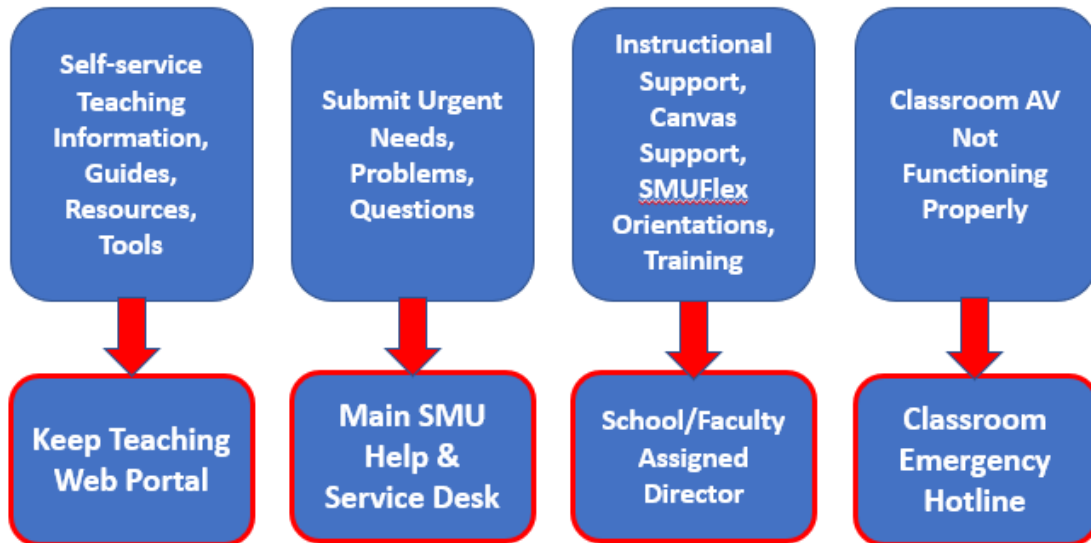# Fall 2020 Faculty Support Plan
Initial Weeks | August 24-September 4 | *(Updated August 20, 2020)*

As SMUFlex and fully online classes get underway, OIT is implementing a wealth of instructional support resources for faculty. For the next few weeks, OIT is also reassigning personnel where possible to add additional capacity for the potential of a larger-than-normal volume of help requests. OIT will be positioning available resources to meet increased support demands via the areas below:

Progression of Faculty Instructional/Technological Support Categories:

Self-service Teaching Information, Guides, Resources, Tools	Submit Urgent Needs, Problems, Questions	Instructional Support, Canvas Support, SMUFlex Orientations, Training	Classroom AV Not Functioning Properly
↓	↓	↓	↓
Keep Teaching Web Portal	Main SMU Help & Service Desk	School/Faculty Assigned Director	Classroom Emergency Hotline

- **Keep Teaching Web Portal**
  Description: One-stop self-service shop for teaching and technology resources, guides, FAQ's, and tricks and tips relating to both SMUFlex as well as fully virtual discussion. This page is being updated regularly with new information to help faculty and to distribute information about instructional expectations and support. Faculty should visit this website regularly.
  URL: http://keepteaching.smu.edu
  Notes: Updated regularly

- **Main SMU Help & Service Desk**
  Description: The Main SMU Help & Service Desk serves a central entry point for faculty help and service requests. Faculty are encouraged to submit requests to the SMU Help Desk for easy routing and tracking of problems or needs. The SMU Help Desk is typically able to answer most questions or is able to route or escalate the problem to someone who can—from problems with technology, computers or software—to how to find someone who can talk to you about Canvas or online testing. As classes start the Help Desk is available virtually and again with walk-up in-person hours.
  By Phone: 214.768.HELP (4357) | By Email: help@smu.edu
  Phone Hours: M-TH: 8A-8P, F: 8A-6P, SAT: 9A-5P, SUN: 11A-6P
  Walk-up Hours: M-TH: 8A-9P, F: 8A-6P, SAT: 8A-6P, SUN: 10A-7P

