University Leads Way with Lecture-Capture Technology

San Jose State University develops 51 next-generation learning spaces with integrated solutions from Cisco and Vyopta.

EXECUTIVE SUMMARY

Customer name: San Jose State University

Industry: Higher education

Location: San Jose, California

Number of employees: 3850 employees and 30,500 students

Challenge
- Provide next-generation learning experiences in center of Silicon Valley
- Distinguish SJSU as visionary institution on world educational stage
- Improve educational outcomes for students on and off campus

Solution
- Cisco and Vyopta deliver 51 next-generation learning spaces across campus
- Integrated solution offers education-based workflow for capturing, sharing, and managing content
- Cisco and Vyopta enable rich learning experience anytime, anywhere

Results
- Enabled students to review classroom material on demand
- Increased off-campus participation in lecture-based courses without adversely affecting classroom experience
- Added value with custom solution designed by company trusted by Cisco

Challenge

San Jose State University (SJSU) is the oldest public institution of higher education on the west coast of the United States. Ranked one of the top 50 engineering schools in the world by *Business Insider*, SJSU provides Bay Area technology firms with more engineering, computer science, and business graduates than any other college or university.

Innovation is a key part of the SJSU mandate. As a major educational institution in the center of Silicon Valley, the university leads the way in providing next-generation learning experiences to thousands of students. "The university sits in a position of real opportunity, given the double incentive of recent technology advances coupled with the decline in state support for public education," writes SJSU President Mohammad Qayoumi in a recent white paper. "Never before in the history of higher education has technology provided such important challenges and opportunities. We must reinvent teaching, learning, and educational delivery systems."

SJSU is considerably ahead of other universities. Other institutions of higher education depend on tools, technologies, and assumptions from the last century: traditional classrooms offer limited audiovisual capabilities, and lectures are often preserved in students' typed or handwritten notes. But Qayoumi asserts that students deserve and demand an experience that combines the greatest knowledge of the past with the most exciting technologies of the present. By providing an education built on new ideas, SJSU will distinguish itself as a visionary institution, improve educational outcomes, and continue to serve as a model of innovation for all of Silicon Valley.

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Mohammad Qayoumi
President
San Jose State University

Solution

To deliver learning at the speed of business, SJSU teamed up with Vyopta Incorporated to design and create a truly integrated, comprehensive plan for next-generation educational experiences at 51 learning spaces across campus. Built around the integration of Cisco® Lecture Vision and Vyopta vPublish, these spaces are tightly integrated with advanced technologies for managing the entire lecture-capture process, from recording content to managing media assets to streaming on demand.

The Cisco Lecture Vision solution offers a comprehensive approach to managing educational content. Cisco TelePresence® Content Server makes it easy for lecturers to record content from any H.323 or Session Initiation Protocol (SIP) videoconferencing unit with a built-in, easy-to-use web-based interface. The recorded lecture can then be transcoded and enhanced using Cisco Media Experience Engine, with the option to include graphical elements and even tags for easy navigation and consumption. The lecture can then be published using the Cisco Show and Share® application, a webcasting and video-sharing solution that enables simple archiving and retrieval of stored video assets, giving students the option to watch the content on desktops, mobile devices, or the Cisco TelePresence system.

Vyopta vPublish works smoothly in the background to automate the workflow for streamlined publication of content through integration with SJSU's Student Information Services (SIS), which is based on Oracle PeopleSoft Enterprise Campus Solutions. The vPublish solution establishes a single alias based on a data-driven workflow, reducing the IT burden of managing volumes of aliases. vPublish applies SIS metadata throughout the content process, automatically tagging content with relevant information and eliminating the need for manual lecturer input. The solution also creates defined security groups, automatically routing content to the right location for secure access by authorized users. The result is richer, more comprehensive, and more tightly controlled content that is easier to publish and find.

SJSU is also using Cisco technologies for unified communication and collaboration. Cisco WebEx® videoconferencing enables faculty and students to augment their in-class interactions with anytime, anywhere online meetings, integrating into the Lecture Vision solution with Cisco TelePresence technology enabled by the Cisco WebEx product. Meanwhile, Cisco Unified IP Phones consolidate a disparate array of phone systems into a converged voice and data network with advanced media endpoints. And as a key component of SJSU's next-generation network infrastructure, Cisco wireless solutions will serve as the foundation for the school's secure Internet service, available at no charge to students, faculty, and staff across the entire campus.

Results

The Cisco Lecture Vision solution promises to significantly improve educational outcomes because students will be able to review all aspects of a classroom presentation as many times as necessary. This capability should prove especially helpful for advanced classes and for students whose first language is not English.

SJSU now has an enterprise-class learning solution, integrated with PeopleSoft technology that accurately distributes content to the appropriate registered students in accordance with the strict requirements of the Family Educational Rights and Privacy Act (FERPA). The university can meet its compliance mandate while offering anytime access to course content for students who need more flexibility or who

simply need to review a lecture again. And with more options for offering lectures on demand, SJSU can enable students from outside California to enroll in lecture-based courses, thus increasing enrollment at the higher out-of-state rate without substantially affecting the classroom experience for students on campus.

The overall value of the Cisco solution increases considerably with the assistance of a trusted company such as Vyopta, which specializes in adapting video and unified communication technologies to customers' unique needs. The company's engagement with SJSU to custom design and install a workflow integrated with SIS delivers the right lecture to the right audience for easy access to relevant content.

Next Steps

By offering more courses online and on demand, SJSU can take the next steps toward a truly streamlined approach to education. This approach includes embracing a model where open content or "courseware" is standardized across institutions, resulting in easier transfer of credits, reduced time to graduation, and increased student success. "Open courses aren't going to replace universities or the need for classroom teaching," writes Qayoumi. "However, to remedy the crisis in public higher education, we must reinvent our current approach to teaching. Making these changes will require substantial work and short- and long-term actions. The time to start is now."

More Information

To learn more about Cisco solutions for education, go to www.cisco.com/go/education.

Product List

· Cisco Lecture Vision

  - Cisco TelePresence Codec

  - Cisco TelePresence Content Server

  - Cisco TelePresence System

  - Cisco Media Experience Engine

  - Cisco Show and Share

  - Cisco Content Delivery Network

  - Cisco Medianet

  - Cisco Digital Signs

· Vyopta vPublish

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