Subject line: Smart classrooms with ninja like tech support

Ninja Tech Support? That’s one way to describe the Temple University team.

Quickly, quietly and professionally, the technical support group keeps smart classrooms humming on the Philadelphia campus. Whether a professor can’t locate a document camera or a student can’t hook up his laptop to the projector, the team can help without anyone else even knowing there’s a problem.

The user simply presses “Help” on the classroom podium, and appropriate staff is notified. Assistance arrives in person or via a remote connection to the touch panel, which in some cases can accept phone calls through the VoIP gateway. Smart classrooms also have in-room controllers to monitor, direct and support instructional technology.

The university’s efforts to improve operational efficiencies through quick and easy technical support requests earned it one of five 2013 AMX Innovation Awards. <http://www.universitybusiness.com/innovationawards/article/temple-university-streamlining-tech-support>

*“The nice thing is if I’m fixing it remotely, the class never has to know the details. The faculty member gets the support with less disruption to their class.” – Michael Field, senior technical support specialist in Computer Services, Classroom Technology Support at Temple University*