### FREQUENTLY ASKED QUESTIONS

<table>
<thead>
<tr>
<th>Q:</th>
<th>How can I get a classroom that is equipped with technology?</th>
</tr>
</thead>
<tbody>
<tr>
<td>A:</td>
<td>Contact your department head to request a technology classroom. The person responsible for scheduling classes will assist you.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q:</th>
<th>What do I do if I have a problem in a tech classroom?</th>
</tr>
</thead>
<tbody>
<tr>
<td>A:</td>
<td>If you have a problem that requires immediate attention on either campus, call 568-6799. For non emergencies: East Campus — <a href="mailto:help@cisat.jmu.edu">help@cisat.jmu.edu</a> West Campus — <a href="mailto:tchelp@jmu.edu">tchelp@jmu.edu</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q:</th>
<th>How do I get a key to the TCs?</th>
</tr>
</thead>
<tbody>
<tr>
<td>A:</td>
<td>West Campus keys are issued by Equipment Loans. Go to <a href="http://www.lib.jmu.edu/media/tc">http://www.lib.jmu.edu/media/tc</a> or call 568-6803.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q:</th>
<th>Is training available?</th>
</tr>
</thead>
<tbody>
<tr>
<td>A:</td>
<td>Our technicians provide training for tech classroom systems and for individual types of media equipment available on loan. Formal tech classroom training usually occurs at the start of each semester but individual training is available throughout the year upon request. Call 568-6799 to request training.</td>
</tr>
</tbody>
</table>

### WHERE DO I GO FOR ASSISTANCE?

#### MEDIA CENTER

- **http://www.lib.jmu.edu/media**
- Media Resources Director
  Jeff Clark, clarkjc@jmu.edu
  568-6770

- Media Collection Manager
  Judy Hinegardner, hinegaja@jmu.edu
  568-6610

- Software Licensing & Distribution
  Kevin Pitchford, pitchfkb@jmu.edu
  568-6929

#### TECHNOLOGY CLASSROOMS

- **http://www.lib.jmu.edu/media/tc.html**

- EAST CAMPUS SUPPORT
  Jim West and Vince Drumheller
  Contact help@cisat.jmu.edu or call 568-6799

- WEST CAMPUS SUPPORT
  Olen Burkholder, Olen Siron, Jackie Woolf
  Contact tchelp@jmu.edu or call 568-6799

- CLASSROOM TRAINING
  tchelp@jmu.edu, 568-6799

- EQUIPMENT LOANS
  Cindy Minter, Supervisor
  Contact minterck@jmu.edu or call 568-6803

---

Information for Faculty and Staff

Media Resources provides instructional technology support for the classroom teaching and learning activities of JMU faculty, students and staff. Visit the Media Resources website at:
http://www.lib.jmu.edu/media
MEDIA RESOURCES

MEDIA CENTER
The Media Center (Carrier Library Rm. 18) houses our collection of commercial media and is equipped for individual and group viewing.

MEDIA COLLECTIONS
The media collection includes video, DVD, CD, software and other commercially available media for teaching and learning.

West Campus users contact: Judy Hinegardner, collection service manager at 568-6610.

East Campus users contact: Kate Worley or Steve Miller at 568-2731.

For more information about searching the collection, go to: http://www.lib.jmu.edu/media/search_tipsWeb.htm

For details about loan policies, go to: http://www.lib.jmu.edu/media/loan_policy.htm

MEDIA CENTER CLASSROOM
The center has a tech classroom (30-seat capacity) available for occasional class use or for student practice of presentation skills. To schedule the classroom, contact Judy Hinegardner at 568-6610.

SOFTWARE LICENSING AND DISTRIBUTION
Media Resources coordinates campus-wide licensing and distribution of statistical and other applications such as SAS, SPSS and MS Office. For questions regarding software licenses and installation, contact Kevin Pitchford at pitchfkb@jmu.edu or 568-6929.

CLASSROOM TECHNOLOGY
Media Resources has a key role in both creating and supporting classroom technology. We offer a broad range of services including:

- Quick professional assistance
- Tech classroom training
- Tech classroom & media equipment repair
- Consultation on equipment purchases and classroom development
- Design, purchase, installation and maintenance of tech classrooms

TECHNOLOGY CLASSROOMS
Tech Classrooms (TCs) are teaching facilities in which advanced computing and multimedia hardware and software have been installed for faculty and other users who need these resources for teaching purposes.

General classrooms usually include overhead projectors and video systems. Additional media equipment is available upon request.

Our goal is to have the most popular teaching technology available in every classroom on campus.

EQUIPMENT LOANS
Media Resources offers equipment loans for academic use and other university purposes through our Spotswood hall office. With some restrictions, faculty, staff and students may borrow media equipment not available in classrooms and other facilities. Equipment can be ordered by phone, online form, or in person. Types of equipment include:

- Data/video projectors
- Laptop PCs
- DVD Players
- Digital Camcorders
- VHS Camcorders
- TVS

To request equipment: call 568-6803, or fill out our online form at http://www.lib.jmu.edu/media/loan.html