Tech Training: Classroom Support

Client Services provides Generalist support for classroom requests. This includes A/V control system failures as well as computer and logon problems. Faculty are instructed to contact the Faculty Connection (84444) for classroom issues. They are instructed to contact Client Services (84040) for everything else.

To earn a check for Classroom Support, you must complete the following:
- Attend a Classroom Support training session
- Be present on Classroom Support runs
- Read this tutorial and all other Classroom Support documentation which includes:
    - Answering 84444 calls
    - Creating Classroom Support tickets
    - Classroom Technology Troubleshooting Guide
    - Other materials as added or updated in the Blackboard course
- **Take and pass the Classroom Support Test** found in the Blackboard course T&LC Classroom Support

Training Sessions
Training sessions are conducted by Academic Support personnel (currently, Tim Ziegler). Sessions are often held during evening hours, are scheduled as needed, and last about one hour. New CS Techs are expected to make themselves available for training at their earliest convenience.

Classroom Support Runs
When calls for classroom help are received at 4444 or 4040 while you are on duty, you may be called on to go to a classroom to resolve a problem. You may be the only tech dispatched if you are fully trained – otherwise, you will attend the classroom run with Tim or Tony to observe and/or successfully diagnose and resolve a classroom issue.

To earn a check for Classroom Support, you must attend a minimum of <u>two</u> classroom calls where there is a verified problem, although we hope you have the opportunity to attend several classroom calls before you complete your classroom training. Because we cannot control when classroom issues occur, we may also ask you to observe and/or successfully demonstrate classroom support with a fabricated problem that can count as <u>one</u> of your classroom calls. This to ensure you have some experience with the varied problems you might encounter.

Get Paid for In-Class Issues
If a professor experiences difficulty with classroom technology while you are in class, you are expected to offer your assistance. If you can resolve the issue, this eliminates a call to the Faculty Connection. This is a good thing. Enter your time (at least 15 mins) into TOWER so you get paid. **Also, <u>create a ticket</u> and resolve it with Tim Ziegler or Tony Wormgoor as the Assigned Tech.** *(More detailed instructions on classroom tickets are covered in a different section below.)* This helps track requests and keeps Tim and Tony in the loop. After Tim or Tony review the ticket, they will re-assign the ticket to **you** so you will get credit for resolving the ticket. If you are not fully trained but are still able to help, please communicate with Tim or Tony at your earliest convenience so we can properly document the issue.

Types of Classrooms

Classrooms are classified in different ways. The most useful way to group rooms for our purposes are by control systems:

Control System	Description	Example Locations
Atlona	Small black boxes on classroom podiums that power a single projector (on/off) and transport HDMI (digital) or VGA (analog) signals.	All of Reade, most of Rupp and SHM, some Nussbaum.
Crestron	Advanced control system mounted inside podium with a touchscreen panel on top of podium that can control projector(s), document cameras, multiple HDMI or VGA video sources, and sometimes lights and window shades.	All of Euler, Nussbaum 123, Ayres 215 (The Courtroom)
Extron	Advanced but older control system mounted inside podium that usually has a physical pushbutton control on top of the podium to power a single projector (on/off) and transport VGA signals. Extron systems cannot accept digital signals.	Ayres classrooms (except Ayres 215), MMVA 002
Remote Control	These classrooms may or may not have a classroom computer but usually an installed projector with a handheld remote to power it on and off.	Rupp 101, Randall classrooms
Specialty	These classrooms have unique or non-standard control systems that we generally do not support.	Rupp 222
NONE	Some labs and classrooms have no installed A/V technology but professors may occasionally bring in a portable projector and laptop.	Some departmental labs with special equipment or non-Registrar scheduled locations

Atlona Control System Description

Atlona classrooms have one of two control systems – model 100 and model 200.   General operation is identical but the layout and controls are different on each one.

