

TEACHING WITH TECHNOLOGIES: SUPPORT AND RESOURCES

VILLANOVA UNIVERSITY

UNIT

UNIVERSITY INFORMATION TECHNOLOGIES

Ankit Desai

Learning Technologies

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610-519-3266

AGENDA

- Brief introduction to UNIT
- Technology Support (helpdesk information, password reset, myNova, class roster with photos, email)
- Instructional Technologies

INSTRUCTIONAL TECHNOLOGIES

Classroom Technologies (technology in the classroom)

Mediasite and Video Recordings (your academic video needs)

Blackboard:

- **Templates**
- **Discussion Boards**
- **Assignments**
- **Quizzes**
- **Announcements**
- **Gradebook**

VoiceThread

Yellowdig

Video Conferencing

- **Blackboard Collaborate**
- **Zoom**

TECHNOLOGY SUPPORT

- Help! How do I contact UNIT?
 - <https://unit.villanova.edu>
 - Phone (M-Th from 8-7 and 8-5 on Fridays)
 - (main campus): 610-519-7777
 - (law school): 610-519-7700
 - Email: support@villanova.edu
 - Chat: Go to unit.villanova.edu and click the chat bubble to chat with a support representative. (M-Th from 9-7 and 9-4 on Fridays)
 - Walk-in Support (M-Th from 9-7 and 9-5 on Fridays)
 - Falvey: M-Th 9am – 7pm and Fridays 9am – 5pm
 - Law: Law Library Rm 104 M-F 9am – 5pm
 - TechZone @ Commons, Chapter Hall: M-Th 9am – 7pm and Fridays 9am – 5pm
 - Submit a ticket any time – search for ‘Helpdesk’ in MyNova and click on the helpdesk link to submit a service request. Or click on “Submit a Ticket” link on unit.villanova.edu
 - Password reset
 - Off-Hours Support



WALK-IN SUPPORT LOCATIONS

TECHZONE @ THE COMMONS (NEW)

The TechZone @ The Commons is a technology driven innovative area designed with flexible workspaces that will enable students to work collaboratively with UNIT to provide IT Services, Support and Training.

- Innovative Technology
- Student Focused Collaborative Space
- Group Training Areas
- Event Capability

The IT Service Offerings include:

- Multiple Collaborative Workspaces with presentation options
- Large Conference Room
- 2 Break-Out rooms (seats 6)
- Virtual Reality Technology
- vPrint (Student Print)
- 3-D Printing Capabilities
- Mobile Device Charging station
- iMac and Windows vDesktop solutions

TECHNOLOGY SUPPORT – MYNOVA

MyNova (<https://mynova.villanova.edu>)

- Portal of applications and information for faculty, staff, & students
- Access Blackboard, Email, Course Schedule, Concur, and Enter Grades
- Sign in to customize your experience by favoriting applications

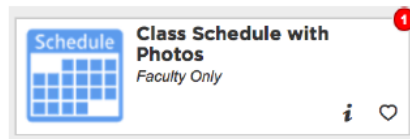


MYNOVA - ACCESS YOUR PRINTABLE CLASS ROSTER WITH PHOTOS

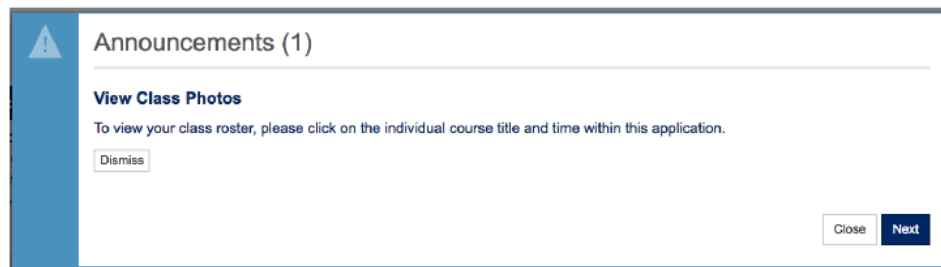
2. Type 'Class Schedule with Photos' into the search bar.



3. Select the 'Class Schedule with Photos (Faculty Only)' link from the search results list.



4. An announcement will pop up with instructions that explain how to get to your printable class roster after you click 'Next'.



5. Click 'Next' on this window after reviewing the announcement. You will be taken to the Novasis calendar view for the week.
6. Click the course title and time of the class your wish to print your class list for, and you will be taken to the student photos and information that is printable to one page.

Go to (MM/DD/YYYY): Submit

[Previous Week](#)

Week of May 08, 2017 (299 of 299)

