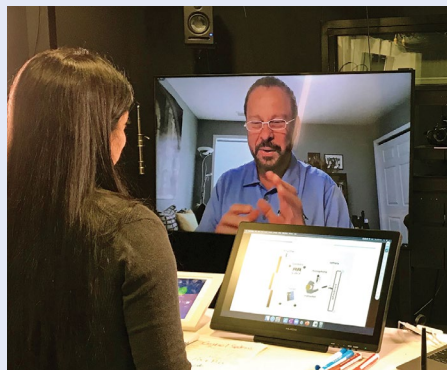
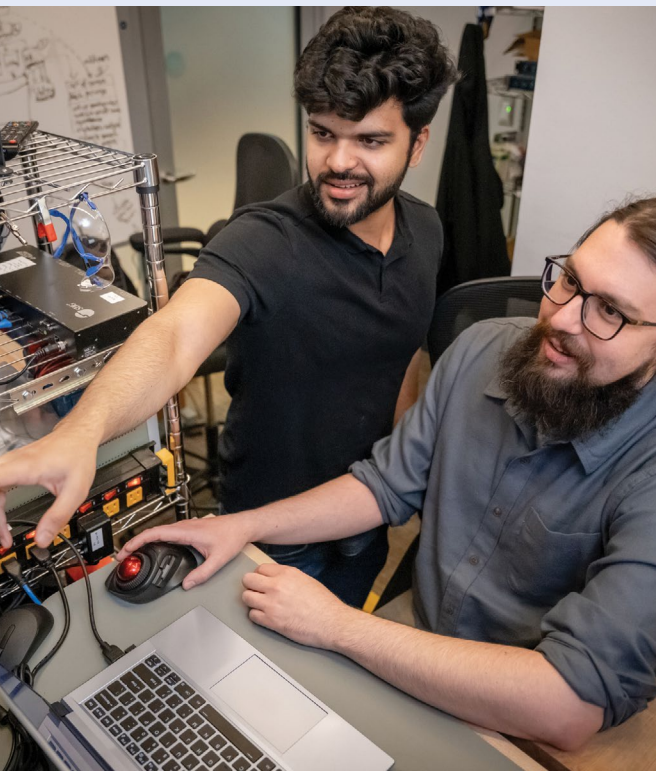


CMTS Annual Report 2025



JOHNS HOPKINS
WHITING SCHOOL
of ENGINEERING

**Center for Media and
Technology Solutions**

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Mission

CMTS advances the Whiting School of Engineering’s academic and research mission through integrated multimedia services, advanced AV design, and strategic technology solutions.



Executive Summary

FY2025 was the inaugural year for the **Center for Media & Technology Solutions (CMTS)** at the Whiting School of Engineering. During these twelve months, CMTS delivered unified services encompassing studio production, AV system design, and AI-enabled applications across full-time, part-time, executive, and pre-college programs. By lowering technical barriers and raising production quality, we helped faculty, students, and staff collaborate more effectively and share their research and ideas with global audiences, thereby advancing WSE's goals of innovative education, translational research, and societal impact.

5,478

Support tickets
resolved

36

Tech training
sessions

261

Meeting spaces
supported

308

WSE events
supported

20+

Digital solutions
developed

2,948

Videos
produced

These achievements would not be possible without the support of the WSE leadership and the fantastic collaborations with faculty, staff, and students. So, we want to THANK YOU for everything in 2025!

Overview

SERVICES OFFERED

Technology Solutions

The Technology Solutions team delivers strategic technology services for Whiting School of Engineering academic programs and business operations, including technology administration and help desk operations. We provide end-to-end management of technology initiatives from strategy to solutions—bridging strategic advisory, stakeholder engagement, and hands-on technology project management. Our team partners with stakeholders to solve complex challenges and create more intuitive, responsive environments for students, faculty, and staff through thoughtful, integrated technology solutions.

Multimedia Services

The multimedia team manages everything from studio and lightboard sessions to on-location interviews, drone shoots, photography, animation, and complete video editing and post-production. We provide end-to-end creative support: planning, capturing, and enhancing visual content that elevates courses, research, marketing, and outreach.

