

Committee Report

Review Committee on Audio-Visual Services
University of Wyoming
May 1, 2002

A Report to the Office of Academic Affairs
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Executive Summary

With advances in technology conventional audio-visual services have evolved to the point that they are perhaps better termed audio-visual and instructional technology services (AVITS). AVITS include a wide range of sophisticated equipment and media. UW's current system for providing these services is inefficient and frustrating for users. We recommend a more centralized system, which looks ahead to increasing linkages between AVITS and Information Technology

Recommendations:

- ☐ *AVITS should be consolidated. Consolidation should be done in a manner that does not negatively affect equipment owned by individual departments.*
- ☐ *In the short term, AVITS should be part of UW Libraries.*
- ☐ *In the long term the home for AVITS should be re-evaluated. As campus needs change, AVITS may function better under Information Technology. Its physical location would logically be in an addition to Coe.*
- ☐ *Equipment should be regularly maintained.*
- ☐ *The University should provide an adequate AVITS budget for service, maintenance, and delivery of equipment.*

Additional topics:

- ☐ *UW needs wired classrooms across the campus.*
- ☐ *Wireless access units may complement facilities within wired classrooms.*
- ☐ *The Classroom Building needs additional staff to handle AVITS demands.*
- ☐ *ASTECC cannot provide campus-wide sound systems.*
- ☐ *We need to upgrade and expand existing installed sound systems.*
- ☐ *AVITS should provide sound system equipment and services, given the budget to do so.*
- ☐ *AVITS equipment service and delivery can be improved through the use of scheduling software.*

Introduction

Our charge to recommend improvements in Audio-Visual Services at the University of Wyoming resulted in a difficult but rewarding experience for the committee. From the initial meeting we recognized that the term "Audio-Visual" inadequately describes the range and complexity of instructional support services. In the past, the term encompassed slide projectors, overhead projectors, and 16 mm slide projectors; today's requirements also include digital cameras, camcorders, PA systems, laptop computers, LCD projectors, and Audio Visual presentation boards. Traditional AV services have evolved into Instructional Technology (AVITS) services. A strong institutional commitment to provide quality AVITS will promote recruitment and retention of faculty and students at the University of Wyoming.

Basis for Recommendations

The committee collected data on services at UW through a survey sent to campus units. The survey showed that faculty, student groups, and others using campus facilities for conferences and institutes were frustrated with the current system. New faculty, in particular, were upset with the level of support and the limited availability of equipment at the University of Wyoming compared to their previous teaching environments. The committee also identified comparable institutions through a Web search, and conducted phone interviews with AVITS staff at 12 other campuses. Additional information was obtained about key pricing considerations, including costs of wiring classrooms.

Recommendations:

- ☐ Our primary recommendations revolve around a centralized AVITS unit. We propose that AVITS's mission should be to support instruction—shifting away from the current principle that AV supports “the collection.”
- ☐ *AVITS should be consolidated.* At least in the short term, we recommend that UW Libraries be the center for an expanded AVITS department. At present, only this unit has the staffing and expertise to undertake the expanded services needed across campus. Limitations of available facilities currently preclude physical centralization, but the real need is for functional consolidation. Communication between users and providers needs to be linked to one department, even if equipment, maintenance, delivery, and instructional support are not co-located.
- ☐ *It is important that such consolidation have no negative impact on equipment owned by individual units.* Individual departments should remain free to purchase and manage their own equipment.

- ☐ *Equipment should be regularly maintained.* Regularly scheduled maintenance will reduce replacement costs and improve user satisfaction with equipment. An additional technician will be required for AVITS to perform yearly maintenance for all department-owned equipment. Although routine maintenance should not be billed to individual departments, repair of department equipment should be assessed a bench fee plus costs of parts and labor.

- ☐ *Communication should be improved.* All University of Wyoming departments and units with AVITS related services have an obligation to keep others informed of any developments that would impact the other units. In particular it is essential that UW Libraries AVITS department work closely with the Ellbogen Center for Teaching and Learning, ASTEC, and Information Technology.

