Academic Media and Technology Services

SERVICES

Each of the six campuses in the WSU system is responsible for the functions listed below. Campuses work collaboratively to ensure technological interoperability and uniformity of service as needed for a high-quality student experience.

Each campus provides the following services:

- Trouble ticket technical support personnel for various classroom learning spaces.
- Faculty training and support for various learning spaces including media conversion and content creation.
- Coordination of assistive technologies.
- Classroom videoconference/web conference (Zoom, Teams, etc.) support.

Non-academic videoconference/web conference (Zoom, Teams, etc.) support provided by ITS using the Crimson Service Desk.

- Learning management (Canvas) course design support and coordination.

Learning management (Canvas) administrative support is coordinated by ITS using the Crimson Service Desk.

- Lecture capture support (e.g., Panopto, Kaltura) and other video services (e.g., academic videography).

Other campus functions include:

- Event support
- Digital signage support

WSU Everett

Website: everett.wsu.edu/tech-support/

Scheduling

**Academic Use**

For scheduling classrooms for academic use, contact the Everett Registrar's Office; e-mail everett.registrar@wsu.edu; telephone 425-405-1714.

**Nonacademic Use**

For scheduling classrooms for nonacademic use, contact the Everett Administration Office; e-mail Everett.rooms@wsu.edu; telephone 425-405-1600.
Academic Media and Technology Services

**WSU Global**
Website: li.wsu.edu/

Technical Support
Global Campus Support; e-mail ats.aoi@wsu.edu; telephone 509-335-5044.

Scheduling
Global Campus Registrar; e-mail online.registrar@wsu.edu; telephone 800-222-4978.

**WSU Pullman**
Website: li.wsu.edu/

Classroom/Technical Support
Pullman Classroom Support; e-mail ats.aoi@wsu.edu; telephone 509-335-5044.

Scheduling
For scheduling classrooms for *academic or nonacademic* use, contact the Pullman Registrar's Office; e-mail registrar@wsu.edu; telephone 509-335-5346.

**WSU Spokane**

Education Technology
Website: spokane.wsu.edu/its/education-technology/

Spokane Classroom Support; e-mail spok.it.media@wsu.edu; telephone 509-368-6770.

Technical Support
Website: spokane.wsu.edu/its/tech-support/

Spokane Technical Support; e-mail spok.it.help@wsu.edu; telephone 509-358-7748.

Scheduling

*Campus Room Directory*
Website: spokane.wsu.edu/its/campus-room-directory/

*Academic Use*
Website: spokane.wsu.edu/studentaffairs/campus-scheduling/

For scheduling classrooms for *academic* use, contact:

- Academic Events; e-mail spokane.academics@wsu.edu; telephone 509-368-6955;

- Spokane Registrar's Office; e-mail spokane.registrar@wsu.edu; telephone 509-358-7530.

*Nonacademic Use*
For scheduling rooms for *nonacademic* use, e-mail spokane.schedule@wsu.edu; telephone 509-358-7536.

*Non-WSU Events*
Website: spokane.wsu.edu/communications/
Academic Media and Technology Services

WSU Spokane (cont.)

Non-WSU Events (cont.) For non-WSU events space requests; e-mail spokane.events@wsu.edu; telephone 509-358-7536.

WSU Tri-Cities

Technical Support Website: tricities.wsu.edu/it/iat/

Integrated Academic Technology (IAT) Helpdesk; e-mail: tricities.iat@wsu.edu; Zoom: wsu.zoom.us/j/5093727334

Scheduling

Academic Use For scheduling classrooms for academic use, contact the Tri-Cities Registrar's Office; e-mail tricities.registrar@wsu.edu; telephone 509-372-7351.

Nonacademic Use For scheduling classrooms for nonacademic use, see:

tricities.wsu.edu/facilities/event-and-meeting-space-request/

WSU Vancouver

Technical Support Website: vancouver.wsu.edu/information-technology/academic-services

- Information Technology (IT) Helpdesk; telephone 360-546-9770
- Videoconference support; telephone 360-546-9033

Scheduling

Academic Use Website: studentaffairs.vancouver.wsu.edu/registrars-office

For scheduling classrooms for academic use, contact the Vancouver Registrar's Office; e-mail van.registrar@wsu.edu; telephone 360-546-9565.

Nonacademic Use Website: vancouver.wsu.edu/events-office

For scheduling classrooms for nonacademic use, contact the Vancouver Events Office; e-mail van.scheduler@wsu.edu; telephone 360-546-9588.