AET Return to Campus A/V Support

AET Audio Visual (A/V) Support

- AET provides room technology support for all 105 *general assignment classrooms* and instructional computer labs on campus.
- AET also provides "***best effort***" support for approximately 300 additional spaces including most conference rooms, video conference (Zoom) rooms and huddle rooms.
- In order to triage support with limited staff resources, **support for instructional spaces** (*general assignment classrooms*) is always our first priority.
- When we receive a trouble ticket through Chat, Service Now or by phone for a ***classroom*** space, we will dispatch an AET support technician for immediate troubleshooting. Our goal is to minimize the disruption to your class. Whenever possible, we strive to fix the problem or identify an acceptable workaround quickly, then address underlying issues when class is not in session.
- You can view details regarding the different technology in campus spaces in our searchable [Classroom Database](#).

"Best Effort" Support for non-Instructional Spaces

- With a staff of 3 AV technicians to support 400+ spaces, we utilize a "***best effort***" approach for anything that is a non-instructional space including conference rooms and event spaces under our support.
- This approach means that ***in the event all of our resources are deployed to instructional spaces and we are unable to immediately dispatch a technician to your room (non-instructional space)***, users should submit an IT ticket using the Report a Problem link on the [OIT Service Hub](#). Please provide as much information as possible for us to troubleshoot the technology issue.

Return to Campus – Fall 2021

Help Us Help You

- During the first week of classes, AET staff make every effort to 'drop in' to classes being held in large spaces (90+ seats), new instructional spaces, spaces with known issues, and classes taught by new instructors. This way, we can answer any questions about room technology right then and there.
- For more information on classroom technology and cleaning during COVID, see [Classroom Technology During COVID](#).
- We are also available to schedule 1:1 consultations to go over room AV and learning technologies. Sign up at [Schedule a Consultation](#).

Please Be Patient:

- With the opening of phases 1 and 2 of the 2020 project, our incident tickets (pre-COVID) increased by 40%. With an additional 70 spaces to support from Phase 3 (delayed a year due to COVID), we expect yet another significant increase in tickets this fall.

Room Technology Maintenance and Cleaning

- When they aren't deployed for in-person troubleshooting, our AET AV Technicians focus on troubleshooting Tier 2 issues and complete equipment maintenance such as deep cleaning, checking cords and replacing bulbs, etc.
- Within OIT, AET also employs an additional 20 student workers who provide Tier 1 troubleshooting assistance in-person, answering help Chat and responding to incident tickets. AET student workers also straighten classrooms and sanitize the in-room technology every evening, Monday through Friday.
- Support is available from 7:30 AM to 10:30 PM Monday – Thursday and 7:30 AM to 7:30 PM on Fridays. AET does not provide support for classrooms spaces or conference rooms on weekends or holidays ***unless specifically requested*** and approved through our [Special Events Request](#).