The MAD team works hard all year to ensure that our students, staff and faculty receive the best user experience. Here is an overview of our activities:

**Personnel changes:**
After working for over 38 years in this faculty, Marko Dumancic retired on July 1, 2019. Don Duff-McCracken is serving as Interim Director and Mary Burden has taken on the portfolio of Technical Services Manager (as well as Client Services Manager).

**COVID-19 Support:**
- MAD staff are working closely with the Associate Dean Grad Students and the Grad Advisors to host, enable, and support comp/thesis defenses using Webex. At the time of this report, approximately 11 defenses have been successfully accomplished. MAD has created an extensive set of guidelines to follow when participating in a defense.
- MAD has arranged the procurement of 10 new laptops to be deployed among staff within Env. The recipients were due to have their desktops replaced so moving forward with laptops is the best choice. At this time, for most instances, we recommend that any future desktop replacements be laptops.
- In the week leading up to us all Working From Home (WFH) MAD staff were active in preparing computers for remote access and training staff who had never remotely connected before. While there were some hiccups, this process went quite smoothly. We continue to provide remote support as we all WFH. Setting users up and training for MS Teams and Webex.
- MAD is responding to lab access by creating Virtual Machines for the students to access and by purchasing a new software package called LabStats. This tool is a cloud based lab monitoring system that will provide our lab users with remote access connections to available physical computers in the Environment teaching labs.
- We are supporting the migration of course content online. We have compiled a list of the unit’s expertise and skill sets to serve as a faculty resource. In addition to our staff assisting in this migration, we will also be helping others involved in this venture.

**Infrastructure Upgrades, Lab and Workshop changes:**
- There were no lab upgrades during the 2019 fiscal year. Normally, the procurement of rollover machines happens in mid-March but due to COVID-19 this did not happen.
- Thanks to WESEF for funding a new Saw Stop table saw for the MAD Workshop!

**Course Support:**
- The Geospatial team provided course support for Geog 181 (online), 187, 310, 271, 371, 471, Plan 105, Geog/Plan 281, 381, 387, 481, 487 and Avia 474.
- The Workshop provided course support for Integ 320/321 and Integ 375 along with many research projects.
Projects:

- Several MAD staff members are engaged with the VR/AR Community of Practice. In addition, MAD has been participating in activities related to supporting the use of VR/AR in the Faculty, including:
  - Supporting the Ecology Lab, CTE, and CEL in building a VR version of the Spongy Bog ENVS 200 field trip. While this was initially done for Accessibility reasons, it is having a much larger audience, as ENV 200 is now being taught online. Our combined efforts were recognized in Educause.
  - An accepted application to the eCampusOntario AR/VR Sandbox program. Accepted proposals received 3 days of training at Mohawk College which were attended by James McCarthy. Our proposal included piloting the Creator AVR software in 2 ENV courses and surveying students on their thoughts about the tool and the medium.
  - Hiring an excellent co-op student (Belle Tuen, 2A Geomatics) who explored the use of VR/AR for higher education and developed several guides and resources that will be available for instructors.
  - Delivering presentations and workshops about VR/AR including at WatITis and as part of EdTech Week.

Development/Training and Outreach:

- Mary & Don successfully completed OHD’s Leadership Foundations program.
- Hosted some VR/AR sessions during the winter term. In these workshops we talked about some of the VR/AR activities going on in ENV and elsewhere on campus, did some brainstorming, and had an open discussion about how we as a faculty may want to leverage VR/AR technology.
- MAD participated in the ENVigorate Festival by hosting a workshop making laser engraved coasters, mountain shelves, string art as well as a Photogram Workshop in the Darkroom.
- Co-hosted the annual GIS Day event with the Library Geospatial Centre.

Committees:

MAD staff continues their efforts to collaborate with IT and non-IT groups campus-wide. To that end, MAD has maintained its participation/involvement in campus committees and projects that include among others: Faccus (Faculty Computing User Support Group); WNAG (Windows Network Advisory Group); CTSC (Computing Technology & Services Committee); Macintosh Users Group; Google Analytics Working Group; IA Working Group; Campus Map and Open Data Working Group; WAC (Web Advisory Committee), Faculty Health & Safety, Faculty Council, FAST (Faculty Academic Software Team), PDAG (Professional Development Advisory Group).

MAD
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