- ☐ *Consider IT as the future home for AVITS, with both housed in Coe Library.* The natural affinity between the Division of Information Technology and AVITS should be encouraged. Information Technology is willing to expand their current operations in support of instructional technology. IT currently supports academic computing, student open computer labs and computer classrooms (which usually include fixed data projector installations) at a growing number of locations around campus, and provides laptop computers for rental. Planning for the future of the Libraries and IT should be done with an awareness that as technology develops, access to information and instructional technology will become increasingly interlinked. Therefore, it may be most reasonable to plan for a future in which Library AVITS, IT, ECTL, and other campus AVITS providers may be physically consolidated in a structure to be added onto Coe Library, consistent with current academic and capital facilities plans.

- ☐ *Provide an adequate AVITS budget for service, maintenance and delivery.* Without sustained and adequate funding to meet current and projected needs the AVITS department envisioned and described above will surely fail. Current AV services under Libraries lacks the resources needed to fill increasing demand for instructional technology services, to provide campus-level equipment maintenance, or to expand equipment delivery to the level needed. Realistic funding mechanisms, including billing for services at or above real costs, need to be explored. The current method of funding equipment delivery from the AV Revolving Account must be re-examined. Former revenue sources, such as rental of films and videos, are disappearing, and new resources must be found. At the current level of service, the AV Revolving Account can only fund equipment delivery and van maintenance for less than three years. We recommend that AVITS be provided with a budget commensurate with its expected performance.

Additional topics

A few particular aspects of AVITS need separate discussion.

- ☐ *UW needs wired classrooms across the campus.* Such classrooms are a key component in contemporary higher education. These rooms typically have data/video projection systems, teaching computers, and video tape players in fixed installations. Added features can include multiple displays, 2-way video capabilities, sound systems, sophisticated lighting controls and other features. We also recommend that classrooms across campus have access to the campus data network (now available only in the Classroom Building; see appendix for cost estimates). Data projection capability and presentation computers should be permanently installed in the larger more heavily used classrooms, with mobile projection units and laptops available for less heavily used classrooms and for temporary demand increases.
Currently, the Classroom Building and the School of Business contain the most AVITS equipped classrooms of all UW buildings. In the Classroom Building, four 235 seat lecture halls, four 142 seat, and one 50 seat room are equipped with data/video projection, teaching computer and VCR setups. Three carts equipped with LCD projectors, teaching computer, VCR and portable sound systems are used throughout the building. The College of Business also contains a number of AVITS and computer classrooms. The College has extensively remodeled rooms 303 and 8 to include fixed data/video projectors, teaching computers, VCRs, and small audio systems. The continuous fixed tables have provision for power and data at each student station for high-speed connection of laptop computers. Room 303 is fully wired for laptops. Room 8 has all the needed wireways installed and is ready for future wiring. These rooms are in high demand for classroom teaching and increasingly desired for other events on the UW campus (see appendix).
- ☐ *Wireless access units may complement facilities within wired classrooms.* Today, wireless networks offer less performance than wired networks, but they do offer mobility and potential savings for ad hoc networks. Anticipated use of classrooms, such as video requirements, should be examined to determine if this technology would be appropriate. Wireless access units are located in the following buildings: College of Business, Coe Library, Law Library, Old Main, Iverson Building, Wainwright Buildings, Science Library (planned summer 2002), Wyoming Union (planned summer 2002)
- ☐ *Improve Classroom Building staffing.* The staff in the Classroom Building provides portable AVITS equipment as well as supporting fixed installations. The staff is hard pressed to keep up with the ever-increasing AVITS demand in the building.
- ☐ *Recognize that ASTEC cannot provide campus-wide sound system services.* ASTEC, a program funded by student fees through ASUW, has been the primary

provider of PA systems on campus. The ASTEC program was created to provide sound systems, stage lighting and technical support for student groups. ASTEC's policy is to give priority to the needs of recognized Student Organizations. When possible, ASTEC provides service to non-student groups, charging a small fee. However, with growing demand, it is not possible for ASTEC to meet all non-RSO requests for sound services, especially those outside the Union. This problem will only increase, and in the near future ASTEC will be less available to the campus at large. Therefore, new policies for providing sound system services are needed.

