

Educational Technology Service Level Agreement

Our Mission

The Educational Technology department is dedicated to providing technical solutions and support to fulfill the educational and innovative mission of the UNC Eshelman School of Pharmacy. Our goal is to deliver cutting edge classroom and collaborative technologies and instructional software services, while providing an exceptional customer service experience.

To learn more about our department and staff please visit our website:

[Educational Technology Department](#)

Objectives

In the event of an emergency causing disruptions of services at the UNC Eshelman School of Pharmacy, our top priority is restoring ongoing classes to their proper functionality. Once classes are operational, focus will shift to supporting meetings, events, and finally personal systems.

Hours of Operation

The Educational Technology department operates between the hours of 7:30am and 5:30pm Monday through Friday. The department observes all university holidays and emergency closures.

Classroom Technology Support

The Educational Technology department is responsible for all instructional technology in the classrooms including projectors, displays, screens, SMART boards, PC's and peripherals, and audio systems.

We recommend all presentations and media be tested in advance. We are unable to dedicate staff to be present for the duration of your class or event.

If you need to inform the Educational Technology Department about an upcoming change to your event or class such as cancelation, recording, videoconferce, etc. please email us at techcore@unc.edu

Should you experience an issue with technology in the room during an event, please contact us during normal business hours at:

Asheville: 828.250.3910

Chapel Hill: 919.843.1132

Videoconferencing

The Educational Technology department oversee videoconferencing connections between Chapel Hill and Asheville locations. If the rooms are available, we will begin establishing connections up to thirty minutes before the event start time. Should two events run back to back, we will establish the connections during the ten minute open window between events. Due to the number of connections we create at a time, an event which exceeds the scheduled time may be interrupted by the next scheduled videoconference.

Supported Spaces

Educational Technology Department provides comprehensive support only for the following class and meeting rooms outlined in **Appendix A** below. Consulting and/or best effort services may be provided for rooms not supported by the Educational Technology Department.

After Hours Support

Classes

After hours support is only offered for classes. A member of the Educational Technology staff will time-shift to cover the class. This does not include evening exam review sessions.

Student Events

The Educational Technology Department does not provide after-hours support for events. For student-organized after-hours events, operation of the in-room technology is to be conducted by the event organizer, a STAR, or a member from each student organization that was previously trained on the room technology. If you experience technology issues with your after-hours event, please send an email with a summary of the problem to techcore@unc.edu and we will address the issue the next day of business.

Meetings and Events

If an event is scheduled outside of normal hours of operation and requires use of classroom technology or videoconferencing, please submit an email to techcore@unc.edu to receive training no later than 48 hours before the event. You may also request training in the comments section of your original ticket submitted through InfoPorte. Training is dependent upon staff and room availability.

Student Organization Requests

All student organization related room and/or technology requests must be approved and submitted through the Student Senate Secretaries. They will confirm the reservation from the Educational Technology Department. Any student organization request not received from Anna Drew Jackson or Brittany Stone will be rejected.

Room Reservations

Room requests are submitted through InfoPorte. In order to access InfoPorte, you must be on campus and connected to the campus network, or connected to the [VPN](#) if you're located offsite.

Educational Technology is responsible for the bookings of all classrooms and meeting spaces within the UNC Eshelman School of Pharmacy except for Beard 100P, Beard 101 and Karpen 115.

Any UNC Eshelman School of Pharmacy Faculty & Staff that need to reserve the room(s) must contact the following to check availability and reserve rooms:

- Caroline Martin (carolinm@email.unc.edu) for Beard 101 and 100P.
- Laura Bratsch (lbratsch@email.unc.edu) or Mercedes Tolbert (emtolber@email.unc.edu) for Karpen 115

Scheduling windows are open biannually starting at or around July 1 for fall semester and at or around December 1 for spring semester and summer. Prior to the start of each window, scheduling preference is given to class reservations by the registrar.

To give all meetings the opportunity to begin on time, we end all room reservations 10 minutes before the hour or half hour to allow time for previous meeting participants to leave and the incoming meeting participants to setup for their meeting. If you are concerned that you will not have enough time, we recommend extending your reservation by 30 minutes.

Reservations are completed in the order they are received. You will receive a response within one business day of submission.

