If you have further questions about the services offered through CTL, UL and CaTS, see the following websites for FAQs and contact information.

**Center for Teaching & Learning (CTL)**
- Homepage: www.wright.edu/ctl/
- Workshops: www.wright.edu/ctl/workshops/
- Faculty Development: www.wright.edu/ctl/faculty/
- Pilot: www.wright.edu/ctl/pilot/

**University Libraries (UL)**
- Homepage: libraries.wright.edu
- Faculty Support: http://guides.libraries.wright.edu/faculty-support

**Computing and Telecommunications Services (CaTS)**
- Homepage: www.wright.edu/information-technology/
- Getting Started for Faculty: www.wright.edu/information-technology/getting-started/faculty

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**Faculty Quick Reference**

A guide to the services of:

**Center for Teaching and Learning (CTL)**
- 023 Library | (937) 775-2885
- ctl@wright.edu
- www.wright.edu/ctl/
- Pilot - WSU’s Learning Management System (LMS): pilot.wright.edu
- Faculty Development Workshops: www.wright.edu/ctl/workshops

**University Libraries (UL)**
- Dunbar Library | (937) 775-2525
- Lake Campus Library | (419) 586-0360 or x8360
- libraries.wright.edu

**Computing and Telecommunications Services (CaTS)**
- 025 Library Annex | (937) 775-4827 | 1-888-775-4827
- helpdesk@wright.edu
- www.wright.edu/information-technology/
Teaching Support

- Pilot support
- Instructional technology and faculty development workshops
- Instructional design
- Distance learning course development and support
- In-term course analysis and student feedback
- Academic web-conferencing
- Production of materials to support teaching/learning:
  - Interactive media
  - Digital media delivery for streaming, download, or podcast subscription
  - Automated processing and publishing of audio and video
  - QuickTime virtual reality
  - Small object 3D scanning
  - Conversion of media file formats, mediums
  - Academic course web design and accessibility consultation

Research Support

- Faculty research workshops
- Assessment support for grant applications
- New faculty orientation

Other Support Services

- Web-only, mixed-mode and web-enhanced course hosting
- GTA mentoring/training
- Adjunct targeted support
- Writing boot camps

What is Pilot?

Pilot provides an online space for each course you teach. You may use it to deliver course content, give exams, email students, receive and grade assignments, post grades, moderate online student discussions, and more. Pilot can supplement face-to-face learning as well as support totally online courses. Training is available through the CTL.

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A to Z Services List

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Accessibility in online courses .................................................................................. CTL
Active Learning Classroom Training (SCALE-UP) ...................................................... CTL
Application development ............................................................................................ CaTS
Archives ...................................................................................................................... UL
Atomic Learning (Online Training) .............................................................................. CaTS
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Cabling ......................................................................................................................... CaTS
Campus computer accounts ......................................................................................... CaTS
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Long distance phone service ....................................................................................... UL
Media checkout ............................................................................................................. CaTS
Media file format conversion ...................................................................................... CTL
Media management (Kaltura) ...................................................................................... CTL
Media player support (Quicktime, Flash, Windows Media Player, etc.) ....................... CaTS
Mobile academic content ......................................................................................... CTL
Networking installation ............................................................................................... CaTS

Teaching Support

- Course-specific library instruction, demonstrations, or hands-on training
- Custom research guides for classes
- Easy links to library resources or web pages
- Electronic Course Reserves (documents or audio/video files)
- Media for classroom use - reserve, borrow, or purchase

Research Support

- Reference service - appointments, phone, email, IM or text messaging
- Print and electronic resources (including OhioLINK’s Electronic Journal Center & Digital Media Center)
- Library tab on WINGS - customize it for your needs
- Interlibrary Loan and OhioLINK borrowing services
- Original research materials in WSU’s Special Collections and Archives
- CORE - Campus Online Repository for digitally archiving your scholarly work
- U.S. Patent & Trademark Depository collection
- RefWorks citation management software

Other Support Services

- Tours and orientations for prospective and new faculty
- Library data for accreditation and other reports

Support for Your Students

- The STAC (Student Technology Assistance Center)
- The Pod - podcasting facility in the STAC
- Student presentation practice room
- Research Toolkit workshop series

Dunbar Library
Reference (937) 775-2925
Instruction (937) 775-2925
Circulation (937) 775-2525
Course Reserves (937) 775-3941

Lake Campus Library
(419) 586-0360 or x8360
libraries.wright.edu
Teaching Support

- Campus computer accounts, passwords, and email
- Degree audit (DARS)
- Network drive to share files with students
- WINGS and WINGS Express
- Test and evaluation scanning
- Online training tutorials through Atomic Learning
- Electronic classroom support
- Student support for Pilot
- Interactive video-based distance learning (IVDL)
- Delivery of audio, video and computer equipment to registrar scheduled on-campus classrooms

Research Support

- Software licensing for research tools such as SPSS, Stata, and Mathematica
- Banner Finance Self Service support for grant expenditures and budget management

Other Support Services

- Hardware and software purchase advising; volume licensing
- Network installations and troubleshooting
- Wireless networking
- Tours and orientations for prospective and new faculty
- WINGS — the university web portal
- Technology support via phone, email, or face-to-face
- Support for security issues, such as viruses and email scams
- Checkout or delivery of audio, video, and computer equipment
- Online training tutorials through Atomic Learning and CaTS' website

Telecommunications

- Phones and voicemail
- Long distance and calling cards
- Teleconferences
- Faxing