

**From:** [Livingston, Tyson](#) on behalf of [CCB HelpDesk Mailbox](#)  
**To:** [CCB HelpDesk Mailbox](#)  
**Cc:** [Neunherz, Gregory Alan](#)  
**Subject:** CCB Technology Prep Resources for Teaching Online  
**Date:** Friday, March 13, 2020 7:39:59 PM  
**Attachments:** [Faculty Quick Guide to Distance Learning Resources.pdf](#)

Hello all,

As you prepare your courses for distance delivery, we have compiled a list of available training and resources for you to reference. If you think of any support that would be beneficial to you during this time that is not included here, please don't hesitate to reach out with your suggestions via [cb\\_help@wsu.edu](mailto:cb_help@wsu.edu), in person at Todd 126, or by phone at 509-335-9517.

## Support FAQ for CCB Faculty

- **Will the Office of Technology be open during spring break?**
- Yes - the Office of Technology will be open during the hours listed below. Depending on faculty needs, special Sunday hours are tentatively scheduled for Sunday, March 22<sup>nd</sup>.
  
- **How can I reach the Office of Technology for support?**
- You can reach us at 509-335-9517, in person at Todd 126, and via our Service Desk: <https://business.wsu.edu/ot>
  
- **What is the Zoom Testing offered by the Office of Technology?**
- This is for Zoom connection testing where you can call an Office of Technology staff member at the provided link to test sound, connection quality, and any features you would like to test.
  
- **Does the Zoom Testing replace AOI Zoom Training?**
- No - our Zoom testing is a supplement to the AOI Zoom training, which we highly recommend participating in if you will be using Zoom for your courses. Their course will cover how to use specific features.
  
- **My department or I requested tech equipment be ordered to support my distance course. When will that be available?**
- Barring unforeseen shipping or supply issues, we anticipate equipment to be delivered early next week.
  
- **What online resources are available for faculty to learn more about WSU's distance learning options?**
- Please see the attached document for a quick guide to faculty resources, including web-based instructions, trainings, and other resources.

## Spring Break Faculty Support Schedule

DATE	TIME	DESCRIPTION	WHERE
<b>Monday March 16</b>	8:00 a.m.- 5:00 p.m.	Office of Technology Open	Todd 126   509-335-9517
	8:30 a.m.-4:30 p.m.	Office of Technology Zoom Testing	<a href="https://wsu.zoom.us/j/365789108">https://wsu.zoom.us/j/365789108</a>
	10:00 a.m.-11:00 a.m.	AOI Zoom Training	Spark 102   <a href="https://wsu.zoom.us/j/344650434">https://wsu.zoom.us/j/344650434</a>
	2:00 p.m.-3:00 p.m.	AOI Panopto Training	Spark 102   <a href="https://wsu.zoom.us/j/344650434">https://wsu.zoom.us/j/344650434</a>
<b>Tuesday March 17</b>	8:00 a.m.- 5:00 p.m.	Office of Technology Open	Todd 126   509-335-9517
	8:30 a.m.-4:30 p.m.	Office of Technology Zoom Testing	<a href="https://wsu.zoom.us/j/365789108">https://wsu.zoom.us/j/365789108</a>
	10:00 a.m.-11:00 a.m.	AOI Panopto Training	Spark 102   <a href="https://wsu.zoom.us/j/344650434">https://wsu.zoom.us/j/344650434</a>
	2:00 p.m.-3:00 p.m.	AOI Zoom Training	Spark 102   <a href="https://wsu.zoom.us/j/344650434">https://wsu.zoom.us/j/344650434</a>
<b>Wednesday March 18</b>	8:00 a.m.- 5:00 p.m.	Office of Technology Open	Todd 126   509-335-9517
	8:30 a.m.-4:30 p.m.	Office of Technology Zoom Testing	<a href="https://wsu.zoom.us/j/365789108">https://wsu.zoom.us/j/365789108</a>
	10:00 a.m.-11:00 a.m.	AOI Zoom Training	Spark 102   <a href="https://wsu.zoom.us/j/344650434">https://wsu.zoom.us/j/344650434</a>
	2:00 p.m.-3:00 p.m.	AOI Panopto Training	Spark 102   <a href="https://wsu.zoom.us/j/344650434">https://wsu.zoom.us/j/344650434</a>
<b>Thursday March 19</b>	8:00 a.m.- 5:00 p.m.	Office of Technology Open	Todd 126   509-335-9517
	8:30 a.m.-4:30 p.m.	Office of Technology Zoom Testing	<a href="https://wsu.zoom.us/j/365789108">https://wsu.zoom.us/j/365789108</a>
	10:00 a.m.-11:00 a.m.	AOI Panopto Training	Spark 102   <a href="https://wsu.zoom.us/j/344650434">https://wsu.zoom.us/j/344650434</a>
	2:00 p.m.-3:00 p.m.	AOI Zoom Training	Spark 102   <a href="https://wsu.zoom.us/j/344650434">https://wsu.zoom.us/j/344650434</a>
<b>Friday March 20</b>	8:00 a.m.- 5:00 p.m.	Office of Technology Open	Todd 126   509-335-9517
	8:30 a.m.-4:30 p.m.	Office of Technology Zoom Testing	<a href="https://wsu.zoom.us/j/365789108">https://wsu.zoom.us/j/365789108</a>
	10:00 a.m.-11:00 a.m.	AOI Zoom Training	Spark 102   <a href="https://wsu.zoom.us/j/344650434">https://wsu.zoom.us/j/344650434</a>
	2:00 p.m.-3:00 p.m.	AOI Panopto Training	Spark 102   <a href="https://wsu.zoom.us/j/344650434">https://wsu.zoom.us/j/344650434</a>

<b>TENTATIVE</b> <b>Sunday</b> <b>March 22</b>	9:00 a.m.- 5:00 p.m.	Office of Technology Open	Todd 126   509-335-9517
	9:30 a.m.-4:30 p.m.	Office of Technology Zoom Testing	<a href="https://wsu.zoom.us/j/365789108">https://wsu.zoom.us/j/365789108</a>

Thank you,

**Office of Technology**  
Carson College of Business  
Washington State University

Phone: 509-335-9517

Submit a Ticket: [business.wsu.edu/ot](https://business.wsu.edu/ot)