<table>
<thead>
<tr>
<th>Brandeis University: Faculty Support Services</th>
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<tbody>
<tr>
<td><strong><a href="mailto:help@brandeis.edu">help@brandeis.edu</a></strong>&lt;br&gt; 781-736-HELP (6-4357)</td>
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<td><strong><a href="mailto:CTL@brandeis.edu">CTL@brandeis.edu</a></strong>&lt;br&gt; 781-736-TEACH (6-8322)</td>
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### Technology
- Access, Installation, Troubleshooting
  - Brandeis.edu/ITS

  **LATTE and its Plug-ins**
  - Access a LATTE course
  - Troubleshoot issues with LATTE functions/tools
  - Retrieve archived course materials
  - Add a co-instructor or TA to a course

  **Zoom, Echo360, and Classroom Learning Spaces**
  - Seek guidance on a Zoom or Echo360 feature
  - Learn about Echo360-equipped classrooms
  - Request classroom technology support
    - Urgent support: Use x6-4632

  **Accounts and Access**
  - Account setup and password management
  - Two-factor identification (DUO)

  **Computers and Other Equipment**
  - Assistance with purchasing and repairs

  **Communications & Connections**
  - G Suite (Email, Calendar)
  - Brandeis VPN
  - Software availability, purchase, training (Workday; Sage; MS Office; etc.)
  - Support for an on-campus or virtual event

### Pedagogy
- Teaching, Learning, Assessment
  - Brandeis.edu/Teaching

  **Teaching Best Practices**
  - Evidence-based teaching practices that combat systemic inequities in higher education
  - Building a supportive class community in different classroom modalities
  - Making the plan for students’ learning visible to them so they can monitor their own progress in real time
  - Motivating students to engage and collaborate in class learning activities
  - Supporting students’ learning and assessing their understanding with equity in mind

  **Faculty Development**
  - Teaching Institutes
  - Professional development workshops
  - Coaching and consultations
  - Grants to support teaching innovation
  - Best practices for teaching techniques (e.g., managing and grading group work; balancing asynchronous meetings with live Zoom sessions; etc.)
  - Making course materials accessible

### Research & Library Services
- Research, Teaching Technologies, Content
  - Brandeis.edu/Library

  **Library Research and Data Analysis Support**
  - Request research instruction for your class
  - Request to build or update the Research Guides for a particular class or program/area
  - Request research help

  **Instructional Design and Technology**
  - Consult on pedagogical approaches for using LATTE tools (e.g., LATTE quizzes, surveys, assignments) and the student-centered accessible course shell
  - Consult with an instructional designer on course design and considerations based on modality
  - Consult on best practices for incorporating a software product within a course (e.g., STATA, SPSS, ArcGIS)
  - Consult on academic technologies including VoiceThread, H5P, Voyant, Twine, and Perusall
  - Request support for MakerLab, Automation Lab, Digital Scholarship Lab, SIMS (Sound, Image, and Media Studios)

  **Assistance with Identifying Course Materials**
  - Consult on finding course materials, including Open Educational Resources (OER), films, and readings available through library subscriptions
  - Access archives or special collections