- ☐ *Upgrade and expand existing installed sound systems.* . Equipment upgrades are needed in the Classroom Building and the Agriculture, Business and Education Auditoriums. Any room that seats over 75 people needs a sound system. Fixed installations of quality and user-friendly sound systems is the best solution; AVITS would need personnel and training to service these systems.
- ☐ *AVITS should also provide portable sound system equipment and services, but it will need an expanded budget to do so.* Policies for delivery, set-up, maintenance and repair of portable sound equipment will need to be established, with attention to adequate personnel and training.
- ☐ *Improve scheduling of AVITS equipment/service delivery through new software.* There are a number of scheduling software programs available to assist AVITS with coordination for classroom instruction and campus event management. The newly acquired R25 event management system software is one strong possibility for a tool to assist with AVITS coordination around campus This system provides classroom scheduling functions as well as tracking and coordination of the many services needed for academic classes and the increasing numbers of non-academic events and programs scheduled in campus venues. The system also provides coordination of any services needed in conjunction with a class or other event. Instructional media, catering, custodial, maintenance, security and other services can be reserved along with the needed physical spaces. A possible alternative program is the Endeavor scheduling software, currently in use by the libraries. Capability and compatibility of alternatives with current systems will need to be explored.

Conclusion

AVITS should be consolidated, but in a manner that does not negatively affect equipment owned by individual departments. At present, AVITS should be part of UW Libraries, but eventually another administrative home may be preferable. As campus needs change, AVITS may function better under Information Technology. Equipment should be regularly maintained and the University should provide an adequate budget for service, maintenance, and delivery of equipment.

The University also needs more wired classrooms across campus. Wireless access units may complement facilities within wired classrooms. The Classroom Building needs additional staff to handle its AVITS demands. Sound systems will of necessity pass out of the purview of ASTEC, and we will need to upgrade and expand existing installed sound systems. The newly consolidated unit overseeing AVITS should provide sound system equipment and services and should be given the budget to do so. AVITS equipment service and delivery can be improved through the use of scheduling software.

Appendices

Appendix A

Page 8

Results of survey of users and providers of AVITS at the University of Wyoming.

Appendix B

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Cost Estimates for upgrading selected services and Use Profiles for AVITS at the University of Wyoming, 199-

Appendix A

Instructional Technology Survey

1. What needs for AVITS do you have that you are not able to meet with your own Department resources ?

Our department would like to see more of the classrooms equipped with computer projection systems. The Engineering College has one general use classroom equipped with a computer and projection system. And one seminar room equipped with a projection system and laptop computer. The college also has several carts equipped with computer/projection systems that can be brought to the classroom as needed. These systems and rooms are in high demand and additional classrooms need to be likewise equipped. (Mech Eng)

Most needs are met. Equipment is obtained from AV when large conferences are held and extra equipment is needed. (Eng Dean's Office)

Would like to have access to more LCD projectors and have access to AV presentation boards. Need more presentation software and research assistance software.
(ED Studies)

VCR / Monitors, particularly for classes taught outside of classroom.
Computer projectors (Sociology)

Compressed Video (WWAMI)

Laptop computers for all students would be nice.
Certain classrooms need upgrades and improvements. (AG)

None except when we occasionally use a room in the Classroom Bldg..
Most of our professional short courses are taught in our own classroom in Biochem 201
(WY GIS Center)

There is no where to turn for A/V needs such as PA systems for large meetings/conferences except ASTEC which is a student service not intended to serve Univ. Dept, faculty or staff. (Student Affaris)

Digital cameras, PA systems, LCD projectors, laptops (Pol Sci)

Equipment for powerpoint presentations, Overhead projectors,
Television monitors / VCRs, conference phones (Econ/Fin)

Maintain / Repair / Upgrade hardware and software.
Administrative computing changes and updates of systems for clerical staff unfunded.
(Molecular Bio)

Mounted LCD projectors and computers for powerpoint.
We really need electronic capability in classrooms plus Data connections (AFROTC)

Training presentation resources. Multimedia (LCD / laptops) that travel.
Enough equipment to do research symposium
Equipment to do large scientific posters / displays (Multicultural Affairs)

Duplicating videotapes of lectures (which CTL does now)
Powerpoint capability in Merica 103 (Honors)

