LEARNING SYSTEMS

The Learning Systems team maintains and supports online learning tools, web applications, and multiple integrations that make up the VCU eLearning ecosystem.

Specialized faculty support is offered through workshops, consultations and online materials. Opportunities for innovative uses of technology in education include:

- eLearning (Blackboard & LON-CAPA)
- Lecture Capture & Video Management (Echo360 & Kaltura)
- Real-Time Video Conferencing (Collaborate Ultra)
- Multimedia Collaboration (VoiceThread)

LEARN MORE:
go.vcu.edu/LearnWithLS

REQUEST ASSISTANCE:
Options: https://learningsystems.vcu.edu
Online: servicedesk.vcu.edu
IT Support Center: 828-2227

Get News and Updates:
wp.vcu.edu/learning-systems

LABS AND CLASSROOMS COMPUTING

Labs and Classrooms Computing (LCC) is a skilled and innovative team committed to maintaining and supporting academic computing in centrally and non-centrally scheduled classrooms. In addition to traditional learning spaces, LCC also builds and supports mobile computing carts and kiosks for usage by faculty, staff and students as well as rental laptops for departmental event usage.

LCC is also responsible for specific Technology Services’ computer labs designated for administrative training purposes.

LEARN MORE:
go.vcu.edu/tstrainingrooms

REQUEST ASSISTANCE:
Monroe Park Campus: 828-1098
MCV Campus: 828-3400
Online: servicedesk.vcu.edu

Subscribe for News and Updates:
wp.vcu.edu/classroomsupport

DELIVERING ESSENTIAL ACADEMIC COMPUTING TECHNOLOGIES, SERVICES, AND SUPPORT IN THE CLASSROOM AND ONLINE.
ACADEMIC TECHNOLOGIES INCLUDES MEDIA SUPPORT SERVICES (MSS), COMPRISED OF THREE TEAMS THAT PROVIDE STRATEGIC, OPERATIONAL, TECHNICAL AND CREATIVE MULTIMEDIA SUPPORT.

CLASSROOM AV SUPPORT

The MSS Classroom AV Support team maintains and supports over 160 centrally-supported classrooms.

This team of specialized technicians provide vital classroom services via TechSquad and hotline phone numbers for both campuses to ensure classroom needs are serviced right away and with minimal disruption.

LEARN MORE:
  go.vcu.edu/classroomsupport

  - TechSquad, service hours, and hotlines
  - Specifics about classrooms on Monroe Park and MCV campuses
  - Details about classroom hardware and software

REQUEST ASSISTANCE:
  Monroe Park Campus 828-1098
  MCV Campus 828-3400
  Online: servicedesk.vcu.edu

SUBSCRIBE FOR NEWS AND UPDATES:
  wp.vcu.edu/classroomsupport

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
- One year A/V system support from project sign off

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 life-cycle 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 ASSISTANCE:
  Online: go.vcu.edu/avconsult

VIDEO PRODUCTION AND TELECONFERENCING

The MSS Video Production and Teleconferencing 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
- DVD, Blu-ray or internet delivery
- Variety of digital formats

In addition, the team offers support for software-based (Zoom) video conferencing.

LEARN MORE:
  go.vcu.edu/videoproduction
  go.vcu.edu/videoconferencing
  go.vcu.edu/zoom

REQUEST ASSISTANCE:
  Consultation: 628-1184
  Online: servicedesk.vcu.edu