Georgia State University
Proposal for the Use of FY 2003 Student Technology Fees

Priority 6

Submitting Organization:
Major Unit: Division of Distance and Distributed Learning
Department: Division of Distance and Distributed Learning
Contact Person Name: Dr. Carla Relaford, Director
Contact Person Email: relaford@gsu.edu
Contact Person Phone: (404) 651-1778

1. Project Short Title
   Supervised Support Lab for Students Using Distance Technology

2. Total Requested Amount (reference to funding for “Years Following” removed)
   $   286,943

3. Executive Summary
   The goal of this project is to have a lab where students can go for training in campus distance learning technologies and have access to a lab that while open will be supervised by someone who is trained in WebCT. The room can also double as a high tech classroom. Often we are requested to give student orientations in WebCT and other classroom facilities are not available.

4. Project Description
   Create an open lab environment where students can come for help with their distance learning or enhanced technologies courses. The USG has adopted WebCT, as the officially supported online course software. WebCT’s usage at Georgia State University has grown in 4 years from about 12 courses to over 2,100 courses using WebCT each semester. Most of these courses use WebCT as value added to the face-to-face, traditional classroom instruction. Because of its wide use and often critical role in each course, students find themselves with little support for their technology problems. Georgia State University has focused on providing faculty support in WebCT and web technologies and has created one of the best support structures anywhere in the state or nation. Students, however, have no avenue for support even partially comparable to that offered faculty. DDL’s experience in student support shows that while not as technically demanding as technical support for faculty using WebCT the time-critical nature of that support is extremely important. When an online assignment is due and a student is having a problem s/he needs a place to go where s/he can receive immediate support. And in cases where a student is repeatedly having a problem
using the software, faculty have nowhere to send their students for tutoring or hands-on support.

WebCT courses often use other computer technology within the online component. MSOffice suite of tools, movie and audio clips, graphics and specialized software required by a discipline (math, for instance). This lab would also work with these students on how to successfully integrate these other technologies with their WebCT course.

The Instructional Technology Center in the College of Education offers a similar service for students with the technologies they support. However, students outside of the College of Education are not always aware of this service and the ITC only offers very basic student support in WebCT.

A Student WebCT Lab in Urban Life Room 302 will allow us to create a place that students can go that will have a knowledgeable person for just in time help in distance learning technologies, primarily WebCT.

It would be opened and managed Monday through Friday 8am through 12noon and 6pm through 11pm. On the weekends the hours would be Saturday 12noon through 5pm and Sunday’s 1pm through 11 midnight. This is a total of 60 hours per week with only 17.5 hours during regular university work hours and the remaining 42.5 hours are nights and weekends.

• It will also double as a high tech classroom for these requests:
  1) WebCT orientation for students. Professors often request this service, but a room is not available. The orientation must then be delayed for one or two classes causing the student to not have reliable access to their online resources and assignments. If the class only meets once a week, this can be a significant loss in valuable learning.
  2) Quiz proctoring. This is a service that Distance & Distributed learning offers currently. We provide a knowledgeable employee who oversees a quiz being delivered in a computer classroom. This alleviates tension and frustration for both students and professors. Occasionally a professor cannot schedule a classroom; this lab would be available for this service if such occasions present themselves.

Topics that the lab would assist with would include (but are not limited to):

• Help with conversion of Microsoft documents to HTML, and simple web pages
• Basic computer usage (working with files and directories, downloading and installing software, installing plugins, etc…)
• Support for WebCT and the use of all tools
• High speed Internet access for the student with an older computer, no computer or slow Internet access. A course that has many graphics can be a slow download. Courses that use audio or video clips or large PowerPoint presentations may not ever be viewed on some home computers.

5. Relevance to Regents Guidelines

• [1] Technology fee revenues should be used primarily for the direct benefit of students to assist them in meeting the educational objectives of their academic programs. The standard at our University for all academic programs has been raised tremendously over the past few years because of the rate at which we are adopting and implementing new technologies. For students, there is an imbalance in the relationship of adopting new technologies to supporting new technologies, which can only lead to more obstacles being placed in front of them while trying to attain their academic objectives. This project would give the student body a much-needed hand in accomplishing their academic goals.

• [3] Technology fee revenues should be used for hardware and Network related expenditures that include support of general purpose or special purpose laboratories used by students for body productivity and more discipline related activities. Provision of adequate network bandwidth and access to the Internet and special purpose databases and specialized computing are vitally important in some disciplines and should be supported. At the same time, institutions will need to balance competing demands for greater and broader access to resources for all students versus the demand for important but specialized and restricted resources.

