

Instructions for Accessing Virtual Support & Gathering Places Fall 2020

The Computer Science and Information Technology Department will be maintaining face-to-face support previously offered in Old Main Rooms 242 and 255 online using Microsoft Teams.

Follow these instructions

(<https://learningtechnologysupport.kutztown.edu/support/solutions/articles/9000182087-recording-student-group-presentations>) to set-up Microsoft Teams. You can use either the application or the web-based version.

There are two virtual offices available to CS&IT students for the Fall 2020 term.

- Virtual GA Office (Teams name: Virtual GA Office)
 - This virtual room will be staffed by graduate assistants according to the GA schedule provided, which is unchanged from previously.
 - The code to access the GA Virtual Office is
<https://teams.microsoft.com/l/channel/19%3aa3625c30dc174d7d9fedac05e18f0515%40thread.tacv2/General?groupId=be6d4ff0-443d-4ba4-b8a9-b3cb027356dd&tenantId=03c754af-89a7-4b0a-bd4b-db68146c5fa4>

- CS&IT Tutor Lab (Teams name: Tutoring Services: CSC/IT Lab)
 - Tutors previously in OM 242 can be found here, according to the CS&IT Tutor Lab schedule provided.
 - Link:
<https://teams.microsoft.com/l/team/19%3a6c661c5b1e0f4617b1352b0844e72351%40thead.tacv2/conversations?groupId=dc8f7cda-6bbd-41d1-adb3-160216903685&tenantId=03c754af-89a7-4b0a-bd4b-db68146c5fa4>

Tutors will communicate with you using a microphone, so be sure to have your audio setup. You can communicate with tutors via a microphone or the chat feature in Teams. If you are waiting, you can use the @ to get a GA or tutor's attention. In the chat, type @ followed by the current support individual's name and it will get their attention.

Understand that a wait might be required. If one office is crowded, consider accessing the other tutoring office .

We want to make it as effective as possible, so let Dr. Frye (frye@kutztown.edu) know of any issues that arise.