LEARNING SYSTEMS

The Learning Systems (LS) team maintains and supports technologies identified by the University for enhanced teaching and learning. Accessible, secure and available on mobile devices, the systems supported by LS include:

- Learning Management Systems
- Lecture capture and video management
- Collaboration and assessment tools
- Enhanced content tools and publishers

LS offers faculty support through workshops, consultations and online materials.

LEARN MORE

- go.vcu.edu/LearnWithLS
- go.vcu.edu/askit
- Subscribe for news and updates: blogs.vcu.edu/learning-systems

REQUEST ASSISTANCE

- Email: lsrequest@vcu.edu
- IT Support Center: Call - 828-2227
  - Online - go.vcu.edu/itsc
  - Email - itsc@vcu.edu
  - Submit a support ticket - itsupport.vcu.edu

LABS AND CLASSROOMS COMPUTING

Labs and Classrooms Computing (LCC) deploys, maintains and supports academic computing systems at VCU. This includes service to podium and lab computers in centrally managed academic spaces, as well as other programs such as:

- Loaner laptops for students and teaching faculty
- Rental laptops for departmental events
- Scheduling and on-site support for Academic Technologies training rooms

Support services for laptops and desktop workstations in departmentally managed academic spaces are also offered by the LCC team under Service Level Agreements (SLAs). Other support services provided by LCC include the management of Enterprise Licensing agreements as designated by Technology Services.

LEARN MORE

- go.vcu.edu/lcc
- go.vcu.edu/adobe
- Subscribe for news and updates: blogs.vcu.edu/classroomtechnology

REQUEST ASSISTANCE

- Monroe Park Campus: 828-1098
- MCV Campus: 828-3400
- IT Support Center: Call - 828-2227
  - Online - go.vcu.edu/itsc
  - Email - itsc@vcu.edu
  - Submit a support ticket - itsupport.vcu.edu
CLASSROOM A/V SUPPORT

The MSS Classroom A/V Support (CS) team provides vital audio/visual services to over 170 centrally supported classrooms.

- TechSquad
- Hotline
- Departmental A/V Service Calls*

An experienced TechSquad team member, along with hotline phone numbers for both campuses, help ensure classroom needs are addressed promptly and with minimal disruption. The team also offers fee-based A/V system troubleshooting services for departments.*

LEARN MORE
- go.vcu.edu/classroomsupport
- Subscribe for news and updates: blogs.vcu.edu/classroomtechnology

REQUEST ASSISTANCE
- Monroe Park Campus: 828-1098
- MCV Campus: 828-3400
- IT Support Center: Call - 828-2227
  - Online - go.vcu.edu/itsc
  - Email - itsc@vcu.edu
  - Submit a support ticket: itsupport.vcu.edu

*Fees are located at go.vcu.edu/mss

ENGINEERING AND DESIGN

The MSS Engineering and Design (E&D) team specializes in:

- Audio/Visual (A/V) system design
- A/V system programming
- A/V consultation and project management

Additional project success factors include extensive knowledge and experience with University policies and procedures regarding vendors, purchasing, networking and facilities management. E&D staff are involved for the full lifecycle of an A/V project, helping explore and articulate current and future technologies.

LEARN MORE
- go.vcu.edu/av-engineering
- Fees: go.vcu.edu/mss

REQUEST ACCESS
- IT Support Center: Call - 828-2227
  - Online - go.vcu.edu/itsc
  - Email - itsc@vcu.edu
  - Submit a support ticket: itsupport.vcu.edu

VIDEO PRODUCTION AND TELECONFERENCING

The MSS Video Production and Teleconferencing (VP&T) team produces broadcast quality recorded programs for instructional, informational and documentary uses.

- Indoor/outdoor location shooting
- In-studio productions
- Computer-assisted post-production
- Live Streams

In addition, the team manages the Zoom video conferencing system. A real-time communication platform, Zoom allows multi-person collaboration using video, audio, chat and screen sharing all in one application from desktops or mobile devices.

LEARN MORE
- go.vcu.edu/videoproduction
- go.vcu.edu/zoom
- Subscribe for Zoom news and updates: blogs.vcu.edu/zoom

REQUEST ASSISTANCE
- Consultation: 628-1184
- Video production email: mssvideo@vcu.edu
- Zoom Teleconferencing email: zoom@vcu.edu
- IT Support Center: Call - 828-2227
  - Online - go.vcu.edu/itsc
  - Email - itsc@vcu.edu
  - Submit a support ticket: itsupport.vcu.edu