• [4] Technology fee revenues may be used for training of students and, to a lesser extent, staff and faculty. Students and faculty perceive good training in the use of computing and networking resources as an important component of effective use of electronic instructional resources both inside and outside the classroom. Consequently, the secondary educational value is high; training allows students and faculty to focus on course content rather than on the mechanics of operating a computer. In general, staff and faculty training should be supported from operational funds. Obvious exceptions include circumstances such as space remaining available in a training session after student sign-up is completed, or the purchase of a site license for online training that permits access by all members of the campus community.
6. **Relevance to Strategic Plan(s)**
   Retaining and attracting more students to Georgia State University is always enhanced when we offer more support to the existing student body. This is particularly true in mission critical applications, widely used applications and under supported applications. WebCT has been singled out as the primary and only support software for putting courses or course materials online. While Georgia State University offers an array of support services for instructors using WebCT, the services offered students are barely existent. The ever-expanding usage of WebCT makes the establishment of better support services essential to the successful academic lives of our students.

7. **Impact on Students Served**
   This would be a service that is available to all registered Georgia State University students. Our suggested hours of operation would be Monday through Friday 8am through 12noon and 6pm through 11pm. On the weekends the hours would be Saturday 12noon through 5pm and Sunday’s 1pm through 11 midnight. This is a total of 60 hours per week with only 17.5 hours during regular university work hours and the remaining 42.5 hours are nights and weekends.

8. **Justification of Funding Requirements for Fiscal Year 2003**

<table>
<thead>
<tr>
<th>Object of Expense</th>
<th>Itemized Descriptions</th>
<th>Quantity</th>
<th>Extended $ Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff Salaries</td>
<td>Lab Manager and Network Specialist</td>
<td>1</td>
<td>$ 40,000</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>$</td>
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<tr>
<td>Fringe Benefits</td>
<td>Benefits 29% of salary</td>
<td></td>
<td>$ 11,600</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>$</td>
</tr>
<tr>
<td>Student Salaries</td>
<td>20 hr/wk, $12 per hour, for 49 weeks of the year</td>
<td>6</td>
<td>$ 70,560</td>
</tr>
<tr>
<td></td>
<td>Windows Workstation : $1,800.00</td>
<td>21</td>
<td>$ 37,800</td>
</tr>
<tr>
<td></td>
<td>Apple Macintosh : $3,170.00</td>
<td>2</td>
<td>$ 6,340</td>
</tr>
<tr>
<td></td>
<td>Workstation furniture $1000/ea</td>
<td>25</td>
<td>$ 25,000</td>
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<tr>
<td></td>
<td>Moveable accessible workstation equipped to meet the needs of students with Mobility Impairments and Learning disabilities</td>
<td>1</td>
<td>$ 13,956</td>
</tr>
<tr>
<td></td>
<td>Moveable accessible workstation equipped to meet the needs of students with Blindness or Low Vision</td>
<td>1</td>
<td>$ 23,627</td>
</tr>
<tr>
<td>Software</td>
<td>JAWS</td>
<td>WYNN</td>
<td>TEXT HELP</td>
</tr>
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<tr>
<td>Maintenance or Contractual Services</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Supplies</td>
<td>Overhead Projector</td>
<td>1</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>21”HIGH RESOLUTION MONITORS</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Raised floor for computer wires</td>
<td>1</td>
<td>1056 sq. ft.@ $10 sq ft</td>
</tr>
<tr>
<td></td>
<td>Electrical outlets</td>
<td>variable</td>
<td>(see attachment)</td>
</tr>
<tr>
<td>Construction Services (Requires review of Planning &amp; Facilities)</td>
<td>$400</td>
<td>25</td>
<td></td>
</tr>
<tr>
<td>Other Expenses (explain)</td>
<td>Extra Air conditioning vents??</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
<td></td>
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9. **Consequences of Partial Funding**

State what the consequences would be on the effectiveness and viability of the proposal if it were only funded in FY 2003 at the following percentages of the requested total:

Only 75% funded: We would only be able to run 18 workstations rather than 25. It would be viable, but when we conduct student orientations or proctor quizzes the average class we assisted had 30 students.

Only 50% funded: We would have to drastically cut down on workstations, so orientations and proctoring would probably not be a viable use. The only service this lab could offer is help with distance technology. Because of the money it would take for room renovations and a trained student assistant and Manager, it probably wouldn't be a viable solution.
10. **Standard Dollar Amounts**

11. **Standard Replacements Thresholds**

12. **Prerequisite, Non-Technology Fee, Funding**

13. **Matching Funds**
   The student assistants should be able to handle most tasks in the lab, but Distance & Distributed Learning has two WebCT Certified Trainers that are also Ask DrC moderators in the WebCT.com discussion forum that would be on call during operational hours and would be in the lab. Distance & Distributed Learning would give 10% of the two staff person’s time to the lab.

14. **Staffing and Other Support Availability**
   We would need to have two student assistants that we could train in distance learning technologies, including WebCT. Most student assistant positions do not require such specialized training, so we should be able to offer them a somewhat competitive wage. The students would be in the lab at all times. We would also need a Lab manager that would also be the Network specialists to keep the computers up and running.

