

**SUNY Potsdam  
Administrative Unit  
Assessment Summary Form**

**Administrative Unit:** *Computing & Technology Services*

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**Date:** *July 25, 2024*

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**Assessment Year:** *2023-2024*

**PURPOSE**

This annual assessment summary form provides the opportunity for units to follow-up on their assessment plans, track progress toward goals, and to highlight actions taken to improve processes and/or efficiencies in functioning that lead to outcomes that benefits students, staff, or the college. These could be process changes or improvements in efficiency, skill level of staff, opportunities for the college, or other aspects over which the unit has a certain amount of control.

**SECTION 1: ASSESSMENT PLAN FOLLOW-UP**

A key component of the continuous improvement assessment process is regularly following up on [your assessment plan](#). Please review your plan and select one-third of your unit goals, along with related desired outcomes and objectives to report on the progress made. Units should select a goal that has not yet been reported on during the '22-'26 cycle.

**Selected Goal**

Copy/Paste or enter the goal(s) from your unit plan that you wish to highlight and summarize.

[Support the expanded use of technology in classroom settings that enables educators to be more interactive in both hybrid/remote and in-person instruction.](#)

**Desired Outcomes/Objectives**

Copy/Paste or enter the desired outcomes and objectives connected to your selected goal that you will be reporting on.

[2A: Faculty will be able to provide media rich experiences, in real time, for both remote and in-person students utilizing streaming audiovisual appliances for at least 80% of all instructional spaces.](#)

[2B: The classroom furnishings will provide capability to save audio and video recordings that can be shared through a learning management system throughout 100% of instructional spaces.](#)

[2C: Research and review classroom utilization to determine if classroom usage merits technology upgrades or warrants being pulled to allow for more, media rich classroom options, by adhering to industry standards and manufacturer support cycles.](#)

**Related Targets/Measures**

Copy/Paste or enter the target desired outcomes and objectives connected to your selected goal that you will be reporting on.

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2A1. CTS has installed and maintains technology in over 80 of our over 100 instructional spaces. These spaces provide AV instructional media using EXTRON control systems, creating a technology-based room to student ratio of approximately 29:1. 80% of all instructional spaces are Technology Classrooms and are in 100% of academic buildings and provide projection or displays capable of 1080p, with built-in computers, web cameras, document cameras, and media players in technology spaces, to allow for both remote and in-person instruction.

2A2 B1. CTS provides Dual Stream, Streaming Media Processors to allow instructors the ability to both lecture and present media simultaneously to students both local and remote in over 85% of our large (seating 50+) venues.

2B2. CTS offers access to Microsoft O365 to all staff and students allowing 100% of our instructors the ability to reach any student at any distance via applications like MS Teams, with the ability to record and store that media in D2L Brightspace, our campus Learning Management System.

2C1. CTS uses EXTRON Global Viewer Enterprise to be able to monitor classroom device use, age, status, and maintenance limits as per each manufacturer recommendation. CTS additionally uses Request Tracker for the generation of support tickets, tickets are triaged, and service-related issues are responded to within 1 business day. This monitoring and troubleshooting continues to inform future implementation decisions on the classroom technology life cycle.

2C2. CTS targets all AV classrooms for a 5-Year Lifecycle assessment with a 20% annual rotation, to determine the needs for component repair or replacement, based on age or technology relevancy or manufacturer recommendations. This is based on ongoing conversations with deans and departments on anticipated software and other instructional needs to continue to address educational needs.

**Describe the progress made toward the selected goal and the related desired outcomes and objectives. Be sure to include steps taken and any information/data collected and results.**

**Objective 2A:** Enhance faculty ability to deliver media-rich experiences to both remote and in-person students, utilizing streaming audiovisual appliances in at least 80% of instructional spaces. CTS has met and exceeded this goal.

- 80 of the 93 instructional spaces (86%) are equipped with advanced technology systems, including EXTRON control systems, capable of supporting hybrid instruction. This equipment includes projectors or displays capable of 1080p resolution, built-in computers, web cameras, document cameras, and media players.
- These upgrades ensure that 100% of academic buildings have at least one Technology Classroom, facilitating interactive learning experiences for all students.

**Objective 2B:** Ensure classroom furnishings support the capability to save audio and video recordings, accessible through the learning management system (LMS) in 100% of instructional spaces.

- Dual Stream, Streaming Media Processors are installed in over 85% of large (50+ seat) venues, enabling instructors to lecture and present media simultaneously to both local and remote students.
- Microsoft O365 is available to all staff and students, providing instructors with the tools necessary to record and share media through MS Teams, with storage and accessibility through D2L Brightspace, our LMS.
- Classroom upgrades and redesign are coordinated with the Office of Accommodative Services to ensure consideration is made for adaptive technologies to meet the student and community at their individual level of accessibility.

**Objective 2C:** Conduct research and review of classroom utilization to assess the need for technology upgrades or space reallocation, adhering to industry standards and manufacturer support cycles.

- EXTRON Global Viewer Enterprise is utilized to monitor the use, age, status, and maintenance requirements of classroom devices. This system supports proactive management and timely updates or replacements as recommended by manufacturers.
- Over the past year, 333 support tickets were generated for the Network, Infrastructure, and Media team through the Request Tracker system. All tickets have been resolved, demonstrating the team's efficiency and responsiveness to technical issues.

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- A 5-Year Lifecycle assessment is targeted for all AV classrooms, with a 20% annual rotation, to maintain up-to-date technology in instructional spaces. In 2024, eight classrooms were decommissioned, and their equipment was redeployed to enhance media-rich options in more frequently used spaces.

**Metrics Achieved:**

- **Technology Penetration:** 86% of instructional spaces (80 out of 93) are equipped with advanced technology, surpassing the 80% target.
- **Streaming Capabilities:** 18 large venues, with 16 equipped for streaming, providing comprehensive support for large-scale hybrid instruction.
- **Lifecycle Management:** All 93 instructional spaces are current with technology support and lifecycle assessments.
- **Collaboration with EXTRON:** Ongoing collaboration with EXTRON product development aims to enhance product security and functionality, ensuring our technology infrastructure remains state-of-the-art.

Computing & Technology Services has successfully met and, in some cases, exceeded the objectives set forth to support the expanded use of technology in classroom settings.

**Based on the assessment data and information shared above, what planned actions were or will be taken as a result?**

Improvements and regular assessments each academic year, in the form of dialog at the dean and department level as well as with Accommodative Services, will ensure that our instructional spaces remain conducive to dynamic and interactive learning experiences. Additional analysis of support requests in Request Tracker will also drive enhancements, additions and removals. Technology evolves quickly, it's important to offer state-of-the-art facilities in higher education settings, so we ensure that we prepare students for successful careers in an ever-changing world.

**SECTION 2: DATA INFORMED DECISIONS & UNPLANNED ASSESSMENT** (OPTIONAL, BUT VALUABLE)

The experiences of every administrative unit contribute to our collective narrative as a campus. We encourage you to share an example from this past year where you leveraged data or assessment type activities. This could involve planning, taking action, and/or solving a problem. Unlike section 1, there's no need for a formal reporting structure for this section. Instead, focus on a narrative that highlights what was done, the results and the impact of your efforts. Please include any related data and information when available and appropriate.

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