AV Systems

The AV systems team designs, builds, and maintains meeting and learning spaces across multiple Johns Hopkins campuses. In addition to designing and deploying collaborative spaces, we provide support for in-person, hybrid and remote events, and digital signage for all WSE faculty, staff, and affiliates.

Event Production

The events specialists produce live streams, hybrid conferences, and in-room multimedia experiences that connect audiences on campus and around the world. From pre-event consultation and equipment setup to real-time switching, recording, and technical support, we ensure every event runs seamlessly and meets broadcast standards.

Our People

TECHNOLOGY



Kelly Orr
TEAM LEADER



Heather George



Austin Tremblay



Elizabeth Pallia



Matthew Ribkoff



Kelly Queen



Ranjeet Singh



Martine Richards



Angie Miller



Eddie Gaston

ADMIN & BUSINESS OPERATIONS



Kristin Jackson



Greg Strack



Marshall Hall



Tushar Abhay Muley

Our People

MULTIMEDIA & EVENT PRODUCTION



Danielle Armentrout
TEAM LEADER



Elizabeth Bonilla



Jared Pearman



Brandi Zeberlein



Emanuel Felipe



Alec Zabrecky



Drew Stephens

AV SYSTEMS



Bradley Aumiller
TEAM LEADER



Peter Williams



Gerald Foster



Robert Peters

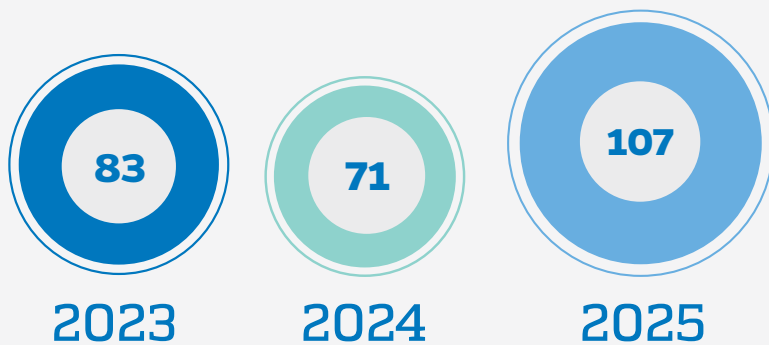


Andrew Cowdrick

High Level Success

AV SYSTEMS

107 Renovations



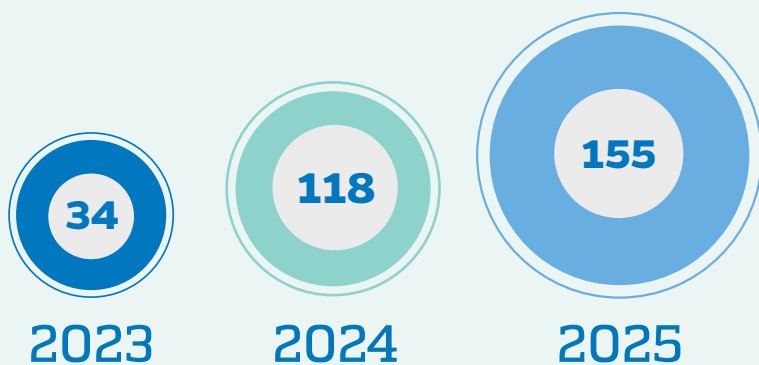
CMTS expanded its footprint and impact across the Whiting School of Engineering by continuing to increase new design and renovation projects by 17%. From ambitious classroom redesigns to simple huddle spaces, CMTS is helping WSE faculty, staff, and students connect and share information. In addition, CMTS began supporting 6225 Smith and expanded our footprint with BME at the East Baltimore Campus.



