

# Technology-related Support for Faculty

## Faculty technical support

Three senior support staff from the Fuqua IT Technical Support Center are dedicated to providing general technical support to faculty with their office systems, mobile computers, and Fuqua-owned home systems and software.

- Keith Sanders supports faculty in the Accounting, Decision Sciences, and Economics areas.
- Matthew Palmer is assigned to faculty in the Management area, Management Communication instructors, and advanced, second-level questions and needs.
- Bram Sorgman is assigned to faculty in the Finance, Marketing, and Operations areas.

While Keith, Matthew, and Bram are your primary source for general technical support, you should always “cc” the TSC ([help@fuqua.duke.edu](mailto:help@fuqua.duke.edu)) on your email requests to help ensure that your question/request gets prompt attention in case they are out of the office.

You can also contact our Technical Support Center directly by telephone (660-7878) or by visiting the TSC offices located in W134. The TSC can provide support to you with many routine needs as well as serve as a resource to you if you are not sure who to contact for help.

Kevin Smith, Director of Technical Support, is responsible for ensuring your timely access to general technical support. Please feel free to contact Kevin (x2933) with any concerns or questions about day-to-day delivery of support.

## Urgent needs

For any urgent needs during regular business hours, you should telephone the TSC so that help can be immediately dispatched to you. Additionally, the following special mechanisms are in place to serve you:

- **In-classroom support\_during regular business hours** -- dial 7979 from the telephone located in each teaching area (classrooms and seminar rooms). The call will be immediately answered and AV and/or TSC help dispatched via radio to the classroom or seminar room where you are teaching.
- **Emergency IT support outside of regular business hours** (7:30am-5:30pm Monday-Friday) -- dial 7878 and press “0” to activate our On-Call Support system. After leaving a voice message, the system will automatically page our On-Call support staff. Please use this for emergency impacting more than one system.

## Computer hardware/software purchases

Terri Copeland (x7751) handles all FABS-based hardware and software purchases. Please contact Terri with any questions about purchase options for hardware and software.

## **Classroom, AV, and Multimedia support**

Tim Searles and his staff ([multimedia@fuqua.duke.edu](mailto:multimedia@fuqua.duke.edu)) are available to you to provide classroom AV support, videoconferencing, video editing/production, and general AV support for your teaching and event needs. You may reach general AV and Multimedia support at x7974. Dial x7979 for emergency in-classroom support.

## **Applications/projects**

Randy Haskin (x7750) directs our Applications/Web Development team and is available to discuss special projects supporting faculty and enhancements to our existing web and application environments. Randy is also responsible for management of research computing support services.

## **Research computing support**

We have technology resources to support faculty with research computing needs, including statistical programming and data management/conversion. Tom Denton (x7978) is your point of contact for these type of needs. Working with Tom behind the scenes is Ralph Castanza (x7914). Ralph supports computational systems associated with faculty research and the PhD computing environment. Tom works closely with Meg Trauner and her talented staff in the Fuqua Library regarding database and research information.

Programming resources for behavioral research support can be obtained via FABS funds through Amber Turner (x7988). Amber works closely with Randy Haskin and the Applications group to assist you in arranging these specialized programming resources.

## **Daytime course page/faculty web support (CEBE)**

Please contact Andy Whitfield (x7676) with needs or questions associated with individual web pages and MBA (daytime) course web sites. Andy can also assist with projects supporting conferences, centers, and other non-course web page needs. As a CEBE staff member, Andy works closely with TSC and other IT staffs to ensure your timely access to course web page support.

## **EMBA course development support (CEBE)**

CEBE staff can help with course design, course materials development (primarily for EMBA programs), and development of interactive learning tools. Contact Pete Goldberg (x7935) regarding interactive web applications for teaching and learning or to discuss materials development options. Please keep in mind that all CEBE services require a fairly long lead time, so contacting them up to 6 months in advance is a good idea.

CEBE staff also support EMBA students and faculty teaching in EMBA programs by orienting them to the technology used in the programs and helping them finalize their course technology plans. These staff are available to provide training on distance learning technologies, guidance and documentation on proper system and application configuration, and internet connectivity troubleshooting.