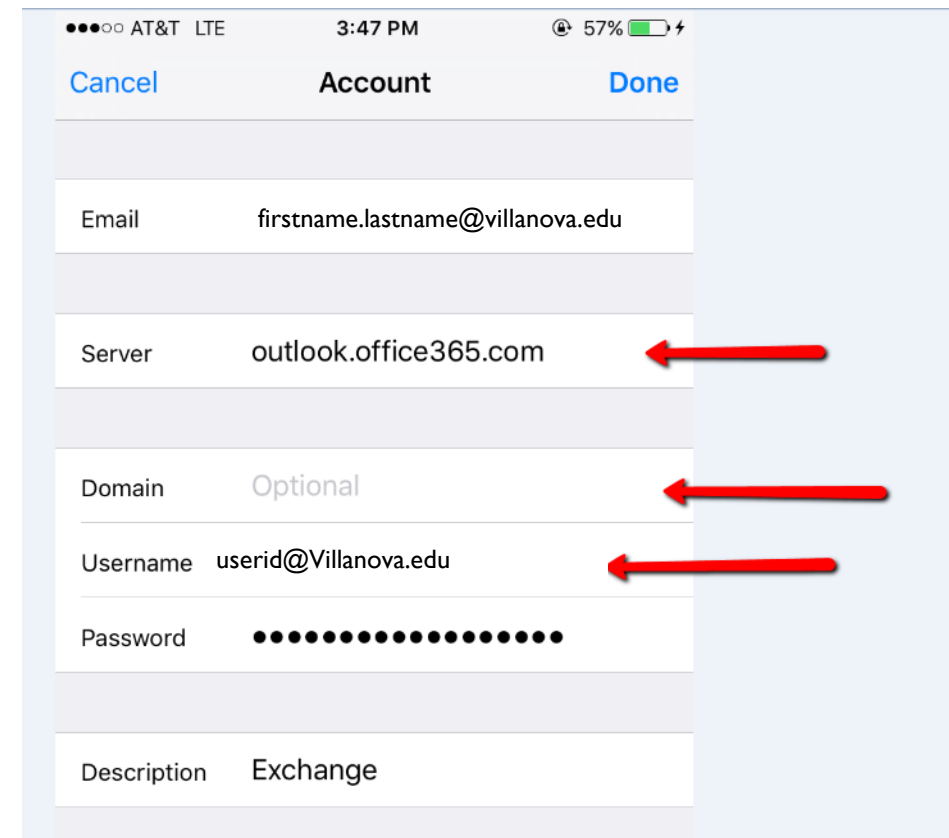
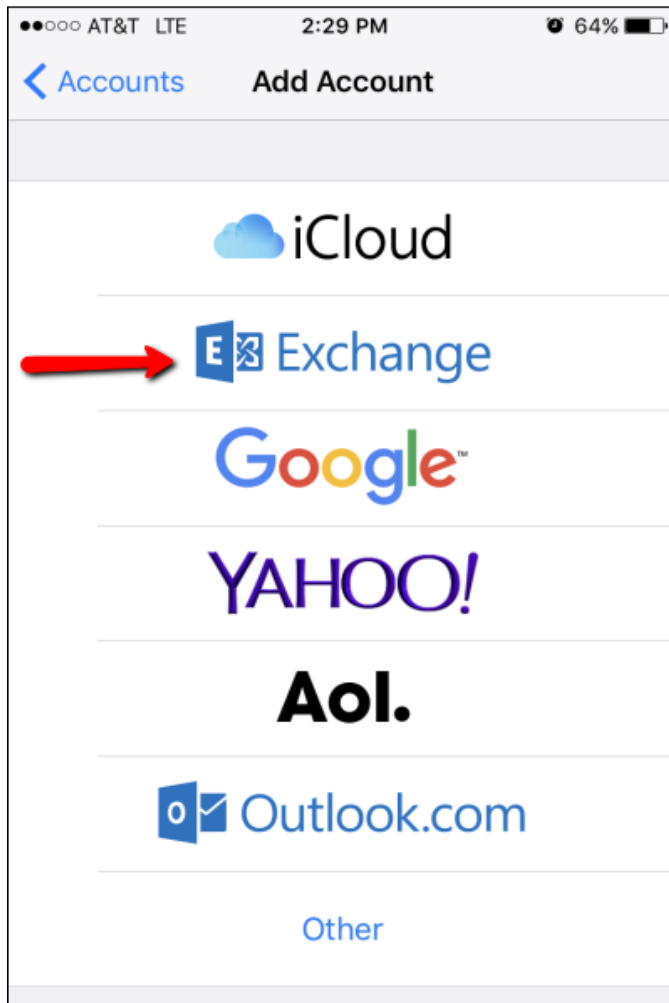
	Monday	Tuesday	Wednesday	Thursday	Friday
6pm				COM 8310-001 New Media 6:15 pm-9:15 pm	
7pm					
8pm					
9pm					

TECHNOLOGY SUPPORT – EMAIL

- Outlook Online - Graduate students, part-time staff, and adjunct faculty will use OWA. There are two ways to get to email:
 - Go to <http://mynova.villanova.edu>, login and click on the email icon.
 - Go directly to <http://outlook.villanova.edu>.
- Mail Forwarding from Webmail for Exchange
 - Login to outlook.villanova.edu
 - At the top of the page, choose Settings
 - On the right hand side at the bottom under 'Your app settings'
 - Select Mail/Accounts
 - Select Forwarding.
 - Click Start Forwarding and enter email address
 - You can forward email to one other account.

<https://www1.villanova.edu/villanova/unit/accounts/email/exchangeemail.html>

EXCHANGE (EMAIL) ON YOUR MOBILE



OFFICE 365

Office 365

UNIT offers Microsoft's Office 365 to the Villanova community. The cloud-based version of the Microsoft Office desktop suite includes Word, Excel, PowerPoint, OneNote and OneDrive. This initiative provides users with increased storage using Microsoft OneDrive (OneDrive-Villanova University).

Where to find it: <http://office.villanova.edu>

Login using your Villanova UserID (MyNova) and password.

