Technology Orientation

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Brief Reminders

• Equipment Training
  › Train Before You Use Classroom Equipment
    : Contact Greg Tipton or Clay Sturgeon for training about using room equipment properly.

• Introduction to FNIC Staff
  › FNIC Support Team Introduction
    : Technology section of the Blackboard Orientation
Fall Computer Lab Hours

Monday – Thursday  7:00 am – 9:00 pm
Friday            7:00 am – 6:00 pm
Saturday & Sunday 1:00 pm – 5:00 pm

For questions or suggestions regarding the lab schedule or lab policies, please phone or email:

Mazo Freeman (343-3950 or email).
VUPrint (Lab Printing)

Step 1

Five cents a copy after first 500 copies per semester

VUPrint (Lab Printing)
Technical Problem Solving Basics

• Look for patterns.

› When did you first notice the problem?

› Check basics first: mistyped passwords.

› What happens right before and after your attempt to do what you need to do?

› Has anything changed on your computer or with your personal information (e.g., did you recently change your name or install new software or updates)?
Problem Solving Together

• Communicate the evidence clearly.

› Especially in an email request for help, give a context for the problem.

› For example, a Blackboard problem: Provide the course and section number, the content area heading, the specific link heading, your VUnet username, wording of any error messages, etc.
Questions?

• “Asking is the Answer.”

• Five Links
  
  › Tech Tools (also from QUICK LINKS >>)
  
  › Technology Overview
  
  › Program Technology Requirements
  
  › Technology Descriptions
  
  › VUSN Orientation in Blackboard