



Jefferson College *of* Health Sciences

at CARILIONCLINIC 

Faculty Fears and Technological Terrors

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Who We Are

- Roanoke, Virginia
- Private College
- Affiliate of Carilion Clinic
- 1,151 Undergraduate and Graduate Students
- 5 Graduate Programs
- 14 Undergraduate Programs



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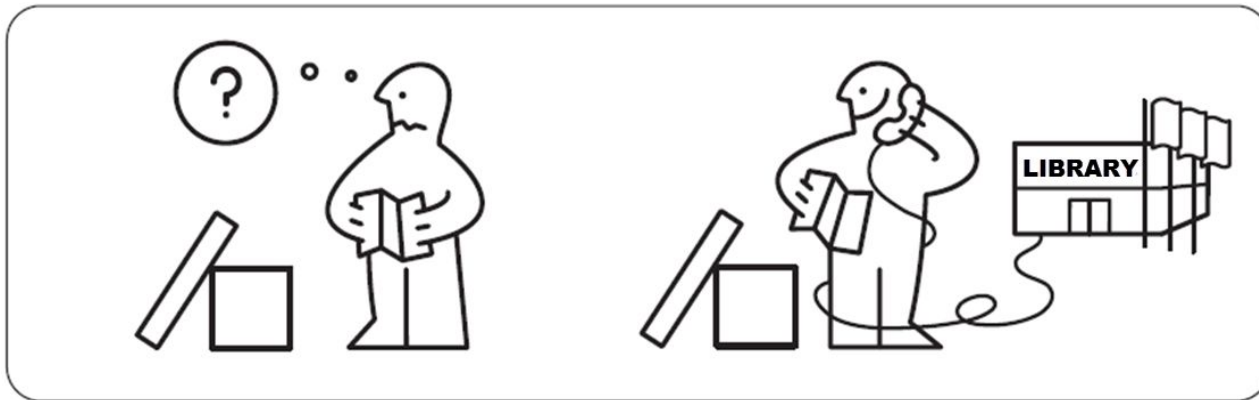
What is the faculty afraid of?

- Not getting published?
- Not getting tenure?
- Running out of coffee?
- Technology not working.



The Problem

When technology fails to work in the classroom, the library staff is called to fix the issue.



Why are we called to fix technology problems?

Convenience

Procedure

Tradition

Reputation



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The Solution

Train student workers to troubleshoot minor technology issues.

- Classroom Technology Assistance Manual
- Training Exercises with Classroom Technology



