



The Catholic University of America Department of Library and Information Science

LIS Technical Support Policy

Adopted 1/24/2015

This goal of this policy is to provide technical support for instructors. There are two objectives that this policy is intended to achieve:

- 1) Minimize the impact of technical problems on classes by allowing instructors to continue working with the class while LIS lab assistants diagnose problems and work with Tech Services
- 2) Provide support staffing during all LIS teaching times. Tech Services is not staffed during evening and weekend teaching times.

On Campus Policy:

LIS lab staff provide the first line of support for LIS instructors in the classroom.

1. Instructors who experience problems should call the LIS lab assistant on duty at ext. **6129**.
2. The lab assistant immediately tries to resolve the problem or if it can't be remedied opens Tech Services trouble ticket with problem, as reported by instructor, and also calls Help Desk at **ext. 4357**.
3. Lab assistant then provides assistance to the instructor if possible, including workarounds, finding alternate space, etc.

Lab assistants will be trained in basic support skills for the classroom and online systems, as well as reporting problems using the Tech Services support ticket. The lab manager will follow up on support tickets opened by lab assistants.

Off Campus Policy:

Lab assistants will provide technical support to off campus classes via phone at 202-319-6129 or email at: cua-slislab@cua.edu. Technical support will include providing laptops with the required software, troubleshooting the off-site classroom problems. If the problems cannot be remedied the lab manager will meet with the Dept. Chair about alternative arrangements for the class.

Online Policy:

Lab assistants will provide technical support to online synchronous sessions, if requested by the instructor. Support will be rendered during the normal hours that the class meets and will include live telephone support at 202-319-6129 for the instructor and students who are experiencing connection and sound/mic problems. Lab assistants will be trained in troubleshooting the Adobe Connect online system.