Guidelines

The requestor must ensure room availability through Infoporte before submitting a room reservation. If videoconferencing or multiple rooms is required on both campuses, availability must be confirmed by the requestor prior to submission of the reservation. Due to the volume of requests we receive, we are unable to identify rooms on the requestor's behalf. Tickets requesting the Educational Technology department to find an available or alternate room will be closed, and a new one will need to be submitted.

Any updates to already scheduled events must be made by the original requestor.

If you are a guest of an event and need to add a BlueJeans connection to attend remotely, please request through the event organizer so they are aware of any additions or changes.

Room reservations which do NOT require videoconferencing must be submitted no later than one business day before the event.

Videoconferencing requests must be submitted no later than two business days before the event.

Failure to follow these guidelines may result in a processing delay or a request being rejected.

Recording

We employ a Mediasite platform for recording lectures and meetings in the following spaces: Beard 102, Beard 116, Beard 200, Kerr 1001, Kerr 2001, Marsico 4004, Karpen 011, and Karpen 106.

The Educational Technology Department is not responsible for the content of recordings. We monitor recordings for integrity and cannot monitor for subject matter or edit recordings after the fact.

Classes

All Pharm D and elective classes are automatically recorded and released to Sakai. Grad classes are not recorded unless requested. Once a class is complete, it will be processed and uploaded to its respective Sakai site within 24 hours. Only students enrolled in the class will have access to the recordings. Classes are not live-streamed as they occur. In the event of inclement weather, classes will be live-streamed through Mediasite for that day only. See [Inclement Weather Policy](#).

Faculty may request to opt out of having their course or a single class recorded by submitting a request to the Office of Professional Education no later than three days before a class. Once the opt out request is approved, we will receive notice to remove the recording from our schedule.

Guest speakers are required to sign a waiver acknowledging that a class will be recorded and released. The waiver can be obtained and must be returned to the Office of Professional Education.

For more information regarding classroom recording policies and procedures please refer to the [Classroom Capture Policy](#) located on the UNC Eshelman School of Pharmacy website.

Events

Events can be recorded via request by the event organizer in any of the recording-enabled rooms noted above. An ONYEN will be required to view the recording. However, if you would like your recorded event shared with someone unaffiliated with UNC, the recording will have to be made public, and anyone with the link will be able to view the material. Please take into consideration when making a recording request.

Equipment Checkout

The Educational Technology department maintains a variety of equipment that can be checked out by faculty, staff, and students such as projectors, iPads, and speakerphones. We do not offer loaner laptops to faculty, staff, or students.

AVL: LCD Projector, Projector Screen, iPad, Conference Phone

Chapel Hill: LCD Projector, PA system w/ 1 microphone, Conference Phone, iPads, Flip Cam

Equipment must be picked and returned by the person who made the request. We do not deliver equipment. The requesting party will be required to complete a checkout form when the equipment is picked up. If you need training on the equipment, please let us know at the time of reservation.

To submit an equipment request please email techcore@unc.edu

Unsupported Software and Hardware

The Educational Technology department does not support UNC Eshelman School of Pharmacy students with technical issues pertaining to personal devices or ExamSoft. Students should see Thomas Pope in Beard 108A.

Instructional Software Solutions

Poll Everywhere

Poll Everywhere is a classroom response system that is more effective than raising hands when instructors want to track student participation and tally responses, especially in large class settings. This cloud based polling solution helps instructors assess students understanding of course topics, and provide immediate feedback to participants. Support for Poll Everywhere is supported by university ITS.

Appendix A: Supported Spaces

Chapel Hill

Beard Hall
Beard 036
Beard 100P
Beard 101
Beard 102
Beard 105
Beard 106
Beard 200
Beard 201A – F
Beard 205A/B
Beard 212A/B
Beard 214A/B

Kerr Hall
Kerr 011
Kerr 1001
Kerr 1304
Kerr 2001
Kerr 3304

Marsico
Marsico 2217
Marsico 3002
Marsico 3004
Marsico 3217
Marsico 4004
Marsico 4217

GMB
GMB 1007
GMB 1024
GMB 2074

Asheville

Karpen Hall
Karpen 011
Karpen 102
Karpen 103
Karpen 105
Karpen 106
Karpen 110
Karpen 115

Zeis
Zeis 018
Zeis 018A
Zeis 325
Zeis 325A
Zeis 333