2011 Matrix of Campus Services

	MEDIA	PROGRAMMING	LMS (programming / QA)	AV INSTALLATIONS	AV MAINTENANCE	FACULTY SUPPORT	COMPUTER CLASSROOMS	PRINTING	SPECIAL EVENTS	EQUIPMENT LOAN	VIDEO CONFERENCING	DATA NETWORKS	Software Distribution
UC BERKELEY	Core and recharge work. For core, video webcast (partially subsidized) and screencast (100% subsidized) of courses in GA classrooms. For recharge, video production & post-production, .	Opencast Matterhorn automated lecture capture software. No recharge.	Application contributor for Sakai 3.0.	Core & Recharge. Complete design and installation of all GA classrooms. Recharge Installations in department spaces.	Maintain 193 GA classroom spaces with installed technology plus portable equipment (Core); provide just-in-time engineering support during the day, maintenance at nite with techs & students. Provide ad hoc maintenance on recharge basis. We're starting recharge maintenance service program in some departments.	Classrooms: just-in-time support and orientations for faculty by career techs. Support faculty using for iClickers. Student staffing in large lecture halls. Career staff train students and support "difficult" classes in lecture halls. Sakai (bSpace): workshops and consultations.	None for ETS. Computer labs are overseen by campus I ST.	NA	AV special event support, often combined with webcasting (see Media).	We have greatly reduced EQ checkout with the installation of tech in most classrooms. We eliminated check-out for student groups last year.	1 lecture-style facility; 1 small interview room; 1 conference size room; 1 portable unit. Mostly recharge. We have 1-2 partially subsidized courses per year.	NA	
UC DAVIS	Core and Recharge work. Video production (single and multiple camera shoots), Webcasting, Podcasting, Photography, Grapic Design.	Core and Recharge work. Specialized programming for departmental recharge; core-funded maintenance of Chemistry lab courses; web development; homegrown programs used internally for ATS.	Core funded. Programmers working on Sakai - Gradebook, fixing bugs, and currently have 1.0 FTE Contractor for QA and testing	Recharge work. Installations of AV equipment in the GA classrooms as well as for other departments and venues (such as the new conference center) on campus. The installation work is done on a recharge basis.	Core funded. Our Night Crew maintains the GA classrooms. They check the AV equipment in the GA classroom and get to each of the 127 classrooms about once every 10 days. We have just started to supply this maintenance to other departments on a recharge basis through SLAs.	Core funded. Quick Response to classrooms when there are AV issues; SmartSite (Sakai) support for building sites and learning the LMS. We currently only have 1.0 FTE for quick response, and 2.0 FTE to support the entire campus with Sakai.	Core funded and partially funded through the printing revenue. Manage 11 computer classrooms and 7 open access computer labs.	Recharge, with a small subsidy by ATS. Provide printing in the computer labs. ATS has an approved recharge rate for printing per sheet. Students are billed through Banner; staff pay by cash or check.	N/A	Recharge service. ATS provides AV equipment for classrooms, students, and faculty on a recharge basis, including drop off and pick up of equipment and training to use it.	Recharge service. ATS provides distance learning classrooms through VC as well as VC for meetings. Classes are charged 20% of the cost, and departmental use is a recharge service based upon an approved rate. ATS usually ends up subsidizing this service.	N/A	
UC IRVINE													
UC MERCED													
UC LOS ANGELES													
UC RIVERSIDE	Recharge work, Single camera shoots and webcasting, podcasting services	N/A	Computing	Core and Recharge. Complete design and installation, upgrades of existing GA classrooms. Complete design and installation for campus departments on a recharge basis.	Core and Recharge. Provide maintenance and repair of GA classroom AV and department rooms. Components are not repaired in house, they are sent to repair centers.	Core. Provide immediate support to classrooms for any course. Faculty press help button in classroom AV panel to request assistance. Student techs provide first response	Core	N/A	Recharge. Provide delivery and tech services for special events on campus	Recharge. Provide equipment only or delivery services on a recharge basis	Recharge and Core. Classes are no charge for video conference equipment and support. Special events are supported on a recharge basis for equipment and tech support	Computing	
UC SAN DIEGO	Classroom /lecture hall core support for projection & audio-podcasting pilot underway (audio and video). Some recharge support (photography /video)		WebCT available to all classes along with related tools (wiki, clickers, class portals)	Recharge design & engineering available to campus, core support for classrooms and computer labs	Core support for classrooms (underfunded).	Consultation on use of instructional software and computing facilities, LMS, etc. Ad-hoc malware removal and troubleshooting in partnership with Admin Computing group, some recharge computer repair (Apple)	130 labs, 1700 workstations - some general access, some discipline-specific	subsidized laser printing for students, low cost recharge color plotter for research	AV special event support on a recharge basis	Core funded student Media Lab facility for instruction-related project work (equipment checkout /consulting)	Some recharge support via distance learning facilities	Support for our computer labs from the wall to the workstation (we provide switches), otherwise N/A (different group)	Aggregation of site-license orders (SHI: Microsoft /Adobe /etc), electronic distribution, license key management (matlab etc)

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