I. Purpose

The demand for access to high-end audiovisual equipment, media production support and specialized technical assistance has increased at UNCW. As faculty members at UNCW began to integrate instructional technology into their classroom instruction, the need for a comprehensive and consistent way to provide access to specialized and networked audiovisual equipment became evident. The Department of Client Technology Services (CTS) in the Information Technology Systems Division is charged by the Chancellor with providing audiovisual media technology and support services to the university community. In cooperation with the Division of Academic Affairs and the Department of Technology Enhanced Learning (TEL), CTS will evaluate, develop, and deliver a wide range of technologies and support services. This model for providing equipment in a manner consistent across all classrooms will enable UNCW to remain current with national trends in higher education.

The Classroom Technology Assistance Plan (CTAP) was established to assist Dean and Department Chairs, through the creation and implementation of baseline standards, for classroom instructional technology. Audiovisual equipment in rooms designated as belonging to CTAP are purchased and maintained in a lifecycle model by CTS in ITSD through recurring state funds. CTS shall maintain ownership of this equipment and will allocate these resources as delineated in section IV below.

II. Organization Management

In coordination with the CTAP subcommittee of the IT Strategic Planning Committee and the Division of Academic Affairs, CTS is responsible for the administration and management of the CTAP program. Working with the Division of Academic Affairs for room identification and prioritization, CTS coordinates equipment selection, purchase, and installation schedules. As project administrator, CTS assures that the program supports the university mission and strategic goals.
The sub-committee on CTAP is charged with advising and guiding the efforts of CTS to ensure that the type, quality and scope of such technologies and support services meet the needs of users within allocated resources or through requests for additional support. Issues related to equipment for special functions and presentations, multimedia baseline configurations for classrooms, distance education classrooms, end user support services, and limited production support are within the areas addressed by the committee. Committee recommendations shall be forwarded to the Vice Chancellor for Information Technology Systems for consideration and further action as appropriate.

III. Policy

A. Baseline Standards

Employing baseline standards for instructional technology is an effective resource management tool. Standardization enables the university to leverage bulk equipment purchases and installation agreements for substantial cost savings, reduces the number of equipment variations, reduces maintenance and repair turn-around, and creates consistency and therefore ease of use for faculty in instructional planning and actual operation of equipment.

The specific CTAP standards and other relevant details are located on the ITSD website (http://www.unew.edu/itsd/documents/classroomtechnologybaselinestandards.pdf). These standards (as agreed to by Academic Affairs and ITSD) apply to all instructional spaces that require technology. This is irrespective of their direct inclusion in the funding model for the CTAP program. Modifications to this base document are submitted to the Vice Chancellor, ITSD and Academic Affairs by the CTAP subcommittee.

B. Classroom Technology Assistance Room Listing

The Division of Academic Affairs is responsible for room selection and priority assignment in the event of expansion covered to CTAP. Expansion of CTAP can only occur if appropriate resources are committed to the plan at the time of expansion (including, but not limited to lifecycle funding and support personnel). Given the evolving nature of a dynamic campus, rooms may need to be reassigned from/to the CTAP room list as necessary by spatial and programming needs. In the event such changes are necessary, ITSD, in consultation with the Division of Academic Affairs, will identify such locations and engineer any equipment transfers as necessary (funding permitted). The CTAP coordinator in CTS will maintain the list identifying spaces designated as part of CTAP.

C. Security Protection

Though not responsible for physical safety or intellectual property, CTS works with university officials in design and installation of physical security measures to prevent loss or damage of equipment. Physical security measures may include the installation of both passive and active hardware restraint, and other prevention measures. The following are examples of security measures used on campus:
1. Maintain database for equipment tracking
2. Mounting bracket designed to prevent tampering
3. Security hardware on rack mounted components
4. Equipment rack securely attached to floor
5. Restricted access to racks
6. Monitor systems remotely

D. Program Maintenance/Sustainability

1. CTS will be responsible for maintenance of technology purchased through CTAP. Once identified as a classroom under CTAP, available resources will provide repair or replacement of program equipment under the lifecycle program. Any and all equipment outside of the baseline standard are the responsibility of the asset owner both with regard to original purchase as well as lifecycle budgeting.

2. In order to sustain a high level of quality, ITSD conducts an annual review of the baseline standards relative to new technologies and innovations that have come to market. If a perceived demand for technical performance warrants research of a new technology, CTS will conduct an analysis and may recommend amendment of baseline standards as necessary.

3. CTS generates reports tracking project advancement for CTAP. These reports are intended for internal review and provide a means of work assessment, project management, and administrative planning for department operations in the movement towards completion of CTAP projects. Publications of the reports are under the discretion of the Division of Information Technology Systems Division.