Atlona 100

- 2 control buttons: **Display On/Off** (Powers projector on and off) and **Input Select** (changes what input is displayed on the projector)
- 3 physical connectors (HDMI 1 & 2, VGA with mini audio - all in front)
- Power and selected input indicator lights

Atlona 200
- 4 control buttons: Display (Powers projector on and off), Input (changes what input is displayed on the projector), Volume Up, Volume Down (adjusts overall volume)
- 3 physical connectors (HDMI 1 and VGA with mini audio in front, HDMI 2 in back)
- Power (PW) and selected input indicator lights (1, 2, & VGA)

Except for the CAT cable output (HD Video Out or HDBaseT Out) on the back, none of the other connectors are used during normal operation.

Atlona Control System Operation

Typical operation:
- Instructor enters room, wakes up Classroom PC and/OR connects a laptop, then presses the **Display** button on the Atlona control to turn on the projector.
- The Atlona control may automatically detect the video signal and switch to the correct input. If not, the instructor can press the **Input** button repeatedly until the input lands on the correct input (HDMI 2 for Classroom PC, HDMI 1 or VGA for laptop or other device).
- When the instructor is finished, they log off, put the Classroom PC to sleep and/OR disconnects the laptop, then presses the **Display** button to turn off the projector.
- If another class immediately follows, the instructor needs only to log out of the Classroom PC.

Common issues:
- The Atlona control does not turn the projector on or off. This is usually caused when the control system becomes "out of sync" with the projector. There are many causes for this issue including the system left on after class (equipment will "time out" or go to sleep at different intervals) or connection/cable issues. Usually going through the cycle of powering off/on/off/on up to 3 times will allow the system to work normally.
- Nothing is showing on the projection screen. This is usually a video transport issue but technically may not be a problem of the Atlona box itself. Verifying the right input is selected and double-clicking on the "Normal" display icon will often correct the problem.
- Computer issues – the instructor can't log on or find network documents. These problems are common to all classrooms and are covered in a different section.
- Sound issues – usually no or low volume. These problems are common to all classrooms and are covered in a different section.

Crestron Control System Description

Advanced Crestron control systems are primarily used in Euler and Nussbaum 123. These Crestron systems have identical touch panel controls with similar functionality in every room regardless of the configuration. Many Euler rooms have multiple projectors or combined rooms and the Crestron control system can route any input to any projector in those room(s). Ayres 215 (The Courtroom) has an older Crestron control system touch panel that also controls room lighting and window shades. EAW classrooms have a newer but scaled down Crestron systems with a physical pushbutton control instead of a touch panel control.

Crestron Control System Operation

Typical operation:
- Instructor uses the Crestron control panel to power on projector(s), select input(s) for projector(s), control volume, and any other devices connected to the system.
- The Instructor may connect a laptop or other device to the HDMI or VGA inputs (installed cables wired into at podium)
- This section will be updated when T&LC student techs are authorized to respond to classroom issues in Crestron Rooms.

Common issues:
- **AT THIS TIME, T&LC STUDENT TECHS ARE NOT RESPONDING TO CRESTRON CLASSROOMS**. This section will be updated if this policy changes. Contact Tim if you are aware of a Crestron classroom issue.
- Computer issues – the instructor can't log on or find network documents. These problems are common to all classrooms and are covered in a different section.
- Sound issues – usually no or low volume. These problems are common to all classrooms and are covered in a different section.

Extron Control System Description

Extron control systems are primarily used in Ayres and MMVA 002. These Extron systems have physical pushbutton controls with similar functionality in every room regardless of the configuration. The system allows control of the projector (on/off) and input selection. Some may also control a DVD player or volume. Extron systems are older and have no support for any digital signals.

Extron Control System Operation

Typical operation:
- Instructor uses Extron control panel to power on projector, select inputs for projector.
- This section may be updated when T&LC student techs are authorized to respond to classroom issues in Extron Rooms.

