

Program/Project Annual Report
Instructional Technology and Resource Center
July 1, 2012 – June 30, 2013

Purpose of Program/Project:

Mission: The Instructional Technology and Resource Center supports University faculty, staff, and students in the use of technology including but not limited to: The use of audio, visual, computers and video equipment; reservation of curriculum classrooms, laboratories, consultation rooms, and the TV Studio. The use of equipment for the preparation of instructional material such as a laminator, letter dye cut machine, binding machines and others. INTERESC provides support for video and web conferencing. In coordination with Technology Services, INTERESC maintains all Smart Classrooms in the Education Building. The Resource Center catalogues and maintains collections of reference books, professional journals and publications, curriculum materials, manipulatives, testing materials, video/audio tapes and equipment and supply catalogues. It also houses the NASA Educator Resource Center and the Bonner Civic Education Collection. The Learning Resource Center is available to the University community as a study and meeting facility and provides faculty a place to keep reserved materials for student use. The Learning Resources Center located in room ED 420 maintains the only open computer lab in the Education Building with 12 computers.

Vision: To provide a technological environment giving students, faculty and administration a ubiquitous access to communications and knowledge resource linkages to the local, regional, national and international communities within the framework of teaching, research and service.

Administrative Housing of Program/Project:

INTERESC has a Director who reports to the Dean of the Kremen School of Education and Human Development. INTERESC is present in various locations in the Education Building to provide various services and support to the school.

Major Accomplishments 2012-2013

Since the centralization of technological services, INTERESC does not have any support staff. However, Manuel Serrano, who responds to computer support under Technology Services Phil Neufeld's supervision continues working in collaboration with the INTERESC Director and the Associate Dean. The Learning Resource Center, under the INTERESC Director has the responsibility to maintain and support audiovisual equipment, smart classrooms, video production, video/web conferencing, computer classroom scheduling and administration, copying, scanning, analog to digital conversions, AV support for conferences and special events, equipment check out and the administration of the NASA Educator Resource Center. INTERESC also offers workshops on the use and integration of technological applications in the curriculum. Manuel Serrano also has the responsibility to provide technical support for the computer classrooms and the Counseling Clinics on campus and at the Fresno Family Counseling Clinic. INTERESC has 9 student assistants who report to the INTERESC Director. Since his retirement, the director continues on the job partly with his physical presence and

virtually when he is not on campus.

The Computer Network and Technology Support Unit:

The Computer and Network Support Unit handled over 5000 service calls from July 1, 2011 to May, 2012. These services were provided to Faculty, Staff, and Students at the School of Education and Human Development, The Division of Continuing and Global Education, The Joint Doctoral Program, CVELI, The office of International Students and three off campus sites. We maintain a policy to respond to service requests within two hours and a 24 hours turn around policy. Broken equipment is replaced or repaired within 24 hours. All of these service requests concentrated in the following four categories:

Software related issues:

This service includes:

1. Installation and re-installation of software, diagnosis of problems and software functionality.
2. Instruction of clients on the use of computer applications
3. Resolution of e-mail related problems.
4. One to one tutoring faculty & staff on the use of computer applications.
5. Installation of special software purchased for faculty projects
6. Installation of anti-virus and anti-spyware software.
7. Scanning and disinfecting faculty and staff computers.
8. Assisting clients with audio/visual projects
9. Designing and maintaining data bases.

Hardware related issues:

This service includes:

1. Diagnosis and repair of computers not booting up.
2. Diagnosis and repair of hard drives not starting up.
3. Diagnosis and repair of dead computers.
4. Repair of printers not starting up or not working properly.
5. Replacement of damaged NIC cards.
6. Repair or replacement of damaged hard drives.
7. Replacement or repair of dead power supplies.
8. Troubleshooting printers and computers to determine source of hardware problems.
9. Sending out broken computers and printers for repair.

