



CUSTOMER SUCCESS STORY

Singapore Management University

Singapore Management University Advances Hybrid Education with TeamConnect Ceiling 2

Challenge

In their approach to hybrid teaching during the COVID-19 pandemic, SMU's Learning Space Technology Services (LSTS) team found that online students were having trouble hearing in-class discussions. Temporary equipment was installed to improve audio quality, but the need to find a long-term solution to enhance spontaneous discussions among instructors and students from different zones became apparent. While additional handheld microphones were considered, they could inhibit active participation. Other expensive solutions like installing buttons and boundary microphones for every seat were also ruled out due to high investment and infrastructure constraints.

Solution

Sennheiser offered an innovative solution that met two critical requirements: ensuring clear audio for online participants and enabling instructors to teach without straining their voices. After a successful Proof-of-Concept (POC) phase, the LSTS team rolled out the Classroom Ceiling Microphone Improvement Project - 110 units of TeamConnect Ceiling 2 (TCC2) were installed in 35 rooms across the campus, providing voice amplification and ensuring a clear audio experience for all. This solution allowed SMU to maintain professional audio quality while fostering classroom interaction for both online and in-person classes.

[Full Story here >](#)

“The outstanding audio quality and easy installation of TeamConnect Ceiling 2 checked all the boxes for our project requirements. The deployment was seamless thanks to the expertise and efficiency of Electro-Acoustics Systems from the proof-of-concept phase to completion. We are excited to implement new technology and it was a pleasant experience working with the different stakeholders involved.”

Gerard Chua, Manager, Integrated Information Technology Services, SMU

FACTSHEET

Products installed	110 units of TeamConnect Ceiling 2
Country	Singapore
Region	APAC
Industry	Education
Integrator	Electro-Acoustics Systems
Profile	A premier university in Asia, the Singapore Management University (SMU) is internationally recognized for its world-class research and distinguished teaching. Established in 2000, SMU's mission is to generate leading-edge research with global impact and to produce broad-based, creative and entrepreneurial leaders for the knowledge-based economy. SMU is known for its highly interactive, collaborative and project-based approach to learning.

SENNHEISER