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**Classroom and Lab Support**

Helpdesk .....968-1934



**COLFA ( OAG, FA)**

Matthew Mills.....968-9407



**COE & COAES (Howell, Autry, Farm)**

Clay Nelson .....968-9943



**COBA, HYEG & COE (Coba, HYEG, WGYM)**

Robert Lewis.....968-9874



**COST (Science, Rec Sports)**

Dewayne Harvey.....968-0790



**COST (Math & ET)**

Jason Smith.....968-9303



**COST (Nursing; Simulation Support)**

James Ford.....968-9864



**Tarleton State University Fort Worth**

Mark Davis..... 817-717-3325



**Deployment Server Admin**

Jared Ross .....968-1891



**Room Control & Design, ITV, A/V Expert**

Will Smith.....968-9059



**Simulation Technician (Nursing)**

Joseph Perry .....968-9502



**Mgr., CLSS, CII**

Nick Lilly.....968-9323



**DIRECTOR., CII**

Dr. Kelley Shaffer .....968-9050



# CLASSROOM & LAB SUPPORT SERVICES

254-968-1934



## Services We Provide

- \* Classroom and Computer Lab computer support (± 1400 PC & MAC)
- \* Instructional Equipment support for classrooms and computer labs (± 200 rooms)
- \* Software and software licensing support
- \* Pharos Uniprint Support
- \* Tri-caster Broadcasting support
- \* Nursing Simulation programming and technical support
- \* A/V design and installation for academic spaces
- \* Equipment refresh funding (projectors, doc cameras, scalars, audio)
- \* Computer refresh for classrooms and instructional computer labs
- \* ITV support
- \* Video Podcast Room support
- \* Collaboration Room support
- \* Zoom support
- \* Software funding and purchasing within funding guidelines
- \* New construction consulting, design, installation for academic instructional technologies



## Software On CLSS PCs and MACS

On all PCs and Mac computers you can expect to find the following primary apps in all classrooms and instructional computer labs (some spaces contain specialized software):

- \* MS Office (including Visio and Project)
- \* Adobe Creative Cloud (all primary apps)
- \* SPSS
- \* Autodesk Autocad, Entertainment Suite
- \* Mathematica
- \* Matlab (in Math classrooms, instructional computer labs and general access labs)
- \* ArcGis
- \* Zoom

*For a complete list, go to [http://online.tarleton.edu/tech\\_support/Open\\_Access\\_Labs.htm](http://online.tarleton.edu/tech_support/Open_Access_Labs.htm)*

## Need Help?

Contact Classroom and Lab Support Services at 254.968.1934. Our staff will contact the appropriate technology support specialist and enter a trackable helpdesk ticket into [helpdesk.tarleton.edu](http://helpdesk.tarleton.edu). You can also enter a ticket into [helpdesk.tarleton.edu](http://helpdesk.tarleton.edu). For immediate assistance, please contact your technology support specialist directly (see contact info on back panel).

## Our instructional spaces include :

- \* Dell Optiplex or Precision computer
- \* Wolfvision Document Camera
- \* Blu-ray player
- \* Panasonic Projector
- \* Web Camera
- \* Smart Podium or Smartboard



## Training:

If you would like training on our technology-enhanced classroom equipment, you should contact:

**Doug Hanna**  
([hanna@tarleton.edu](mailto:hanna@tarleton.edu))

**Faculty Training**  
968-9307

Also, check out our online training materials for in-class technologies at:

[HTTP://ONLINE.TARLETON.EDU/FAC\\_DEV/INDEX.HTM](http://online.tarleton.edu/fac_dev/index.htm)

## Reserving a Computer Lab

To reserve a computer lab, you need to work with the registrar. Browse to:

[HTTP://ONLINE.TARLETON.EDU/TECH\\_SUPPORT/INSTRUCTIONAL\\_COMPUTER\\_LABS.HTM](http://online.tarleton.edu/tech_support/instructional_computer_labs.htm)

## Major Projects Completed

- \* Phase III HD Upgrades in SCI, NURSING, AND HYEG
- \* Yearly Projector Refresh (primarily in NURSING, OAG, and Fine Arts)
- \* Yearly computer refresh (281 units)
- \* Hickman 430 ITV Upgrade to Polycom
- \* Collaboration Table Upgrade in Math, SCI, Howell, and COBA to Extron Teamwork
- \* SCI 207 Partition installation
- \* SCI 301 smartroom installation
- \* Howell 203 Active Classroom installation

## Major Projects Anticipated

- \* Projector Refresh
- \* Computer Refresh
- \* Fine Arts 103 and 101 smartroom installation
- \* Windows 10 rollout