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Cal State-Fullerton Implements Crestron MPS Presentation Systems and RoomView® in New Business School

Breakthrough Classroom Technology Lets CSUF Do More With Less

As acting head of Information Systems for California State University at Fullerton (CSUF), Michael Bussey is responsible for AV systems in all classrooms and conference centers, faculty training, and support for classroom technology.

"It's challenging and exciting because as we get more classrooms with more technology, if something goes wrong, you have to deal with that as well," says Bussey, commenting on the opening of Mihaylo Hall, the new building at the Mihaylo College of Business and Economics.

He and his staff support 21 classrooms and lecture halls, the 250-seat Charton Lecture Theatre, nine computer classroom labs, five executive conference rooms, an open study lab, and the PolyVision Learning Lab, in addition to general IT needs of the Centers of Excellence and the Tutoring Center.

Crestron control systems, multimedia presentation systems, and enterprise monitoring software were selected to provide state-of-the-art classroom technology and enterprise support to the growing business school.

"From any Ethernet connected PC, staff can view and manage AV resources in all classrooms, perform remote system diagnostics, and even communicate with users via instant two-way texting, enabling immediate real-time response."

RoomView® enterprise management software and XPanel seamlessly connect every room over the LAN, enabling support staff to provide fast, streamlined facility-wide support. From any Ethernet connected PC, staff can view and manage AV resources in all classrooms, perform remote system diagnostics, and even communicate with users via instant two-way texting, allowing immediate real-time response.

"Most issues are caused by user error," Bussey notes. "For example, an instructor may turn off a projector yet leave the rest of the system running. The next instructor comes in expecting to push a 'system on' button, but now they're confused. Or, a faculty member may be unaware that she has to hit 'Function-F5' to send video from her laptop to the screen. The Crestron touchpanel makes it really simple to operate these systems, and they usually don't have to call us once they're trained," Bussey explains.

If a problem arises, the team can easily resolve it using RoomView software, which allows the technician to view system status and "take over" the room from any web browser using XPanel, Crestron's web-based control platform.

Bussey says help desk calls are rare, especially if users have been through AV system training, which his department offers in group sessions at the beginning of each term, or in 15-minute one-on-one walk-throughs. That's all it takes. By combining a simplified touchscreen user interface with an efficient remote support function, Crestron technology allows CSUF to achieve system downtime that is nearly non-existent.

In addition, Bussey expects to leverage RoomView resource management and security features in the very near future. Erik Wilson, systems engineer at Orange, CA-based Western Audio Visual, says using Crestron systems make it simple and cost-effective to provide a high level of classroom technology with an easy-to-use interface.

Vantage Technology Group designed the rooms around the revolutionary Crestron MPS-200 and MPS-300 Multimedia Presentation System, which combine the control system, multimedia switcher, audio processor and amplifier into a single rack mount unit. "MPS is a unique solution, simplifying integration, installation and programming on our side, and lowering costs on the customer side," said Wilson.

MPS is designed to integrate seamlessly with QuickMedia™, Crestron's innovative CAT5 transport solution, which delivers a campus-wide, long distance wiring solution. In addition to eliminating bulky cable requirements, QuickMedia significantly reduces installation time and costs. "Instead of using RGB, video and control cables, we were able to install a single CAT5 cable that gives us a cleaner installation and much lower material and labor costs, which we're able to pass on to the customer," Wilson added.

Crestron systems provide CSUF with state-of-the-art AV presentation technology, a simplified user interface and streamlined remote support, monitoring and management. This budget-friendly, yet high performance solution is one that all universities can appreciate.