

## **Additional Classroom Multimedia Troubleshooting Tips for University College Instructors and Anyone Planning a Non-Course-Related Event\***

### **For University College Instructors**

#### **Where can I get the key that opens the multimedia cabinets in the instructor's desks and podiums?**

- You may obtain a key from the University College office in January Hall, Rm. 20 [open until 7:00 p.m., M-Th]. The same key, C415a, unlocks the multimedia cabinets in all University-managed classrooms.

#### **How long may I keep the key?**

- Please return it after the end of the semester.

#### **What if my classroom is locked?**

- After 5:00 p.m. and on weekends, call Campus Police at (314) 935-5555.

#### **How do I find out which multimedia technology is available in my classroom?**

- For University-managed classrooms, go to the searchable [Classroom Directory](http://teachingcenter.wustl.edu) at <http://teachingcenter.wustl.edu>.

#### **What are the telephone numbers for technical support after 5:00 p.m. and on weekends?**

- University College faculty: (314) 935-6700 [5:00-7:00 p.m., M-Th] and (314) 935-6783 [7:00-9:00 p.m., M-Th]
  - Additional number for evening faculty teaching in The Village: (314) 935-8828
  - Additional number for evening faculty teaching in Cupples II, Lopata Hall, and Sever: (314) 935-5097

#### **How can I best prepare to use the classroom multimedia during class?**

- Visit your classroom in advance of the start of classes and practice using the multimedia system. To find out when your classroom is available for practice, call University College at (314) 935-6720. If you have questions about how to use the multimedia system, you may call The Teaching Center at (314) 935-6810 [8:00 a.m.-5:00 p.m., M-F] to schedule a training session. [Training is available between 8:30 a.m. and 5:00 p.m., M-F.]

### **For Anyone Planning a Non-Course-Related Event\***

#### **Whom should I call if I need A/V equipment or technical support for a non-course-related event?**

- If you are planning a non-Arts & Sciences University event, call Event Services at (314) 935-5234.
- If you are planning an Arts & Sciences event, call Arts & Sciences Computing at (314) 935-8192 or complete the form at <http://computing.artsci.wustl.edu/request/av>. *NOTE: Arts & Sciences Computing can provide some A/V equipment, but does not provide technical support during events.*

#### **How far in advance should I call these numbers?**

- It is recommended that you call *at least* 2 weeks in advance of your event. However, as a general rule, it is best to set up technical support as soon as you know the date and location of your event.

#### **What are some of the details I should consider when requesting technical support for an event?**

- Event Services can help you with details such as the following:
  - Arranging for on-call technical support to be provided on the day of the event.
    - **NOTE:** If you need on-call technical support on the day of a University event, it is necessary to hire an outside vendor. Call Event Services at (314) 935-5234 for a list of recommended vendors.
  - Obtaining a key to the multimedia cabinet in the instructor's desk or podium.
  - Scheduling a training session to learn how to use the multimedia system.
  - Arranging for extra microphones for use in an auditorium.
  - Handling a request to move an instructor's desk or podium.
    - **PLEASE NOTE:** Moving an instructor's desk or podium is not always possible. When moving the desk or podium is possible, a fee will be charged.

**\*The Teaching Center does not provide technical support for non-course-related events in the classrooms.**