[View the Office 365 FAQ](#)

Office 365 for the Villanova Community

+ [Exchange Online](#)

+ [Office Online](#)

+ [OneDrive Villanova University](#)

Website:

https://www1.villanova.edu/villanova/unit/employee_services/Office365.html

IT SECURITY AWARENESS

High profile Breaches:

- University of Maryland – 309,000+ names, birth dates, SSNs of faculty staff and students
- Butler University – nearly 200,000 people: bank account info, SSNs, driver's licenses
- Indiana University – names, addresses, SSNs of 146,000 past and present students

Villanova:

- 1000+ Malware infections blocked daily
- 800,000+ SPAM and phishing attempts filtered daily
- NO ONE FROM UNIT WILL EVER ASK FOR YOUR PASSWORD.
- View the “IT Security Awareness” organization in Learn@Nova (Bridge System)
 - Brief videos that cover topics such as: password complexity, avoiding phishing scams, safe social networking practices, etc.

INSTRUCTIONAL TECHNOLOGIES

Classroom Technologies

Multimedia Technologies

Learning Technologies

CLASSROOM TECHNOLOGIES

- Responsible for all classroom technologies (projector, displays, video/audio cables, speakers, cameras, mics, & all associated Audio/Visual Equipment) – Includes design, installation, maintenance, and supporting faculty/students/staff using classroom technologies
 - Classroom Support Hotline: 610-519-5631

Classroom Support Hotline 610-519-5631

For A/V support before, during or after class, please call the Classroom Support Hotline, or for more classroom information please visit UNIT's website by scanning the QR code below.



<http://www.villanova.edu/unit>

Numbers to Know

Classroom Support Hotline 610-519-5631

Public Safety (Campus Emergency) 610-519-4444

Help Desk (Computer Support) 610-519-7777

Facilities (Temperature & Lighting) 610-519-4420



CLASSROOM TECHNOLOGIES

- Responsible for all classroom technologies (projector, displays, video/audio cables, speakers, cameras, mics, & all associated Audio/Visual Equipment) – Includes design, installation, maintenance, and supporting faculty/students/staff using classroom technologies
 - Classroom Support Hotline: 610-519-5631
- Classroom Technology Items to Note:
 - BYOD, DVD/VCR → Converting to Digital Video (contact support@villanova.edu)
 - Overhead Projector (transparencies) → Document Camera (contact 9-5631)
 - Mersive Solstice Wireless Projection
 - <https://www1.villanova.edu/villanova/unit/instructionaltech/classequipment.html>

MULTIMEDIA TECHNOLOGIES – SERVICES

Classroom Lecture Capture

Studio and Self Directed Media Development

Media Consulting for on-ground and online courses

Classroom Lecture Capture

- No faculty intervention required
- Record one class or the entire semester
- Recordings appear in Blackboard or can be distributed individually
- 75 classrooms

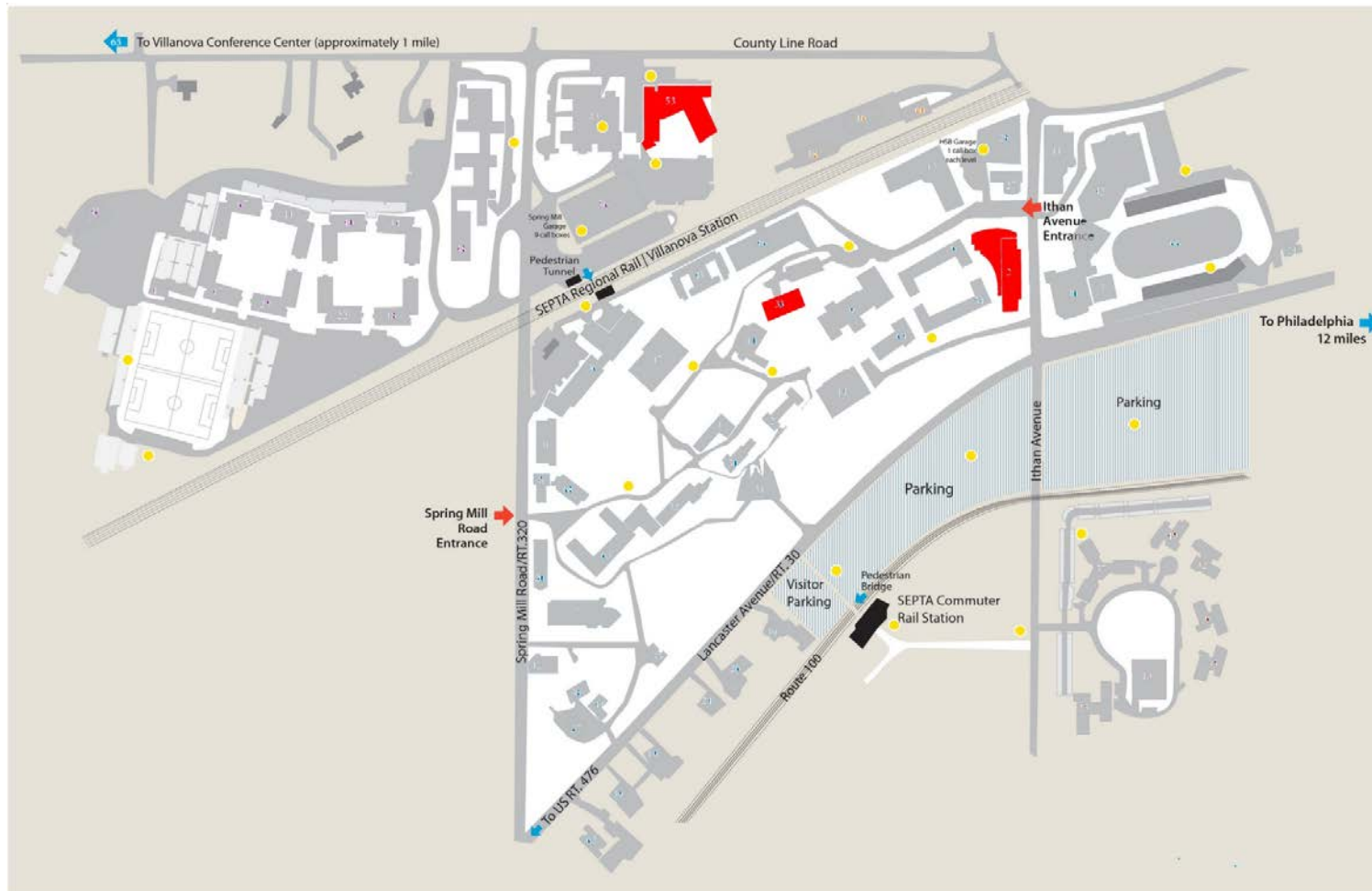
Online Form: <https://www.l.villanova.edu/villanova/unit/instructionaltech/audiovideo/mediarecordform.html>

