Classroom Technology Information

Classroom equipment:
Most WSU Spokane campus classrooms are equipped with the following:
- LCD projector or screen
- Document camera
- VGA cable or computer (Lecture Capture and ResponseWare are available upon request through the Technical Support Center)
- DVD player
- Phone (5-digit dial and 911 only)
- Smart Board (PBS only)

For technical support, special technology/equipment needs, or training, contact:

Technical Support Center (TSC)
509-358-7748 (87748)
spok.it.help@wsu.edu
http://spokane.wsu.edu/services2/IT/

Hours: Monday-Thursday: 7:30am-8:00pm
      Friday: 7:30am-5:00pm
      Saturday: 8:00am-5:00pm

VIDEOCONFERENCE CLASSROOM SUPPORT

The TSC staff will remotely connect the room and do a quality check at the beginning of class. They will make sure all sites are connected and audio/video/content are present and working correctly.

After the quality check, staff will continue to monitor the class for the first 10 minutes to ensure that technology continues to function correctly and that the faculty are satisfied with the connections and room settings. TSC staff will be available by phone any time during the session for support.

If you have class changes, cancellations, guest speakers, or special technical support needs for your course, please contact the Technical Support Center prior to the day of the class.

CLASSROOM (ROOM ONLY) SUPPORT

When support is requested, the TSC staff will be present at the beginning of class to make sure equipment is operating properly and provide assistance.

Support can be requested in the room reservation or by contacting the TSC.

If you have issues with equipment in a classroom, please report them to the TSC.

Training:
Training workshops will be offered at the beginning of each semester. You may also request one-on-one training with an Educational Technology specialist. Contact the TSC to schedule a training session or visit http://spokane.wsu.edu/services2/IT/training.html to view and register for one of our scheduled training courses.

Other helpful resources:
From the R25 web viewer (schedule.wsu.edu), you can also click on the room number in the left column to see the features and equipment for that room.

Another helpful resource is the Room & Space Scheduling tab on the Faculty & Staff Resources page (http://spokane.wsu.edu/services2/faculty-staff-resources/) where you will find a link to a Room Resource document that lists all rooms on campus, including attributes and seating capacity. Other tabs on the Resources page discuss the scheduling process and the facilities use policy.

Emergency in a classroom?
Please call 911 and then call Security.
Rooms with panels to control the equipment have the address of the building under the “Help” button.

For scheduling, contact:
Spokane Room Scheduling or Scheduling Changes/R25
Student Affairs
509-358-7536 (87536)
spok.sserv.sched@wsu.edu
https://scheduling.wsu.edu/spokane/default.aspx
schedule.wsu.edu

For room setup or facilities maintenance needs, contact:
Facilities Operations
509-358-7994
spok.fac.maint@wsu.edu
http://spokane.wsu.edu/services2/facility-services/

For security needs, contact:
Security (available 24 hours a day):
509-358-7995 or #40 from any campus phone
rpsecurity@wsu.edu
http://spokane.wsu.edu/services2/facility-services/safety/security/security.html