

INSTRUCTIONAL TECHNOLOGY SUPPORT

Monmouth University fully supports the use of technology in teaching/learning through the comprehensive services of Information Management. All students are provided with an official email account and storage for course-related files and Web pages. Faculty are encouraged to integrate a variety of technologies into their courses and are provided necessary training and support to do so. Beyond making use of our learning management system for content presentation and online participation, many employ a variety of Web-based tools to increase student collaboration, participation, and engagement. In addition, the Monmouth University Library catalog and digital databases are available online, as are many instructional materials used in individual courses. The University has a fully networked and wireless-enabled campus with over 1,000 computers available to students in various lab configurations including Windows, macOS, and Linux. A comprehensive complement of software is available throughout campus in these labs, and course-specific software is made available in departmental computing labs.

For all Information Management service needs, call the Help Desk at 732-923-4357 (HELP) or email helpdesk@monmouth.edu. Normal hours are Monday through Friday from 8 a.m. until 9 p.m. (5 p.m. on Fridays during the summer). **Please note Help Desk hours are subject to change; check the myMU Portal for the most recent schedule. Media technicians for classroom and event coverage are also on site until 10 p.m. Monday through Friday, with abbreviated availability on weekends. For more information on the services of Information Management, please visit their Web page (http://www.monmouth.edu/Campus_Technology.aspx).

Student Technology Assistant Program (STAP)

The Student Technology Assistant Program (STAP) offered by the University provides students with the opportunity to gain practical experience in the field of technology. With positions available in various areas, STAP offers flexible employment for approximately 20 undergraduate and graduate students from all majors each semester. STAP allows students to stay up to date with technology trends by working in the University's open computer labs where they gain hands-on experience managing critical IT infrastructure. They may also work at the Student Help Desk providing technical support to fellow students, faculty, and staff, developing their problem-solving and customer service skills. STAP members acquire practical expertise in operating and troubleshooting multimedia equipment that is valuable in professional settings such as communications and media production. The experience gained through STAP is a valuable addition to their résumé, demonstrating to potential employers that they have gained real-world experience in a technology-related role.