MULTIMEDIA TECHNOLOGIES – SERVICES

Studio and Self-Directed Media Development

- 3 UNIT Studio Locations (Law, Falvey Library and Bartley Hall)
- Self Directed , *MyMediasite Desktop Recorder*, allows faculty and students to create and upload video based content.

MULTIMEDIA TECHNOLOGIES – UNIT STUDIO LOCATIONS

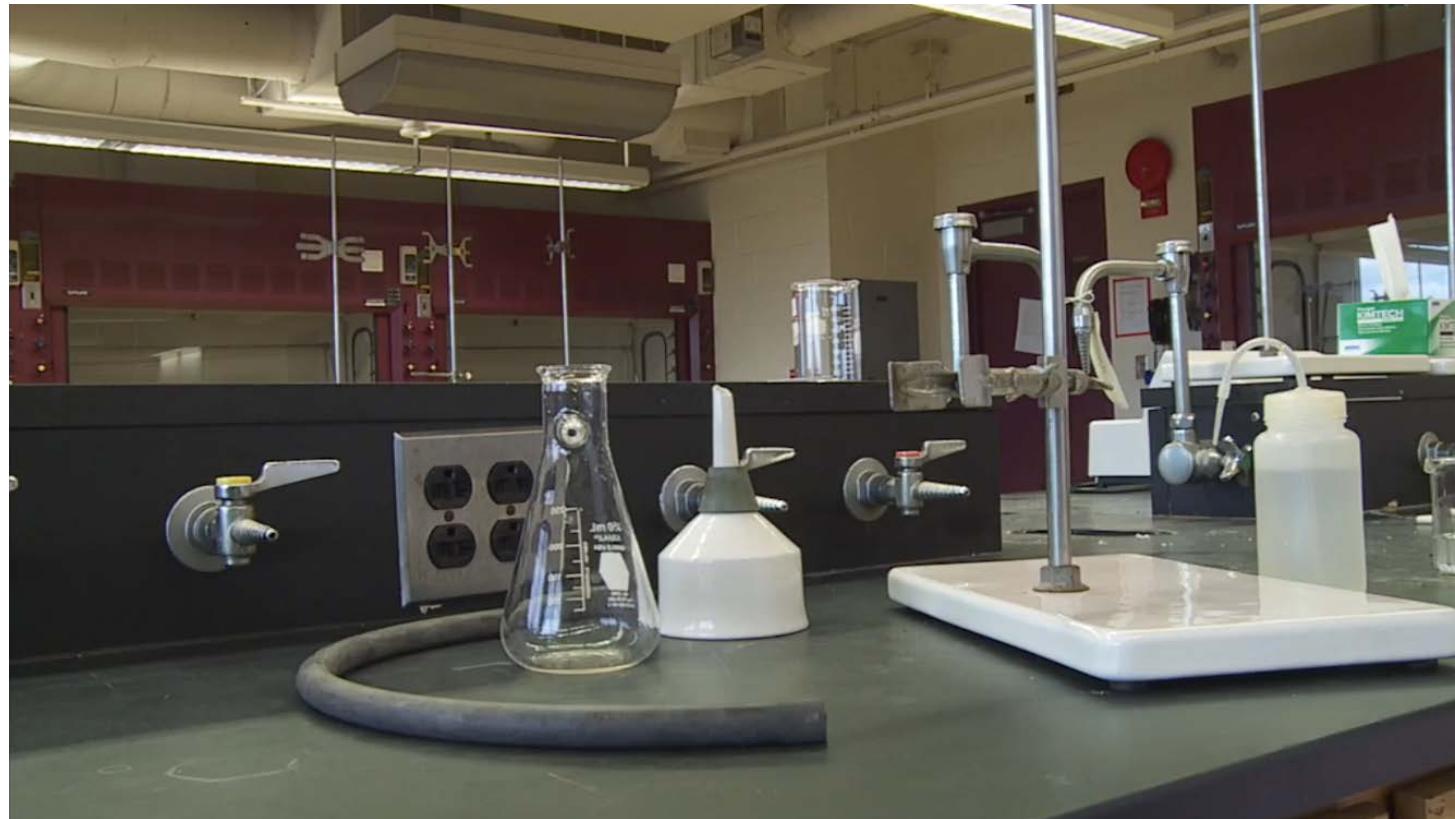


1. Law School
2. Bartley Hall
3. Falvey Library

Media Consulting for on-ground and online courses

- Meet with faculty to discuss course goals
- Discuss best practices and strategies to use media during instruction
- Tailored approach and recommendations that balance time, capability, ability and goals

