**Washington State University Academic Outreach & Innovation**

**REQUIRED Departmental Classroom Technology Support**

WSU Colleges and individual departments wishing to provide support for Academic Credited Classes and Academic Events using technology and facilities owned by Colleges or individual departments should be familiar with Academic Outreach & Innovation (AOI) support guidelines.

Please review the following AOI guidelines when considering the use of a departmental room for delivery of Academic Courses and Events using videoconferencing.

* All classes utilizing videoconferencing technology must select the appropriate VC attribute when setting up courses in myWSU. See http:registrar.schedule.wsu.edu/ for scheduling details and deadlines.
* WSU Videoconferencing Services will coordinate the connection and gather assigned dialing instructions for all approved classes that are scheduled for distance delivery through the Registrar’s Office. This information will be sent to the departmental technical support person prior to the start of the semester. The technical contact may be asked to attend a training sponsored by AOI for best practices.
* Line Numbers are requested and assigned for each location and all locations must have a valid Line Number to originate or receive a credited academic class even if the location is for instructor origination only.
* All operations of the videoconferencing equipment are the responsibility of the respective department. This includes ensuring the system is operational and able to receive a connection at least 10 minutes prior to class start.
* The department must provide AOI with a technical contact that is available prior to the start of class and available for the entire duration of all class sessions. Unless other support arrangements have been made with AOI for support.
* If contracted, AOI may provide onsite support during regularly scheduled class sessions including monitoring capturing services in department or college facilities.
* Without a contract, AOI will dispatch personnel, if available, for emergency support at the hourly equipment technician rate per the [consumables price list (pdf)](https://spark.wsu.edu/documents/2022/08/spark-consumables-pricelist.pdf/).
* AOI provides limited remote assistance through the AOI Help Desk at (509) 335-5044.
* Courses taught via Videoconferencing cannot be accepted for locations that do not meet current standards for equipment requirements due to incompatibility (age, model, or technical limitations). Please contact [ats.aoi@wsu.edu](mailto:ats.aoi@wsu.edu) for specific system standards details.

For more information please contact [ats.aoi@wsu.edu](mailto:ats.aoi@wsu.edu).