Media Resources Center
ANNUAL REPORT 2017/2018

The Media Resources Center (MRC) provides centralized support and innovative leadership for effective and creative use of instructional technologies and informational services throughout Wichita State University.

Campus Media Services (CMS)

Upgrading the 4 remaining classrooms in Devlin Hall to new MRC standards, including new digital HD projectors.

Complete overhaul of Audio/Visual systems in Marcus Welcome Center meeting rooms, bringing up to modern digital HD standards, and equipping with new WSU-branded media lecterns.

Completed the Audio/Visual design for the new Law Enforcement Training Center.

Installed 25 new Audio/Visual-equipped classrooms, labs, and conference rooms in WSU Old Town.

Coordinated installation of 18 new classrooms and meeting spaces for WSU, Sedgwick County Law Enforcement, and Wichita PD/911.

Completed the Audio/Visual design for the new "Partnership Building 2" and are currently coordinating its installation.

Set up six temporary classrooms at WATC's South location for the WSU South programs to use while renovating new facilities.

Live Media and Audio/Visual support for over 160 events, conferences, and performances (not including academic classes).

Faster machines, with solid state drives, in a dozen classrooms.

Replacing 20 classroom wireless microphone systems due to FCC regulation changes.

20 new digital HD projectors to replace aging classroom equipment this summer.

New master classroom procedure allows instructors to access network drives and keep files from class to class.

Received an average of nearly 3 new tickets for service or event support every single day. Most tickets are closed within a day, with a median ticket age of 2 days. (Total tickets since 7/1/17 = 505.)

Working to get staff certified as Crestron Certified Designers and Programmers.

Instructional Design and Access (IDA)

Supporting instruction, design, and access for courses at WSU

Instruction Metrics
I
- Resolved 641 Tier 3 Blackboard support tickets **(+22% from 2016-17)**
- Had no unexpected Blackboard downtime
- Provided 40 hours of Blackboard lab time
- Assisted over 160 instructors with in-person consultations
- Over 100 instructors have met with our liaison for an introduction to our services
- Provided support for 140 classrooms on campus

Design Metrics
D
- Completed 14 successful Gold Reviews **(+2 from 2016-17)**
- Created 214 development shells for new and redesigned classes **(+29% from 2016-17)**
- Assisted with the planning and development of 26 online course badges

Accessibility Metrics
A
- Facilitating Foundations of Accessibility for over 1,100 WSU instructors and staff
- Facilitating online version of Ability Ally for 393 WSU instructors
- Audited 255+ Electronic and Information Technologies
- Assisted 11 departments with their EIT tremediation plans
- Audited 78 classrooms across 17 buildings for instructional accessibility issues **(NEW for 2017-18!)**
- Assisted the Office of Disability Services on accommodations for 30+ lectures **(NEW for 2017-18!)**

What People *Say* About IDA

"Thank you so much for your help, patience, and understanding. You are amazing, and you met me where I was with my limited knowledge of Blackboard. You are wonderful, and very appreciated!"
– Kay Bright

"Thank you for your outstanding help in updating my Western Civilization course. The students will benefit greatly."
– John Dreifort

IDA in the *Community*
- Staff presented at 10 conferences
- Assisted with 18+ requests from other colleges and community organizations
- Presented at the spring meeting of the Kansas Council of Instructional Administrators

WSU-TV and Video Services

OnPACE

OnPACE is a bi-monthly video series covering the Wichita area running community. Partnering with the WSU Track & Field and Cross Country programs, OnPACE highlights Wichita State athletes and meets while covering area colleges, road racing and running events. Video Services has produced 11 episodes to date. You can watch OnPACE on the WSU-TV YouTube channel.

ICAA Events

Video Services and ICAA teamed up to provide live streaming coverage for 51 Olympic Sports events. Volleyball, Women's Basketball, Softball, and Baseball games were produced live by Video Services and distributed over a subscription-based streaming service. The events are now available to watch on the WSU-TV YouTube channel.

State of the Art

State of the Art shines a light on the Wichita State University Fine Arts program. In partnership with the department of Fine Arts, State of the Art will profile students, faculty, and staff and highlight events within the school's programs.

TEDxWichitaStateUniversity

In spring of 2018, Video Services produced 9 TEDx sessions centering on "Curiosity, Creativity and Connection." The student-led initiative sought to spread the experiences of student leaders, professors, community activists, and university alumni. The multi-camera production was a collaboration between Student Involvement, Performance Facilities and Video Services.