MULTIMEDIA TECHNOLOGIES: FLIPPED CLASSROOMS



MULTIMEDIA TECHNOLOGIES: ANNOTATION

P/E and Financial Risk

- Lever Co is financed entirely by equity. The company generates operating profit equal to \$80 million. LeverCo currently trades at an equity value of \$900 million. At a tax rate of 25%, what is the P/E multiple for leverCo? New management decides to increase leverage through a share repurchase. The company issues a \$400 million bond to repurchase \$400 million in equity. If the bond pays interest at 5% and firm value remains unchanged, what is the company's new P/E ratio? How can you predict the direction the P/E ratio will move without performing the calculation?

- Before Repurchase

$$NI=80(1-25\%)=60 \quad P/E=900/60=15$$

- After the repurchase,

$$MVE= \quad =500$$
$$NI=(80-400 \cdot 5\%)(1-25\%)=45$$

$$P/E= 500/ 45 \quad =11.11$$



MULTIMEDIA TECHNOLOGIES: DOMAIN EXPERT VISIBILITY



MULTIMEDIA TECHNOLOGIES: AR / VR / MIXED REALITY

Hololens: Mixed Reality Experiences



Video: Microsoft

MYMEDIASITE & MEDIASITE DESKTOP RECORDER



Home Moderation ... Add Media

AD Ankit Desai

My Presentations My Drafts


Channels
no favorite channels


Shared Folders
no favorite shared folders

My Presentations

1 2 3 ... 266 >

Sort By: Most Recent Source: Any Source

 sampleankitupload Jul 11, 2018 11:24 AM
Owner: Ankit Desai

 Workday Learn Apr 10, 2018 12:17 PM
Owner: Ankit Desai

MYMEDIASITE & MEDIASITE DESKTOP RECORDER

The screenshot shows the 'Record' application window. At the top, there is a progress bar with four steps: 1. Select Type (highlighted in yellow), 2. Set Up Hardware, 3. Capture Area, and 4. Summary. Below the progress bar, the 'PRESENTATION NAME:' field contains 'Unnamed Recording'. Underneath, the instruction 'SELECT THE TYPE OF RECORDING YOU WANT TO CREATE:' is followed by two options. The first option, 'Slideshow + Video', is highlighted with a yellow border and includes icons for a slide and a video camera. Its description is 'Present still images from your computer desktop with camera and microphone input.' The second option, 'Slideshow + Audio', includes icons for a slide and a microphone. Its description is 'Present still images from your computer desktop with microphone input.' At the bottom, there are two buttons: 'Cancel Recording' on the left and 'Next >' on the right.

Record

1 Select Type > 2 Set Up Hardware > 3 Capture Area > 4 Summary

PRESENTATION NAME:
Unnamed Recording

SELECT THE TYPE OF RECORDING YOU WANT TO CREATE:

Slideshow + Video
Present still images from your computer desktop with camera and microphone input.

Slideshow + Audio
Present still images from your computer desktop with microphone input.

Cancel Recording Next >

MYMEDIASITE NEW FEATURES – (INTERACTIVE VIDEOS WITH QUIZZING)

Ankit's First Quiz

▶ Skip Quiz

Quizzes ▾



1 / 2

What color is the sky? 1 point

Black

Blue

Red

← Previous

Skip →

LEARNING MANAGEMENT SYSTEM (BLACKBOARD)

Features:

Content posting – upload, organize, any type of file, embed media (Mediasite, Youtube, NBC Learn)

Assessment tools – provide a place for students to upload assignment documents, take online quizzes (enhanced security through Respondus)

Grade book – online grades for each gradable item, weighted columns

Communication – Discussions, Blogs, Journals, including third party apps (VoiceThread, Yellowdig)

Publisher content – McGraw-Hill, Pearson, Wiley, Cengage







Retention – set alerts to know who is falling behind/may need intervention

Get To Know Your MyNova Portal

MyNova was designed with each technology user in the Villanova community in mind. You portal is customizable to provide you with a personalized experience. You can 'favorite' the link cards that are most important to you to make them easily accessible each time you log in. To learn more about how to customize your MyNova portal, check out the 'How T...
[view more...](#)

[view all](#)

My Favorites ⚙️

 <p>Blackboard Learn</p> <p><i>i</i> ❤️</p>	 <p>VITAL</p> <p><i>i</i> ❤️</p>	 <p>UNIT Faculty News</p> <p><i>i</i> ❤️</p>
 <p>Faculty Teaching Networks</p> <p><i>i</i> ❤️</p>	 <p>Teaching Talk</p> <p><i>i</i> ❤️</p>	 <p>Brightspace D2L</p> <p><i>i</i> ❤️</p>

