

Turning Technologies Student Response Systems SC

Service	Turning Technologies Student Response Systems
Service Manager	T. John McCune
Department	ITS Service Center
Contact	W203 Thompson Hall, (716) 673-3407, ITS.ServiceCenter@fredonia.edu
Service Owner	AVP/CIO - Stephen Rieks
Description	Student Response Systems (SRS) are used primarily by faculty and students, but also used for staff on campus. Typical uses are for in-class participation, testing purposes (in place of scantron), and for voting.
Service Users	Faculty, Staff, and Students
User Services	<p>Faculty, staff, and students use SRS in a variety of learning spaces. The ITS Service Center provides support including:</p> <ul style="list-style-type: none"> Account creation in linking faculty and staff accounts with our institution. Check out of SRS devices through the ITS Service Center. <ul style="list-style-type: none"> The ITS Service Center does not provide semester loans. Content creation is the responsibility of the users <ul style="list-style-type: none"> The ITS Service Center will provide training on how to create content Coordinating training for faculty, staff, and students. This can include for large classes and in-class training, campus-wide meetings such as University Senate, and for departments including Human Resources. Training opportunities are sent to the Faculty/Staff Listserv. Installation of software on smart classroom teaching stations. Hardware support for the devices and mobile app. <ul style="list-style-type: none"> The ITS Service Center does not repair damaged devices. Software support for the use of software.
Business Services	Portable equipment for general use through the ITS Service Center.
Technical Services	<ul style="list-style-type: none"> Installation, setup, configuration and maintenance Inventory and testing of SRS available through the ITS Service Center checkout pool. Training on use of SRS.
Requirements	The requirements for using this service included the following: users must be Faculty, Staff, or Students.
Rates / Cost of Use	<ul style="list-style-type: none"> SRS for class use are funded by individual student purchase, upon the recommendation by their instructor. ITS Service Center checkout units were funded by ITS and will be assessed for future replacement depending on usage. Turning Technologies provides training at no cost.
Getting Started	<ul style="list-style-type: none"> Email - ITS.ServiceCenter@fredonia.edu Phone – (716) 673-3407 Ticket Submission – https://fredquest.fredonia.edu Walk In – W203 Thompson Hall
Availability	<ul style="list-style-type: none"> Semester Hours <ul style="list-style-type: none"> Sunday, 12pm – 10pm (ITS Service Center Checkout Units only) Monday – Thursday, 8:30am – 10pm Friday, 8:30am – 5pm Saturday, 12pm- 5pm (ITS Service Center Checkout Units only) Summer/Break Periods <ul style="list-style-type: none"> Monday – Friday, 8am - 4pm
Getting Help	<ul style="list-style-type: none"> Email - ITS.ServiceCenter@fredonia.edu Phone – (716) 673-3407 Ticket Submission – https://fredquest.fredonia.edu Walk In – W203 Thompson Hall
SLA Notes	Users with emergency issues can expect a response within 2 hours and should expect a resolution within 48 business hours of entering a ticket.
Business Procedures	NA
Change Procedures	Changes to the service (transition, additions, and discontinuations) must be reviewed by the Director of Technology Support Services, the ITS Service Center Coordinator, ITAB and approved by the Service Manager (CIO).
Assigned Primary Support	Ed Blue
Assigned Secondary Support	Doug Johnson

RACI Chart

Name: Account creation in linking faculty and staff accounts with our institution.

Description: Accounts are needed to be created once for faculty. This is done when needed.

Level	Responsible	Accountable	Consulted	Informed
Primary	Ed Blue	T. John McCune	ITS Service Center	Users
Secondary	Doug Johnson	T. John McCune	ITS Service Center	Users

Name: Hardware support for the devices and mobile app, including firmware updates.

Description: The ITS Service Center will assist with firmware updates. Users with damaged devices must coordinate repair with Turning Technologies.

Level	Responsible	Accountable	Consulted	Informed
Primary	Ed Blue	T. John McCune	ITS Service Center	Users
Secondary	Doug Johnson	T. John McCune	ITS Service Center	Users

Name: OnCourse support for creating and turning on the block in OnCourse.

Description: Support includes turning on the block for Turning Technologies.

Level	Responsible	Accountable	Consulted	Informed
Primary	Ed Blue	T. John McCune	ITS Service Center	Users
Secondary	Doug Johnson	T. John McCune	ITS Service Center	Users

Name: Software support for the use of software.

Description: Support includes troubleshooting and with escalating support requests to Turning Technologies.

Level	Responsible	Accountable	Consulted	Informed
Primary	Ed Blue	T. John McCune	ITS Service Center	Users
Secondary	Doug Johnson	T. John McCune	ITS Service Center	Users

Name: Installation of software on smart classroom teaching stations.

Description: No installation is typically required, unless troubles are encountered with usability.

Level	Responsible	Accountable	Consulted	Informed
Primary	Nick Nowakowski/Alex Moon	T. John McCune	ITS Service Center	Users
Secondary	Luke Fountaine/Dave Torres	T. John McCune	ITS Service Center	Users

Name: Coordinating training for faculty, staff, and students.

Description: In the Spring semester, training is scheduled in late March or early April. In the Fall semester, training is scheduled in early November. Dates and times of training is sent to the Professional Development Center (PDC) to be included in their calendar, and the ITS Service Center will send it to the Faculty Staff listerv.

Level	Responsible	Accountable	Consulted	Informed
Primary	Ed Blue	T. John McCune	ITS Service Center	Users
Secondary	Doug Johnson	T. John McCune	ITS Service Center	Users

Name: Check out of SRS devices through the ITS Service Center.

Description: The ITS Service Center will check out units. No semester loans will be available. Extended loan will be evaluated on a case by case basis.

Level	Responsible	Accountable	Consulted	Informed
Primary	Denise Maze	T. John McCune	ITS Service Center	Users
Secondary	Tylor Cardone	T. John McCune	ITS Service Center	Users
Tertiary	Ed Blue	T. John McCune	ITS Service Center	Users

Name: Communicate Licensing and Changes to the Terms of Service

Description: Any licensing and changes to terms of service and upgrades will be communicated to the end users.

Level	Responsible	Accountable	Consulted	Informed
Primary	Ed Blue	T. John McCune	ITS Service Center	Users
Secondary	Tylor Cardone	T. John McCune	ITS Service Center	Users

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