



How Do You Add More Technology and Still Make It Easier to Use?

Mount Saint Mary's University

ENROLLMENT:

Approximately 3,300 undergraduate students across 2 campuses, in addition to hundreds of graduate students

LOCATION:

Serving Southern California

Challenges

- 3 to 5 year classroom technology plan
- Desire to standardize and simplify classroom A/V configurations experience
- Operational enhancements for real-time monitoring

Key Results

- Implemented a standardized, ADA-compliant, height-adjustable lectern with accessible controls
- Standardized classrooms and dashboard interface
- AV Control for faculty who BYOD (Bring Your Own Device)
- Significantly reduced faculty classroom technology training
- Remote support reduces downtime and improves support overall

Background

Mount Saint Mary's University is an independent, Catholic, liberal arts university which provides undergraduate education for women as well as innovative programs for professional men and women on two historic campuses in Los Angeles. The college offers baccalaureate degree programs as well as graduate degree programs, associate in arts program, education credentials, and the Weekend College, which offers a baccalaureate degree program to working adults as well as other evening and weekend format programs.

Problem

Mount Saint Mary's University was working on an upgrade plan for classroom technology. With this plan, its Media Services department and Academic Technology department collaborated to address the pedagogical requirements of its faculty along with providing an easy-to-use AV control interface in each classroom. The college was also looking to standardize its classroom technology by delivering an enterprise-wide approach that allowed for growth and scaling but also provided operational enhancements that allowed for real-time monitoring and remote support.

Essentially the college wanted to take advantage of the operational efficiencies technology could provide but the solution needed to deliver an interface that allowed for faculty to maintain eye contact with the students. With the current technology, instructors had to break eye contact with students and turn their backs to the class while they adjusted wall-mounted controls for projectors, document cameras, etc.

Solution

Mount Saint Mary's University chose to install Utelogy's Enterprise AV Control and Management software. The ability to customize the interface was key to delivering a common, intuitive interface to meet faculty requirements.

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Eric Kieselhorst, Director, Media Services

Outcome

Mount Saint Mary's University desire was for the technology to be transparent so faculty could focus on teaching. There were two integral parts to the solution—the TecPodium Presenter Lectern coupled with Utelogy software delivered an economical, height-adjustable solution with all controls easily accessible for instructors. Mount Saint Mary's University was able to deliver a common look and feel in each classroom. The TecPodium Presenter is an all-in-one, ADA-compliant, compact smart lectern from Tecom Electronics who partnered with CCS Presentation Systems for delivery and installation. The TecPodium has an interactive pen display and houses the classroom computer in its base. The Utelogy software was installed on that classroom computer and enables faculty to control the technology directly from the Presenter interactive monitor.

Mount Saint Mary's University uses the Presenter as the hub of its AV system. The Utelogy software provides instructors with a control dashboard GUI to power on the displays in the room, route the desired sources, control microphone and program volume and any recording devices if needed. The instructor now has everything at his or her fingertips in the lectern in every classroom. Utelogy also provides control via BYOD (Bring Your Own Device) for those faculty who desire to bring their own tablet or laptop, yet still want to control the classroom.

Most faculty are able to operate the classroom AV systems with no training at all. "We wanted to make that training piece easier and provide control from the desktop to eliminate having to physically go the classroom to provide assistance. The level of simplicity the platform has provided has almost eliminated the amount of time Media Services staff spends training faculty," said Eric Kieselhorst, Director, Media Services at Mount Saint Mary's University.

From an operations perspective, the Utelogy platform's remote support feature has also assisted in limiting classroom downtime. "Monitoring, upgrading and exchanging equipment in classrooms is now an easy task. Downtime is minimal. Remote support and control via Utelogy's HelpDesk, likewise, reduces downtime in the classroom and adds another level of support for our facility," Eric added.