Repair of card readers for public printers.
Repair of microfilm / fiche reader printer, and computer projector.
Site for satellite downlink conferences (Coe Reference)

Sound systems, LCD projectors, data ports in Union and Crane-Hill (Conferences)

We have only one LCD projector and 2 TV/VCRs that actually belong to the Dept.
We have a high volume of people that use the Union for meeting space, both University entities and outside groups that make requests for A/V. These requests range from Powerpoint to video downlinks. Almost daily we are in need of additional LCD projectors, screens, TV/VCRs, overhead and slide projectors to accommodate these needs (Union Events/Facilities)

History Classrooms

- (1) replacement and upgrade of existing equipment in Hist 57 pedestal – LCD Projector, computer hardware and software. The hardware will not support the software upgrades.
- (2) Replacement of a “Computer/VCR cart for Hist 60 (the hardware and software are the same vintage as Hist 57).
- (3) Installation of VCR and computer with DVD capability in Hist 259. This room has no instructional technology. Since the Bldg has no elevator portable equipment, with the exception of overhead projectors, is not an option.
- (4) Replacement of a VCR cart for the first floor of the Bldg..
- (5) Overhead projector for each classroom.

History Department

- (1) The addition of at least two laptop computers and a portable projector would be ideal for Dept use off-campus. Faculty regularly deliver lectures outside of the History Bldg., and increasingly at outreach sites throughout the state that do not have computer equipment.
- (2) A digital camera for use of faculty in photographing rare primary documents and books for presentation to classes. In addition, the camera could be used in producing recruitment and development materials.

Videoconferencing rooms
Digitizing video.

2 How are you meeting these needs ? Are these solutions working ?

We rely heavily on college-supplied resources such as the roll around systems. Are they working? Yes for some faculty, who are willing to put up with hassles of getting, setting up, and returning equipment. Others are not using the systems because of the time it takes to get and setup equipment before class, they feel uncomfortable with the technology, or don't have time to convert their materials to a compatible format.
(Mech Eng)

Over the years the (Eng) Dean's Office has put together 5 computer / projection systems that can be rolled to any room in the building. There are also 3 VCR / TV systems to roll to rooms. The use of computer systems is high, so Eng 210 was setup by the College of Eng to have a computer and ceilingmounted projector. The faculty would like to see all the classrooms setup this way.

Trying to work with the technology committee and the Dean's Office to work for some joint funding for access to these. (ED Studies)

A/V Services is marginally meeting our needs. (Sociology)

Terry Majewski (Outreach Credit Courses) provides these services. (WWAMI)

We do our best with limited state funding in instruction to purchase equipment, maintain equipment and seek renovations. (AG)

We are purchasing our own laptops and projectors. (WY GIS Center)

ASTECC is clearly overbooked and cannot meet the demands of the entire campus. The University needs to offer its own technical support services and not delete student services that are paid for by student fees. (Student Affairs)

Borrowed from various offices on campus. With enough lead time, yes. Occasionally we've used equipment purchased by faculty for personal use with personal funds. (Pol Sci)

A/V Services. Rooms are usually equipped with overheads. Equipment for Powerpoint is fixed in three COB rooms. (Econ/Fin)

We are behind our software updates. (Mol Bio)

With an older computer and TV Monitor (screen size limited). (AFROTC)

Borrow from other Depts..

Don't do updates stuff that makes us look bad ! (Multicultural Affairs)

For Powerpoint, we now hook up a portable computer with an external Zip Drive to an old video monitor. It works, but the image quality is poor, and the setup time is significant. (Honors)

We are using the current A/V Services for repair. This works. We have to have someone who can quickly respond. We have gone to other sites for Satellite downlinks. The College of AG has graciously shared resources. (Coe Reference)

Using ASTECC, doesn't always work. Not available month of August, not enough of some of the newer equipment. (Conferences)

We reserved resources through A/V Services for our customers needs. A/V checks out an additional TV/VCR, slide projector and screen for the entire semester. When we find that a group requires equipment beyond what we have available, we call or email Pam Reeves and place an order. This process tends to work well, however there have been occasions when no equipment through A/V was available. At these times, we have gone through other departments on campus such as the CTL. There are also process problems that we are currently working on through our office. Occasionally orders get lost on our part. A/V has always been very helpful and accommodating in helping us in these situations. (Union Events/Facilities)

These needs are not being met at this time. The Dept. is making due with what is available. The office staff takes timeout of support of the Dept. activities to work with the needs of faculty from other Depts. Who schedule the rooms. In the recent past, classes have been moved from the classroom space because the technology is not usable on updated applications. (History)

We use CTL and also Outreach.