Network Problems:

This area includes problems related to inability to connect to servers, not being able to access or send e-mail due to network failures, supporting connectivity to internet from classrooms, computers losing network settings, changing passwords on servers due to clients' inability to recall passwords for authentication, replacing bad network cables, failure of network cards on computers and printers, setting and configuring laptops to access campus wireless access points and helping faculty with network connection in the different smart classrooms.

Computer Classrooms:

Computer support in collaboration with the INTERESC Director creates and installs the computer image, manage them via Apple Remote Desktop, handle warranty and non-warranty

repair and faculty and student support. The Computer classrooms include: ED 157, 165, 169, 321, and the open lab ED 420.

Atrium Counseling Clinics and Fresno Family Counseling Center:

Computer Support maintains two DVRS and 8 cameras with sound mixers and microphones in the Education Building. The installation provides support for two mac minis connected to the DVRS via cross connect Ethernet cables. This procedure enables the Counseling students to save video segments of their counseling sessions. In addition, we provide support for the Fresno Family Counseling Clinic (FFCC) where there are 8 cameras connected to two DVRS with microphones and sound mixers, a data base computer and a multi-function copy/printer.

Printer Problems:

This service includes the solution to problems related to paper jams inside printers, changing toner, drum, or ink cartridges, printer driver problems, printers not printing or too slow, changing printer's network settings and the diagnosis of NIC card problems and shared work group printers.

Servers:

The Computer Support Unit also handles the administration, maintenance, and support of 6 servers. The servers store various databases such as the 4D server, Private Advantage, Microsoft Access, Fox Pro, and File MakerPro. Three of the servers are also being used as file servers for faculty and staff documents. The SOEDH lab server is used to store classroom materials, student documents and semester projects. Server preventive maintenance is scheduled on a regular basis to help extend the life of the machines since they run on a 24-hour a day, seven-day cycle.

Moves & Relocations:

Although this is not an INTERESC responsibility, the office also handled moving computer and printers for faculty and staff within or outside the building. The Computer Support Area also supported moving and sending old equipment to surplus. The office of Computer and Network Support frequently assists faculty and staff with furniture and equipment moves.

Asset Management:

Under the supervision of the INTERESC Director, Manuel Serrano and student assistants keep track of all computer assets purchased by KSOEHD, faculty laptops provided through the University laptop program and all other technological assets.

Sources of Funding:

INTERESC is funded under the Dean of the School of Education budget

- a. No funds were generated from other sources in the fiscal year 2012-2013
- b. Software companies such as Inspiration, BrainPop, Smart Technologies and Doceri have provided licenses of their multimedia software at no cost to the University.

Space and Equipment Utilization:

INTERESC is responsible for the administration of all technological equipment in the Education

Building. As responsible for the equipment INTERESC staff reports inventory changes to the Procurement Office. INTERESC occupies rooms 94 (Server Room – Partially) 157, 165, 167A, 169 (Computer Classrooms), 174 (Tech Office), 404 (Prep Lab), 415 (TV Production), 420, 454 (Learning Resource Center and NASA ERC), 438 (Micro-teaching lab), 481 (Director’s Office).

During the 2012-13 year room ED 157 was re-designed as a flip classroom for student centered learning. The room was equipped with 31 iMacs, 5 Epson interactive projectors, 1 non-interactive Epson projector, 1 SONY flat screen, 7 Apple TV’s for mirroring and interactive student/teacher collaboration and presentation, one Extron controller and 5 Extron panels for local pod control. The furniture was arranged in 5 computer pods for student collaboration. In addition a sixth pod with no computers was designed for student interaction and sharing using mobile devices such as iPads, iPods or iPhones.

The INTERESC director conducted three training sessions for faculty and staff on the use of the room. Four classes were scheduled on regular basis and various other classes used the room on interim basis throughout the fall 2012 and spring 2013 semesters.

