

Our Services

The SLIM TechCircle support staff is available for assisting SLIM faculty and students with technical issues related to SLIM Canvas courses and other ESU technology resources. Our services are available in person, on the phone, or via e-mail.

Requests Handled by Our Office:

- Posting Syllabi and Course Reserves
- Requests for live tech support during Adobe Connect meetings
- Canvas questions
- Adobe Connect questions
- General computer or technology questions

**Requests Handled by University IT
(1-877-341-5555,
helpdesk@emporia.edu)**

- Log-In problems
- Buzz-In issues

How to Contact Us

In Person

William Allen White Library
Room 319 E

By Phone

1-620-341-5235

By Email:

slimhelp@emporia.edu

SLIM TechCircle Policies

Open Office Hours

Our office is open weekdays and we adhere to the university schedule.

Face-to-face or over-the-phone help is available during these times on a **FIRST-COME FIRST-SERVE** basis. If you anticipate needing assistance it is best to schedule ahead of time via e-mail.

Troubleshooting Requests

Allow at least **one business day** for our office to respond to your requests.

Our office is open weekdays and we adhere to the university schedule. Please be aware that a request sent to us over the weekend or during a university holiday may not be addressed until the next working day.

Adobe Connect

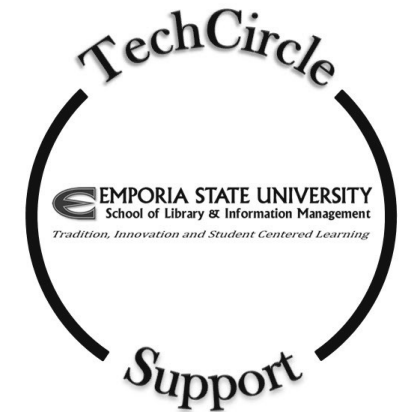
On-call, in person, and virtual support can be offered during your Adobe Connect sessions. You **MUST** contact our offices with a specific request **AT LEAST** one week in advance if you would like to take advantage of these services.

Important Note: You must also make the “slimhelp” member of your course a host so that we will be granted the access necessary to offer tech support.

Course Reserves

Our office can locate and submit documents that faculty members would like to have in **course reserves**. If you are a faculty member wishing to put a course reading on reserve, you should contact our office at least one week in advance with your course number and section along with either a pdf file or a **FULL** citation, including page numbers.

School of Library & Information Science Management



Faculty

**Emporia, KS
William Allen White Library
Room 319 E**

Email: slimhelp@emporia.edu

Phone: 620-341-5235



SLIM TechCircle

Getting Your Class Ready

Course Templates

Soon after the SLIM courses for the coming semester appear in Canvas, our office will load them with a SLIM template unless otherwise requested by a faculty member. For detailed information about this template and what it includes, please see the “SLIM Blackboard Template” page of the Faculty & Staff Support Wiki:

<http://emporia.campuspack.net/Groups/SLIM/SLIM Faculty Support/SLIM Blackboard Template>

Syllabi Templates

About one month prior to the start of class we will email you a template, specific to your course, that outlines both required and suggested sections of a SLIM syllabus.

Please return your completed syllabi to us by the date requested, so that our office can have it posted **before** the start of semester classes.

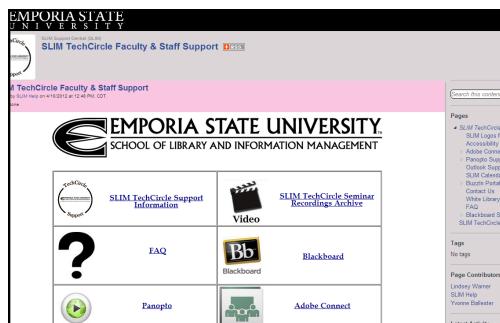
Other Preparatory Services

Upon request our office can also help with course reserves and setting up Canvas content and tools.

Troubleshooting Resources

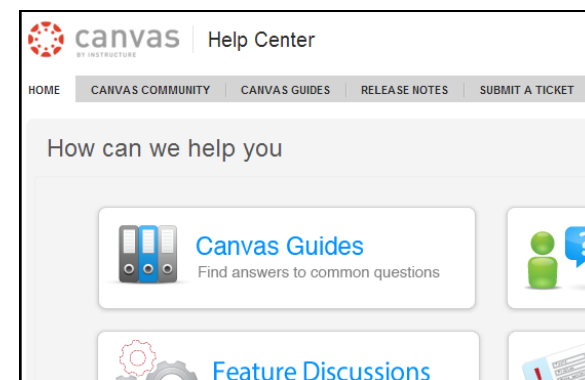
SLIM TechCircle Faculty Support Wiki

<http://emporia.campuspack.net/Groups/SLIM/SLIM Faculty Support>



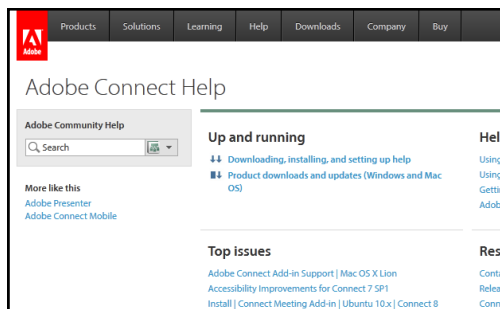
Canvas Help Links

<http://guides.instructure.com/>



Adobe Connect Support Page

<http://helpx.adobe.com/adobe-connect.html>



University IT Services Page

<http://www.emporia.edu/it>