High Level Success

EVENT PRODUCTION

155 Events Supported

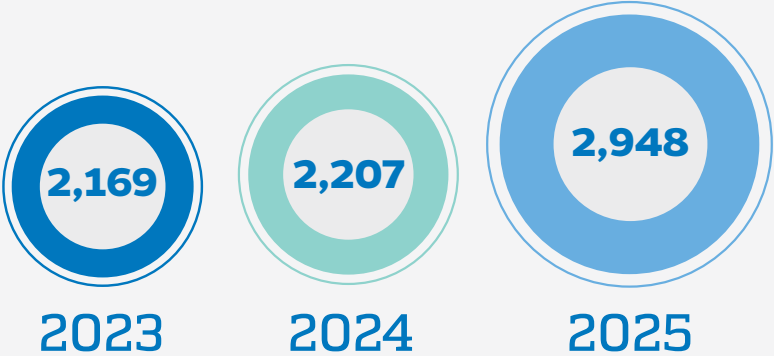


In 2025, CMTS took event support to a new level, covering more events with increases in user satisfaction and livestream participation. This year's staff awards event received rave reviews, Connect 2 Campus and Design Day were resounding successes, and the coverage of research events and lectures across campus has led to record viewership for our various social channels.



High Level Success

MULTIMEDIA PRODUCTION 2,948 Videos Produced



CMTS more formally launched photography as a service in 2025, and increased video production across the full-time programs, while maintaining their support for EP and Executive and Professional Education. This included high-visibility content for CUE2, course video for new online courses, and research features.



2948
Course videos produced



14
Videos Posted to WSE Social Channels



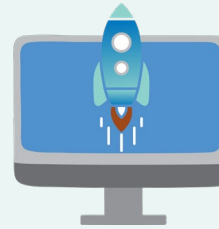
60
Photography Projects



High Level Success

TECHNOLOGY SOLUTIONS

This year we expanded our scope to encompass both academic technology and higher education business operations. Across all areas of engagement, we provide end-to-end technology support, including technology advisory, business analysis, technology evaluation, solutions development, technology implementation, and support.

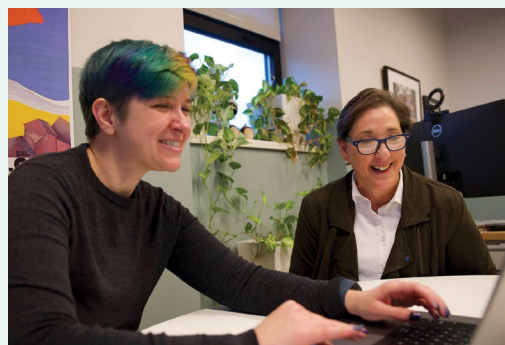
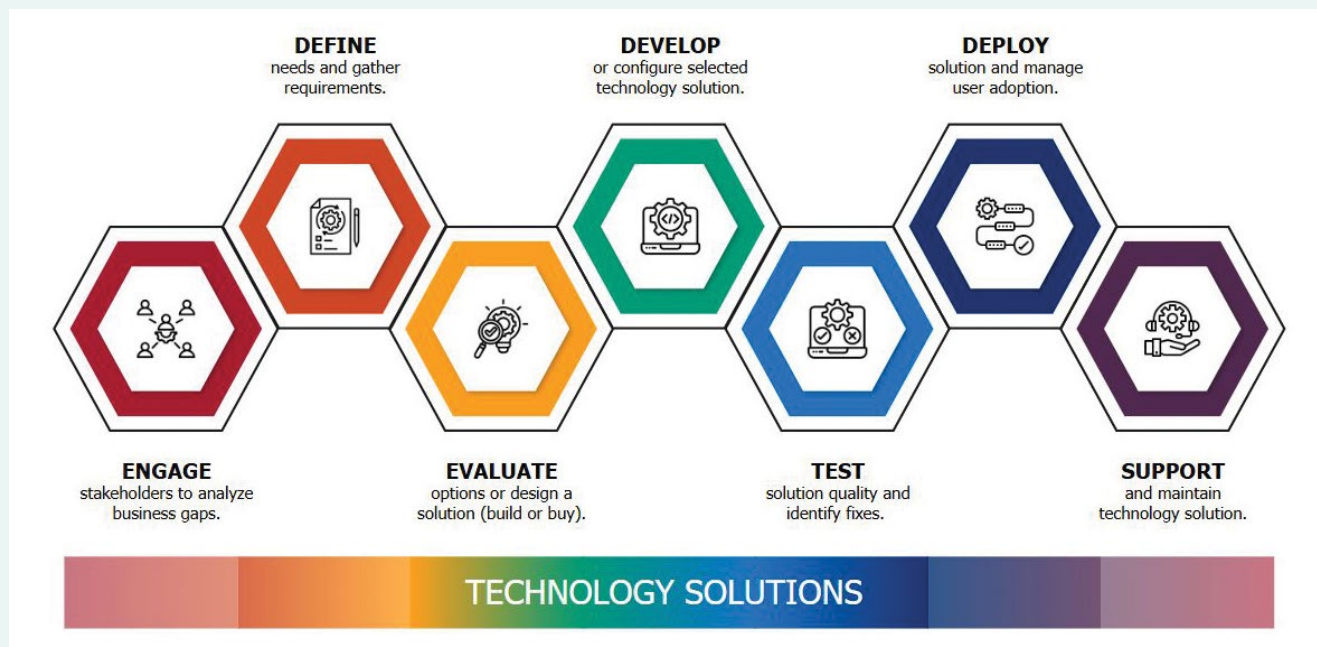


