Sustainment

Effective troubleshooting and repair results in mission readiness for ECP classrooms. This support is provided by dedicated Classroom Support Personnel, extended support, and a skilled Service Support desk crew.

If this team is unable to resolve an issue, submit a request for support through the ECP "trouble ticket system." www.armyclassroomsupport.com

After a work order is generated, technicians travel on-site to complete the repair. The team will process an issue within 24 hours with a goal of the classroom being mission capable within 15 days.

Technical Service Support Desk phone number for Classroom Support Personnel and sites not supported by Classroom Support Personnel. 888.483.2842

Equipment Operating Tutorial Videos:
https://usacac.army.mil/organizations/armyu/enterpriseclassroom

TRADOC Enterprise Classroom Program
Directorate for Learning Systems
Army University
1900 Jackson Avenue Fort Eustis, Virginia 23604
757.878.0628

Repository

The ECP repository is the authoritative source of classrooms designed, installed, and sustained by ECP. In addition, school-funded classrooms are tracked to facilitate TRADOC quarterly classroom utilization reports, an annual Classroom Validation Requirements Model assessment, and an annual classroom prioritization input. Points of contact at the CoEs/Schools have visibility of their classrooms and equipment. Future features include the integration of the sustainment help desk and ticketing system.

Collaboration

Partnering with military, academia, and contract associates is crucial to successfully managing a classroom program. The ECP designs a technology refresh strategy and prioritization list approved by stakeholders; conducts working groups with stakeholders periodically to inform and network; and provides governance and structure with approved publications and supporting documentation.

Future Learning Environment

Innovations in technology in the training and education community shape the future learning environment. The Army must adapt as learning science evolves and technology advances to optimize human performance and learning outcomes. Learning is continuous, occurring in all domains and in all settings and environments.

Demonstration/Laboratory Capability

Laboratories (Basic, Standard, Lecture, and Collaboration) are used to test and demonstrate today's and tomorrow's classroom technology solutions.

Classroom of the Future

The classroom of the future must be designed to support the Army's efforts to enhance learning and will require the capability to enable training and education across the three training domains of Institutional, Operational and Self Development. The Army Classroom of the Future will have a combination of traditional (brick and mortar) and virtual capabilities (Virtual Reality, Augmented Reality, Artificial Intelligence, etc.), environments (Army Virtual Learning Environment and Synthetic Learning Environment), and classrooms (with and without walls) that will create the conditions needed to develop agile, adaptive, and innovative Soldiers & Civilians. ECP must be positioned to support these requirements with the right technology

ARMY UNIVERSITY
Directorate for Learning Systems

TRADOC
Enterprise Classroom Program

TRADOC Regulation 350-71

Mission Statement

Ensures adequate classroom technology, support, sustainment, governance, and oversight to accomplish the Army's training and education mission

Providing the Right Capabilities & Educational Technology to Enable Learning

What We Do

Centrally manage and execute the program, from classroom concept development to validation of classroom technology requirements, design, engineering, installation, property accountability, and sustainment, in support of approved instructional methodologies.

Implement cost efficient and effective capabilities that are interoperable, scalable, compatible, sustainable, and standardized.

Provide the capability to access network infrastructure.

Research and evaluate emerging educational technologies.

Maintain classroom and device Mission Essential Requirements (MERs) for Commandant approved Programs of Instruction (POI) and command directed initiatives in supported CoEs/Schools.
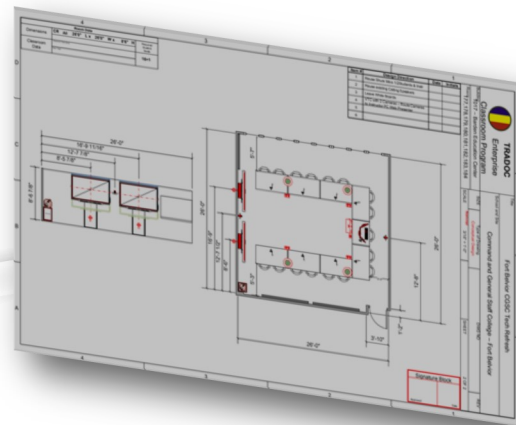
Coordinate with CAC G-8 to plan, program, budget, and execute resources.

ECP classroom solutions facilitate training and education of over 190 Military Occupational Specialties across the Army. Technology solutions provide maximum flexibility for faculty and staff to train in traditional classroom settings, large areas such as maintenance bays, at a port, or on a flight line.

The 'Best Fit' Solution

The ECP works closely with CoEs/Schools to tailor classrooms to Methods of Instruction and desired learning outcomes. Customers requesting a classroom complete a Classroom Training Requirements Document, which serves as baseline information to initiate the design process with ECP.

CoEs/Schools and classroom design engineers review the proposal for a classroom and together agree on a preliminary design which includes the classroom configuration and appropriate technology. This dialogue achieves a 'best fit' at minimal cost. A site visit validates the design and identifies any issues before resources are committed. Once the final design is approved by the customer and local agencies, the design is formally submitted to the installation team to schedule and complete the installation. Installation occurs with minimal disruption of training. The ECP provides one-stop support with professional concept design and installation.

Inventory and Validation

The ECP manages the technology, maintenance and sustainment of over 4000 classrooms at 9 Centers of Excellence and 27 Schools/training centers.

Proponents validate their current classroom inventory that supports approved POI. ECP analyzes classroom inventory from Army Training Requirements and Resources System data to determine the approved classroom Mission Essential Requirements.

Device Management

The ECP manages classroom and student devices by validating the requirements; provide TRADOC G-6 the lifecycle and distribution plan; advocates for the most cost effective device(s) and supporting capabilities; and programs for mission essential devices that optimize classroom and student demand.

Classroom Types and Configurations

The ECP provides 3 basic types of classroom configurations to support specific course content and Methods of Instruction. They are Lecture (Basic, Standard and Enhanced), Collaboration, and Simulation. Lecture supports instructor-centric Methods of Instruction, Collaboration supports student-centric Methods of Instruction, while Simulation classrooms support the Mission Command Arts and Science Program.

Lecture Classrooms (Basic, Standard, Enhanced)
-Support instructor-centric facilitation
-One networked Instructor Presentation System
-Designed for average of 24 students
-Configuration is driven by course content and Methods of Instruction
-Tailored design realizes maximum savings
-Includes wireless capability where available
-Common in BCT/OSUT and IMT

Collaboration Classrooms
-Configurable to support student-centric collaboration facilitation (U-Shape/Pods/Linear)
-One networked Instructor Presentation System with enhanced control/display capabilities
-Designed for an average of 24 students
-Common in NCOAs and PME

Simulation Classrooms
-Support operationally fielded systems such Mission Command, virtual, and gaming
-One networked Instructor Presentation System
-Vary in configuration and capability based on the fielded systems it supports
-Designed for an average of 16 students