![Q-SYS logo]

CASE STUDY

West Valley Mission Community College

ADDITIONAL FORMATS

Video | Online

JUMP TO

96

Number of Q-SYS systems online, with future plans to scale to over 250 spaces!

REAL-TIME MONITORING WITH REFLECT

West Valley Mission Community College

CUSTOMER NAME

West Valley Mission
Community College District

LOCATION

Saratoga, CA
Santa Clara, CA

INDUSTRY

Higher Education

How Q-SYS Reflect Creates Smarter Classroom Management for this IT Team

In the heart of Silicon Valley, where innovation is a way of life, West Valley Mission Community College District (WVMCCD) is redefining what it means to learn, connect, and collaborate. Known for its student-first approach and deep community roots, WVMCCD has taken a bold step forward by integrating Q-SYS across its campuses. At the core of this transformation is Q-SYS Reflect, a real-time monitoring platform included in every Q-SYS system. The Education Technology team leverages all of the features intrinsic to Q-SYS to monitor all spaces, creating smarter, more responsive learning environments that reflect the dynamic world students are preparing to enter.

Challenges

The transition to Q-SYS was not just a change but a necessity. The previous AV systems on campus, with a myriad of software and hardware components, created a labyrinth of inefficiencies. Joel Bennett, Director of Educational Technology Services, described the Herculean task of managing these systems, which involved juggling four or five different kinds of software. "It felt like we were constantly having to update and troubleshoot systems. Every day brought a new challenge, and it was clear we needed a more streamlined solution." Additionally, the systems were difficult to modify or upgrade. With the district building additional facilities, we also needed a platform that could scale and grow with us—without significantly increasing our workload."

Solutions

TRANSITION TO Q-SYS

Bennett and his team chose Q-SYS for its ability to support a distributed AV infrastructure across two campuses while maintaining visibility into system performance. What makes this integration stand out is its scale and intelligence. Across the 96 learning and collaboration spaces, the Q-SYS system adapts to each space's unique needs, ensuring instructors and students can focus on learning, not troubleshooting. Bennett said, "We've used a lot of different types of AV systems in Higher Ed, and Q-SYS was the simplest platform for us to support. Once it was set up, it was easy to monitor and manage, and it significantly improved serviceability, creating a better experience for end users."

Q-SYS REFLECT FREE TIER

The integration of Q-SYS Reflect has transformed how WVMCCD manages its AV infrastructure. With real-time alerts and system insights, Reflect enables faster issue resolution and more efficient operations. "Reflect has been a lifesaver," said Senior Education Technology Analyst, Zane Tedder. "Before, we were basically in the dark, relying on spreadsheets and missing key issues. Now, we get real-time visibility and can respond immediately. It's like going from a flashlight to a searchlight—we see so much more and can act faster."

Leveraging Q-SYS Reflect has opened new possibilities for the team. "We recently rolled out a new task and ticketing system across both campuses," said Tedder. "Our next big move is integrating that system with Reflect using its open API. This will let us automatically generate tickets before users even notice an issue. We'll be able to act proactively, not reactively. I'm also excited to start exploring usage analytics to help guide future system designs."

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>
> **Joel Bennett,**
> Director of Educational Technology Services

Solutions

CLASSROOM DESIGN

Tedder outlined the details of his classroom design. "A typical classroom setup features a Q-SYS Core Nano with Q-SYS QIO Series network I/O expanders and a mix of wall and ceiling loudspeakers for balanced audio. We utilize Q-SYS Touch Screen Controllers tailored to the room type, such as the TSC-70-G3 for single-screen rooms, the TSC-101-G3 for dual or multi-screen setups, and the TSC-50-G3 for basic conference rooms, to provide streamlined control. For source management, an NV-32-H Network Video Endpoint is implemented as a base set for room PC, HDMI, and document camera integration, while an NV-21-HU Network Video Endpoint is used for projector decoding, or an additional NV-32-H for rooms with dual projectors.

