

QUARTERLY REPORT

Summer Sessions 2005

Classroom Technology Services Help Desk

MANAGER – JOHN AZEVEDO

Overview of Functions

Classroom Technology Services Help Desk (CTS HD) provides support for Special Event Support (SES), the Classroom Hotline, A-V Equipment Loan, Campus Printer Repair (CPR), Classroom Tech Team (CTT), and the Videoconferencing Center (VCC). Through the summer months, our dedicated staff continued to provide professional and dependable service to all student, staff, and faculty inquiries and helped prepare our facilities and the Registrar's general assignment classrooms for both summer and upcoming fall quarter classes.

Identification and removal of obsolete and unusable equipment during the summer break allowed for a reorganization of the A-V storage areas and placement of new equipment for ready service use. Of special note, six new PC laptops were received, loaded with the software necessary for instructional use, and tested in the field for identification of potential problems. The laptops are now an integral part of the CTS HD inventory.

CTS HD teamed up with Computer Lab Management (CLM) to provide test equipment for a new pilot program allowing digital recording of lectures in select classrooms, in addition to the traditional method of recording lectures on audio cassette and transcribing for student use. CTS HD staff continues to investigate the feasibility of digital recording for non-classroom events as well.

Hotline Response and A-V Loan

The Classroom Hotline, supported by the Quick Response Team (QRT) staff, which is made up of all CTS HD staff plus the Classroom Technology Team (CTT) staff, received minimal calls throughout the 2005 Summer Sessions. The Hotline received 137 calls from 67 different contacts at 55 different locations. Faculty and staff made up the majority of the calls to the hotline, and a total of 127 (93%) of the calls were for information or assistance, however, immediate assistance was required by 72 of the hotline calls.

Special Event Support

Major events that took place in our department included providing the following: sound for the new Segundo Dining Commons, support for the school of Veterinary Medicine, sound and recording to ASUCD, and support for the School of Education Commencement. We are continuing to work with Campus and Event Services to provide superior audio-visual support for the campus.

Videoconferencing

The Videoconferencing Center supported no Distance Learning Courses during the summer for the first time in four years. Three separate videoconference events were held in the two Olson Hall facilities, including a videoconference for Anthropology, UCD Washington Center, and University Extension.

To determine future use of VCC, a survey was conducted and the majority of respondents indicated that their audio and web conferencing minutes will increase over the next 12 months. VCC staff took advantage of the relative break during the summer to refurbish the teleconference rooms and coordinate getting the carpets thoroughly cleaned, which made the VCC area even more presentable for future use.

Summer Session 2005 STATISTICS

A-V Loan

Jobs:	145
Departments Assisted:	45
Special Event Income:	\$9,405.39
Total Recharge Income:	\$13,083.37

Video Conferencing

Jobs:	3
Departments Assisted:	4
Recharge Income:	\$1,841.00

Distance Education

Classes:	0
Number of Class Hours:	0

QRT Calls

Total Number of calls –	137
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The break down of those calls follows:

Computer -	14
Data Projector -	30
Smart Panel –	7
Audio -	15
Overhead Projector -	7
Slide Projector –	3
VCR/DVD -	12
Other	49
(Includes lights, screen, keys, batteries and facilities support)	

Equipment Scheduling Program Summer Statistics

The following statistics were provided from the Equipment Scheduling Program (ESP) totals and the resulting breakdown is as follows.

The data represents completed ESP orders during the Summer Session. The total number of jobs orders placed during that time was 145. Of those 48 were Classroom and 97 were Recharge. The total percentage breakdown of order is the following: Classroom – 33% and Recharge – 67%.

Top five-equipment break down are as follows:

- Classroom
 1. Laptop Computers
 2. Portable Cassette Recorders
 3. Transparency Projectors
 4. Data Projectors
 5. TV/VCR/DVD Cart Packages

- Recharge
 1. Sound Systems
 2. Data Projectors
 3. Tripod Easels
 4. Laptop Computers
 5. Full Podiums

A-V Services is continuing to deliver 18% of all classroom orders, whereas 56% of all recharge orders were on-site.

Top five on-site locations for classroom and recharge orders are as follows:

- Classroom
 1. Tupper 180
 2. Cruess 107
 3. Hickey Gym 180
 4. Everson 212
 5. 123 Science Lecture Hall

- Recharge
 1. Alumni Center
 2. University Club
 3. Mondavi Center
 4. Rec Pool Lodge
 5. Putah Creek Lodge

Eighty eight percent of the recharge orders were reserved prior to the scheduled event. The remaining 12% were walk-in orders. The break down for classroom, (walk-in vs. reserved), orders are as follows; 38% were reserved and 62% were walk-in. The Special Events Support generated 66% of all A-V recharge orders. For this given

time period the amount of labor hours involved was 54 total hours and the total recharge income for SES was \$13,083.37. The average of billable income per loan was \$90.

<u>Date</u>	<u>Number of Loans</u>	<u>Number of SES Loans</u>	<u>Total Recharge \$</u>	<u>Total SES \$</u>	<u>Equipment Rental \$</u>	<u>Total Labor \$</u>
July-Sept '05	145	97	\$ 13,083.37	\$ 9,405.39	\$ 6,166.89	\$ 3,238.50