AHC Classroom Services
Spring 2016 Classroom Survey
STUDENT/ATTENDEE

TECHNOLOGY

How well did the presentation technology in your classroom aid in your learning.
1=Not At All, 5=Very Well

How well did the lecture capture/streaming (Mediasite), or ITV/videoconferencing technology aid in your learning.
1=Not At All, 5=Very Well

Ability for the AV Technician to resolve issues and get your class going.
1=Unacceptable; more than 10 mins lost class time, 5=Excellent; no lost class time

ROOM READINESS

Cleanliness of your classroom.
1=Not Clean, 5=Very Clean

Accessibility of your classroom (are they unlocked as scheduled, for example?)
1=Not Accessible, 5=Very Accessible

Adequacy of teaching supplies (white board markers, batteries, waste containers, etc.)
1=Not Adequate, 5=Very Adequate
**FACULTY/PRESENTER**

### TECHNOLOGY

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<thead>
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<th>Category</th>
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<tr>
<td>Ease of use of the basic presentation technology (AV control, using the projector, microphones, etc)</td>
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SCHEDULER/REQUESTER

Ease of requesting an AHC Classroom Services room
1=Very Difficult, 5=Very Easy

Your understanding of how to request AHC Classroom Services’ special room resources, such as the Diehl 535 Computer Lab and or the Mayo Auditorium
1=I don’t understand, 5=I understand

Timeliness in which you’ve received your AHC Classroom Services room confirmations
1=Very Untimely, 5=Very Timely

Accuracy in the scheduling of your event
1=Very Inaccurate, 5=Very Accurate

Ease of requesting technology and/or lecture capture/streaming/ITV/videoconferencing services for your classroom
1=Very Difficult, 5=Very Easy

AHC Classroom Services’ communication and professionalism regarding all aspects of your classroom request
1=Very Poor, 5=Very Good

AHC Classroom Services’ assistance in directing you to other resources when they cannot meet your needs
1=Very Unhelpful, 5=Very Helpful
Diehl 535

■ None of the IT techs had admin logins and I could not get the secure browser and images I needed to proctor my exam onto the computers for at least 30 minutes. The techs were nice, but it was such a waste of my time and theirs.

■ There is a blower noise from overhead that makes it impossible to talk. Luckily they set up a portable mic. But it is so loud. Could you please close the vent?

■ I could not get into the room during my scheduled time and had to wait for someone to get my messages and let me in.

Jackson 2-137

■ White board needs to be replaced due to it does not come clean

Mayo 3-100

■ We do a lot of group work for class and this room couldn’t be worse for group work. Also we sometimes need to be looking at a laptop, a book, and a 3-ring binder all at once and this room only has very small flip-up desktops so it was completely inadequate.

■ The computer monitor on the front desk stands at just the right height to block half of the screen behind it when you sit in the front row of the room. If there’s anything that can be done to move that monitor, that’d be great.

■ It would be great to have some type of whiteboard in Mayo 3-100 and 3-125

Mayo 3-125

■ Mayo 3-125 is a bad room. It's cramped and hard to get in and out of. We're often forced to use it when nothing else is available but everyone hates it.

Mayo A110

■ I really enjoyed A110 this year, but would like to have more white board space for students to work in groups at a white board.

Mayo D199

■ At beginning of semester we were unable to connect to University WiFi from the room. Seemed to be resolved at about mid-term of semester.

■ Dry erase board markers were definitely a problem. By the last couple classes there were NONE that had enough ink. And adequate supply was an issue for most of the term.

■ For a time, dry erase markers were missing. Brought own.
Mayo D325

- One time the computer was turned off. Because the computer is behind a locked door, the presenter was unable to fix the problem without an AV Technician.
- The **white board markers** were always hit and miss.
- Cleanliness of the room is honestly students' fault.
- The columns in this room obstruct some of the patient's view
- The temp was all over the place throughout the year
- **White board markers** often don't work.
- **Markers** are dead a lot of the time.
- The **white board markers** were often unusable. Many of them did not work and students were forced to go from white board to white board to find a usable marker.
- The only item missing was an adapter for a Mac at one of the tables in the classroom.

Moos 1-450

- **Outstanding support for ITV!**
- **Paul is the best!**
- Yes, could you please add a second screen in front of the classroom? That way when I use the computer that is available I can have one screen that I can see, and use the other screen for the PPT presentation. With only one screen it is very hard to toggle between for example the PPT presentation and internet when I want to show the students something there (e.g. ChimeIn or a video).
- I make sure to finish my class 5-10min early so the next speaker can prepare. I noticed that not all lecturers are doing this (especially when the seminar has food offered...). This would be a nice gesture.