20+
Digital Solutions
Delivered



10+
Technology Evaluations
Executed

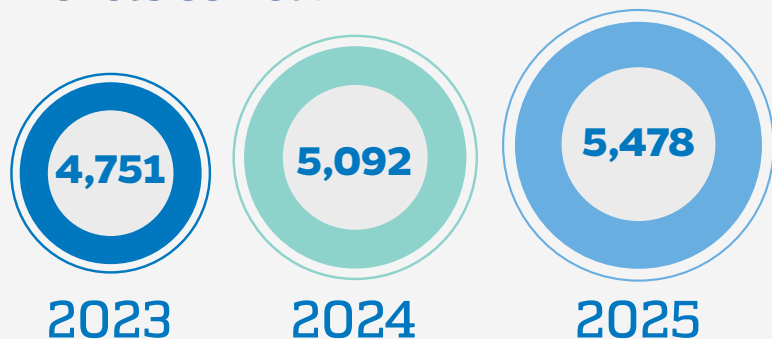
Key initiatives this year include evaluating and implementing ChatGPT Edu within WSE, building lead capture and qualification solutions for EP recruitment, developing an AI Powered Transcript Processing tool for WSE Admissions, and evaluating critical platforms like Modern Campus for EPE.



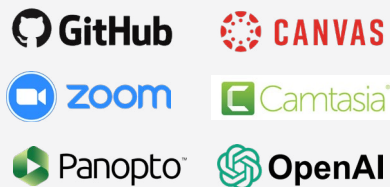
High Level Success

TECHNOLOGY ENABLEMENT AND SUPPORT

Tickets solved:

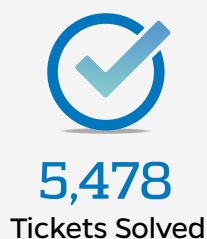


Some of the platforms we support:



Every year CMTS solves thousands of problems, and 2025 was no different. These ranged from simple grade center issues to highly complex system integrations. We support online course management and delivery through course copies and merges, troubleshooting, and advanced technical support for tools like Canvas, integrated LTI applications, Zoom, and Panopto.

We also play a critical role in technology literacy and enablement, equipping WSE faculty and staff with the knowledge and skills they need to effectively use available technology. In 2025, we added a “Work Smarter” training series for all WSE faculty and staff, received funding to develop a training course for the JHU GitHub Campus Program in partnership with JH OSPO, and expanded our support center with additional documentation, how-to materials, direct support and consultations.



Message to Whiting School of Engineering

One year ago, the Center for Media and Technology Solutions (CMTS) was launched at Johns Hopkins Whiting School of Engineering. The new designation acknowledged our increased scope and the growing impact of integrated media and technology across both on-site and online programs.

In 2025 we expanded our efforts, becoming the first division at Hopkins to deploy ChatGPT Edu, opening an expanded XR Lab, producing record numbers of instructional and promotional media, and equipping additional learning spaces with user-friendly AV systems. We also played a lead role in the Classroom Advisory Committee and co-wrote the first Homewood learning environment guidelines. Along the way we built an AI-powered transcript reader, improved our lead-generation process, and launched a chatbot for online programs.

