

#### 4.4.2 | Classroom Technology

**Faculty and students reported that classroom experiences are not consistent across campus. In addition, there is inequity in the condition and outfitting of campus facilities.**

There are 343 total classrooms at SMC, and all but 9 are equipped with technology. The majority of classrooms have a computer, projector, and document camera. However, not all classrooms are outfitted with the same models and brands of technology, and some classrooms have significantly older technology than others. Students and faculty both expressed that challenges with technology have led to delays in the start of class and even class cancellations. These instances are most often the result of faculty not knowing how to use the technology.

Standardizing and upgrading technology in the College's instructional spaces will make technology use easier for faculty and allow for easier transitions between classrooms. It will also make supporting the spaces easier for IT staff.

In addition to inconsistencies in classroom technology, faculty expressed frustration about not always knowing who to contact to get technology help during class and lack of Wi-Fi in some buildings. Lack of Wi-Fi limits faculty's ability to use laptops in class. This also affects students who bring their own devices.

**Recommendation:** Equip the College's instructional spaces with consistent technology to provide a seamless experience for faculty and students. The IT Department should consult with faculty on classroom technology to help determine priorities and ensure satisfaction. The replacement cycle and TERP will need to be thoughtfully designed in light of the budget. (Reference Section 4.1.4.)

The IT Department posts an IT help number in each classroom to help guide faculty. It is important to make sure that these help numbers remain in the classrooms and are updated as necessary. SMC should also consider an IT training for new faculty.

#### 4.4.3 | Academic Computer Labs

**Academic computing labs are not effectively utilized and could be repurposed to offer more value to SMC.**

Lab utilization data is collected by the IT department using LabStats, a computer lab monitoring tool for higher education. Lab utilization refers to the amount of time that computers in a lab are used relative to the amount of time that they are available for use. SMC implemented LabStats at the beginning of 2019. The IT department is in the process of optimizing the software and validating the data.

SMC does not yet use LabStats data to support the number of computers needed in labs and classrooms. The IT Department equips labs and classrooms with as many computers that will fit.