15. **Space Availability**
   The room that we are planning to use for this project is 302 Urban Life. This room is currently designated to our Division for the purpose of Satellite Broadcast, so this will be a multi-use room and there will need to be some renovations. The 25 requested workstations would create hazard to students, staff and computers because of the wires. I have written in the request for a raised floor to hide the wires.

16. **Impact on Facilities**

17. **Impact on Computing/Network Infrastructure**
   Installation of 25

18. **Post-Project Assessment Criteria**

19. **Review and Acknowledgements**
Attachment 1

Please refer to this URL for this attachment. Thanks

http://www.gsu.edu/webprj01/adm/wwwork/public_html/techfee/OLD_2002_techfee/fy2002/desc/total/1.6.1_Accessible_equipment_for_labs,_libraries_and_classrooms.PDF
From: Joe Amador  
To: Jeanne McQuillan  
Date: 02/07/02  
Subject: Could you give me an idea (about pricing)  

Body:

1) I understand one portal accommodates 10 wireless PC's. How much does a portal cost? Does the price decrease if you order multiple portals at one time.  
I'd suggest contacting Jim Young at 404-651-4562. He's with network infrastructure.

2) What does an overhead projector that hangs from the ceiling and projects the instructor's computer screen onto a screen cost?  
Depending on the projector, average cost can range between $7500 to $10000 depending on functions and lumens. Screens average about $300-$350 for an 8 foot screen and about $225-250 for a 6ft screen. These are mechanical screens that you would pull down. For an electric screen, that can be about $3000 and up depending on the size. Our contractor for screens is CMS and their phone is 770-441-5121 Dave Adams is our contact for mechanical screens and MCSi for the electric screens. MCSi's number is 770-447-1001.

3) What does a electric retractable screen cost? Info is above.  
MCSI is the company to talk to. You may also want to talk to Waveguide. Their info is below.

4) How much does that neat box that we have seen over in the newly computerized classrooms cost?  
It's the touch screen box that turns on the projector and brings down the screen, etc. Crestrons are pretty pricey. for each room is about $1500 and up. The Sparks Hall units are wireless and much higer. Company called WaveGuide set those up for us. Their web page is http://www.waveguideinc.com/ and contact info is: Waveguide Consulting, Inc. • 119 North McDonough Street • Suite 100 • Decatur, GA 30030 USA • 1.404.378.5635 • 1.404.373.1082 (Fax)

5) Is there some kind of "switching box" that allows the instructor to display the screen of any laptop to the main screen for the whole class to see? What does something like that cost?  
That's about $50.00 and we get them from a company called Cable Depot. 770-564-2323.

Jeanne, if you are thinking about converting a room to a technology room, my strongest recommendation is to contact WaveGuide consulting. They can get you all the
information regarding the equipment above. They are also great in planning and designing classrooms with technology. They were the ones to upgrade the Sparks Hall classrooms and they handled all the AV equipment in the room including the touchscreens, projector screens, projectors, and AV equipment.

Hope this helps!

Joe
Hi Donna, I have a rough estimate to convert room 302 UL into a computer lab (25 count). The estimate is as follows:

- desk/chairs $25,000
- computers $22,500
- elect. $12,500

* A raised floor may not be necessary unless customer chooses to.
This is an informal estimate and is subject to increase (possibly).
Accurate proposals will be obtained before due date as discussed with the customer (you). The mechanical estimate I'll need to check with our mech. engineer (Randy Rhimes) or contractor in determining what needs to be done to convert air temp appropriate for the computer lab.

Thanks
Michael Grimmett
1) an estimate for a raised floor for a computer lab

2) Additional electrical outlets. In addition to a lump sum of how much to buy and install however many outlets you feel we need, how much is it per outlet? Besides the normal, one in the front of the room and one in the back, there have been an additional two added to each side.

3) If we transform this room into a computer lab, how many computers is the maximum before we need to add additional air conditioning ventilation?

4) If we decide to use laptops, can we get this room wired for wireless internet connection? If yes, how much would this be? Do we need one portal per computer? How much per portal?

Thank you for any assistance that you can offer.

Donna
Attachment 4

From: Carsedra Glass  
To: Donna M. Ferguson  
Date: 02/06/02  
Subject: Cost of Network Installation  
Body:

Hi Donna,

The price for a new Network Connections can range from $380 to $410. It depends what you're needs are. Do you know if you're running Tokenring or Ethernet? Also will you need single data lines, single phone lines or phone/data lines installed?

Thank You,  
Carsedra Glass  
Network Technician Intermediate  
Georgia State University  
University Computing & Communication Services  
Phone: (404) 651-3586  
Fax: (404) 651-4675  
mtscdg@langate.gsu.edu