Technical Support for School of Pharmacy Classrooms

Rooms Covered by this guidance document
- Malott 2048 – 105-student distance education equipped lecture room
- Malott 2049 – 70-student multimedia lecture room
- Malott 6056 – 45-student multimedia lecture room
- PHAR Classrooms when construction is complete

IT Technical support providers
1. Bill Orth
   a. Office: 785-864-4849
   b. Cell: 913-908-0279
2. Steve Dahlberg
   a. Office: 785-864-3704
   b. Cell: 913-530-0219
3. Will Hopkins (alternate contact)
   a. Office: 785-864-3893
   b. Cell: 785-760-4573

Purpose: The intent of this document is to clarify the needs, responsibilities and procedures for technical support in the classrooms used to teach professional and graduate courses in the School of Pharmacy.

Level of Support Needed: The three classrooms listed above are used extensively for pharmacy courses. It is necessary to insure that the audio, video and recording equipment in the rooms remain functional and positioned to operate for all class periods. IT support is needed throughout the day on an ad hoc basis and response time is critical. It is the intent of the school that a presenter (or a Deans Office representative on behalf of a presenter) can communicate with an IT technician, in person or by phone, within 10 minutes of calling between the hours of 8:00 AM to 5:00 PM.

Responsibility for Support: The three technicians listed above are responsible for the support of the rooms. This support is coordinated by the first IT support provider listed and they should be contacted in the order listed.

Procedure: A presenter or Deans Office representative should call the IT representative in the case of a problem with A/V/recording equipment. If no answer, leave a message and proceed to the next IT representative on the list. The IT support provider should respond directly to the caller (or call the Deans Office if unable to reach the caller). If the issue is not resolved acutely the IT support technician should establish and communicate a timeline for repair to the presenter, the Associate Dean for Academic Affairs and the Administrative Associate Sr. in the Deans Office. All repairs and system updates should be documented via e-mail to the Deans Office.