

Policy: Funding and Support for Learning Space Upgrades

**The University of Tennessee at Chattanooga
Information Technology**



Information Technology

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Purpose

The Information Technology Advisory Committee (ITAC) and the Office of Information Technology (IT) have jointly developed this policy to identify how learning space audio visual (A/V) upgrades are funded and supported at the University.

This document will address the following items:

- What type of audiovisual support is available to the UTC campus?
- Who is responsible for supporting and providing learning space technology services and solutions for faculty, staff, and students?
- Who funds these upgrades?
- How are rooms prioritized in terms of when these spaces should be upgraded/refreshed?
- Who will provide training on this technology?
- How will inventory for the classroom technologies be tracked and inventoried?

Scope

Audience: Faculty, Staff, Students, and Guests at the University of Tennessee at Chattanooga.

Practice/Standard

What type of audiovisual support is available to the UTC campus?

Field Support maintains A/V and podium equipment in selected classrooms, seminar and meeting rooms, computer labs, and auditoriums. They are responsible for providing the A/V design and installation of these spaces. The following A/V technologies are supported by Field Support:

- Projection and display systems
- Sound reinforcement technologies
- Extron AV control
- Podium equipment to include computer system, Doc Cams, and other attached accessories.
- Video conferencing leveraging Zoom

A complete list of equipment that our Field Support team supports/maintains is provided in the following document **Audio Visual (A/V) Technology Standards** (under Appendix B)

Any type of Audio Video device added to these rooms outside of the rooms specifications outlined in the Audio Visual (A/V) Technology standards becomes the responsibility of the College or Department who manages the location unless approval has been given by Field Support A/V team in advance of its implementation.

Additional technologies supported by Field Support include

- Digital Signage (Everything minus content management)
- A/V System consulting and design

Who will support and provide Learning Space technology services and solutions for faculty, staff, and students?

The primary role of Field Support A/V team is to support the University's mission to help UTC achieve excellence by providing technology services and solutions for faculty, staff and students within the various learning spaces across campus.

Additional support provided to the campus:

- Monitor our Classroom Support Hotline (423-425-4000) from 7:30 AM to 5:30 PM Monday-Friday. Provide immediate on-site support for faculty, staff and students across campus.
- Perform repairs and maintenance.
- Actively consult and plan in the future design of the learning spaces.

How are rooms prioritized in terms of when these spaces should be upgraded/refreshed?

To determine which technology needs to be refreshed each year will require ITAC and IT to review data on the following:

- Room Utilization (based on EMS data)
- Room Usage (how it is used and for whom, again EMS)
- Age of equipment (based on inventory in ManageEngine, compared to the Refresh schedule as outlined in the [Learning Spaces Refresh Schedule](#))

Who will provide training on this technology?

Training on how to use the technology in the classrooms will be conducted by members from our Field Support A/V team. Faculty, staff, or students can request a brief overview of the equipment prior to the start of class. Request must be made through the Help Desk. The training will then be scheduled with the end user via the Help Desk ticketing system.

How will inventory for the classroom technologies be tracked and inventoried?

All learning space technology for the campus will be managed and recorded in the Manage Engine inventory system. This inventory will be maintained by the Field Support A/V team. All A/V equipment procured through the University should follow proper equipment onboarding processes (tagging of equipment, entering device related information into the Manage Engine inventory system, and proper installation, maintenance, and eventual proper disposal).