Moos 2-520

- **Wifi is spotty** in the room
- One time **room was locked** when class was supposed to start--had to call someone to unlock room

Moos 2-530

- There is only one outlet on the stage right section on the wall. Would be nice to get more outlets, such as on the chairs like other rooms have.
- There are times that the UM secure **internet stops working**. And that gets annoying when we are in this room for lectures from 8 am-noon
- Would be nice if all lectures were captured on Mediasite.
- The **wifi is terrible** in this room!
- Most of the plug-ins in the seats don't work!!! Very frustrating when your computer is low on battery.
- The **internet** service in the room is **spotty** (connection is sometimes lost multiple times per lecture). It requires soft powercycling of my computer's wifi.
- One time we had a meeting the projector did not work. Other than that technology was great.
Moos 2-580
- **White board markers** tend to disappear very quickly.

Moos 2-620
- **Problems connecting to the Internet** in the room
- It is a shame that the screen covers a perfectly good **white board**, which would be useful on occasion. Unfortunately, you cannot only "partially" raise the screen to expose the white board. It is too much work to transition between the two. A white board is superior to a doc cam for in-person presentation.
- There was another lecture that seemed to believe they could come in and set up for lunch while my class was ongoing or just ending. Apparently they serve pizza to a million dental students or something once a week. Very nice, but I need them to stay out, especially on days when I have an exam, until 5 minutes before their class. If they need more time then they need to reserve more time. It is a shame that the perfectly good white board in this class room is unavailable because the screen covers it.

Moos 2-690
- Noon talks ... worked well, although I wish with media streaming there was an easier interface for questions during a webcast.

Moos 3-110
- The carpeting and the chairs in this lecture hall are extremely old. The carpeting is faded and stained permanently while many of the chairs are either worn, somewhat broken or broken.

NHH 2-101
- Terrible room, i.e. not enough outlets for the students to use their computers. **The internet access is unreliable.** We have had to call for assistance numerous times. They are great and get everything started, but when this happens almost every week, it is frustrating. We go 30 minutes before class to make sure everything will work ok.
- We had a projector issue in one class where I called help services, but the fellow they finally sent (long time) couldn't fix the problem.

WDH 2-120
- It would help if there were a computer available so I didn't have to bring my laptop, and risk a computer virus when students present their own material. This is a serious risk to my laptop.
- Sometimes the one table in the room had been taken out by an adjacent classroom, and it was difficult to drag it back (when I found it).
Minneapolis Schedulers

▲ We were able to use the classroom for three candidates and needed to record their presentations - the classroom staff were great and extremely helpful with the coordination and training of the new ITV equipment in the room.

▲ Better understanding of how ITV works for non-class events

▲ Astra is very hard to use in my opinion. However, the AHC classroom support office is always willing to answer my questions and guide me through the process. Amy is the person I deal with the most. She is always very helpful!

▲ Thank you for your services and great customer service.

▲ It would be helpful to have a type of glossary defining the differences between capture/streaming/ITV etc. I don't always know what to ask for so a "I want to record or allow off site people to view or participate via video and phone or just video or just watch the presentation" type of filter would be helpful.

▲ Nope the staff do awesome work.

▲ All is good

▲ Amy Currier is wonderful; very helpful and professional. Room 2-120 could be cleaner, sometimes there is food and a very bad smell in the room. This, of course, is not Ms. Currier’s fault.

▲ Making sure the room is open when needed (6:30 AM on a Saturday) would be great. Or set a process in place for when the room is locked that doesn’t take a long time to get resolved. (Moos 2-620)

▲ When I began scheduling rooms and events in other buildings I had no instruction at all on how to go about it. I had to learn on my own through originally trouble shooting the on-line horrendous scheduling system. After giving that up, I made contacts in AHC (Amy Currier) who has been an outstanding and awesome resource to schedule rooms. She is very helpful and was the one who directed me to the room techs. I then was able to learn about WebEx as well for those needs. It is troublesome though. There is no initial explanation on "how to". There are so many different department and contacts depending on what building, and what you need that a lot of production time is spent just figuring it out and troubleshooting. Even learning what rooms would work best for the event needs is difficult. Then once you do find a contact or figure it out, you wait semester by semester to find out what rooms are available (with recurring meetings). It is all very tedious. Some rooms are not even "serviced" so if you do end up in Dwan or somewhere like that, you have no tech support if needed. Paul, the tech in Moos is awesome and has gone above and beyond in assisting with events. Last year, I had an event in Dwan in a room with no support. Thankful that they have new equipment in that room now because it works.

