Information Technology Services
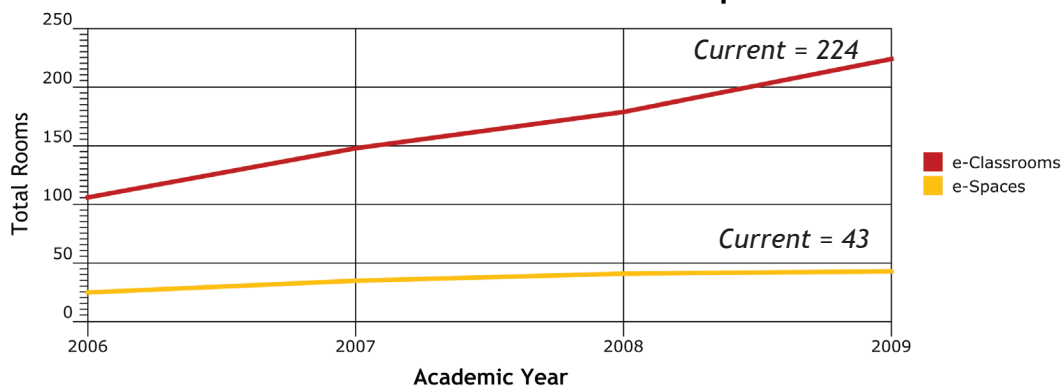# Classroom Technology Support (Media Services)

e-Classrooms & Electronic Spaces
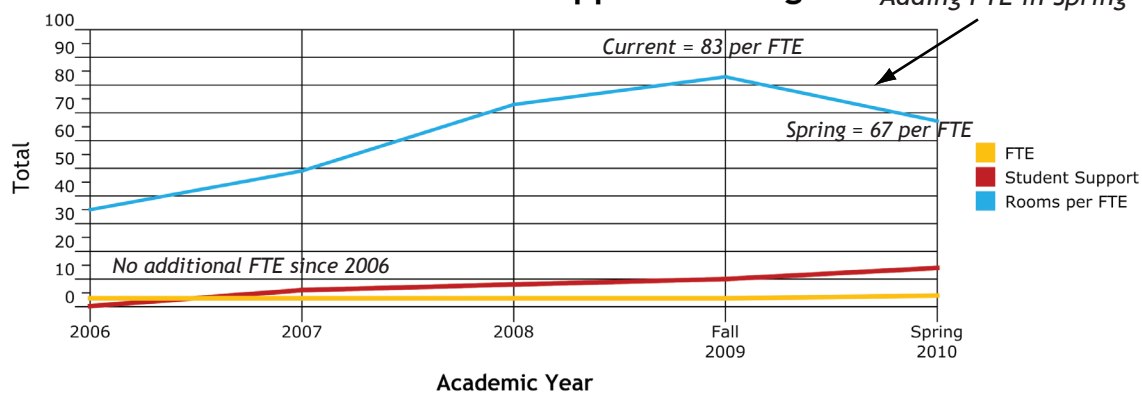
(Line chart — Total Rooms vs. Academic Year 2006–2009)

Current = 224

Current = 43

- e-Classrooms
- e-Spaces

Classroom Support Staffing

(Line chart — Total vs. Academic Year 2006–Spring 2010)

Adding FTE in Spring

Current = 83 per FTE

Spring = 67 per FTE

No additional FTE since 2006

- FTE
- Student Support
- Rooms per FTE

Video Conference and Events Supported

(Line chart — Total vs. Academic Year 2006–2009)

1,700 in 2008

1,800 in 2009

- Events\Video Conferences Supported

Classroom Technology On-Site Support Staffing

Time of Day	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Midnight to 7 a.m.	No Staffing	No Staffing	No Staffing	No Staffing	No Staffing	No Staffing	No Staffing
7 a.m. to 5:00 p.m.	No Staffing	FTE & Student	FTE & Student	FTE & Student	FTE & Student	FTE & Student	Student Only
5:00 p.m. to 9:30 p.m.	No Staffing	Student Only	Student Only	Student Only	Student Only	Student Only	No Staffing
9:30 p.m. to Midnight	No Staffing	Student Only	Student Only	Student Only	Student Only	Student Only	No Staffing

Legend:
- FTE & Student Staff Onsite
- Student Staff Only Onsite
- No Staffing Onsite

One Manager
One FTE on projects for new spaces
One FTE at Lake Shore campus for classroom\event support
One FTE at Water Tower campus for classroom\event support
~14 student interns for both campuses and days\evenings\weekends

4 TOTAL FTE
14 Student Interns

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

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