Areas of Interest

Access from myNova

Content Homepage

Build Content

Assessments

Tools

Partner Content

Discover Content

*It's time to add content...
Use functions above to add it.*

Course Dashboard

Content Homepage

Groups

Bb Collaborate

Tools

My Messages

My Grades

Course Management

Control Panel

BLACKBOARD-TEMPLATES

VILLANOVA UNIVERSITY


Kevin Donahue (Admin) 22

My Courses Resources Content Collection System Admin

Fall17_MPA_8000_101 Week 1 Edit Mode is: OFF

Week 1

Welcome to Week 1: Navigating the Online Classroom



Weekly Objectives

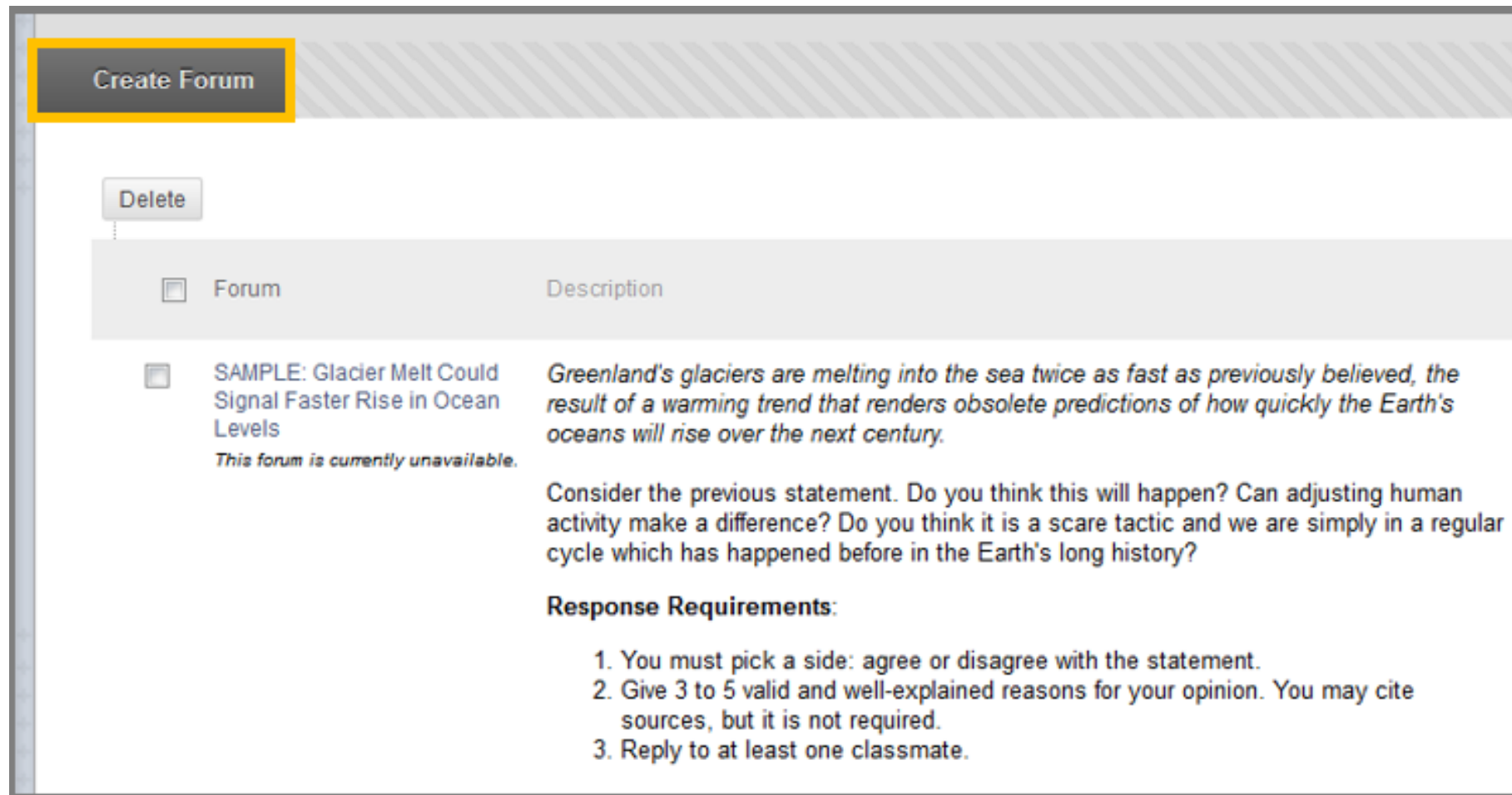
Whether you are new to online learning, returning to higher education after an absence, or a seasoned student, the online learning environment can be a challenge. This week we will look at the online classroom. Through your Blackboard classroom you receive your assignments, communicate with your instructor and student peers, and receive feedback and assessment. You may hear your instructor refer to the classroom as the Blackboard or "LMS", the acronym for learning management system.

After completing this lesson, you should be able to:

Course Management

- Control Panel
- Content Collection
- Course Tools

BLACKBOARD-DISCUSSION BOARDS



The screenshot displays the Blackboard interface for creating and managing discussion forums. At the top left, a button labeled "Create Forum" is highlighted with a yellow border. Below this, a "Delete" button is visible. The main content area shows a table with two columns: "Forum" and "Description".