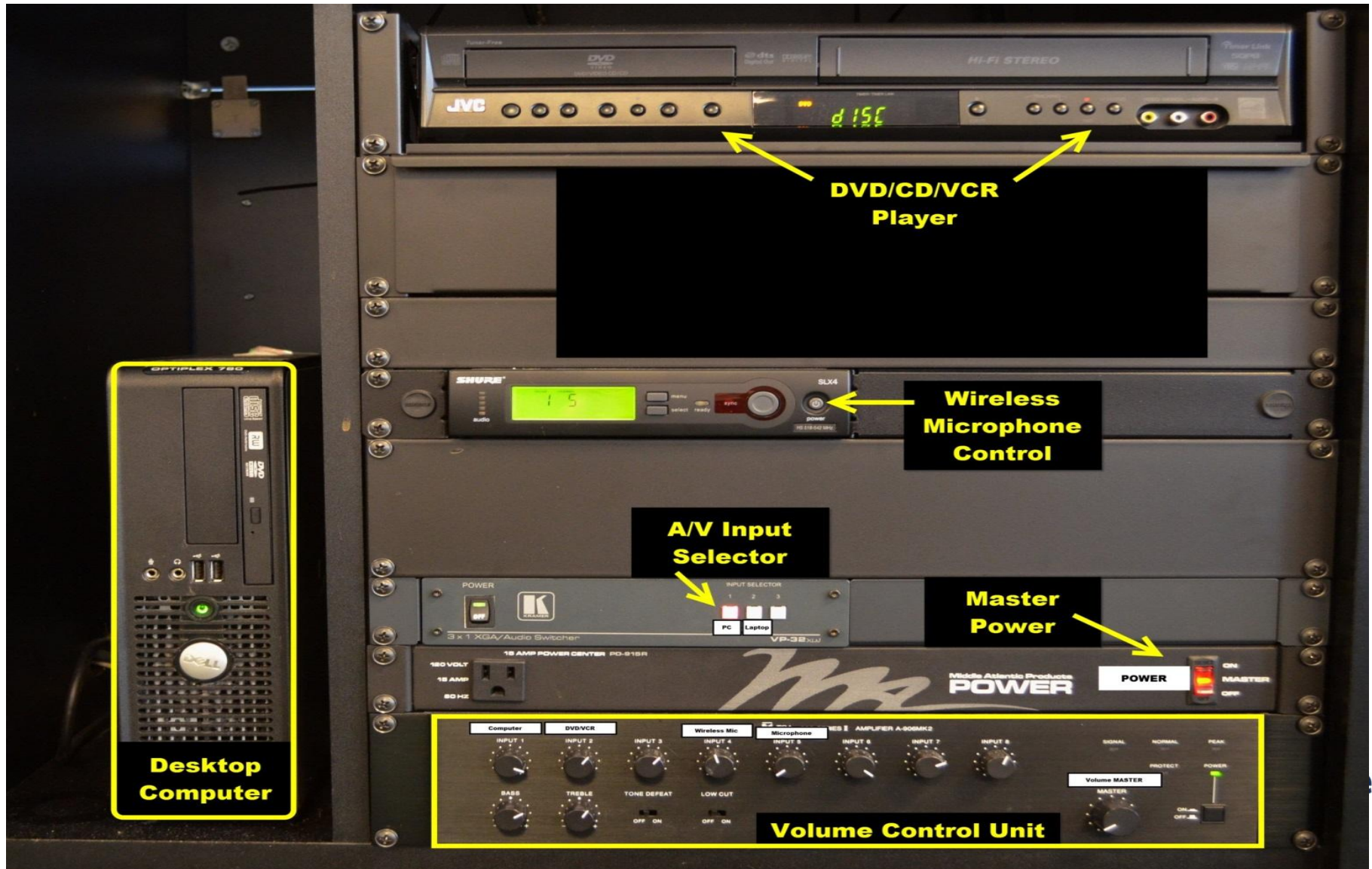
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Methods

- Worked with the Academic Technology Department to identify common technology issues
- Jointly developed a how-to manual for student worker use



Standard Classroom Technology



Examples of Issues

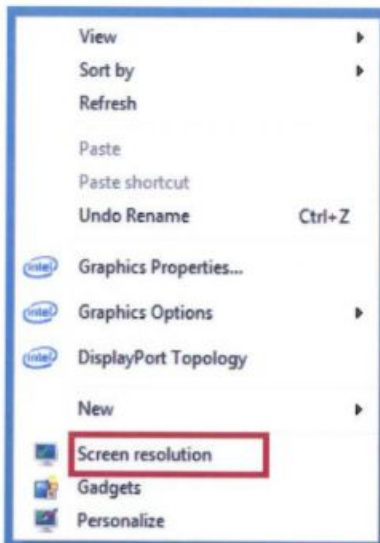


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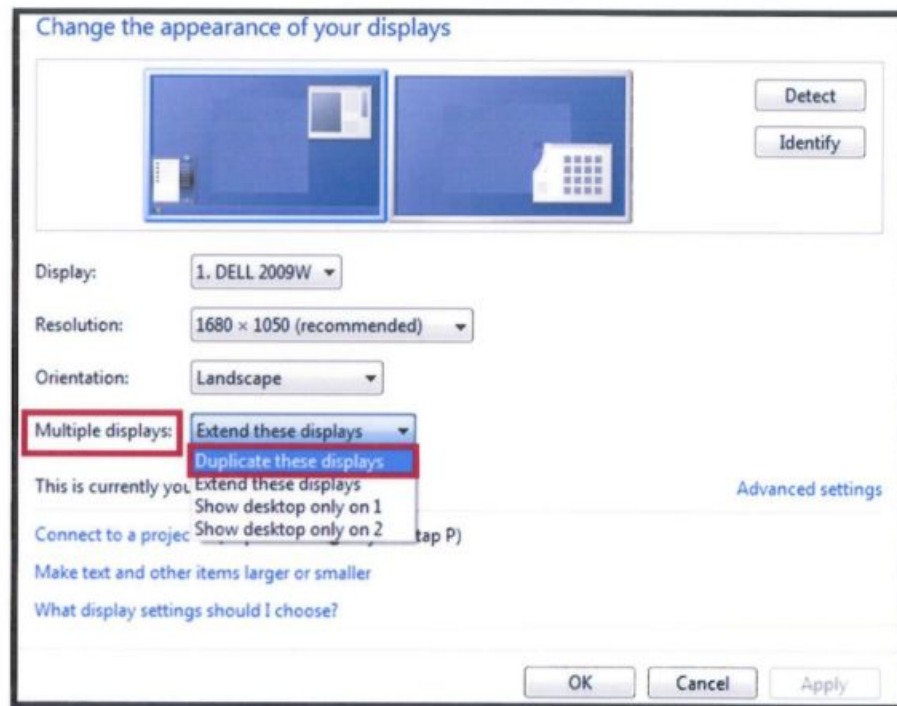
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Display