- **School/faculty-assigned Academic Technology Services Director (ATSD)**
  Description: Dedicated entirely to fulfilling and/or to coordinating technical and instructional needs of the faculty, each school's ATSD is available as a partner, consultant and point of escalation for any questions, orientations, training or support necessary from school level faculty. ATSD's can provide orientation and training for SMUFlex classroom technology as well as SMUFlex teaching tricks and tips. ATSD's can also provide support and training for teaching fully online including the use of Canvas, Zoom and Panopto as well as how to

set up effective online tests and to create activities that improve student engagement. ATSD's can be reached generally by submitting a ticket to/calling the main Help Desk or by personally emailing the ATSD below.
Who: College | Program Specific Assistance: Use these contacts for support, orientations, consultations, or coaching for fully online or SMUFlex courses:

Dedman College	Faye Walter (214.768.1141)
Dedman School of Law	James Pan (214.768.1820)
Meadows School of Arts	Mousumi Tanha (214.768.2548)
Lyle School of Engineering	Merlin Wilkerson (214.768.8649)
Simmons School of Education & Human Development	Jennifer Culver (214.768.4864)
Cox School of Business	Christina Churchill (214.768.2074)
Perkins School of Theology	James Pan (214.768.1820)
SMU Guildhall	Levi Sterling (214.768.5131)
Executive Director, Academic Technology Services	Jason Warner (214.768.4379)

- **Classroom Emergency Hotline**
  Description: Emergency classroom hotline for faculty, answered by Help Desk team personnel (full time staff or student workers), for faculty to report classroom technology problems. Help Desk personnel gather location and problem from the faculty and resolve the problem by phone or dispatch to 15 full time OIT staff (AV Support Team | Desktop Support Team); the nearest available support resource confirms ownership of the call and proceeds to the classroom. This hotline should be utilized for classroom AV technology functionality issues.
  By Phone: 214-768-8888
  Hours:

Day	Full Time Staff	Student Workers
Sunday	11:00AM-6:00PM	10:00AM-6:00PM
Monday	7:45AM-7:00PM	7:00PM-9:00PM
Tuesday	7:45AM-7:00PM	7:00PM-9:00PM
Wednesday	7:45AM-7:00PM	7:00PM-9:00PM
Thursday	7:45AM-7:00PM	7:00PM-9:00PM
Friday	7:45AM-6:00PM	7:45AM-6:00PM
Saturday	9:00AM-5:00PM	7:00PM-6:00PM

- **Repurposing Personnel: Expanding SMUFlex & Fully Online Help**
  Description: Faculty help requests across the categories of classroom technology assistance, online teaching assistance, SMUFlex help, Canvas, Zoom and Panopto are expected to temporarily spike over the next few weeks. SMU's Canvas administrators will be repurposed to provide expanded support for faculty Help Desk requests who have questions about teaching online. In addition, the OIT Online Production Services instructional designers and video producers will be assisting with answering faculty Help Desk tickets and also helping ATSD's consult with individual faculty. The OIT Research & Data Science Services group—as well as other vounteers from OIT—have been helping to identify issues and to ensure that classroom systems are functioning properly.

- **Upcoming Online Teaching Training Options**
  Description: This past summer, a joint OIT/CTE project team provided an advanced online teaching and Canvas technology set of courses designed to help faculty improve the quality and consistency of courses offered both fully online or partially online in the SMUFlex modality. While last summer's courses have concluded, the following online teaching training options will be available in September and October for interested faculty who did not finish or did not complete this summer's courses.
    - **Teaching Online—An Introduction to Online Teaching(9/10/2020-9/24/2020)**
    - **Teaching Online—An Introduction to Online Teaching(10/1/2020-10/15/2020)**
    - **Teaching Online—An Introduction to Online Teaching(10/8/2020-10/22/2020)**
    - **Teaching Online—An Introduction to Online Teaching(10/15/2020-10/29/2020)**

Please contact Jason Warner (jasonw@smu.edu) or Jennifer Culver (jlculver@smu.edu) to register ASAP! Space is limited. These courses are entirely online and facilitated over a two-week period.