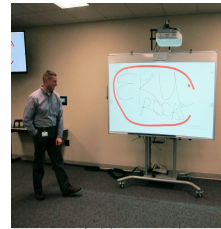
SUMMARY

IT-ET, working with Health Sciences and key coordinator Jagger Coffey, renovated multiple rooms in the Dizney building. Two of these rooms feature cutting-edge instructional technology with infrastructure directly compatible with video conference-bridging software, Pexip. Technology that was removed from these and other spaces in Rowlett was then leveraged to provide another series of upgrades for other rooms for Health Sciences.

(Top) Dizney 122 Health Science
(Middle) Dizney 230 Occupational Therapy
(Bottom) Dizney 246

DEPARTMENT OF CRIMINAL JUSTICE TRAINING

IT-ET and DOJCT raise the bar for Instructional Technology Spaces



SUMMARY

With recognition of ECU IT-ET's status as a leader in educational technology systems design, the Department of Criminal Justice Training reached out to IT-ET to create a trendsetting classroom of the future. To this end, DOJCT leader Steve Howard and IT-ET partnered up and renovated the largest classroom space in the Bizzack Complex. The finished space now works as a divisible classroom with multiple displays, interactive projector technology, and lecture capture infrastructure.

WINTER PROJECTS

ASHLAND ADDITION, POSEY AUDITORIUM, & COMMONWEALTH 16th - 19th



IT-ET had an unprecedented winter projects list consisting of the Ashland Building Addition for Fire and Safety, Posey Auditorium renovation for Justice and Safety, and Commonwealth 16th-19th floors for E-Campus. Each one has individually designed technology spaces tailored to their respective department's needs.



(Top) Fire & Safety Divisible Classroom
(Mid Left) Posey Auditorium
(Mid Right) Commonwealth Conference Room
(Bottom) Commonwealth Training Room

NOTABLE TECHNOLOGY DEVELOPMENTS

Wireless Display Technology

Solstice – For Visual Collaboration

- Desktop, App, and Media file wireless sharing
- Utilizes ECU's wireless network. No rogue wireless access points or ad-hoc connections
- Supports multiple users, typically 2-4 for group collaboration
- Win, Mac, iOS, Android compatible

Point-to-Point AV

- Uses standard HDMI connection. No software or App requirement
- Enables wireless and mobile display configurations
- Useful for reconfigurable display solutions and installations that are difficult or impossible to pull AV cabling

"Pro Control" Technology

- Allows for enabling advanced features that, up to now, was not possible using standard Extron control equipment
- Among the first in the state to be certified in Extron Professional Control Systems and deploy Pro Control Panels
- Critical to the design of the divisible classrooms in DOCJT and Ashland

HDBaseT

- In many cases it allows systems to work with less equipment therefore reducing AV system complexity, power draw, and points of failure
- High resolutions video, audio, and control using one Cat6 cable

EDUCATIONAL TECHNOLOGY TRENDS

- Desktop Conferencing, ePresence, Asynchronous learning, and lecture capture continue to be in demand. IT-ET believes that the successful implementation of Lync and Pexip will significantly impact ECU's future standing in the global education market.
- IT-ET has seen a sharp increase in demands for new technology spaces with the addition of the Project Administration staff and directives given to them. This will continue into 2016 and onward with upcoming projects in the Athletic Facilities, more floors in Commonwealth, New Hall B, New Martin Hall, and New Science Building Phase II on the horizon.
- An enterprise-level digital signage system continues to be a demand among departments at ECU and has become normalized in other Universities such as WKU and NKU. Constraining factors include: up front cost, ongoing maintenance, and a lack of staffing resources to create and update content. There is a strong correlation between successful enterprise digital signage deployments and centralized distribution, content development, and management responsibility typically under the marketing department.
- With the recent wireless network upgrades providing more coverage than ever before, demands wireless display technology will continue to spread across the university. IT-ET has listened to various user needs and has recommended Mersive – Solstice as the best overall solution with respect to various operating systems and environments.

GOALS FOR 2016

- Coordinate the completion and future development of the Whitlock Welcome Center Video Wall technology
- Provide more technical training and professional development opportunities for ITA and Student Employee-level team members
- Rework of the Footprints multimedia space inventory and maintenance project
- Release multi-award bid contract for AV equipment and installation services
- Secure additional full-time personnel to accommodate the growing demands for AV project management, installations, research, training, and development
- Foster strategic partnerships and communication between internal IT factions, ECU academic and administrative departments, and outside service providers to maximize efficiency and capacity