

**Media Services Department**  
Technology Center, Trexler Library  
610.282.1100 x1362

**Smart Classroom Technology**

- Projectors, Document Camera, Troubleshooting
- Projectors, Computers, Interactive Whiteboards Assistance
- Clicker Loans

**Computers**

- Laptop Loans
- Trexler Computer Labs Assistance and Troubleshooting

**Media Conversion**

- Media File Conversion

**Video Services**

- Video Capture, Editing, and Production
- Audio/video Equipment Loans

**Emergency Pager**

- 610.282.1100 x2070



**Technology Support**  
**Hours of Operation**



**Help Desk**

M-F 6:00 AM to 9:00 PM;  
Weekends leave message

**Technology Center, Trexler Library**

Mon - Thurs, 8:30-Midnight;  
Friday 8:30 to 9:00PM;  
Saturday 9:00AM to 5:00 PM;  
Sunday Noon to 5:00 PM

**Distance Education and Instructional Technology**

M - F 8:30AM to 8:30PM;  
Saturday 9:00 to Noon by appointment.



**DeSales Faculty Technology Support Guide**

**Provided by the Distance Education and Instructional Technology Department**



## **Trexler Library**

Library Resources for Online Courses

610.282.1100 x1266

[www.desales.edu/library](http://www.desales.edu/library)

## **DEIT Department**

Distance Education & Instructional Tech

610.282.1100 x2290

[deit@desales.edu](mailto:deit@desales.edu)

## **HELP DESK**

Information Technology

610.282.1100 x4357

[helpdesk@desales.edu](mailto:helpdesk@desales.edu)

### **Copyright and Fair Use**

- Information and Workshops
- Copyright and Media Guidelines

### **Databases**

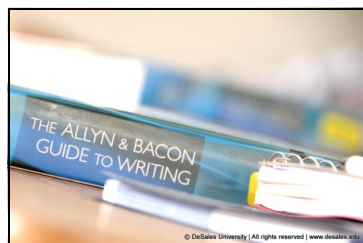
- Electronic Database Access
- Online Library Catalogue
- Specialized Media Databases

### **Research**

- Library Guide to Citing Resources
- Library Guide to Business Research
- Introduction to Research Guide
- Research Assistance (by appointment)

### **Online Resources**

- APA, MLA and Other Workshops
- Ask a Librarian
- Integrating Library Instruction into ANGEL



### **ANGEL Administration and Training**

- ANGEL Community Group
- Student and Faculty Orientation
- ANGEL Course Customization
- [angelinfo@desales.edu](mailto:angelinfo@desales.edu)

### **Distance Teaching and Learning**

- Instructional Design
- Web and Video Conferencing
- Web Tools and Open-content Integration
- Distance Learning Strategies

### **Online Media Services**

- Streaming Media Server Management
- Web Media Creation Assistance

### **Professional Development Workshops**

Faculty and Staff:

- <http://www.desales.edu/workshops>
- Students:
- <http://www.desales.edu/studentworkshops>

### **Software and Technology Request Forms**

- <http://deit.desales.edu/deit>

### **After-hours Elluminate or ANGEL Issues**

Online Class Connection Failures

- DEIT Emergency Pager  
484.551.DEIT (3348)

- User ID Creation
- Password Resets
- Network Access
- Email
- General Computer Support
- Software Troubleshooting
- Printing Issues
- ANGEL Problems
- Datatel Problems
- Hardware/Software Procurement
- Hardware/Software Installation
- Smart Classrooms
- Classroom PCs
- Wireless Connectivity
- WebAdvisor
- Web Site

