

Classroom and Instructional Technology Support Guide

To help faculty plan and prepare to manage their courses, the CFDE has put together the following list of resources and contacts. This list is divided into two parts: 1) classroom support for each school/college, and 2) general instructional support.

Up-to-date as of August 2022

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Classroom Support for each School/College

The IT division in each school manages classrooms and can provide support for hardware and devices in the physical classroom space.

Emory College

ECAS - Classroom Technology Services Team

- Contact for inquiries about: classroom technology support
 - Call for help: 7-6853
 - Submit a help ticket via email: echelp@emory.edu
- Classroom Technology Services Staff
 - Adam Dobucki, Senior Manager
 - Aaron Cooper, Academic Tech Spec III
 - Bruce Dille, Multimedia Specialist
 - Max Lanier, Academic Technology Specialist II
 - Steve Witte, Educational Analyst II

ECAS Instructional Design Support: Emory College Online team. Contact for inquiries about: Integrating technology into any courses, hybrid or online course design

- Email: emorycollegeonline@emory.edu
- Schedule [course design consultations](#)
- Emory College Online team
 - Sara Wade, Director of Online Learning
 - sejacks@emory.edu
 - Leah Chuchran-Davis, Educational Analyst II
 - leah.chuchran@emory.edu
 - Jared Jones, Educational Analyst II
 - jared.patrick.jones@emory.edu

Oxford College

Academic Technology

- Classroom A/V support: 770-312-6766 (call or text)
- Academic Technology staff located at 605 Emory Street
 - Scott Foster, Director of Academic Technology
 - scott.foster@emory.edu
 - 404-520-9934
 - Peter McLellan, Educational Analyst III
 - peter.n.mclellan@emory.edu
 - 201-995-7523
 - Contact for inquiries about Digication or the Milestone Program
 - Geri Rivers, Educational Analyst II
 - geri.rivers@emory.edu
 - 404-455-5885
 - Contact for inquiries about Canvas
 - Matthew Smith, Academic Technology Specialist III
 - m.smith@emory.edu
 - 347-421-2040

- Contact for classroom a/v support

[Oxford College Information Technology \(OCIT\)](#) does not support classroom technology but can assist with video editing, DVD production, text/graphics scanning, presentation creation/rehearsal, web page creation, 3-D printing and scanning.

- Student Technology Support - Oxford Library, Monday–Friday, 10 a.m. to 4 p.m., 404.727.7777
- [AskIT form](#)

Goizueta Business School

Classroom Technology

Goizueta Technology Services (GTS) provides classroom technology support.

- GTS operates a Help Desk with the following hours: Monday - Thursday: 7:00am to 7pm, Friday: 7:00am to 5pm
- The quickest way to get support is to call our Help Desk at 404-727-0581 or send an email to GBSITHELP@emory.edu.

Instructional Design

- Stephanie Parisi, Associate Director of Instructional Design
 - stephanie.paris@emory.edu
 - Contact for questions related to course design, teaching with Canvas, academic innovation, planning for instructional video, and Coursera at Goizueta.
- Ruchika Sethi, Associate Director of Instructional Design
 - ruchika.sethi@emory.edu
- Marvell Nesmith, Director Academic Affairs and Instructional Design
 - marvell.nesmith@emory.edu

School of Theology

Candler IT Media Services

- For all inquiries, call 404.727.6340 or 7-6340 on campus or email csthhelp@emory.edu
- Contact for inquiries about: classroom technology (audio/video)
- To request on site support and/or specific hardware:
<https://candler.emory.edu/student-life/academic-development-support/it/av-request-form.html>

Office of Digital Learning: candlerdigitallearning@emory.edu

- Sarah Bogue, Director of Digital Learning
- Ryan Runager, Instruction Content Developer
- Contact us for questions related to Canvas, course design, or integrating digital tools into your classroom: <https://calendly.com/candler-digital-learning/one-on-one-ryan-and-sarah>

School of Public Health

https://www.sph.emory.edu/prospective_students/admitted_students/resources/rsph-technology/contact-it.php

The **RSPH Technology Support Desk**: Monday - Friday, 8:00 a.m. - 4:30 p.m. EST

- Email: help@sph.emory.edu
- Phone: (404)-727-5536

The quickest way to get support is to fill out the [Self Service Portal](#). To explore our support topics and how to access RSPH resources, you can go to our [MyHub Intranet Page](#) to learn more.

