



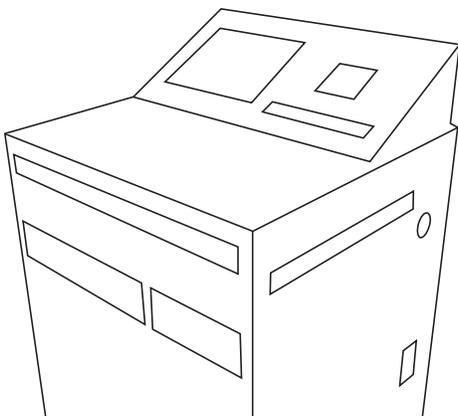
CLASSROOM TECHNOLOGY FAQs

THIS PDF: INTRO (this page)
 Q&A
 TIPS / BEST PRACTICES
 CONTACT

It is important to note that access to audio-visual equipment/instructional technology varies across the campus. Some buildings house electronic classrooms which offer a wide range of equipment (from data projectors, screens, sound systems, internet access) whereas other classrooms offer only basic facilities (screens and overhead projectors).

In addition, your access to audio visual equipment and classroom technology support is linked to the department/division/college with which you are associated. Although Academic + Campus Events provides support for the majority of the St. George campus classrooms, some Colleges and Divisions have internal support offices. The information provided within this guide primarily pertains to centrally-booked classroom space on the St. George Campus. There are over 300 centrally-booked classrooms that are maintained and served by Academic + Campus Events. Please see the contact information below for those buildings not directly serviced through Academic + Campus Events.

Unfortunately, there are no simple and easy answers to many of the questions listed below. Due to the nature of the University's administrative structure variations do occur across the campus. This guide is intended to help demystify the process for those interested in using technology in their classes.



Q & A

BOOKING

- **Who should my first point of contact be if I'm thinking of using technology (a/v equipment) in my classroom?**

You should always speak to someone in your department/division first, such as your undergraduate chair/associate chair. He/she will be able to tell you what sort of equipment and support your department/division may have in place. They may refer you to Academic + Campus Events to discuss possibilities.

- **How can I book audio-visual equipment?**

Consult your department/division/college to determine how bookings are made. Many departments have one contact person who is charged with making all the necessary arrangements.

- **When should I book equipment?**

In general, it is advisable to make arrangements as early as possible (e.g. a few weeks before you actually need the equipment). Keep in mind, at the start of each term the Classroom

Technology Support Office receives hundreds of requests – it is always a good idea to submit your requests early!

Try to avoid last minute requests. Also, when requesting equipment, be sure to arrange for an operator if you need help setting up the equipment.

PAYMENT

- **Are there costs involved? Who pays?**

In some cases, yes. Bookings made through Academic + Campus Events have charges associated with them (for equipment and technicians, if requested). In order to request a/v equipment through the ACE, departmental account numbers are needed. Please be sure that these costs are approved before making a request.

EQUIPMENT

- **What sort of equipment is available?**

The types of equipment currently available, includes:

Overhead projectors (available in most classrooms at all times)

Data Projectors

TV monitors

VCRs/DVD Players

Slide Projectors

Stereos (cassette and/or cd players) Sound

systems

If you require a specific type of equipment not listed here or a particular set up in your classroom, Academic + Campus Events will work with you to best meet your needs.

- **Can I bring in my own equipment?**

Yes. In fact, in some cases this may be required, particularly if you wish to make power point presentations or access the internet, in which case you may need to bring in your own computer/laptop. However, you may wish to consult with Academic + Campus Events or your department/division as some equipment may not be suited for the classroom in which you are teaching.

- **How do I ensure that my course is scheduled in a room that can accommodate my audiovisual / technology needs?**

By communicating your a/v needs early in the room allocation process these factors can be taken into account when determining a suitable location. Room allocations are typically handled within departments/divisions and therefore any special requests should be directed to the appropriate person.

INTERNET

• Is internet access available in classrooms?

Some classrooms have available internet access but at present this tends to be controlled locally. Both Sidney Smith Hall and the Bahen Centre classrooms have a centralized network. IP (internet protocol) addresses for these rooms can be obtained from Academic + Campus Events when you book equipment. If you wish to use the internet in other centrally available classrooms, Academic + Campus Events can provide the necessary contact information.

TRAINING

• Is training available for the various types of a/v equipment?

Yes. The Classroom Technology Support Office can arrange demonstrations of the University's a/v equipment. Contact Academic + Campus Events at 416-978-6544 avrequest@utoronto.ca

OSM tech support webpage:

www.ace.utoronto.ca/tech_support

• How can I learn to use classroom technology most effectively?

