Background:
The CITDE's *Classroom and Lab Support Services* team evolved from nearly a decade’s discussion, debate, vision, planning, and integration involving deans, departments, the Teaching Learning Technology Roundtable (*TLTR*), various iterations of the CITDE Advisory Council, committed faculty and staff, Dr. George Mollick, and Dr. Karen Murray.

The first goal was to assemble a team of Technology Support Specialists charged with supporting the instructional technology needs of the University and each college’s faculty and students. Our focus was to align technology with instruction.

The key provision was that a college-level technology support specialist would be dedicated to each college with the additional support of the entire division and the Center’s resources. And that with the other two divisions in the Center (*Online Instructional Support Services* and *Faculty Training & Development*), this three-pronged approach would serve as the University’s primary support structure for instructional technologies and distributed education.

As a result, an agreement between the deans, departments, and the Center was forged on the solid commitment and long-term understanding that the CLSS team would devote 100% of its efforts to instruction, to faculty, and to students.

On this basis, each college-level tech has a keen awareness and the skill sets to support instructional technology at the classroom and computer lab level, supporting desktop computing, Smartroom technologies (including audio/video), and software applications vital to faculty teaching and student learning.

By the end of 2010, the CITDE’s *Classroom & Lab Support Services* will be supporting and maintaining:

- 150 Smart Classrooms
- Over 40 Computer Labs
- Over 1,100 Workstations
- 6 ITV Facilities
- Nursing simulation and video/audio capture equipment (including 7 simulators, 20 skills beds, scenario applications, and debriefing applications in new Nursing Building)
- A software metering application that saves us money on software purchases and allows us to quickly install software that faculty need, image workstations, manage our printers, and respond quickly to faculty/student needs.
- A room-control monitoring application that allows us to remotely troubleshoot audio/video problems and manage our projectors and Smartroom components.
- An extensive and expanding software library that is vital to instruction.

**Completed Projects**

**2007-2008**

- Established the “Academic Domain” on the Tarleton network, allowing us to centrally support all classroom and computer lab computers, including imaging, software installs, security patches, software license compliance, and inventory.
- Funded and installed new Smartrooms in Fine Arts and O.A. Grant.
• Replaced obsolete audio/video components, projectors, PCs in classrooms with existing technology.
• Installed 26-workstation lab in OA Grant 205, and a 21 station Mac lab with Apple Xserve in FA.
• Rotated new PCs into Math 226, OAG 209, Hickman 530, SCI 207, COBA 208, TC 014.

2008-2009

• Implemented Extron Global Enterprise, which is software that allows us to “see” into Smartrooms to remotely diagnose equipment problems, set projectors to turn off at scheduled times, and monitor when projectors are taken off of the network.
• Created publically viewable appointment calendars for all labs allowing us to schedule almost any course in any computer lab.
• Installed new Smartrooms and an ITV classroom in Fort Worth at Hickman.
• Assisted in O.A. Grant remodeling, including installing five new Smartrooms.
• Funded and installed new classroom computers in Autry, CLS, Equine, Horticulture, OAG, SCIENCE, and WGYM.
• Funded and installed new Smartrooms in Howell, ET, and Science.
• Hired Technology Support Specialist for Ft. Worth sites.
• Rotated new PCs into COBA 212, COBA 206, and SCI 208.

Projects In Progress

2009-2010

• Standardizing workstation desktops by installing common software with metered applications on all computer lab and classroom workstations (COMPLETED).
• Installing and testing nursing simulation manikins, video/audio capture, and debrief simulations (COMPLETED).
• Funding and installing Extron 104s (room control) in scheduled Smart classrooms--mostly in Math Building (COMPLETED).
• Coordinating with TSU Police Department and Control Center to use Extron room control to monitor projectors connected to network (IN PROGRESS).
• Funding and refurbishing classrooms in COBA, Wisdom Gym, Hydrology, and Autry (IN PROGRESS).
• Funding and equipping 5 more classrooms in Howell and ET with Wolfvision Document Cameras (COMPLETED).
• Rotating new PCs (208 workstations) into Autry 302, FA Piano Lab, ET 109, OAG 205, OAG 209, SCI 124, COBA 204, Howell 318, HYEG 203 (COMPLETED).
• Installing new computer lab in Hickman 460 (IN PROGRESS).
• Planning computer, audio/video technologies for new Nursing Building (IN PROGRESS).
• Installing new ITV technology in SCI 111 and Hickman 430 (COMPLETED).

Planned Projects for 2010-2011 (Contingent on Funding)

• Testing and upgrading operating system to Windows 7 in all classrooms and labs (first major upgrade to Windows OS in ten years).
• Rotating new PCs (200) into COBA 208, Hickman 530, Math 226, Science 207A, FA 110, OAG 208, and COBA 212.
• Replacing end-of-life Smartroom components (projectors, scalers, PCs) in Smart Classrooms in all buildings, including Hickman and FTW sites.
• Installing two 36-station computer labs, two ITV classrooms, and 11 Smart Classrooms in new Nursing Building.