School of Nursing

The [School of Nursing Office of Information Technology](#) supports the educational goals of the School of Nursing by supplying and maintaining technology hardware, software, and services. A range of services are provided including desktop and classroom support and application assistance.

Request Help

- By Email: son-help@listserv.cc.emory.edu
- By Phone: 404.712.9926 (Please leave a voicemail message if we are not available.)
- Location: Room 118, Nell Hodgson Woodruff School of Nursing, Emory University, 1520 Clifton Road NE, Atlanta, Georgia 30322-4207
 - Hours of Operation: Monday-Friday, 8:00 a.m. to 6:00 p.m
- Led by Dr. Roy Simpson, Assistant Dean of Information Technology
 - Staff:
 - Director: Judy Katz
 - Fole Gailor
 - Sabir Holmes
 - Brian Jones
 - Jennifer Paul
- Instructional Design Team led by Adarsh Char, FullTilt Ahead
- Project NeLL Team led by Andi Plotsky

School of Medicine

[School of Medicine Information Technology Services \(SOMITS\)](#) - For help with Emory University School of Medicine's IT Resources: Student Computing, Equipment Checkout, Public Printing, SOM Computer Labs, Mobile Video Conferencing, Audio / Visual Assistance, Classroom Podiums, Classroom Audio / Visual Training, and SOM Event Consultation.

- Hours: Monday - Friday, 8 am - 5 pm.*Excludes Emory Observed Holidays
 - Phone: 404-72-SOMITS (7-6648)
 - [Website](#)
 - Email: meded-help@emory.edu
- Contact for inquiries about: AV
 - AV Help Phone #: 404-727-6648 (All messages left email the entire AV team.)
 - AV Email: somav-help@emory.edu
- Tom Quinn, Director, SOMITS (Operations)
 - 404-727-9805
 - tdquinn@emory.edu
- Jess Bowling, IT Manager, Curricular Support
 - 404-712-8824
 - jbowlin@emory.edu
- Jon Hamilton, Manager, Audio Visual
 - 404-712-1563
 - jon.hamilton@emory.edu

School of Law

[Classroom Technology, School of Law](#)

To request service for a classroom, please email lawhelp@emory.edu.

Brandy Williams, Academic Technology Specialist

- 404.727.3880 (office)
- brandy.renee.williams@emory.edu

General Instructional & Technology Support

Emory Libraries Academic Technology Services

[Academic Technology Services](#) works with faculty and students in selecting and using technologies to solve problems, communicate with others, and present ideas.

Kim Braxton, Associate Dean Emory Libraries Academic Technologies
Matthew Aron, Director Teaching & Learning Technologies
Tara McCurley, Director Student Digital Life

Contact **Emory Teaching & Learning Technologies** for support with Canvas, Poll Everywhere, Academic Content Production, Educational Technology Consultations, and more.

- Web: <https://ats.emory.edu/tlt>
- Email: classes@emory.edu
- Canvas Support: classes.emory.edu

Contact **Student Digital Life (SDL)** for technology services, spaces, and support for all Emory undergraduate and graduate students, including Student Technology Support, EaglePrint, MediaLab, TechLab, and student production spaces.

- Web: <https://ats.emory.edu/sdl>
- Email: sdl-help@emory.edu
- Student Tech Support: sts.emory.edu

Office of Information Technology Service Desk

For all issues with EmoryUnplugged, network IDs and passwords, DUO login, and/or OPUS-Peoplesoft, contact the University Service Desk:

OIT University Service Desk

- Web: <https://it.emory.edu/catalog>
- Phone: 404.727.7777
- Self-Service: <http://help.emory.edu>

Center for Faculty Development & Excellence - CFDE

The [CFDE](#) supports faculty in all aspects of their career: research and scholarship; teaching and pedagogy; and professional development. The CFDE offers [one-on-one consultations](#) as well as [seminars](#), [workshops](#), [presentations](#), funding opportunities, and online resources on a diverse set of topics, including teaching and pedagogy; online learning; research, writing, and publishing; community-engaged learning; and professional development.

Eric Weeks - Faculty Director, erweeks@emory.edu
Liesl Wuest - Instructional Design, liesl.wuest@emory.edu