You may contact the Office of Teaching Advancement or the Resource Centre for Academic Technology. These offices provide one-on-one consultation for instructors and offer regular workshops on various types of instructional technology.

TECHNICIANS

• Can I book a technician to assist me in my class? What are the associated costs?

Yes. There are two types of available assistance: 1) An a/v technician will help you to set up before your class and ensure that your presentation is underway (generally 15-20 minutes); 2) An a/v technician will assist with the set up, run your presentation and remain in the room for the duration of the class. The fee for the basic service is \$20, whereas the on-site operator fee is \$30/hour.

PROBLEMS

• What do I do if the equipment doesn't arrive?

Equipment is scheduled to arrive no later than 10 past the hour (when UofT classes commence). If you require additional set up time, be sure to request a reasonable delivery time when booking the equipment. However, keep in mind that there may be other classes scheduled in the room. Consult Academic + Campus Events for advice on this matter.

• Who can I call for help (immediate assistance) during my class?

For immediate assistance use the live 2-way intercom on the Teaching Station or TSJr, or phone the Emergency/After Hours line:

Emergency/After Hours line: 416 – 978 - 0423

• To whom do I report equipment problems?

If the problem is not an emergency, please use the on-line form for reporting classroom and equipment problems, available at: Classroom and A/V Problems:

www.ace.utoronto.ca/comments

TIPS / BEST PRACTICES

If you plan to incorporate audio-visual equipment in your course, be sure to check with your department/division before finalizing your syllabus and class plan. You'll want to make sure that any associated costs will be covered and that that classroom you have been assigned can accommodate your needs.

Consider talking to someone about the most effective ways to use technology in the classroom. There is at times an expectation among students that instructors will incorporate technology into the classroom setting – but not all subjects/classroom environments are suited for such use.

Be sure to plan ahead if you wish to use technology in the classroom. Arrangements need to be made in advance, such as ordering the equipment through the appropriate office (often with a minimum of 1 week's notice), and lastminute requests run the risk of not being met.

During the room allocation process, be sure to inform your department/division if you have specific a/v needs. It is often difficult to make changes to room assignments after they have been finalized.

When you receive the room assignment for your course, consider visiting the room before the first meeting of your class. This will allow you to familiarize yourself with the room, the placement of the a/v equipment and observe any limitations/restrictions that may exist.

If possible, arrange for a time to test the audio-visual equipment in the classroom before you start teaching (e.g. before term begins, or on a day that your class is not scheduled). This will help to familiarize yourself with the room and the equipment and allow you to make any necessary adjustments before the class.

For assistance with regards to effective use of instructional technology, contact:

Centre for Teaching Support & Innovation (CTSI)

130 St. George Street
Robarts Library 4th Floor
Toronto ON M5S 3H1

Phone 416 - 946 - 3139 Fax
416 - 946 - 8588

ctsi.teaching@utoronto.ca

www.teaching.utoronto.ca

CONTACT

Academic + Campus Events

WEBSITE www.ace.utoronto.ca
TECH PAGE www.ace.utoronto.ca/tech_support
PHONE 416-978-6544
EMAIL avrequest@utoronto.ca

FORM An on-line **AV requisition form** is available at:
[www.ace.utoronto.ca/PDFs/AV Requisition Form.pdf](http://www.ace.utoronto.ca/PDFs/AV_Requisition_Form.pdf)

For instructors teaching in any of the following buildings, colleges or divisions please contact:

Architecture , John H. Daniels Faculty of see their site:	www.daniels.utoronto.ca
Dentistry , Faculty of Rita Bauer	416 – 979 - 4900 x 4361
Innis College	av.innis@utoronto.ca
Law , Faculty of Jennifer Tam	416 – 978 - 7849
Management , Faculty of Spiros Zervos	416 – 946 - 8787
Ontario Institute for Studies in Education Education Commons	416 – 978 - 1802
Physical Education and Health , Faculty of Paul Dutchak	416 – 978 - 0529
Social Work , Factor-Inwentash Faculty of Jim Moore	416 – 978 - 1743 j.moore@utoronto.ca
St. Michael's College Ian Jay	416 – 926 - 1300 x 3420
Trinity College Ignatieff Theatre only Sharon Reid	416 – 978 - 4166
University of Toronto at Mississauga (UTM) David Taylor	905 – 828 - 5259
University of Toronto at Scarborough (UTSC) Lynval Salmon	416 – 287 - 7380

