### Instructional Support

#### Instructional & Technology Support Service Catalog

Included in the catalog are links to self help materials as well as links to support sites of other campus offices. Faculty and staff may request one on one training or assistance from a member of the I&TS team by calling the IT Helpdesk at (717) 871-7777, emailing help@millersville.edu.

<table>
<thead>
<tr>
<th>Category</th>
<th>Resources</th>
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</table>
| **Accessibility**| - Office of Learning Services  
- D2L Accessibility Resources |
| **Collaboration**| - Collaborate  
- Collaborate Ultra  
- D2L (Desire2Learn)  
- iPads  
- Video Conferencing |
| **Communication**| - D2L (Desire2Learn)  
- Video Conferencing  
- Collaborate  
- Collaborate Ultra |
| **Class Engagement**| - Classroom carts  
- Clickers  
- Learning response systems  
- Podiums  
- SMART  
- Smart boards  
- Splashtop  
- Video Conferencing |
| **Consulting**   | - Blended delivery  
- Instructional Design  
- Online delivery  
- Tech Enhanced Instruction |
| **Equipment**    | - Clickers  
- iPads  
- Podiums  
- SMART Boards  
- Smartpens  
- Video Conferencing |
| **Feedback Tools**| - Course Evaluation  
- Turnitin  
- Test Scoring |
| **Learning Spaces**| - Astra  
- Smart Classroom Guides  
- Wireless |
Instructional & Technology Support - Meet the Team
Help Desk

Help Desk Contact

Info

Location: Boyer Building
Phone: 717-871-7777
Email: help@millersville.edu

Hours:

Call Center

- Fall/Spring Semesters:
  - M-Th 7:00am - 7:00pm EST
  - F 7:00am - 5:00pm EST
- Summer Sessions:
  - M-F 7:00am - 5:00pm EST

Walk-in TAC

Technical Assistance Center - access via W. Frederick Street side of building

- Fall/Spring Semesters:
  - M-Th 8:00 am - 7:00pm, F 8:00am - 5:00pm EST
- Winter/Summer Sessions:
  - M-F 8:00am - 5:00pm EST