

## MOST FREQUENTLY ASKED QUESTIONS

What types of class-enhancing capabilities are included with the technology equipped classroom?

DVD and VHS player  
Computer with Internet Access & USB connection  
Document Camera  
Laptop Connection



Who do I contact regarding my Info Account Log-On for the classroom computers?

Matt Scheffrahn 903-566-7158  
Tim Crouch 903-566-7476



Who do I contact if I would like training on the equipment in the room?



You may contact Melissa Hill at (903) 565-5999 in the office of Educational Technology Services.

## CONTACT INFORMATION

*Kyle Stewart*, Department Manager,  
903-566-7321

*John Roberson*, Edu. Technology Coordinator,  
903-566-7420

*Nathan Poole*, Edu. Tech Support Technician,  
903-565-5817

*Melissa Hill*, Edu. Tech Support Specialist I,  
903-565-5999

*Robert Smith*, Production Assistant I,  
903-566-7138

*Jim Fredericks*, Production Assistant I,  
903-566-7127

*Steven Mullenax*, Edu. Tech. Support Technician I,  
903-565-5930



THE UNIVERSITY OF TEXAS  
AT TYLER  
EDUCATIONAL TECHNOLOGY  
SERVICES



# Teaching With Technology

## OUR MISSION

The mission of the Educational Technology Services (ETS) Department is to provide logistical, technical, and professional support for faculty, staff, and students in the use of educational technology. ETS supports the goals and mission of UT Tyler through the design and development of educational and instructional technology plans, equipment recommendations, and ongoing support to achieve institutional instructional and educational technology goals.

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EDUCATIONAL TECHNOLOGY SERVICES**

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Educational Technology Services  
3900 University Blvd., Lib 128  
Tyler, TX 75701  
Fax: 903-565-5997  
ETS Helpdesk: 903-566-7138

# MANAGER'S CONNECTION

Welcome to the University of Texas at Tyler. Our number one goal in Educational Technology Services is customer service and satisfaction. ETS has been entrusted with the classroom technology needs of the faculty and students, and, as our mission statement says, we are here to help you achieve your instructional goals through the use of the technology. We want you to be completely satisfied with the services provided by our department. Your positive or negative feedback on customer service is always welcomed. Please feel free to contact me regarding your experiences. Thank you.

Kyle Stewart  
Manager, Educational Technology Services  
903-566-7321

## DESIGN TIPS

- Use a minimum 26 point font size
- Use simple sans serif fonts (Example: Arial)
- Avoid using all CAPS
- Keep the text and fonts consistent throughout the presentation
- Make good color choices for the background and text when using PowerPoint
- Avoid using paper that has a glossy finish under the document camera
- All documents placed under the document camera should be in landscape format

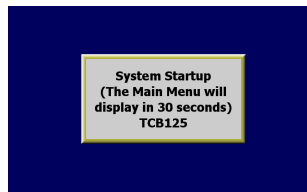
For more information, please contact Educational Technology Services at **ETS Helpdesk (903) 566-7138**

# TURNING ON THE EQUIPMENT

To begin using the equipment in the room press the button in the center of the touch panel that reads – *Touch Here to Continue*. If the touch panel is blank just touch once and the screen will come on so that you can press the buttons.



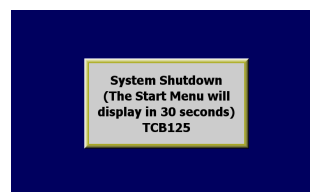
The screen will then read, *System Startup*. This process should last approximately 30 seconds. Please wait patiently while everything is booting up.



After the equipment is booted up and ready to go, the source selection menu will appear on the touch panel. Across the bottom of the screen there are a variety of selections to use for your teaching desires. If you should need assistance with anything please select the Help Menu.

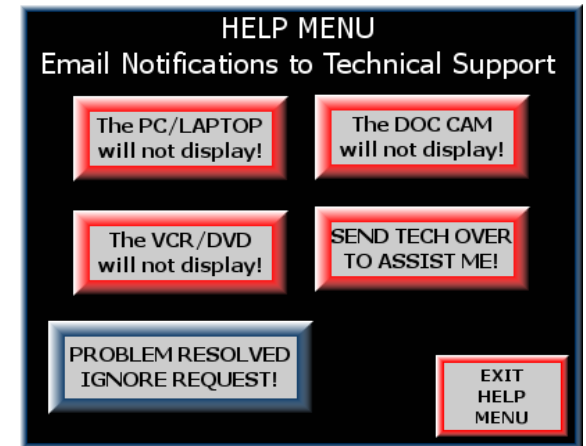


When you have finished using the equipment, please press the System Shutdown button and the equipment will shut down for you. While the system is shutting down, the following screen will appear. Also, please remember to log off the computer.



# TECHNICAL CONNECTION

Educational Technology Services takes pride in every technology classroom that we install. We hope that we provide you and your students the technology you need for success. Routine maintenance is conducted monthly on each of the technology classrooms and systems are checked every morning prior to classes starting. If you do experience problems, you may utilize the "Help" menu. This will immediately send an email notification to our support staff. Often, we can correct the problem within a few minutes through web control. If you have questions at any time, please do not hesitate to contact our Helpdesk Hotline at 903-566-7138 or [ITVSupport@uttyler.edu](mailto:ITVSupport@uttyler.edu).



# TRAINING CONNECTION

We want faculty to feel confident in the use of the equipment and technology in the classroom. If you would like some training on the use of the equipment please contact Melissa Hill in the department of Educational Technology Services, (903) 565-5999 or [mhill@uttyler.edu](mailto:mhill@uttyler.edu). We look forward to assisting you with your technology teaching needs.