

Reflection Journal #1

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9/21/25

Often, Old Dominion University students and professors go to class without realizing the complex and delicate technology system that is present in their classroom. The only time they become aware of the system's complexity is when various issues arise. When these issues occur, it is up to my department in ITSHelpdesk, Classroom Central, to fix it. Classroom Central is a small department within ODU's Digital Integration Environment. This includes Classroom Central, Webb Media, EVMS, etc.

During the first week of classes, I experienced the typical first-week-of-school chaos. One of the other student technicians and I were sitting in the office when we received a call on the radio from the help desk explaining that there was an issue with content being shown in Constant Hall 1005. As the student lead, I instructed the other student technician to accompany me. Once the other student and I arrived in the classroom and spoke with the professor, the other technician and I began working on trying to resolve the issue. We first tried to see if the computer was on duplicate or project. Once we realized it was on Duplicate, we realized that the issue was not the PC. Rather, it could be a hardware issue with something in the rack or with the touch panel. When the other technician opened the rack, she noticed that one of the key components needed to project images was not plugged in. We radioed the office to let them know about the issue and then plugged it back in. After waiting a few moments, the issue was corrected, and the professor could see the content. Although that call was easy, our next one proved to be very difficult. Our next call was to Kuffman Hall 225, and during this call, the issue was that the students who were joining his Class via Zoom could not hear the professor or see what the professor was displaying on

the laptop; they could only see the classroom. As soon as we arrived in the classroom, I knew this call was going to be harder than expected. First, I had to utilize my hard skills and have a conversation with the professor to not only figure out the issue but also try to alleviate some of the professor's concerns about it. I also noticed that the professor did not use a device called the touch panel to start Zoom; instead, the professor used their laptop, as well as the PC in the room, to join Zoom. This usually throws the entire system off track. The solution to that issue would be to end the Zoom on all devices and start it on the classroom touch panel. When I attempted to do this, the issue remained unchanged. Secondly, I opened the rack and reset two pieces of equipment, one named the Aja and the other Magewell. One person is in charge of the Zoom camera, and the other is responsible for the content and audio being displayed. Normally, this would resolve the issue, but after attempting to communicate with the students on Zoom, I quickly realized that the issue had not been resolved. I had radioed my manager to try and see if we could come up with a solution. After conversing with my manager, He advised me to move the class into a different room and link the Zoom to that classroom, or, rather than performing a hardware reset in the room, which could take anywhere from 10 to 15 minutes. After successfully linking the professor's Zoom to the new classroom, his class resumed as usual, and I was able to go back to the office.

The first 50 hours of my internship have been both interesting and enjoyable. I have not only worked on my hard skills but also learned how to manage myself and how I react to different stressful situations. I look forward to the next 50 hours and what challenges may arise, and what solutions I can come up with.

Reflection Journal #2

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CYSE 368 Digital Integration Environment

9/26/25

An old saying says time flies when you are having fun. These past fifty hours have been no exception. Although some days were rougher than others, in the end, I have put into practice what I have learned in my past classes as well as what I have been taught thus far.

At the beginning of the second fifty hours, the office was slower than usual, and I could ask questions about the new system implemented at ODU this past summer. During the summer, the “Full-timers,” full-time employees in the office, were tasked with installing new equipment in lecture halls and other important classrooms. One piece of equipment is called the Monarch Board. The Monarch Board is a large screen with multiple software components installed, such as a timer, whiteboard, calculators, graphs, Zoom, etc. Unfortunately, the main issue with the Monarch Board is that since these screens are brand new, none of the professors know how to use them. Even though my department held training for the professors, only one showed up for the training. Therefore, when professors do not know how to use them, it is our job to help and show them. I was dispatched to Constant 1005 to assist a professor using the monarch board. The only information we were given was that the Professor did not know how to use it and needed it for the class. Upon entering the classroom, I noticed that the touch panel was completely out of sync with the DMPS system, and the Monarch board was not responding. This was my first solo call in a while because I had to train all the new students. I first followed what we call the rule of firsts. This rule of first has us check the piece of technology first. After confirming that there is nothing I can do, I proceed to the next step, which is checking the rack for Magewell and resetting it. After confirming that those two options did not work, the final step is to perform a hardware reset on the entire system to see if it can resync the technology. I asked the professor if she would like me to reset the

hardware in the room. After the professor agreed and I performed the hardware reset, the Monarch Board synced, and the Professor could return to instructing. I thought that call was hard; nothing would have prepared me for the connectivity issue in Monarch Hall.

We received a call at approximately 7:10 p.m. regarding a computer lab in Monarch Hall experiencing a Wi-Fi connectivity issue. Usually, my department would not fix this issue; however, the Intruccor Monitor in the room is connected directly to the Ethernet. This means there should not be a Wi-Fi connectivity issue, as the building is directly connected to the internet. I quickly realized that I needed a network tester to verify that the computer was on the correct VLAN. Once I was brought a network tester and plugged in the Wire, the network tester died. This means the class would be delayed another 5 to 10 minutes, so I could walk back to the office and change the network testers. When I received the second Network tester and began testing the room, a TA from the classroom door informed me that they were experiencing the same issue. I noticed something after testing both rooms' ethernet cables and seeing what VLAN the rooms were set to. Both lab rooms were set to the wrong VLAN, meaning there was no possible way to fix their connection issue. The only group that can fix this issue is DSG, the Desktop Support Group. Unfortunately, since it was past 5:00, none of the DSG team members were on the clock, meaning the class would have to proceed without the instructor's computer.

