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 2021

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**
  - 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
  - Leah Jennings, Educational Analyst I
  - Max Lanier, Academic Technology Specialist II
  - Steve Witte, Educational Analyst II
- **ECAS Instructional Design Support: Emory College Online team**
  - Email: emorycollegeonline@emory.edu
  - Schedule course design consultations
  - Contact for inquiries about: Integrating technology into courses, hybrid or online course design
    - 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.parisi@emory.edu
• 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 csthelp@emory.edu

Contact for inquiries about: classroom technology (audio/video)

- 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

[this information will be checked by SOMITS soon and updated accordingly]

- 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:
  - Tom Quinn, Director, SOMITS (Operations)
    - 404-727-9805
    - tdquinn@emory.edu
    - Contact for inquiries about:
  - Jess Bowling, IT Manager, Curricular Support
    - 404-712-8824
    - jbowlin@emory.edu
    - Contact for inquiries about:
  - Jon Hamilton, Manager, Audio Visual
    - 404-712-1563
    - jon.hamilton@emory.edu
    - Contact for inquiries about:

School of Law

[this information will be checked by Classroom Technology for the School of Law soon and updated accordingly]

- Classroom Technology, School of Law
  - To request service for a classroom, please email lawhelp@emory.edu.
  - Serena Holley, Academic Technology Specialist
    - 404.727.6597 (office)
    - 470.357.9006 (cell)
  - Contact for inquiries about:
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 Instructional Technology & Design
Lee Clontz, 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.

- Teaching & Learning Technologies:
  - 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.

- Student Digital Life:
  - 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