



## Tech Support/Facilitator Roles & Responsibilities Checklist

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### **Before Class:**

- Have tech support contact information handy - **KNOW HOW TO CONTACT TECHNICAL SUPPORT BEFORE CLASS BEGINS.** The first line of contact will be your local tech support; followed by NETnet at (903) 877-7510.
- Show up for class **at least 30 minutes** early.
- If necessary, power up the system; manually turn on the doc cam and lectern workstation PC
- Instructor site: Check to see that each site is connected and operating properly.
- Student site: As soon as you come in, if you see and hear the instructor site, press a student mic and check audio.
- Check cameras (angles/presets)
- Instructor site: Check each media source on the workstation
  - document camera
  - VCR
  - lectern workstation PC
  - presentation laptop (if applicable)
  - teacher camera
  - student camera
  - check auto-tracking on student mics
- When the students arrive, see if there are any special instructions or needs for today's class.
- Prepare VCR tape for recording.
- Please contact NETnet at (903) 877-7510 if no students show up for your class. After contacting us, you are welcome to power down your room.

***If your site is experiencing problems, contact NETnet at (903) 877-7510 for assistance***

### **After Class:**

- Take recorded tape, label it, and store it properly.
- E-mail or phone any technical problems to your local tech support contact. Note any special instructions or class changes. Do not assume that others know this information.
- If this was the last class of the day, shut down the system and lock up.

### **REMINDER:**

Always be calm and reassuring to students and faculty when problems arise. Give an approximate time for making adjustments. If a major problem arises, present instructors with the various options for the class (send students home, take a short break for troubleshooting, etc.)