University of Glasgow

Academic Standards Committee – Friday 9 October 2009

Actions Arising from Annual Course Monitoring for Session 2007-08

Ms Helen Butcher, Clerk to the Committee

ASC is invited to note the following response which has been received from the Director of IT Services:

- provision of instructions for use of IT equipment in all central teaching venues:

In March 2008 IT Services assumed responsibility for Audio Visual services for centrally booked teaching spaces. By September 2008 a comprehensive upgrade programme of work was completed. In summary this involved bringing all rooms up to a set standard which includes, screens, data projectors, control panels, improved networks with wireless connectivity, and a resident PC set up and maintained to a defined university standard. Training courses were offered to all staff on use of the equipment and remains available at this time. Similarly standard operating instructions were distributed to all locations.

- limited access to 'plug and play' technology in PG teaching accommodation

Electronic Voting Devices were made available for use in January 2009 as an example of plug and play technology now being more easily deployed as a result of the 2008 upgrades. With all rooms being of a standard configuration and able to support plug and play technology this problem should be less of an issue. Requests for unusual / difficult scenarios would be handled by the help desk and acted upon by the AV support team.

- poor IT Help Desk service/coverage

Since the summer of 2008 AV activities have been incorporated into the overall support framework provided by IT Services and AV has been closely aligned with Desktop Support and Network Support. In addition greater use is made of the centralised help desk and SupportWorks to assist monitor performance.