"In high-visibility rooms, Sennheiser TeamConnect Ceiling 2 mics are used. For HyFlex environments, we've integrated a Core 110f (consider Q-SYS Core 24f as a replacement). We've installed NC-110 Conference Cameras at the front of the room to capture the audience and the NC Series PTZ Conference Cameras at the back to follow the instructor. Leveraging Q-SYS VisionSuite Speaker and Presenter Spotlight technology, the system intelligently switches between the rear PTZ cameras to keep instructors framed while speaking, delivering a more dynamic and engaging experience for remote participants."

Classroom design →

Core 110f (consider Q-SYS Core 24f)

Solutions

EASE OF USE AND CUSTOMIZATION

The Q-SYS Control Engine, built into Q-SYS Designer Software, empowers integrators with a robust, software-based approach to AV control. One of its key capabilities is native Lua scripting, which allows for the creation of custom logic, reusable modules, and intelligent system behavior. Tedder shared how Lua has become an essential tool in his workflow, enabling module-to-module communication and dynamic configuration. This approach simplifies the deployment and management of AV systems, making it easier to adapt to specific needs. "Lua has given us the flexibility we needed," Zane explained. "It's made our systems more responsive and easier to manage. "

LEARNING RESOURCE CENTER PROJECT

Bennett shared how Q-SYS is playing a role in the ongoing renovation of the college's Learning Resource Center. The upgraded facility will support a wide range of programs and services, featuring classrooms, event spaces, instructional areas, and a building-wide paging system, all of which are connected through Q-SYS. "Our students are going to benefit immensely from this upgrade," Bennett said. "It's all about creating a better learning experience." Currently, 96 Q-SYS systems are online, with plans to scale to over 250 spaces with future plans. "We're just scratching the surface," he added. "The potential for growth with Q-SYS is immense."

Results

96

Number of Q-SYS systems online, with future plans to scale to over 250 spaces.

ENHANCED LEARNING AND EVENT CAPABILITIES

The transition to Q-SYS at West Valley Mission Community College District represents a significant leap forward in AV technology and management. By addressing the challenges of previous systems and implementing innovative solutions, the colleges have set a new standard for AV infrastructure. The Learning Resource Center project showcases the potential of Q-SYS to transform educational spaces, providing scalable, reliable, and easily manageable AV systems. "This is just the beginning," Joel concluded. "We're excited for what the future holds."

Equipment List

Model	Pcs Used	Description	Image
Core Nano	73	Q-SYS Audio, Visual and Control Processor 64 × 64 networked audio channels (Q-LAN / AES67)	
Core 110f (consider Q-SYS Core 24f)	9	Q-SYS Audio, Visual and Control Processor Networked I/O: 128 × 128 Local I/O: 24	
Core 8 Flex	5	Q-SYS Audio, Visual and Control Processor 64 × 64 networked audio channels (Q-LAN / AES67)	
NV-32-H	81	Q-SYS NV Series network video endpoint 3 × 2 HDMI I/O	
NV-21-HU	70	Q-SYS NV Series network video endpoint 1 × 1 HDMI I/O, 1 USB-C Input	
TSC-70-G3	47	Q-SYS Touch Screen Controller 7" (177 mm) screen dimension 1280 × 800 resolution	
TSC-101-G3	17	Q-SYS Touch Screen Controller 10" (255 mm) screen dimension 1920 × 1200 resolution	

Equipment List

Model	Pcs Used	Description	Image
TSC-50-G3	10	Q-SYS Touch Screen Controller 5" (126 mm) screen dimension 1280 × 720 resolution	
NC-12×80	33	Network Conference Camera Motorized PTZ camera 12x optical zoom 80° field-of view	
NC-110	19	Network Conference Camera Fixed-lens network ePTZ camera 110° horizontal field-of-view	
QIO-L4o	76	Four channels of balanced line-level analog output	
SPA4-100	70	ENERGY STAR® qualified amplifier Up to 200 watts per channel into 4 and 8 ohms	

Q-SYS is a globally recognized manufacturer of audio, video and control (AV&C) solutions for huddle rooms to stadiums–and everything in between. Our systems make it easy for your team to design and integrate flexible, scalable solutions and deliver the native IT integration and standards-based technology your customers expect.

Learn More. Chat with a Q-SYS representative in your region to learn how Q-SYS can help.

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