Yes, these solutions are working CTL is extremely helpful. (COB Dean's Office)

3. Regarding equipment you or your Dept owns, is the equipment up to date enough for your needs ?

What Audio/Visual equipment we have, a couple of overhead projector, a VCR and television, one High8 and one Video8 cameras, and one or two slide projectors. All are old and marginally functional.

Who is responsible for maintenance and set up?

The faculty is responsible for setup. Maintenance is performed, as needed by one our academic professionals.

How much time do they spend on maintenance and delivery?

Unknown.

What is your department's policy on sharing equipment?

Use of the equipment by other departments is handled on a case-by-case basis.

(Mech Eng)

Yes, it is up to date enough. Dean's Office staff do maintenance as needed and at least on semester basis.

We do not deliver. Faculty members pick up their equipment.

Computer / projector systems can be used by anyone in the Bldg. They cannot leave the Bldg. TV/VCR are for Eng faculty only. (Eng Dean's Office)

For most part, yes.

Dept Assistant

Minimal

No such policy exists that I know of. (ED Studies)

no, we need a new VCR.

User is responsible.

Available to anyone in Ross 408. (Sociology)

Yes.

Staff Assistant.

Very Little.

Only shared with WWAMI faculty and WWAMI grant people.

In part – some classrooms are excellent, some embarrassing.

College is responsible for maintenance & setup.

Difficult to say how much time.

All Depts. Can utilize shared overheads, slide projectors, VCRs, but higher end instructional technology is generally assigned to a classroom. (AG)

Some is up to date.

The presenter is responsible.

We do not share as a rule. (WY GIS Center)

Yes it is up to date.

Staff are responsible.

Our equipment is made available to other offices when requested, but our equipment isn't the type in high demand. (Pol Sci)

We own one overhead that usually goes to Ross 135. (Econ / Fin)

Half is too old to run current software.

We have some shared systems, but most are dedicated to single users. (Mol Bio)

No, we need digital camera & LCD projector. (Multicultural Affairs)

We share with anyone who uses the classroom (Honors)

Some hardware needs to be upgraded. (Coe Reference)

We have excellent equipment, however a limited quantity. The facilities crew is responsible for setup of the materials, but not the maintenance. On average, we make between two and five A/V deliveries to meeting rooms daily. The number of pieces per delivery averages at around two. We do not share our equipment outside of the Bldg. (Union Events/Facilities)

No, not up to date.

Office staff are setup.

Maintenance and delivery, 2-4 hours per day.

The classroom technology is available to faculty/staff during regular business hours. The process is to notify the office staff at the very least the day before. However, this often does not happen and staff must stop to assist faculty. The overhead projector is available on a reservation, 1st come/1st served basis. After hours or before hours use is not possible due to unavailable staffing. (History)

Yes, it is up to date

Scott Johnson (IT)

We will share equipment with other Depts if our own Depts don't need it. (COB Dean's Office)

4. Are there particular classrooms that need but lack phone/data ports or other tech capabilities ?

All of the classrooms in the Petroleum/Aeronautics wing of the engineering building need to be upgraded to current wiring standards. (Mech Eng)

The classrooms in the old part of the Bldg that are in the CR pool (2100, 2101, 2102, 3102, 3105, 3106, 3108, 3109, 3110, 3111, 3112, 3114) do not have phones and the network access is 10Mb cable that is not even Cat3 in quality. Only one room (2101) has a built-in projection system purchased by Eng last summer. (Eng Dean's Office)

No, our only classroom is fully 'teched' (WWAMI)

Yes, many rooms, especially in the old AG Bldg, require computer hook-ups. We hope to have the entire Bldg wired. (AG)