Web Services

The MRC Web Services team has been working on a lot of projects, but the most important one is the process of transitioning our old Department Tools content into the new Omni Update Campus content management system. We have developed tools to facilitate that process, provided training and information to nearly 140 DT users department tools users, managing nearly 20,000 pages that will be migrated into the new system, while eliminating more than 25,000 defunct and unneeded pages and more than 200 unused department tools accounts. This will make sure our transition is smooth and we launch as quickly as possible.
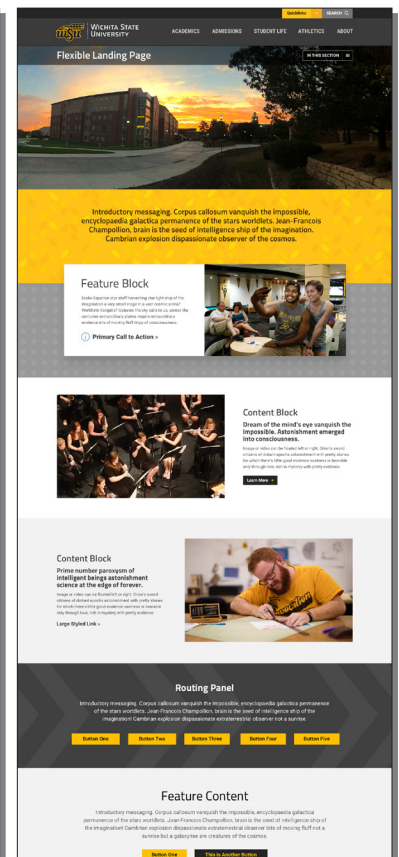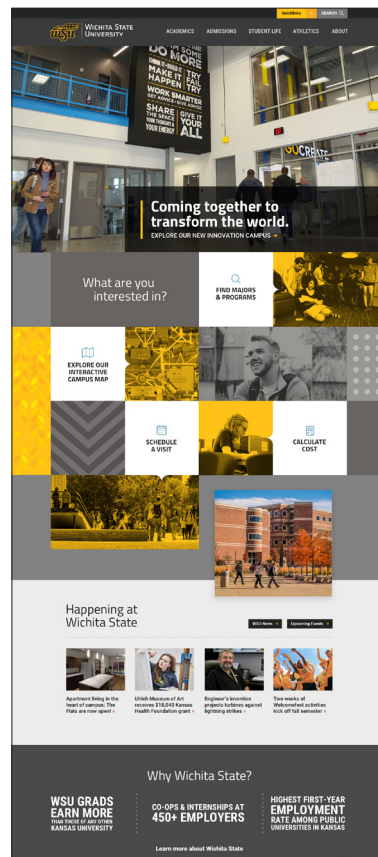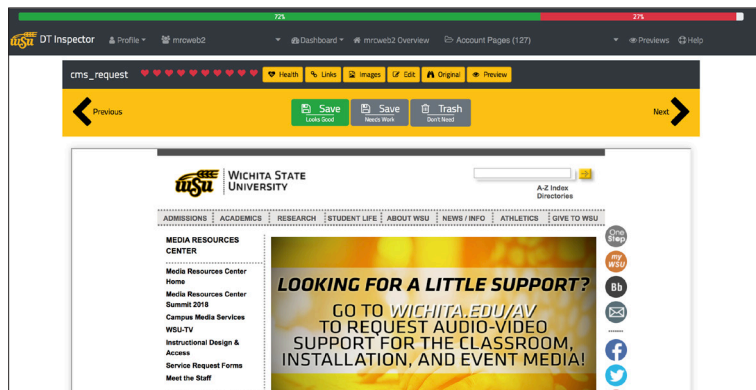
Looking Ahead to 2019

The coming year promises to bring a lot of new services, products, and capabilities to the MRC. We are reorganizing our staff structure and moving some positions to provide better staff levels in areas of critical need. We are continuing to invest heavily in our efforts to support an accessible WSU for all, including creating a position for a person whose primary role will be to make our documents and forms as accessible as possible. We have spent the past year expanding live coverage of WSU sporting events, designing and installing AV systems for the new construction on campus, and will launch our streaming apps on a variety of platforms in the coming year.