Common issues:
- **AT THIS TIME, T&LC STUDENT TECHS ARE NOT RESPONDING TO EXTRON CLASSROOMS**. This section will be updated if this policy changes.

- Computer issues – the instructor can't log on or find network documents. These problems are common to all classrooms and are covered in a different section.
- Sound issues – usually no or low volume. These problems are common to all classrooms and are covered in a different section.

Other Rooms
Because classrooms with specialty, remote control, or no controls are unique, **T&LC Student Techs will not be providing support in these rooms.**

Computer and Other Issues
Most Classroom PC's are identical in configuration and operation. However, T&LC Student Techs will not be expected to troubleshoot or support Classroom PC's in rooms they do not support.

Common issues:
- Instructors can't log on to Windows. Often caused by low resources, restarting the computer usually helps.
- Instructors can't find their documents. Often a "document redirect" glitch, you can log off and back on, or direct faculty to navigate to their documents manually on \\filesrv\mydocs\.
- Sound and volume issues. Make sure the volume control on the entire path in the signal flow is turned up.

Working with Faculty
As you engage in more classroom response activities, whether on the phone or in person, the ultimate goal is to enable our faculty to teach well. When technology doesn't work as expected, this disrupts their teaching. The service you provide in classroom support is very valuable and necessary to ensure the best teaching and learning experience here at Taylor. Be respectful to faculty (or guests) at all times and **adapt your response to them**. If a faculty is easy going and wants to know what the problem is or what you are doing – then communicate with them as best you can. Try not to give more information than needed but as much as they ask for. If a faculty is short tempered or ignores you when you enter a classroom, just do your work as efficiently and quietly as possible with as little disruption and interruption as possible. Faculty are people too – so if they are having a bad day or are being more difficult than you think appropriate please do not hesitate to text Tim or Tony for assistance. Your great attitude and problem resolution skills will usually neutralize any rare negative situations.

When to Get Help
Use the "5-ish" minute rule once you are engaged in troubleshooting a classroom issue. While the actual time might be over five minutes, if you have not diagnosed the issue or at least have a direction to go within 5-ish minutes, you will need to contact Tim or Tony for additional help. If they aren't available, you can contact 4444 (765-998-4444). You may need to inform the instructor that you are unable to fix the problem in a short amount of time.

If the instructor requires the use of technology and you cannot correct the issue or call in Tim or Tony in a reasonable amount of time, the best solution may be to move the class to a different classroom. If this happens, please contact Tim first, and if not available, then Beth or someone at 4444 to determine the best location to move to.

Contact Information

We use text messages to quickly communicate classroom issues. If you have a cell phone available, you can text Tim AND Tony any classroom info. If you have limited texts or no cell phone, you can call us from a campus office phone. Tim especially is interested in difficult, after hours, or unresolved issues. You can text Tim at any reasonable time from early morning to late at night if you have classroom questions or an evening class needs immediate help.

- Tim – 765-661-3770
- Tony – 765-499-4299
- Beth – 765-998-4444 (T&LC classroom line – no texts, calls only)

4040connect Tickets

You should already be familiar with the ticketing system from your previous training and working with T&LC tickets. More information about creating tickets when answering 4444 calls is found in the Blackboard course T&LC Classroom Support. As you begin to address classroom issues on your own you will also **document and resolve** the 4040connect tickets. The standard style we use for documenting classroom tickets as a tech may be slightly different than documenting your other T&LC tickets.

