Brandeis University: Faculty Support Services

help@brandeis.edu	CTL@brandeis.edu	library@brandeis.edu
781-736-HELP (6-4357)	781-736-TEACH (6-8322)	

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