☐	Forum	Description
☐	SAMPLE: Glacier Melt Could Signal Faster Rise in Ocean Levels <i>This forum is currently unavailable.</i>	<p><i>Greenland's glaciers are melting into the sea twice as fast as previously believed, the result of a warming trend that renders obsolete predictions of how quickly the Earth's oceans will rise over the next century.</i></p> <p>Consider the previous statement. Do you think this will happen? Can adjusting human activity make a difference? Do you think it is a scare tactic and we are simply in a regular cycle which has happened before in the Earth's long history?</p> <p>Response Requirements:</p> <ol style="list-style-type: none">1. You must pick a side: agree or disagree with the statement.2. Give 3 to 5 valid and well-explained reasons for your opinion. You may cite sources, but it is not required.3. Reply to at least one classmate.

BLACKBOARD-ASSIGNMENTS

Introduction to Sociology

Sociological Imagination

Henry Wagner

 **Final Grade**
Submitted 6/21/17, 8:28 AM (CDT)

Goal: To help you interpret and understand your social world. I want you to develop a critical awareness of how your life is influenced by society.

We will start with a standard sociology exercise. I want you to analyze an everyday object using your sociological imagination. I want you to re-experience the ordinary.

Read the following four elements and submit a Word doc with your description and analysis of your object. Please include your name in the file name.

- **Description:** Choose an object and study it closely. Describe it in detail. How do you refer to it?
- **Local Analysis:** Analyze what the object means in the context of your reality. How does the object relate to other aspects of your social life? How is it used? How is it bought and sold? Who buys and sells it? Who benefits from it? Does anyone suffer from it?
- **Global Analysis:** Does this object exist in other countries? How so? Is it used differently? Does it affect life on the planet in any significant way?
- **Historical Analysis:** When did the object come into existence? Why did it appear at this time? How has the object changed over time? Has your use changed over time? Will this object continue to exist in the future?


Try to reference something you've learned from Wright Mills and what we've discussed about sociological imagination

Length isn't as important as content, but I want you to really dive in. A couple of paragraphs just won't cut it or answer all the questions I've posed.

Submission content

 **sociological_imagination_Henry_Wagner.docx**

✕ Rubric Details

 **Your Score** 100 / 100

State a position 25
25% of total grade

Excellent
Makes a strong stand and defines the context in the introductory paragraph. Position is restated throughout and reinforced with examples and included in the conclusion. 25

Proficient
Makes a strong stand and defines the context in the introductory paragraph. 18.8

Satisfactory
Makes a stand, but could be more powerful. 12.5

Unsatisfactory
Doesn't take a stand or provide context. 6.3

Support hypothesis 25
25% of total grade

BLACKBOARD-ASSIGNMENTS

Viewing 1 of 2 gradable items

Chris Casper (Attempt 1 of 1) Exit

Assignment Instructions **A**

box

Chris Casper
Introduction to Sociology
Dr. Cathy Chu

Sociological Imagination: DRINKING COFFEE

Drinking a cup of coffee is a simple act. It can be as hot as possible, black, and in my favorite coffee shop, it is available. The cup needs to sit next to the percolator in anticipation. I prefer my first couple of cups of coffee to be at home. When meeting for coffee, I usually order a "fancy" coffee. I never take time to make myself anything special.

Coffee drinking starts early for most of us, but often extends through a lifetime. But many will say, coffee is more than a drink. It has become a part of the social rituals we can't live without. It is someone we haven't seen in a while, and we regularly meet our best friends. Our favorite date can take place while gazing over a city skyline. Meetings and brainstorming require coffee. Most of us are alone in a public place, surfing the net, if we are not with our favorite caffeinated beverages while waiting for the coffee-sitters doing the same.

Coffee drinkers are probably more interested in being in a public place than in what is in their cups. Coffee drinking is a luxury coffeehouse owners have tried to exploit. The coffee-sitters do not enter the coffeehouse until the coffee is served.

Feedback to Learner

For the toolbar, press ALT+F10 (PC) or ALT+FN+F10 (Mac).

Your work is improving. I've added a few comments inline. I'd like to discuss your topic in class.

Cancel Save Draft Submit

Submission

soc_imagination_ccasper.docx **F**

Download Original File
Download Annotated PDF

1 / 2

A: Assignment Instructions tab
B: Edit/Comment icon
C: Comment box
D: Submission list

BLACKBOARD-QUIZZES

Review Test Submission: Chapter 3 Quiz

User	
Course	W01_Budget and Revenue
Test	Chapter 3 Quiz
Started	8/30/14 8:22 PM
Submitted	8/30/14 8:41 PM
Due Date	9/11/14 12:00 PM
Status	Completed
Attempt Score	3 out of 10 points
Time Elapsed	No data
Results Displayed	All Answers, Submitted Answers, Correct Answers, Feedback, Incorrectly Answered Questions

Question 1

0 out of 1 points



When comparing entity financial ratios with industry ratios:

Selected Answer:

the trend of entity ratios should be compared to the current year's industry ratio.

Answers:

it should be assumed that the data result from the consistent application of alternative accounting methods.

relative values at a point in time may not be significant.

the trend of entity ratios should be compared to the current year's industry ratio.

entity ratios should not be compared with industry ratios.

Response Feedback: That's not correct

BLACKBOARD- ANNOUNCEMENTS

Announcements

Create Announcement



New announcements appear below this line






Office hours have changed -- M and W, 5-10


Posted on: Wednesday, April 24, 2019 11:55:34 AM EDT

BLACKBOARD-GRADEBOOK









 **Grade Center: Full Grade Center** 

In the [Screen Reader mode](#), the table is static and grades may be entered on the Grade Details page accessed by selecting the table cell for the grade center, grades can be typed directly in the cells. Use the arrow keys or the tab key to navigate through the Grade Center and the Enter key to submit.

