NAU NORTHERN ARIZONA UNIVERSITY

NAU Online and Innovative Educational Initiatives

Resources

What to Do When Tech Fails – Pedagogical Solutions

Prepare

Watch the NAU Instructor Walkthrough for an overview of standard classroom technology setup at NAU

NAUFlex Quick Reference Guide

Encourage students using Zoom to log with their NAU ID and password

Inspect

Check to see if the outage is widespread

Connection quality – Check your internet connection

Classroom support information: 928-523-8818, classroom.support@nau.edu Phone for fastest response, including an in-person classroom visit from a technician within 10 minutes for most cases

Contact the ITS Service Desk (link has many details)

Alternatives

Classlists is a good communication method if there is an LMS outage

Have a low tech or asynchronous activity as an alternative

Statewide Contact Information

For all Statewide locations not listed below please call the NAU Help Desk at 928-523-3335.

Chandler-Gilbert
For classroom technical support please call the Chandler-Gilbert Community College Help Desk at 520-494-5111.

Gateway Campus
For classroom technical support please call the Gateway Community College Help Desk at 602-286-8411.

Glendale Community College
For classroom technical support please call the Glendale Community College helpdesk at 623-845-3555.

Mesa Community College
For classroom technical support please call the Mesa Community College Help Desk. There is a phone in every classroom. Click the Help Desk button on the phone for classroom support assistance.

NAU Yuma
Classroom technology is supported by AWC. Requests for classroom support should be submitted via the classroom phone to the AWC Help Desk at extension 75892.

Paradise Valley Community College
For classroom technical support please call the Paradise Valley Community College media services.The number is on the podium in the room 602-787-7780.

Phoenix College
For classroom technical support please call the Phoenix College Help Desk at 602-285-7200.

Pima
Users should report any problems with network connectivity in classrooms to Pima Community College at 520-206-4800. Pima only supports connectivity; all other support is through NAU by calling the Service Desk at 928-523-3335 or by submitting a ticket by clicking on the get help icon on the desktop.