

Instructions for Accessing Virtual Support & Gathering Places Fall 2020

The Computer Science and Information Technology Department's student support (Graduate Assistants and Tutors) will be offered virtually for the Fall 2020 semester.

Follow these instructions

(<https://learningtechnologysupport.kutztown.edu/support/solutions/articles/9000182087-recording-student-group-presentations>) to set-up Microsoft Teams. You can use either the application or the web-based version.

There are two virtual offices available to CS&IT students for the Fall 2020 term.

- Virtual GA Office (Teams name: Virtual GA Office)
 - This virtual room will be staffed by graduate assistants according to the GA schedule.
 - Link:
<https://teams.microsoft.com/l/channel/19%3a3625c30dc174d7d9fedac05e18f0515%40thread.tacv2/General?groupId=be6d4ff0-443d-4ba4-b8a9-b3cb027356dd&tenantId=03c754af-89a7-4b0a-bd4b-db68146c5fa4>

- CS&IT Tutor Lab (Teams name: Tutoring Services: CSC/IT Lab)
 - Tutors will be available at the link below according to the CS&IT Tutor Lab schedule provided.
 - Link:
<https://teams.microsoft.com/l/team/19%3a6c661c5b1e0f4617b1352b0844e72351%40thead.tacv2/conversations?groupId=dc8f7cda-6bbd-41d1-adb3-160216903685&tenantId=03c754af-89a7-4b0a-bd4b-db68146c5fa4>

***NOTE:** Once you have joined the channels, you do not need to click these links again. Opening the application will allow you to access the channels.

Tutors will communicate with you using a microphone, so be sure to have your audio setup. You can communicate with tutors via a microphone or the chat feature in Teams. If you are waiting, you can use the @ to get a GA or tutor's attention. In the chat, type @ followed by the current support individual's name and it will get their attention.

Understand that a wait might be required. If one office is crowded, consider accessing the other tutoring office .

We want to make it as effective as possible, so let Dr. Frye (frye@kutztown.edu) know of any issues that arise.