After completing the second set of 50 hours, this week has probably been the most challenging for me in terms of workload during my internship. The first month of school has primarily focused on training new hires and integrating new and updated technology in the classrooms. Trying to navigate the new system, teach the new student tax, and help professors has been a new learning curve. However, I am excited because this allows me to think clearly and perform to the best of my ability.

Reflection Journal #3

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CYSE 368 Digital Integration Environment

10/17/25

As I progress deeper into the semester, balancing school, internship, and other organizations I am involved in becomes increasingly challenging. However, by prioritizing the important tasks and assignments first, I have become more proficient in all of these areas.

The past fifty hours of my internship have been enjoyable and very insightful. During the first part of this week, the student technicians and I were tasked with tracking, loading, and moving televisions from one building to another. Although this task seemed easy, it proved to be more complicated than we thought. We arrived at the cage on campus, which is a storage facility for technology, and quickly found the televisions we were looking for. I had told the student technicians to start filling out the digital transfer form while I handled the conversation with management. After the forms were filled out, we loaded the televisions into the work van and carefully drove the equipment to the other side of campus to install it. After arriving in the room, I brought out the network tester and verified that everything was connected to the correct network. When everything was verified to be correct, the new student tech and I began building the TV stands to hang the televisions on. After ensuring everything was put in the right place and the stands were constructed, we closed the ticket and went to the office.

Though some calls may be tedious, they are equally important as the rest of the calls. The week before school breaks is usually an easy week with rarely any calls; however, this year, we found that since more professors and organizations are using academic spaces, the technology often fails to sync. Right after my manager and all the full-time employees had left the office, we received a call from Constant

Hall 2099 from an organization that was having an issue projecting an image on the screen. I went through our rules first, and unfortunately, it did not fix the issue, so the only solution left was to perform a hardware reset. I waited for the DMPS to visualize and connect to the test and see if it fixed the projector issue. Usually, when a hardware reset is performed, all the issues in the room are fixed; in this case, it was the opposite. I called my manager on my phone to see if he had any advice. He asked if I could move the organization to another room because he believed the DMPS had failed and was no longer functional. I had asked the president of the organization if they would like to move and they had agreed. After turning off everything in the room, I relocated the organization to another room, ensured the system was functional, and helped them get their event started. The next morning, my manager, a full timer, and I arrived in Constant Hall 2099 to identify the issue with the DMPS. We conducted three tests to identify the issue. After troubleshooting the system three times, the full-time staff came to the conclusion that the DMPS was no longer functional, and we needed to replace the system before the first class started. We had to go to the office, replace the system, and ensure everything was functional by 9:30. Once we had fixed the room, we met with the professor to see if they had any issues.

In conclusion, although some tasks and calls may seem tedious and mundane, it is essential to recognize that all calls are important and that each one is unique. Meaning that you have to come to every call with an open mindset, ready to fix the issue and hope classes proceed

Reflection Journal #4

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When taking on a new job or internship, at some point during the duration of one working there one will be tasked with doing duties outside their position title. These past fifty hours have shown me how even the tasks we think do not relate to our job are equally as important.

The first day of this set of fifty hours started off with all of the full timers and the student technicians being set to the loading dock behind our building to unload some boxes. Once all of us had arrived at the loading dock a large semi-truck was pulling in. When the semi-truck had stopped we started unloading the eleven boxes of mobile televisions mounts. After unloading and moving them into our office we began the transfer forms for the mounts. Almost every television and mount that has a serial number must be tracked via transfer forms in order to make sure we know where all our technology and devices are going. The only thing the student technicians and I did not realize is that we would be tasked with the building, mounting, and storing these mobile television mounts. Although we were confused on the reason why we received this task since we have never received a task like this before. We did not know the reason for this task since it is out of our norm however we began putting together the mount. We have eleven Mounts to build before the night is over as well as servicing campus. Not only did I have to delegate everyone's roles and tasks, since all the full timers had left, but the other lead and I began trying to dissect the reason why we would need to create and install these mounts. The other lead and i came to the conclusion that the reason why we were tasked with this was to better understand the equipment and how to better service the classrooms as we continue to improve campus' Digital Environment. The next shift we had we had asked our manager and he confirmed that the mounts and televisions were to be used for "forward focus" which is the title of this project our department is fulfilling.

Although learning how every new piece of technology is working in the academic spaces is fun and engaging, completing tickets will always be something we fall back on to. The last six hours of this fifty hour set I gained access to our back end equipment for the classroom. As Lead when night shifts come i am the last Person to come service a room as this means it needs my level of experience. Having this backend equipment lets me remote into the room's technology and trouble shoot it not only before the student technicians arrive in the classroom but sometime before the ticket is finished being sent. A prime example of this was on a Thursday around nine p.m. I was at our Student lead desk which has all administrative privileges, when all of a sudden we received a ticket and call from Constant Hall 1024 was having projector issues. I immediately went and logged into the computer and began looking at the projector software to see what the issue was. Once I determined the projector had shut off I power cycled it from the office and the projector started back up and began running all before the student technician made it to the classroom.