Risk Management:

All University rules and safety regulations are properly enforced at all times. We ensure that all student assistants take the proper precautions when handling hazardous equipment. Student assistants are required to lift heavy monitors, boxes, and other computer related items. All personnel have been trained to properly lift these items. The electrical and electronic equipment we work with poses the potential danger of electrical shock. Our staff has been instructed to take proper precautions to avoid unnecessary accidents.

Note:

It is worth noting that that INTERESC staff responds to service calls within two hours. In 98% of cases, problems are generally solved after the first call. The remainder cases are solved in a follow-up visit. The value of well-trained student assistants, who provide many of the services, must be highlighted.

Learning Resource Center

Equipment Reservation Procedure:

The equipment reservation procedure continues to be implemented successfully. Faculty and staff are able to make reservations of equipment in person by phone or via e-mail. There has been a lapse in the return of equipment. Therefore, during the end of year inventory, several pieces appear to be missing. Student assistants are making follow-up calls to locate and retrieve equipment.

Equipment Reservations/Deliveries:

The Learning Resource Center student staff made over 1600 reservations and deliveries of equipment to classrooms or faculty offices during the academic year 2012-2113.

Room reservations:

INTERESC reserves computer classrooms ED 157, 165 and 169, rooms 404, 415 and 420.

Although INTERESC does not reserve room 400, users go to room 420 seeking support. Reservations for the designated rooms can be done by e-mail to INTERESC Director Otto Benavides. The room schedule can be viewed on-line. Requests for computer classroom use increased from the previous year. INTERESC responded to a total of over 1400 requests for lab use during fall 2012 and spring 2013.

Laminating:

Faculty, Staff and Students utilized roughly 5,000 feet of lamination film. Lamination requires a 20-minute pre-warm-up of the laminators and laminating film replacement every 500 feet. We continue using two page size laminators for small jobs. Lamination is a highly demanded service by LRC visitors.

Copy machine:

We continued providing support for the duplication of printed material for faculty in the Learning Resource Center. The copy jobs have been steadily increasing over the past 5 years. This year, there were various large requests for color copies. Large color copy requests were submitted to the Dean or Associate Dean's offices for approval. During the 2012-13 year, student assistants in the LRC processed a large amount of requests for scanning and conversion of documents to PDF.

Maintenance and Repair:

Learning Resource Center student staff performs minor equipment repairs and maintenance routines on daily basis. The Learning Resource Center provided support to the Atrium Counseling Clinics.

Bonner Project:

The Learning Resource Center holds a collection of materials used by faculty and students. Bonner Center associated faculty members replenish and enhance the collection.

Character and Civic Education Conference:

INTERESC provided full technological and audiovisual support for the Character and Civic Education Conference in April 2013.

Various Events:

INTERESC also provided audiovisual support for the graduating ceremony, the Brick Campaign event, the Student Mentoring event, KSEE 24 Teacher Recognition, the Fresno Unified School District Technology Tournament and various other on and off campus events.

Reserved materials:

Faculty utilizes room ED 420 to place reference materials for students as well as past semester projects. This service is well received by both students and faculty. Some of the reference materials include VHS tapes, DVDs, copies of articles and a variety of publications. INTERESC student staff has converted many educational titles to a digital video format. There was an increase in the number of reserved materials placed in the Learning Resource Center for student use compared to the previous year. During the last week in May 2013, student assistants cleaned up the bookshelves and discarded publications older than 5 years, which had not been used by

anyone.

Workshops:

INTERESC provided computer workshops for faculty, staff, and the University community at large. Apple provided two workshops. Otto Benavides conducted 8 workshops on iPad use, video production, Apple applications and other during the 2012-13 year. Google Scholars conducted workshops for faculty and students. The NASA ERC provided free NASA educational materials and workshops to educators and the general community. NASA trainer Tony Leavitt conducted 4 workshops for pre-service and in-service teachers on various NASA related topics. The NASA workshops had a record attendance (60+ person per session). Attendees were divided into room ED 165 and 157. Using Apple's FaceTime, Tony Leavitt was present in both rooms. Attendees, according to the workshop evaluations, were highly satisfied with the workshops.