We have no way to make conference calls on the speaker phone. Only a few COB rooms can handle presentations that involve a computer. (Econ/ Fin)

Speed of internet connections in AS / MB are sub-par. (Mol Bio)

Yes, both AFROTC classrooms (WYO 115 & 240)

Yes, Merica 103 needs active data port and projection system (Honors)

We have a good electronics classroom, although at times we could use more computers. We occasionally could use a phone line in the room. (Coe Reference)

Crane-hill, Union, Honors House (Conferences)

All of our primary rooms have data ports and downlink for satellite broadcasts, with the exception of smaller meeting rooms. In rooms with multiple port hookups, the active ports are marked with red dots. (Union Events / Facilities)

Because of some creative solutions, all offices and classrooms, except Hist 259, are wired with the appropriate phone/data ports. The use of portable equipment in 259 is impossible.

We have updated all classrooms in COB to have at least one data port. We have discussed the possibility of remote access. (COB Dean's Office)

5. Looking ahead for the next 5 years, what changes do you see in your Dept's needs for instructional technology ?

The next step in the evolution of our classrooms will be to move the specialized computer lab facilities into the general-purpose classroom. Engineering students are in ever increasing numbers purchasing laptops before they come to UW or shortly after arriving. Future classrooms may need to be upgraded with either high-speed wireless network equipment (50Mbps), or hard-wired connections, and power for student owned laptop computer. Whether this is a 5-year or longer process is unclear and may not need to encompass all the general use classrooms in Engineering.

The instructors want built in projection/ computer systems in the classrooms. I am also beginning to have requests for Smart Boards. We currently do not have any. (Eng Dean's Office)

It's hard to anticipate, but we do, as models of the possibilities of teaching, need to have access to these technologies even if we're not quite sure what they are. (ED Studies)

Need a projector for computer (Sociology)

Upgrading / Replacing all A/V equipment in classroom. (WWAMI)

We need state of the art instructional technology. We need classrooms fully equipped so instructors can walk in and immediately utilize equipment w/o concern of set-up and of equipment (AG)

We are moving to the Old AG Bldg. This means building 2 classrooms with computer and digital projector and perhaps overhead projector. (WY GIS Center)

More classrooms equipped for computer driven presentations. (Pol Sci)

More Powerpoint friendly rooms. (Econ / Fin)

Increased CPU performance to manage images and animations. Better digital video equipment to capture monitor and create dynamic instruction materials. (Mol Bio)

LAN connected classrooms with mounted LCD /Computer in place. (AFROTC)

Will need way to do training long distance to reservation or other areas of state.

Will need professional presentation help.

We don't even have a web person to help us. (Multicultural Affairs)

I can only expect them to increase. (Honors)

More computers in the classroom. An upgraded LINK classroom control system, additional software for the Web instruction. (Coe Reference)

Lots more in new conferencing technology (Conferences)

I see a steady increase in the amount of A/V equipment that will be required in the next 5 years. With the Union's renovation, and alternative campus meeting space at such a premium, room use by faculty, RSO's and private organizations is skyrocketing. We can foresee an increased demand for all equipment. (Union Events / Facilities)

The 1st priority is to upgrade the existing equipment to at least MS 2000 level. The Dept will need upgraded video/DVD/CD capability. Increasingly, maps, essential films, and archive materials are available on only CD/DVD format. In 5 years it is quite possible that VCR materials and 'paper' copies will become cost prohibitive. Second, if the classrooms are to be scheduled by a centralized system, staffing will continue to be an issue for before and after hours use. Personnel will have to be hired and compensated to set-up, monitor, trouble shoot, and secure equipment. In addition, the increasing importance of Outreach ED and regional off-campus lectures creates a need for laptop computers / LCD projectors. (History)

Instructional technology needs will expand even more. Professors would like remote access to the Web and all the newest equipment our College can afford (COB Dean's Office)

6. Do you believe that campus instructional technology equipment and maintenance are well organized, or would it be better if some aspects were more or less centralized ?