All in all, the past two hundred hours of my internship had been great. I have learned so much so far and I am continuing to learn and expand my knowledge. Even through many ups and downs I can not wait to see what the future holds.

Reflection Journal #5

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11/9/25

As the year progresses and the end of the semester approaches, the number of Technology mishaps in Classrooms and other academic spaces has increased significantly. Furthermore, the responsibilities that the other student lead and I recently gained have added more to our plates.

There are a few responsibilities that a classroom Central lead has that did not become apparent to me until I gained the position as lead at Classroom Central. The responsibilities that we have are: 1) leads must delegate nightly tasks for the student techs, and will manage dispatch when the help desk ends their shifts. What that means is that I have to then answer phone calls directly from professors and send different student techs around campus. 2) Student leads must complete the report after every night shift to communicate any issues on campus with the full-timers in the morning. This task is very important because when all of our systems receive an update or a blackout occurs, if the incident is not reported, then classrooms/ academic spaces will be “dark” during campus hours. 3) All student leads must be proficient with all of the old and new technology located in the classrooms and academic spaces. When student techs are sent to a classroom and do not know how to fix the issue, the role of the student techs is to be the “last line of defence” in handling Technology, before going to our manager after hours. The final task students lead has is ensuring that all equipment has been properly “transfer formed” before or immediately after moving technology to a new space. on top of all of these tasks, a student lead must also perform the regular tasks a regular student Tech does. Although these tasks may seem easy and redundant, they are very important and complex, because one number off in a transfer form or misinformation being sent to the full-timers can make a bigger headache down the line.

I am thoroughly glad that I was given the opportunity to hold a leadership position. Being placed in this position has not only taught me but also refined my numerous soft skills. For example, although I have been taught teamwork through numerous collaborations during my education. When I'm holding this leadership position, I have to be empathetic and understanding to not only faculty and student situations, but also my students tech the situation. Another soft skill gained during this internship experience is adaptability/ problem-solving. During times of pressure, it is important not to falter under fear or doubt. When I am serving classroom, I must be determined and try with the best of my ability to assist the professor in helping their class run smoothly. Oftentimes in the past i have seen former student techs or people in silular posotiosn give up and stop assisting after they get stuck. I have learned to not only push past that but also to try and collaborate with others to ask for help.

In conclusion, as my manager begins to trust me more, I am being given more responsibilities. It is important that I know how to not only manage it but do so in a way as to ensures the natural flow of our workspace, and ensures fluidity among the students.

Reflection Journal #6

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11/25/25

When a task or job becomes routine and habitual employees may become careless and have less attention to detail when performing their job. When this happens this can result in inaccurate results when attempting to assist a classroom. This is why it is important that all of the student technicians must pay attention while we service the rooms.

At the beginning of the last 50 hours our New Department head has required all the student technicians to before these thorough room assessments for all of the academic spaces we service. The reason why was to do this was to highlight any technical or aesthetic damages in these academic spaces in order to request either facilities to come repair the damages or have our department replace or upgrade equipment. While creating the form the other student lead and I had decided to go into BAL 1012 and use it as an example of what we should include. We focused on the function of the door, the handle and physical signage before zeroing in on the technology. Our Department head wanted us to go into extreme detail so we included damages to the flooring, sockets, data boxes, lighting, cordage, and desks. Afterwards we went to the instructor's desk to examine the desktop, keyboard, elevating desk remote, as well as the rack (which houses all of the important technology. After coming back to our department head's office he had a discussion with the other student tech and me and explained why this job was important and how we are able to use this data in order to show the budget team why we are requesting new technology or repairs. Our Department head explained that these things are a work flow and how certain actions can not take place without the proper information requested. From this conversation I feel like I gained valuable knowledge and insight into how and why data is important as well as how important it is to request information/money.

As I move forward with this internship into the break I have also seen how important it is to ensure all the technology is compiled and transferred correctly. We have been indexing all of the old and new equipment we have to ensure everything is accounted for and in safe storage for the break to come up. In doing so I have been playing around with trying to use my knowledge in data sciences to compile everything in an application and have it be transported onto an online or desktop application like excel sheet to make searching and identifying equipment and its location more simple and automated.

Finally, I now realize how vital thorough documentation and attention to detail are in my work as a student technician. When our Department Head implemented the complete room inspections, what appeared to be regular activities rapidly became valuable. By reviewing everything from door functionalities and floor damage to classroom electronics and rack equipment, I found that the data we collect has a direct impact on maintenance requests, budget decisions, and classroom reliability. This experience taught me that every stage in our process relies on correct data, and that even minor observations matter when they inform bigger institutional decisions. As we approach the break, categorizing and storing equipment emphasizes the need for good organization. Overall, this internship improved my technical abilities and gave me a better understanding of how important solid data and regular work habits are in keeping academic environments running smoothly.