These achievements came during a period of rapid institutional change, including the mainstreaming of artificial intelligence, planning for the new Data Science and AI Institute, and steady growth of the school's physical and digital footprint. CMTS has responded by becoming a center of excellence for technology enablement, project management, multimedia services, and support operations.

In the year ahead we will remain focused on human-centered media and technology integration and on deepening the expertise that helps faculty, students, and staff use these tools with confidence. Thank you for making the Whiting School a vibrant and innovative community. Your trust inspires us to keep raising the bar. We look forward to another year of shared success and wish you a healthy, productive, and fulfilling year ahead.



Nathan Graham

Assistant Dean, Media & Technology Solutions

Our Focus

In 2026, CMTS is looking forward to helping the Whiting School of Engineering achieve its strategic goals. The key ways in which we plan to support the school in 2026 and beyond include:

Expand and improve technology for WSE meeting spaces and studios.

Integrate safe AI solutions into WSE operations.

Continue our partnership with marcomm and departments to highlight programs and research achievements.

Enhance events through multimedia and AV expertise.

Provide training and support for WSE faculty and staff to make better use of technology in their work.

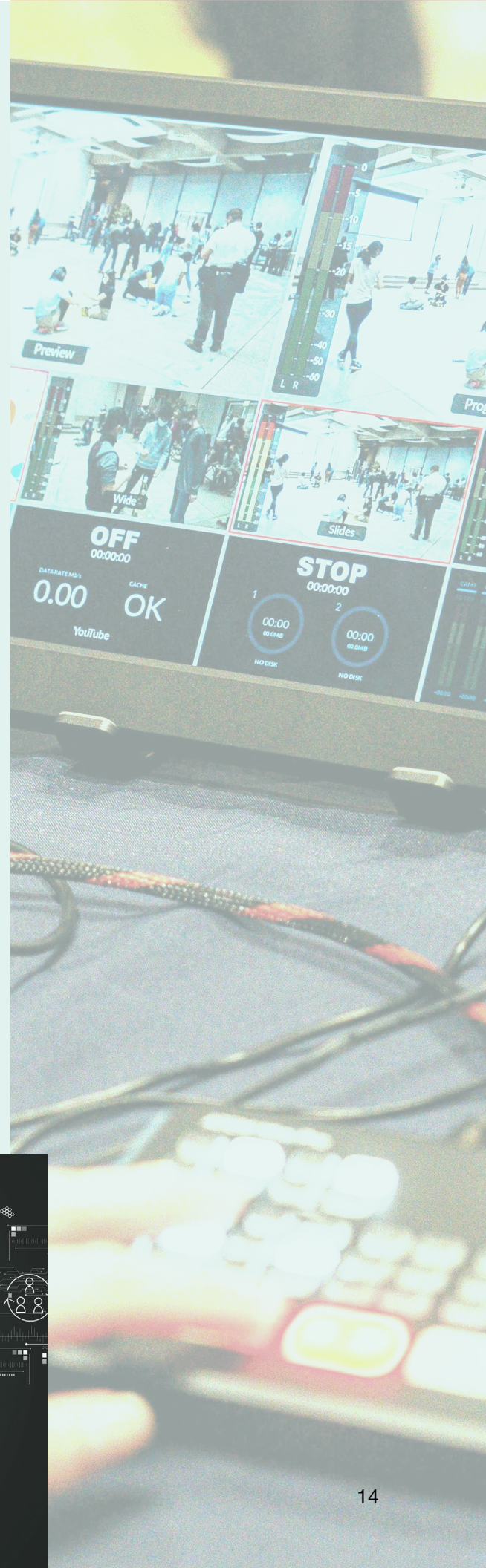


Extended Impact

- **Pioneering AI at Hopkins:** CMTS worked to make WSE the first division to deploy **ChatGPT Edu**, giving our faculty and staff a secure generative AI workspace and establishing a model now being evaluated university wide.
- **Technology Enablement Program:** We launched a structured training and consulting program that equips instructors, researchers, and administrators to leverage new digital tools, facilitating learning delivery, research productivity, and operational efficiency.
- **Collaborative Leadership:** CMTS served on the Homewood **Classroom Advisory Council** helping deploy a unified support approach for GPCs. We also co-authored the campus's first **Learning Environment Guidelines**, aligning space design and support standards across schools.

