

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

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.

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.

EMPORIA STATE UNIVERSITY

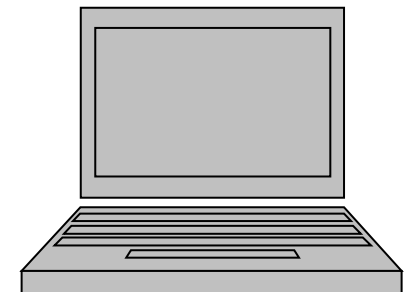
■ School of LIBRARY &
INFORMATION MANAGEMENT



Faculty Tech Support

Office Hours:

9 am-5 pm CT





Getting Your Course Ready

Troubleshooting

Course Templates

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

http://emporia.campuspack.net/Groups/SLIM/SLIM_Faculty_Support/SLIM_Canvas_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.

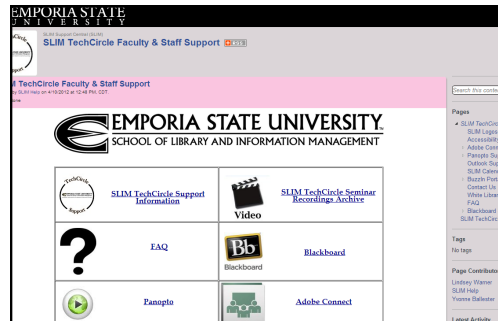
Please return your completed syllabi to us by the date requested, so that our office can have it posted **before** the start of semester classes.

Other Preparatory Services

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

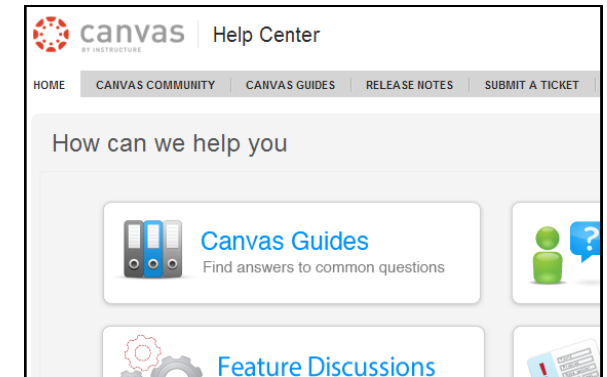
SLIM TechCircle Faculty Support Wiki

http://emporia.campuspack.net/Groups/SLIM/SLIM_Faculty_Support



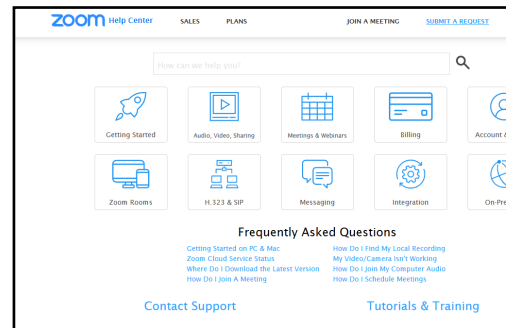
Canvas Help Links

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



Zoom Support Page

<https://support.zoom.us/hc/en-us>



University IT Services Page

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