Not all aspects of purchase, maintenance, delivery of instructional technology can be centrally managed. The Engineering College needs are different from those of other colleges on campus, and has staff that manage equipment like roll around computer/projection systems,

Television/VCR systems, etc. used by many departments within the college. To try and bring the roll around computer into a centrally managed system would be unworkable. As an example we need to load specialized software on the roll around systems and test them often with short notice. Such activity might not be possible if the systems were centrally managed. (Mech Eng)

I cannot comment since all the equipment I work with is centralized in my operation. (Eng Dean's Office)

I have had very good experiences with A/V Services. (Sociology)

We rely primarily on our own resources which are not completely adequate. I believe the system works best when each Bldg is equipped and has the maintenance budgets and personnel to handle our needs. (AG)

More centralized with an adequate budget. (Pol Sci)

It seems OK. The equipment seems work out. They need new overhead sand screens. (Econ / Fin)

A major failure is the loss of the MCO that supplied hardware, software and expertise for Mac users. This Dpt is 90+% Mac based. (Mol Bio)

Should be centralized and managed by IT with standardized equipment which is LAAN connected. (AFROTC)

We weren't aware of where to go to get equipment and got the run around and sent several places. (Multicultural Affairs)

We beg and borrow when we need something. (Honors)

I believe more centralization with additional personnel support and equipment storage. Maintenance and delivery would be better. Some standardization of equipment that would be purchased and maintained would improve efficiency and lessen territoriality. If faculty are teaching in various Bldgs they should have access to available equipment.

In our experience, A/V has been an extremely organized Dept. There have only been one occasion that we ordered an item and it did not arrive. We have had occasion where overheads have been delivered not in working condition, but never any other equipment. They are helpful and understanding when we call with concerns or problems. Pam has also been very helpful giving us recommendations to make the system flow more efficiently for both parties. (Union)

There are two main areas of concern. 1st, upgrades and repair should not be the responsibility of the Dept. 2nd, staffing issues to include assistance to faculty who do not understand how to use the equipment is serious, and before/after hours staffing. It would be better to have uniform equipment available across the entire campus. As long as there is centralized scheduling, purchase, maintenance and delivery should be coordinated for the entire campus to insure reliability and staffing. (History)

We don't use very much technology from other Depts. I like the idea of it less centralized. (COB Dean's Office)

7. If you are in a unit that serves as a resource for Instructional Technology equipment or maintenance for others on campus, please list the equipment and services you provide.

History

8. As a provider for others, please describe improvements in the organization of AVITS you would like to see.

We feel it would be helpful, if as providers, we were trained on the workings of the equipment. It is a great source of frustration for a customer when the staff, nor themselves have the working knowledge to operate or fix a glitch in a requested item. We try to inform the customers that they are responsible for knowing how to operate the equipment, we still however, get occasional customers that assume we are going to be experts for them. (Union)