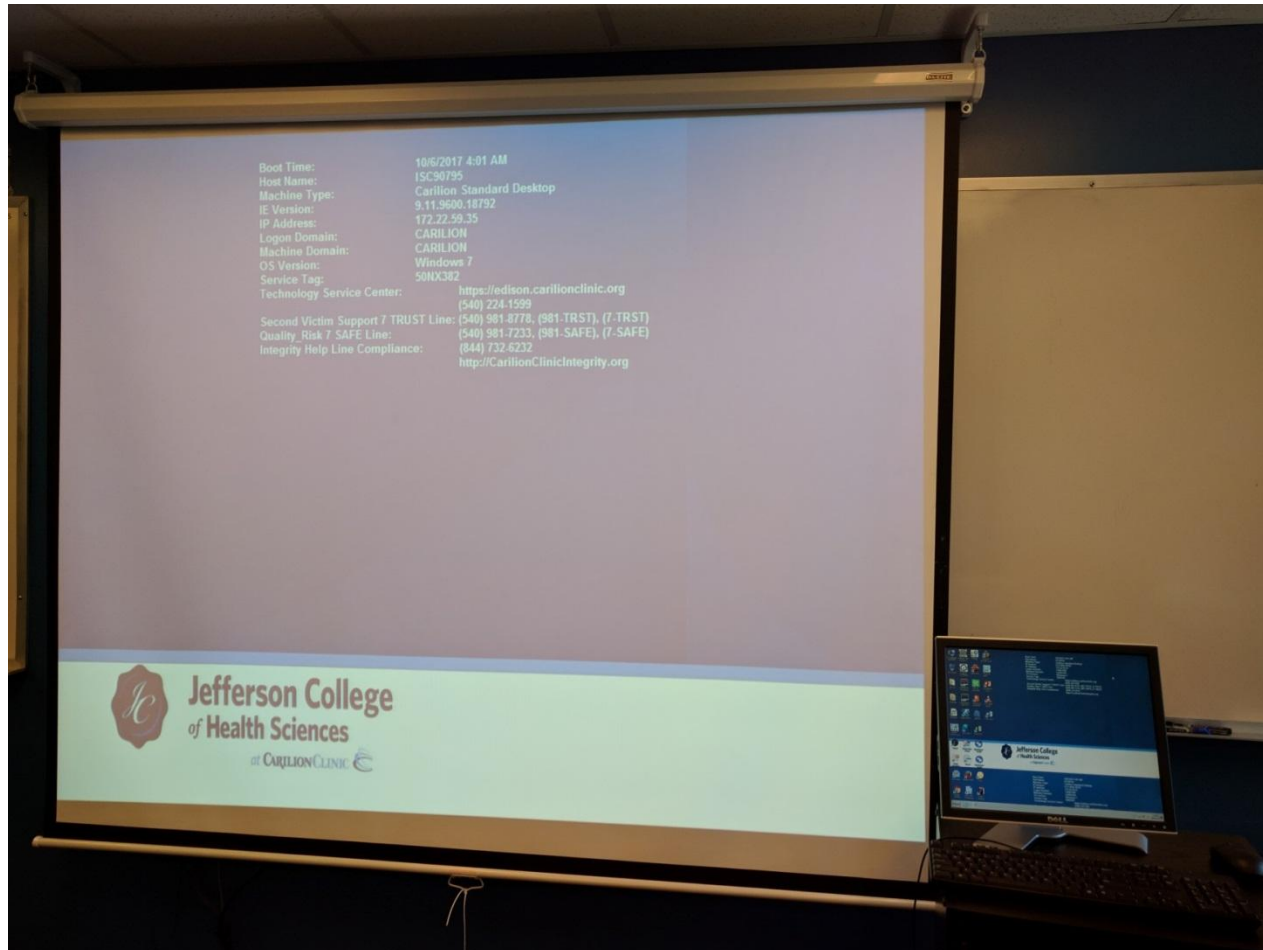
Right click on your Desktop and select "Screen resolution".