Video Conversion/Trans-coding:

The process of converting VHS tapes to DVD diminished during the 2012-13 year. Since technology has moved away from VHS tapes, faculty use CD's, DVD's and streaming video.

Television Studio Video production:

INTERESC provided support to videotape programs for faculty and students. Some videotaping was designed for Blackboard content, class materials and website videos. INTERESC arranged for broadcast and supported video conferencing for the Social Studies Program from the TV studio.

Videoconference over IP (Internet protocol):

INTERESC scheduled and supported 12 videoconferences for the Renaissance Group, the Dean and faculty. INTERESC scheduled and supported 4 videoconferences for CVELI.

Note: INTERESC Director Otto Benavides made all video conference arrangements including scheduling via K20Video.org

Classes:

Satellite Downlinks and distribution over the network
Continuing Education Digital Storytelling Class for Middle and High School

Other Support:

INTERESC provided teleconference support. It assisted the Joint Doctoral and CVELI with technology needs.

Faculty Assistance:

This year we provided technology support to the Character and Civic Education Conference. INTERESC sent a crew of 9 student assistants and an international intern to the Fresno Convention Center to deliver equipment for workshops and to provide technical support for the plenary and breakout sessions. The INTERESC Director provided support for web related announcements and publications for the conferences.

NASA:

The Learning Resource Center maintains a collection of posters, brochures, lesson guides, instructional activities and other instructional materials. The materials are part of a NASA Educator Resource Center Network reporting to the NASA Ames Research Center and to the NASA CORE Center in Oberlin, Ohio. The NASA ERC provides all materials free of charge to the Central Valley community. LRC student staff files weekly and monthly reports to NASA. The NASA educator Resource Center provided 4 workshops during the year 2011-2012. A total of 100 teachers and KSOEHD students attended the workshops offered on Saturdays with optional extended education credit.

Computer Classrooms:

Otto Benavides, Manuel Serrano and student assistants provided technical support to the classes that were held in the Computer Classrooms. Numerous workshops were also held in the computer classrooms.

Smart Classrooms:

The Kremen School of Education and Human Development has a total of 21 Smart Classrooms. INTERESC provides technical support to all of them. INTERESC Director Otto Benavides completed the re-design of space for room ED 157. Removal of furniture and equipment, installation of new network cabling and total re-design should be completed by mid summer 2012.

Major Problems:

1. Some the equipment in the Education Building was purchased between 1994 and 1996. There is still a problem with old and obsolete equipment.
2. The director does not have clerical support. Student assistants are very helpful but they cannot maintain the level of support needed to assist with program coordination, filing, making contacts, and in general doing what a clerical assistant can do. Therefore, the director spends much of his time effecting clerical tasks.
3. There still appears to be a confusion about who provides media services. Some faculty and their students rely on support. This issue has been reported in previous years but in spite of the information provided to all, the problem persists. This problem is particularly evident when clients expect a service which is not delivered and expect a solution from INTERESC staff.

Goals and Objectives 2012-2013**Goals Continued From Previous Years**

1. Maintain the level of support with a maximum 2 hours response time
2. Maintain NASA ERC service and support
3. Support the academic programs.
4. Maintain servers and provide data back up for faculty and staff.
5. Schedule and support video and web conferencing for KSOEHD.
6. Provide technology workshops for faculty and staff.
7. Collaborate with Classroom Services, CTAP Region 7, the Fresno County Office of Education and other technology providers to deliver technology in the curriculum workshops

for faculty and others.

New Goals

1. Develop workshop schedule.
2. Produce video programming and support for faculty productions
3. Provide and support digital video conferencing.
4. Provide support for KSOEHD not yet identified technology needs.
5. Collaborate with Technology Services and Classroom Services to provide services and support for the Kremen School of Education and Human Development.
6. Deliver workshops on the use of the newly re-designed classroom space and equipment in room ED 157.