MILLERSVILLE
UNIVERSITY

Find Your Future. Here.

Classroom Instructional Technology – Design and Support

MILLERSVILLE
UNIVERSITY
Find Your Future. Here.

- Located in Lancaster County, PA
- One of the 14 PA State System of Higher Education Universities
- Approx. 8000 Full Time Equivalent students

Classroom Management Philosophy

- Provide the highest level of customer service as efficiently as possible
- Continually strive to improve service and reliability

MILLERSVILLE
UNIVERSITY
Find Your Future. Here.

Classroom Management Approach

- Managed by four departments within the Division of Information Technology
  - Communications and Network Services
  - Desktop Support Services
  - Web and Multimedia Services
  - Help Desk

MILLERSVILLE
UNIVERSITY
Find Your Future. Here.

Classroom Management Approach

- Requires a high level of inter-departmental cooperation, collaboration, and communication
- Requires cross-training and shared skill sets

MILLERSVILLE
UNIVERSITY
Find Your Future. Here.

Classroom Management Departments

Communications and Network Services

- Design
- Procurement
- Installation Project Management
- Online monitoring system - AVnet
- Advanced technical support

MILLERSVILLE UNIVERSITY
Find Your Future. Here.

Classroom Management Departments

- **Desktop Support Services**
- Acquire and install classroom PCs
  - PC
  - MAC
- PC hardware and software support

MILLERSVILLE UNIVERSITY
Find Your Future. Here.

Classroom Management Departments

Web and Multimedia Services

- Documentation
- Faculty training

MILLERSVILLE UNIVERSITY
Find Your Future. Here.

Classroom Management Departments

University Help Desk

- Help Desk Hotline
- First line technical support

MILLERSVILLE UNIVERSITY
Find Your Future. Here.

What is a “Smart” Classroom at Millersville University?

- A teaching and learning space that contains some level of enhanced instructional audio/visual technology
- MU currently supports three types of “Smart” classrooms

MILLERSVILLE
UNIVERSITY
Find Your Future. Here.

Classroom Types

- Fully enhanced
  - Moveable lectern, computer, GTCO Interwrite iPanel, projector, DVD/VCR, document camera, whole room sound, switcher, guest laptop ready, internet, monitored by AVnet
  - 73 current rooms – 22 under construction
- AV Lite
  - Computer, projector, provision for one other video source, limited sound, internet
  - 35 current rooms
- Large venue
  - Large venue projector, large venue sound, other features the same as a fully enhanced classroom
  - 2 currently installed large venue systems

MILLERSVILLE
UNIVERSITY
Find Your Future. Here.

Classroom Installation Approach

- **Standards, Standards, Standards**
- Standard installation and integration specification
- Standard equipment selection
- Standard user interface
- Standard documentation and training

MILLERSVILLE
UNIVERSITY
Find Your Future. Here.

Standard Equipment Selection

- Spectrum Link Lectern (custom)
- Extron System 5-IP Switcher
- Gateway or Macintosh PC
- GTCO Interwrite iPanel
- Elmo Document Camera
- DVD/VCR Combo

MILLERSVILLE
UNIVERSITY
Find Your Future. Here.

Standard Equipment Selection

- Minimum 2000 Lumens Projector (currently moving to 3000 lumens)
- RS-232 Control
- Standard connection interface – all lockable connectors
- IP Monitoring via AVnet (custom version of Extron Global Viewer)

MILLERSVILLE UNIVERSITY
Find Your Future. Here.

A few photo examples…

MILLERSVILLE
UNIVERSITY
Find Your Future. Here.

MILLERSVILLE
UNIVERSITY
Find Your Future. Here.

MILLERSVILLE
UNIVERSITY
Find Your Future. Here.

MILLERSVILLE
UNIVERSITY
Find Your Future. Here.

MILLERSVILLE
UNIVERSITY
Find Your Future. Here.

MILLERSVILLE
UNIVERSITY
Find Your Future. Here.

- Contact:
  - Diane Duell – Director Web and Multimedia Services – diane.duell@millersville.edu
  - Rick Koelsch – Manager Communications and Network Services – rick.koelsch@millersville.edu