Appendix B

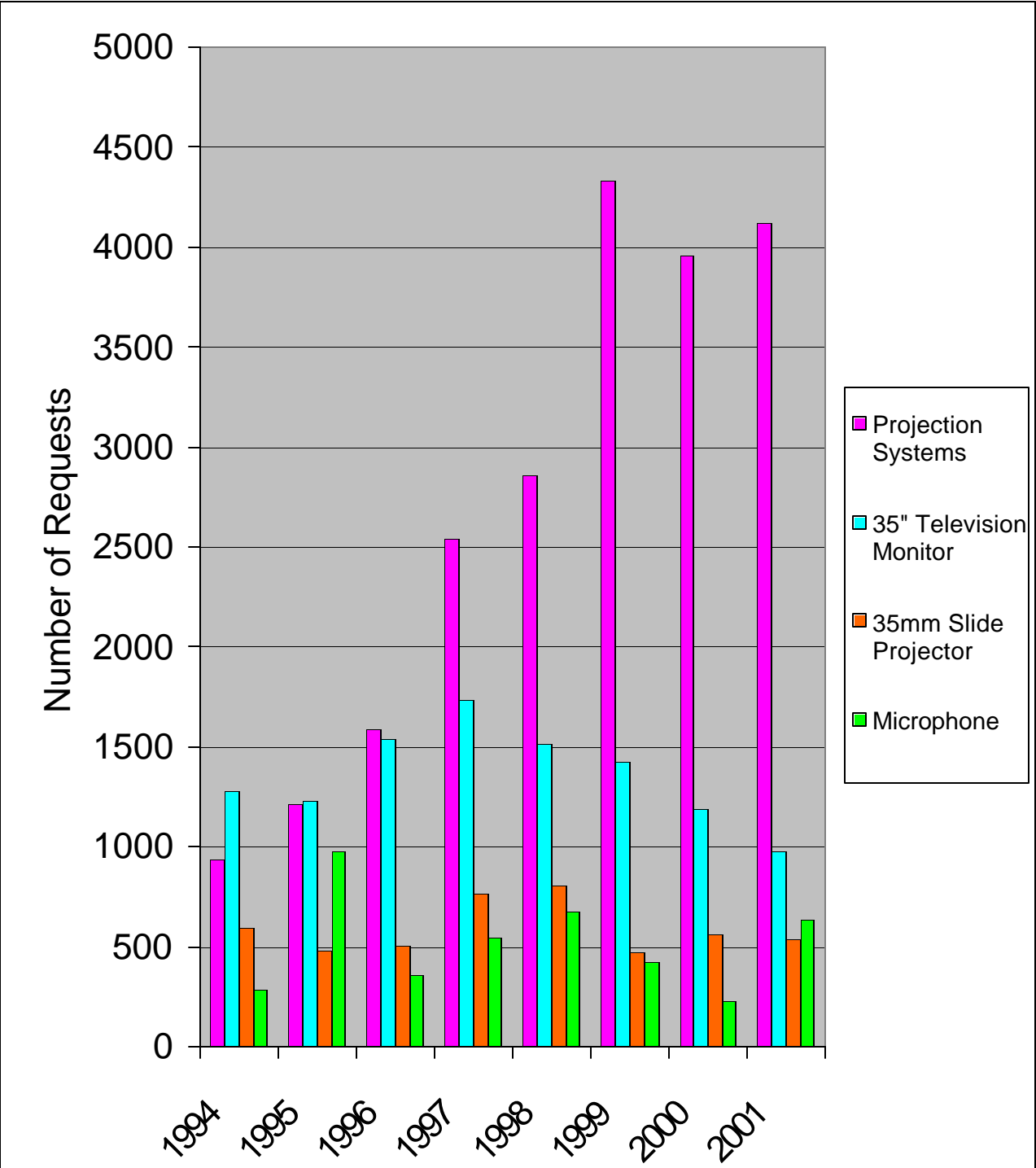
The following pages give tables of estimated costs of various service upgrades at the University of Wyoming.

Page 18 gives estimates for creating or upgrading wired classrooms.

Page 19 gives estimates for selected AVITS equipment.

Page 20 gives a graphic representation of changes in use of AVITS equipment in the Classroom Building over time.

Building Name	Room Number	Estimated cost for cabling,data and phone activation	
A&S	210	\$ 1,193.50	
Education	4, 22, 45	\$ 2,036.10	
COB	7, 107,304	\$ 720.00	
Ag C	1030, 1032	\$ 1,656.20	
Ag C	Auditorium	\$ 240.00	No additional wiring required
Merica Hall	103	\$ 663.60	
Engineering	1044, 2101, 3105, 4066	\$ 2,988.20	
Pharmacy	5	\$ 240.00	No additional wiring required
History	56, 57	\$ 1,764.50	
Wyo Hall	240, 340	\$ 1,425.50	
Animal Science	103, 104	\$ 1,084.30	
Aven Nelson	212	\$ 911.20	
Geology/SH Knight	216	\$ 240.00	No additional wiring required
Fine Arts	111	\$ 1,056.20	
Classroom	104	\$ 636.20	
Classroom	109	\$ 796.20	
Classroom	110	\$ 796.20	
Classroom	112	\$ 781.30	
Classroom	113	\$ 891.20	
Classroom	115	\$ 1,061.20	
Classroom	121	\$ 891.20	
Classroom	122	\$ 1,076.30	
Classroom	123	\$ 906.30	
Classroom	126	\$ 811.30	
		\$24,866.70	



Demonstrated above is equipment used in the Classroom Building for the past eight years. Please note the computer/projector usage has shown the most significant increase.