Expanded Core Services:

- **Media Production & Events:** Delivered a record volume of course videos, promotional pieces, and live events, while piloting new XR projects in our expanded XR Lab.
- **Course & Platform Support:** Scaled course copy and maintenance operations for online and hybrid offerings; introduced a WSE Chatbot for EP programs and an AI powered Transcript Reader that cuts admissions processing time.
- **AV Infrastructure:** Equipped over 100 new classrooms, labs, and collaboration spaces with modern AV systems and monitoring to support flexible teaching and research.



Extended Impact

Digital Solutions & Web Development

- Engineering Design Center Website
- Design Day Website Redesign
- Executive & Professional Education Website Redesign
- WSE Student Affairs Website Updates
- myWSE Resource Hub (cross-functional effort with MarCom and WSE IT)
- Curio Canvas Course Template
- EP Organic RFI Form and Lead Qualification Tool (Recruitment)
- 25 Digital Signage Projects

Technology Enablement

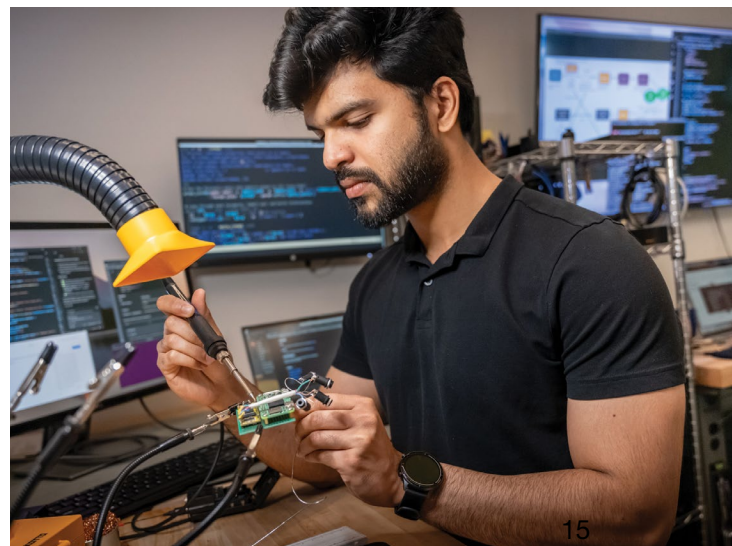
- OpenAI Platform API
- GitHub Campus Program and GitHub Classroom (JH OSPO)
- Undergraduate Academic Affairs Workflow Improvements
- CampDoc Management System (Precollegiate Programs)
- Digital Signature Tool for Faculty Appointment Letters
- Zendesk Implementation for JHU Information Security Institute
- Zendesk Implementation for Homewood Classroom Management & CATS
- Azure Subscription for Online Courses
- AI-Powered Transcript Processor (Admissions)
- WSE Zoom Administration and Support
 - 1,634 Active Users
 - 160,743 Meetings
 - 25,321,548 Meeting Minutes (equivalent of 48+ years)

Technology Evaluation

- Non-Degree and Non-Credit CRM (Modern Campus)
- Digital Badging and Certificate Platforms (Accredible, Credly)
- Voice Cloning Platform (ElevenLabs, Descript)
- LLM (OpenAI, Anthropic)
- Scheduling/Booking Software (Zoom Scheduler, Calendly)
- Code Grading Automation (Gradescope, CodeGrade)
- SIS Replacement Project Business Analysis for WSE
- AI Chatbot Business Analysis and Evaluation (Ivy.AI, RNL Edge, Zendesk)
- Exam Proctoring Software Evaluation (Respondus, Proctorio, Integrity Advocate, Zoom)

Data Pipelines & Reporting Solutions

- EP Data Pipeline and Reporting Solutions (e.g., Canvas Activity, Midterm Grade Reports, Faculty Engagement, and more)
- Activity, Midterm Grade Reports, Faculty Engagement, and more)
- BigQuery Data Pipeline Solution (MarCom)
- DSAI Faculty Search Dashboard



2025

CMTS annual report



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