▲ Amy is great. Love working with her!

▲ Not at this time. I'm very impressed at how promptly and efficiently AHC has been able to assist me in reserving a room.

▲ I wished you could schedule a room right from the schedule grid view versus search on there first and then go back and request an event. Also, it'll be nice to be able to request special IT equipment, such as media site, during the reservation instead of going to another page via link sent in email.

▲ I would really like to see the microphones in Moos 5-125 upgraded.

▲ Astra scheduler is painfully slow.

▲ Astra is SO user-unfriendly. yikes.

▲ I wish GCD and BMBB departmental and student seminars could be move up in the scheduling priority list. Both departments are associated with the Med School and therefore should be considered AHC Departmental seminars and not Non-AHC programs. We need 2-101 NHH and 2-137 Jackson.
I have been scheduling AHC classrooms for the past two years and the online platform for scheduling is very user-friendly. Room confirmations and room inquiries are extremely timely as well, which has been so helpful. One thing that could be improved is updating the weekly schedules posted outside the rooms when a room is reserved for the same week - for example, sometimes students use various AHC rooms for studying and are upset if they get kicked out (not seeing the reservation on the outside of the room) if a room had to be reserved for a meeting or presentation that was changed last minute due to scheduling conflicts.

ST PAUL

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= STUDENT/ATTENDEE  ■ = FACULTY/ PRESENTER  ▲=SCHEDULER/REQUESTER

ASVM 125

- Occasional problems with lecture captures, but no more issues with the projector this semester.
- The projector had some issues several times throughout the semester, but problems were usually resolved fairly quickly. I didn't use lecture capture, which is why I ranked it 1, but I know classmates find it very helpful.
- We have a great class tech rep, but there have been some instances where we have lost up to 10 minutes or more due to a problem she wasn't able to fix. However, we have not had reoccurring issues, but they are always fixed. There have been some bugs with lecture capture not being posted correctly, but our reps have timely reported and fixed the problems.
- Could use more markers.
- Our presenters have had trouble with the laser pointers dying or not working well, even with new batteries. Perhaps we need more, new pointers.

ASVM 135

- Majority of the time professors couldn't get videos to play.
- It never worked, no one could figure out the issues and professors had no idea how to work the computer.
- Live Lecture Capture does not work on my 2011 MacBook Pro, anyway to fix this?
- Why is this room always freezing?
- Need better white board markers
- We have a CVM liaison with classroom services. This has made my life a lot easier when it comes to getting the class room ready/prepped for lectures. The ALC class still has some quirks and difficult to get fixed.
- We had trouble with the sound system connected to the computer, which made it difficult to show videos with sound. It seemed that it had been down for a while, and this was too big a problem for the AV technician to repair herself.
- Presenters are often unaware how to use/troubleshoot
- There is always a shortage of working markers or paper (to use the document projector) in the classrooms.
Pomeroy 215

- A couple of lectures were not recorded and some were posted without the double speed option.
- Things got a little dicey when we lost Chava
- Always seemed to need new white board markers that worked. :)
- The laser pointer/slide advancer rarely worked, there were not any white board markers available.
- None of the whiteboard markers ever work, and I wish I were able to get into the building at night in case I left anything in there

- The computer technology in that room for the time I taught there was a mess. There were substitute lap tops in place, the selection screen did not fit what options needed to be used, and you literally had to spend 5-10 minutes making sure that the technology worked. Time is a commodity that instructors have little of and we are often running between clinical responsibilities and teaching responsibilities. We don't have the time to be dealing with what seems like technology put together with duct tape and twine.
- The battery supply sometimes got to a critically low level. There were pointers that did not work (and not just due to lack of batteries).
- This classroom is often freezing and the students wear coats, hats and mittens. This simply must be addressed as it has been going on for too many years.

St Paul Schedulers

- Afterhours requests is not very easy.
- Since I schedule our undergrad classes and have scheduling access on ASTRA to assign dept rooms to those classes, the process for requesting a room for an event (like a seminar) is a bit different as I cannot select the specific room I want and have to mention it in the comments vs. selecting it on the schedule. I have to view the schedule before signing in so that I can see if the room I want is possibly available. I would like to be able to request rooms for events how I used to before.
- Astra schedule can be slow and glitchy at times which makes scheduling a pain. It's also confusing how to find rooms sometimes. Half the time I can't locate the Ben Pomeroy rooms! I gave special services a 3 because I didn't know about them and I've never had to use them.
- Astra is a bit clunky but that is something we all have to deal with. One issue we have had was another instructor meeting in ANSCI/VETMED when we had a space reserved. Other than that, things are great. AHC staff are wonderful.