In the *Multiple Displays* box, choose "Duplicate these Displays".

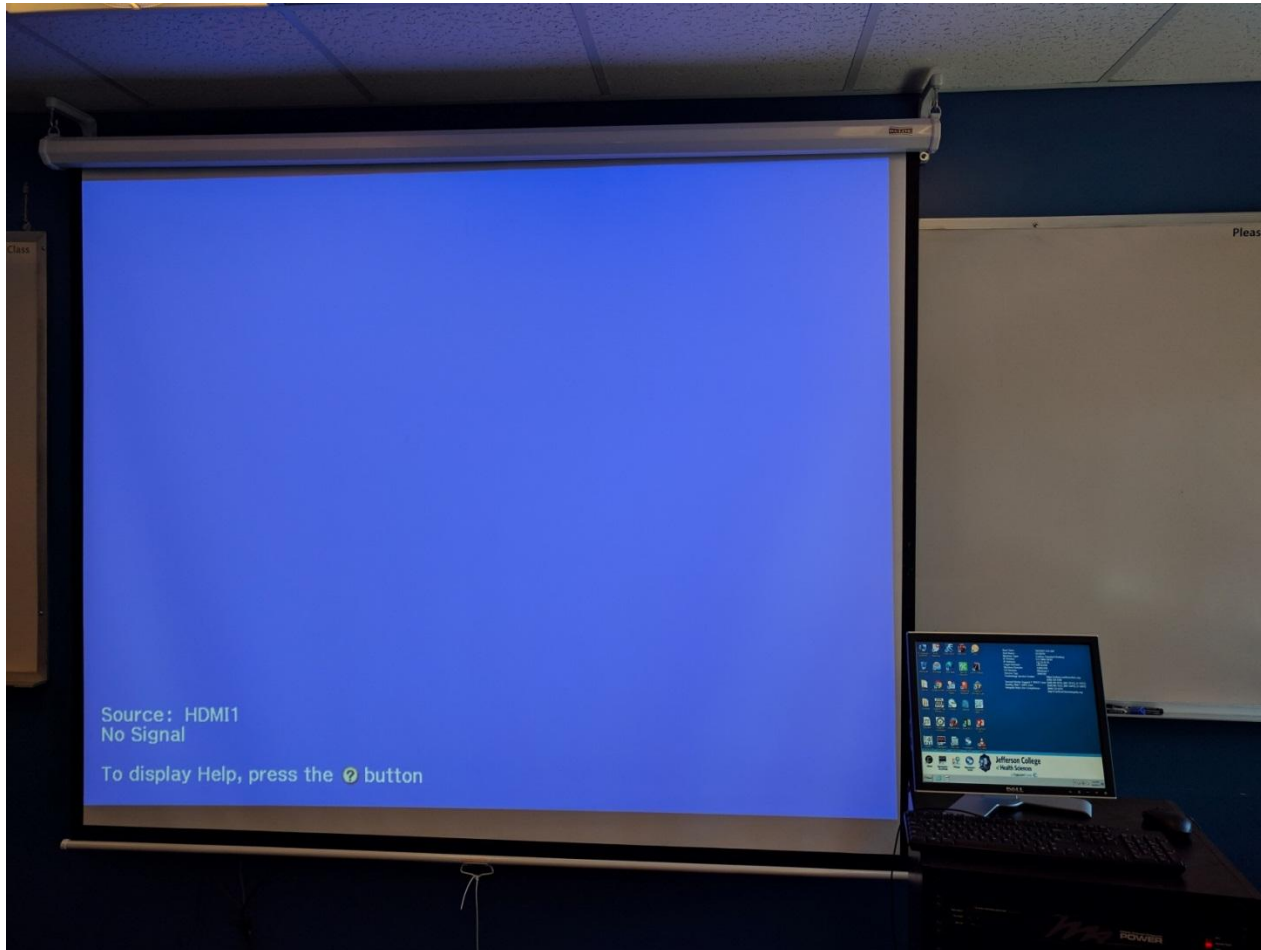


Duplicated/Extended Display



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Wrong Input/ No Picture



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Input Selection



Results

- Average of six visits by student workers to classrooms per month
- Students have learned how to troubleshoot technology issues for instructors
- Alleviation of pressure on staff time, allowing better customer service at reference desk.

