

Penn State Schuylkill Podium Issues

Presenters:

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Penn State Schuylkill

Podium Issues

- Diversified Equipment across Campus
- Projectors – Several different brands and Models
- DVD/VHS Players – Different in rooms and some with remotes others without
- Switch Boxes – In some rooms not in others
- Sound Systems – Some use the computer sounds others had a mixer
- Video Conference – Present in two rooms
- Document Camera – Only in one room



Penn State Schuylkill

Podium Issues

- No way of providing paper instructions for the podiums They keep walking away
- No opportunity to provide training due to varying schedules and equipment
- Help Desk Students not familiar with all of the equipment and it's use making phone resolution difficult
- Technicians are then deployed when there is an issue in a room

Podium Issues

Suggested Resolutions

- Universal Remote that would operate everything –
Not Available
- Have a Technician in the room at the start of class –
Not Practical
- Install a touchpad control system
Not Affordable
- Develop Instructions that can't walk away
How are we going to do that?

Podium Issues

Selected Resolution

- Develop Instructions that can't walk away
Now how *ARE* we going to do that?
- They all have to be specific for that room and the equipment in it
- We have to put them where they can't walk away
- They have to be clear and simple to follow
- They need to be editable for changes in the room
- Hmmm how about a PowerPoint slideshow that is placed on the desktop of the podium machine

Podium Issues

Selected Resolution

Enter a man with a Camera and Knowledge of
PowerPoint



Podium Issues

Selected Resolution

- Most Faculty don't know the names of the devices used in the rooms, so, we need to show them the equipment as it appears in the room.
- We have to be specific about which remote to use, the device it controls, the button to push and what they will see when they do.

Podium Issues

Solution Process

- Go to each classroom in order to:
 - Take pictures of the equipment and remotes
 - Walk through the process of producing an image on the screen
 - Document each step in the process
 - Develop a procedural document
 - Using PowerPoint develop a separate slide show for each process
 - Create an introduction slide that serves as the host for the application

Podium Issues Solution Process

- Then we thought of the most common issues that occur with the podiums and put some of these into the slides
- The next step was editorial review for accuracy and clarity
- Now how to get them on the Podium PC so that all users would have access when they signed on.
- The folder for the individual processes and the introduction slide were placed in the Desktop folder under All Users.

Podium Issues

Solution Process

- Hyperlinks were then created from the introduction slide to each of the modules.
- The IT staff then did an onsite walk through of the slides and thought it was satisfactory
- Now the real test lets have a faculty member use the slides to operate the podium. Give it to Mikey he won't like it
- He likes it, he likes it!
- Now let's do all the rooms!

Podium Issues

And the Results are In!

- Faculty have thanked us for doing this. It's marvelous!
- A negative situation with faculty has now turned to a positive result in customer service
- Some faculty have actually printed out the PowerPoint slides and carry them with them
- This Spring we had 6 issues entered for a Podium problem, 1 was dead batteries in the remote. In the Fall semester we had 27 issues.



Podium Issues And the Survey Says!

In the words of the 3 Stooges
“Success, Success”

Podium Issues

What's Next?

- This fix while satisfactory is not the final stage
- We are looking for a better resolution for this issue
- The longer range plan is to purchase a touch screen control system with centralized monitoring
- This will give a standardized look to the room regardless of the equipment installed
- With central monitoring system setup and evaluation can be accomplished without leaving the computer center.



Podium Issues

Now for a Test Drive

And now for a demo of the program
Remember it's simple,
But it's effective,
And made the Clients Happy!