[Create Column](#) [Create Calculated Column](#)  [Manage](#)  [Reports](#) 

[Move To Top](#) [Email](#)  Sort Columns By

Grade Information Bar

<input type="checkbox"/>	Last Name 	First Name 	Weighted Total 	Total 	Assignment 2 	Assignment 1 	Assignment 3 	Assignment 4 
<input type="checkbox"/>	Balco	Colleen	--	0.40	--	0.40	--	--
<input type="checkbox"/>	Bradin	Michelle	--	--	--	--	--	--
<input type="checkbox"/>	Hilgers	Diane	--	--	--	--	--	--
<input type="checkbox"/>	Horn	Kevin	--	0.00	--	0.00	--	--
<input type="checkbox"/>	Lincoln	Beva	--	0.40	--	0.40	--	--
<input type="checkbox"/>	Rubin	Scott	--	10.40	10.00	0.40	--	--
<input type="checkbox"/>	Thompson	Joni	--	10.00	10.00	0.00	--	--
<input type="checkbox"/>	Treat	Ryan	--	10.40	10.00	0.40	--	--
<input type="checkbox"/>	Watt	DJ	--	10.00	10.00	0.00	--	--

[View Grade Details](#)

[Quick Comment](#)

[Exempt Grade](#)

[Attempt 1/4/11 0.40](#)

VOICETHREAD


☰ Demo (Slide 1 of 1) Sadie CC [] X

vt
powerful
simple

ABC


0:00 / 0:00



YELLOWDIG

Villanovadig Network ▾ Help ▾ Spr18_ECO_3108 ▾ 4 Ankit Desai 

Spr18_ECO_3108

[Feed](#) [Community](#) [Files](#) [Dashboard](#) [Settings](#) [Admin](#)



Yellowdig 05:12 PM EST, 20 Dec Spr18_ECO_3108  

Welcome to Yellowdig

Create a new pin by clicking on the +pin button in the top right of the screen. Make sure to use the topic INTRODUCE YOURSELF so that your pin lumped in with all of the other INTRODUCE YOURSELF pins. You can sort them by clicking on the Topic on the right hand side of the page.

In the pin you can attach a picture of yourself, share a favorite link/video, or attach files. Within the body share where you are from and what you hope to get out of this

[+ Pin](#)

[Sort by Recent Activity ▾](#)

[Add Filters ▾](#)

Unread Only (0)

[About](#)

VIDEO CONFERENCING - BLACKBOARD COLLABORATE

The screenshot displays the Blackboard Collaborate interface. The main window shows a white background with the text "Welcome to BB Collaborate" in blue. Above this window is a toolbar with icons for navigation, hand, eraser, whiteboard, text, and help. Below the main window is a bottom toolbar with icons for mute, video, chat, and help, along with a user profile icon. A chat window is open on the right side, titled "Chat", with a dropdown menu set to "Chat with: Everyone". The chat history shows three messages: "Hello Students" from Kimberly Downey at 2:01 PM, a smiley face emoji from Kimberly Downey at 2:01 PM, and "hi" from Student at 2:02 PM. At the bottom of the chat window is a text input field with the placeholder "Say something..." and an emoji icon.

Chat

Chat with: Everyone

Kimberly Downey 2:01 PM
Hello Students

Kimberly Downey 2:01 PM
😊

Student 2:02 PM
hi

Say something... 😊

VIDEO CONFERENCING - ZOOM

Zoom Participant ID: 47 Meeting ID: 573-182-7481

Meeting Topic: Ankit Desai's Personal Meeting Room
Host Name: Ankit Desai
Invitation URL: <https://villanova.zoom.us/j/5731827481>
[Copy URL](#)
Participant ID: 47



Join Audio



Share



Invite Others

Join Audio Start Video Invite Manage Participants 1 Polling Share Chat Record Breakout Rooms End Meeting

ADDITIONAL LEARNING TECHNOLOGIES

Video Conferencing (Synchronous Online Learning/Online Office Hours)

- [Blackboard Collaborate Ultra](#)
- [Zoom](#)

Multimedia Content

- [NBC Learn](#)
- Mediasite

Academic Integrity (Secure Testing/Plagiarism Detection)

- Respondus (Lockdown Browser & Monitor)
- SafeAssign (Blackboard)

Interaction with students

- Voice Thread
- [YellowDig](#)

Publisher content

- McGraw-Hill, Pearson, Wiley, Cengage

RESOURCES

Faculty Technology Services website

http://www1.villanova.edu/villanova/unit/faculty_services.html

- ✓ Moble App – Nova Now!
- ✓ Vdesktop
- ✓ Video production services
- ✓ eLearning information

Office 365

https://www1.villanova.edu/villanova/unit/employee_services/Office365.html

- ✓ eMail
- ✓ Online versions of MS Office
- ✓ 1 TB storage

Unit Updates

<http://www1.villanova.edu/villanova/unit/unitupdates.html>

Unit Progress Report

http://www1.villanova.edu/villanova/email/unitprogressreport/progress_report.html

Hardware / Software support

- ✓ Tech Zone (day and after hours support) – 9-7777
- ✓ Email support – support@villanova.edu

Classroom Support – 9-5631

- ✓ broken equipment, recording classes, etc.

Workshops

- ✓ <http://www1.villanova.edu/villanova/unit/helpsupport/traininghelp/schedules.html>