Use these basic guidelines when creating, documenting, or resolving **classroom tickets**:
- Make sure the basic information is accurate – request type is usually "Classroom Technology | Hardware or Software", all required files are accurate, especially client name and **classroom location** with specific building and room number *(Reade 218)*
- Subject is a phrase description of classroom problem *(Projector won't turn on)*
- The Request Detail should include a **brief description** of the problem and often includes the Instructor's name as it is usually written to express the client's point of view.
- **Do not document how the problem was fixed in the Request Details** – instead, document what happened in a **new note you create**.
  The note contains the documentation for this classroom issue as follows:
  o Usually it is appropriate to address the note directly to the client (address them as you would in person, usually Dr. or Professor and last name)
  o Provide a **brief description of what you did to resolve the problem** as "I did …" or if the instructor or another tech is with you "We did …" statements.
  o Include any additional information the client needs to know
  o End with a personal valediction (closing) line such as "We hope you received excellent service" (if things went well) or "Thank you for your patience" (if they did not go well or for repeat problems). As long as you keep it brief and professional, you can write anything relevant and appropriate. If you are unsure what to write, just close with "Thank you" or similar.
  o **Before saving your note, add the approximate amount of time you spent (including the ticket documentation) working on this specific ticket** in 5 minute increments.
- If more details about the solution are helpful, place them in a second note that is not visible to the client.
- If you didn't actually resolve the problem, you still need to create a note and document what actions you did take and make sure you add that you are escalating the ticket to someone else who will take over. You are welcome to name that person (usually Tim or Tony).

- If the issue is resolved:
  - **Make sure Tim or Tony is the Assigned Tech.**
  - Set the Resolution Path to "Configure Device" (hardware issues) or "Configure Software" (software issues).
  - Change Status to "Resolved" then save and email ticket to client.
- See the ticket below for an example of typical classroom documentation and if you have any questions, please ask Tim. This ticket was documented for a second call to the same classroom because the faculty had problems two class periods in a row. Note how this ticket documentation illustrates most of the guidelines presented here. The problem was resolved, I set the Resolution Path to "Configure Hardware" and the Status to "Resolved" before I saved and emailed it.
- Note that the person who receives the 4444 phone call usually makes the ticket. The tech who responds to the call documents and resolves the ticket.

⊗ Details

Client	Faculty Name and Phone #	Created By	Beth Kaylor
Location	Reade Center ▼	Room	218
Department	Business, Econ and Accounting ▼		
Assigned Tech	Ziegler, Tim ▼	ⓘ	Ticket Type	Service Request Incident Problem
Tech Group	Faculty Connection Level 1 ⤴ Escalate ⤴ De-escalate		
Request Type	Classroom Technology ▼ Hardware ▼		
Subject	Classroom - Projector not working		

Request Detail:
Student left a message on x84444 on behalf of David   that the projector is not working in Reade 218.

Beth Kaylor
Faculty Connection

Attachments (Add File)

⊗ Notes

Date	Name	Note	Time	👤	✉
09/29/16 01:45 pm	Tim Ziegler	Cycled power 3x, had to unplug to reset, also unplug HDMI to get video signal, then it started working correctly. *about a month ago* #72371	0 mins		
09/29/16 01:44 pm	Tim Ziegler	Hi David - Sorry you are still having intermittent problems. I arrived and verified the Atlona system was not responding. I cycled power and reset the Atlona control box and then it started working again. We are tracking these issues so please let us know when you have classroom issues at 4444. Thanks for your patience - *about a month ago* #72370	25 mins	•	(Send)
		Total Time	25 mins		

(New)

Additional Resources and Documents
As a T&LC Student Tech, you should be enrolled in the Blackboard course [T&LC Classroom Support](#) which contains more classroom response resources.   In particular, the Classroom Technology Troubleshooting Guide is the primary classroom troubleshooting document. It contains more detailed information about troubleshooting and classroom response in a unique format written to find the fastest solutions to the most common classroom issues. If you have any questions regarding this document or its content, please contact Tim.

Preparing for the Classroom Support Test
Make sure you read this tutorial but also any resource materials found in the Blackboard course. If you have questions about classroom technology, please ask Tim or Tony. You may take the test before you complete two classroom runs, but you will not receive a checkmark and be qualified to support classrooms on your own until all the requirements are met, including the classroom runs.

Thank you for all your help this year -