Transformation of Academic & Special Event Support at the University of Notre Dame and Old Dominion University
Who are we?

Jason Railton (CTS, DMC-D-4K)
Manager, AV Technologies & Facilities Design
574.631.6306
jrailton@nd.edu

Dwayne Smith (CTS, DMC-E)
Sr. Engineer, Classroom Central
757.683.5940
DLSmith@odu.edu
Who Are You?

• Technician
• Manager
• IT Staff
• Library Staff
• Other
What are we talking about today?

We want to explain how UND and ODU approach academic and special event support. Both of us have gone through transformations of our respective support models and we plan to compare the similarities and differences between our operations. We’ll stress the areas in which we have each succeeded and where we plan to be in the future.
Who is Notre Dame?

Private Catholic University in Northern Indiana
12,004 students
8452 undergrads / 3552 grad students
Football team - we’ll see after Saturday…
Employee Breakdown

6 Full Time
2 Part Time
2 On Call
~50 Students
What we do – AVTFD at ND

- Consult, design, install and maintain all technology in Registrar Classrooms
- Maintain 5 student computer labs
- Maintain student printing services, kiosks, release stations
- Equipment checkout counter - 6000 transactions per year
- Real time support for all classes - dispatch model
- AV consultation/design for new construction & renovations (main/abroad)
- Maintain Campus public webcams
- Department webpage / database / inventory
Who is Old Dominion?

State University in Norfolk, Virginia
24,670 students
19,612 undergrads / 5,058 grad students
Employee Breakdown

11 Full Time

160 Students
What we do – Classroom Central at ODU

- The old Media Services department
- Support all Academic environment
  - Classrooms and Department Labs
  - Computer Labs
- Design new spaces with the latest technology advancements
Compare ND vs ODU

- Centralized / Decentralized
- Radios / dispatch model (firefighter model)
- Student employees (counter / tech @ ND)
- Academic vs Event support
- Campus capital projects
Cross Campus Collaboration

Academic Space Management
Office of the Registrar
Office of the University Architect
OIT / ITS
Facilities
Representatives from colleges
<table>
<thead>
<tr>
<th></th>
<th>Old Dominion University</th>
<th>Notre Dame (ND)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classrooms</td>
<td>130</td>
<td>157</td>
</tr>
<tr>
<td>Computer Labs</td>
<td>11</td>
<td>5</td>
</tr>
<tr>
<td>Department Labs</td>
<td>140+</td>
<td>34</td>
</tr>
</tbody>
</table>
Design Team

1-2 Design Engineers

1+ Programmers

learningspaces.nd.edu

These are the same people
Staff Development

- **CTS Certification**
  - ODU trying to get all staff certified
  - UND all tech staff are CTS, support staff are not

- **Net+ ready for staff**
  - Interaction with network staff – talking intelligently
  - We feel this will be a requirement for our staff in the near future

- **DMC Certification**
  - UND 4 with DMC
  - ODU only 1
Questions / Discussion

Jason Railton (CTS, DMC-D-4K)
Manager, AV Technologies & Facilities Design
574.631.6306
jrailton@nd.edu learningspaces.nd.edu

Dwayne Smith (CTS, DMC-E)
Sr. Engineer, Classroom Central
757.683.5940
DLSmith@odu.edu