Computing Services - Classroom Support

Computing Services agrees to work together with the Ross Operations Office to provide full support for classroom technology directly related to the technical readiness of the room and associated equipment. Computing Services employs four full-time technicians dedicated to this model of “classroom support,” and cross-trains other CS employees in this area to call on as needed.

Computing Services (CS)

CS agrees to provide a reliable classroom technology environment by:

- Monitoring and maintaining the technology equipment (computer, video, network, etc.) in the classrooms used for traditional teaching on a regular basis. Support for non-traditional classrooms or classrooms managed by other units will be provided on an “as available” basis.

- Providing all technology (computer, video, network, etc.) setup, training and basic assistance in each classroom. Direct “in classroom” stand-by support or general administrative support (making copies, etc.) is not provided unless arrangements are made in advance and as staff resources are available.

- Continually working towards improvements in computer systems, better support policies and new technologies that minimize classroom problems.

- Providing ample opportunities for faculty and staff to learn of the proper ways to conduct classroom technical activities and on how to use classroom equipment. These opportunities can be requested any time as-needed, but CS will encourage personalized training to new and returning faculty once per year, generally before the beginning of the Fall semester.

Expectations of Faculty, Staff, Students and other Presenters (FSS)

To enable Computing Services and the Ross Operations Office to achieve their goal of providing an excellent and reliable classroom technology environment, any member of the Ross community who uses or will host a user of classroom technology is expected to:

- Contact the Operations Office to schedule rooms and request classroom equipment.

- Communicate classroom equipment needs to the Operations Office with at least 24 hours’ notice. Without proper notice, equipment availability will be provided on an “as available” basis.

- Follow the established guidelines for proper notice of computer software requests for classroom and lab machines. These guidelines are generally sent in an email request to the community twice per year. In particular, software will only be added to the lab/classroom computers immediately prior to the Fall and Winter semester.

- Use the main Helpdesk phone (5-3000, x2) as the single point of contact for all technical support, including general (non-urgent) classroom technology calls.
In order to provide reliable and redundant service, Classroom Support technicians adhere to the general Helpdesk hours of service and both groups are generally seen as one team. CS makes the following distinctions between groups:

1. Dedicated classroom support technicians will have primary responsibility for the above aspects of classroom support during Helpdesk hours.

2. Members of the CS Helpdesk will have primary responsibility for faculty, staff, and student computer support.

3. Cross functional support and training is provided between groups, so as to not jeopardize the goals and performance measurements of each team, and members of each time are expected to help with each other’s goals except as follows:

   a. Higher-end “specialized” work in either category will usually need to be completed by a dedicated member of that specific group.

   b. A classroom support technician will be designated for “emergencies” and carry a phone while on the Ross premises that will ring if users select the emergency option when calling 5-3000.

   c. Evening, early morning and weekend desktop support team members will be available to assist with classroom requests as needed.

   d. Major school events (i.e. visiting board meetings) may require a fully committed team of all desktop and classroom support staff members.