

Learning Support Services

Directory of Contacts and Information Technology Services

Director: Jennifer Korjus - jkorjus@gmu.edu, (703) 993-9648

Welcome to the Learning Support Services Directory of Contacts and Information Technology Services. This directory will provide faculty, staff and students with a list of contact names, types of services, and campus locations where services are provided.

Among the many services we offer, training workshops are provided on a variety of computer and web-based software applications.

To register for a training workshop, please visit our IT Training web site at <http://ittraining.gmu.edu>.

Learning Support Services consists of four departments:

- Instructional Resource Center (IRC) - <http://www.irc.gmu.edu/>
- Training in Office and Productivity Skills (TOPS) - <http://tops.doit.gmu.edu/>
- Student Technology Assistance and Resource (STAR) Center - <http://media.gmu.edu/>

Instructional Resource Center (IRC)

Walk-in, workshop, and consultation technology support lab for faculty, GTAs and staff.

Senior Instructional Support Manager: Lisa Andion - landion@gmu.edu, (703) 993-9018

IRC Lab Manager: Jimm Ouellette - jouellet@gmu.edu, (703) 993-4766

Locations:

Fairfax Campus - Innovation Hall 427 Lab - irc@gmu.edu; Teaching Lab - Innovation Hall 334, (703) 993-3141

Prince William Campus - Occoquan, Room 231A, Rick Reo - rreo@gmu.edu, (703) 993-8536

- FREE workshops scheduled regularly, certificates available for Track completion, tailored "workshops on request" with sufficient enrollment
- Consultations with staff, assignment construction, course redesign, and problem-solving
- Support for faculty teaching in University electronic environments:
Susan Campbell - scampbel@gmu.edu, (703) 993-3424
Jimm Ouellette - jouellet@gmu.edu, (703) 993-4766
- Course Management Tools:
WebCT (version 4.1 CE) – Brooke Adams - bwadams@gmu.edu, (703) 993-2951
Townhall - Rick Reo - rreo@gmu.edu, (703) 993-8536
Classweb faculty server space - Lisa Andion - landion@gmu.edu, (703) 993-9018
- Online Resource Grid for job aids, software learning, and teaching with technology issues:
<http://www.irc.gmu.edu/resources/findingaid/default.asp>
- Best practices, lessons learned, and showcase events (with Center for Teaching Excellence):
Shawn Miller - smiller5@gmu.edu, (703) 993-4748
- Instructional Design Support:
Ying Xie- yxie1@gmu.edu, (703) 993-3521
- Web Support:
Katrina Joseph - kjoseph@gmu.edu, (703) 993-3897
- Video Streaming Support
Jimm Ouellette - jouellet@gmu.edu, (703) 993-4766
- Technology Assistants Program (TAP) for faculty technology assistance:
Lisa Andion - landion@gmu.edu, (703) 993-9018

Training in Office and Productivity Skills (TOPS)

Workshop and consultation support for office productivity skills and My Mason Portal and Content Management.

Training Manager: Marlys Shoup - mshoup@gmu.edu, (703) 993-3371

Location: Fairfax Campus, Johnson Center, Room 311, (703) 993-3426

- Learn Microsoft Office applications, including Word, Excel, PowerPoint and Access at beginning, intermediate and advanced levels; descriptions of all workshops available at <http://tops.doit.gmu.edu/workshops/default.cfm>
- Learn George Mason's online calendar system (CorporateTime)
- Learn more about Windows operating systems, file management and customization
- Arrange specialized and tailored workshops, minimum four (4) staff or faculty members
- Use online training through SkillPort at <http://smartforce.gmu.edu/> (access with GMU username and last 4 digits of G-Number). Please send inquiries to smartforce@gmu.edu

Student Technology Assistance and Resource (STAR) Center

Walk-in, workshop, equipment checkout and computer station support for students using video, multimedia, web and office tools.

STAR Center Manager: Sean Stevens - sstevens@gmu.edu, (703) 993-1107

Location: Fairfax Campus, Johnson Center, Room 229, (703) 993-8990

- STAR*Services for a fee (videotaping, media transfers, etc.)
- Workshops for student assignment skill-building; STAR*Training: Marlys Shoup - mshoup@gmu.edu, (703) 993-3371
- Software demos and facility tours for classes: <http://media.gmu.edu/faculty/index.html>
- Media learning resources and copyright-free media for checkout; Media Resource Center - (703) 993-8990
- Facilities for student Web development assignments; web*STAR: Judi Chamberlain - jchambe1@gmu.edu, (703) 993-3838
- Innovations event: mid-to-late April, showcase of unique and innovative GMU learning experiences: <http://media.gmu.edu/innovate/index.html>
- Facilities for student MS Office projects and assignments; STAR*Works: Marlys Shoup - mshoup@gmu.edu, (703) 993-3371