Scheduling Procedures for Robotel Classrooms

The Robotel classrooms (NY and PLV) contain enhanced technology for specific use in the instructional process. The following guidelines assure that the technology is available for faculty who need it.

Scheduling Policies and Procedures

- Robotel room requests for an entire semester are due to the Academic Scheduler with Department semester schedules. **Submissions after the deadline are granted on a “space-available” basis.**

- DoIT’s User Services administers Robotel classroom scheduling for occasional and “as needed” sessions. In NY, contact Argie Cowan (acowan@pace.edu) or Colin Harris (charris@pace.edu) at 212-346-1688. In PLV, Shikha Bajracharya (sbajracharya@pace.edu) or Matt Bonilla (mbonilla@pace.edu) at 914-773-3643.

- Priority is given to faculty incorporating Robotel technology into their pedagogy. Contact Jean Coppola (jcoppola@pace.edu) at 914-923-2774 to arrange the required training. (See Training and Technical Support.) Jean Coppola provides updated lists of certified users each semester to User Services and Academic Scheduling.

- To use the room for Library instruction, contact an Instructional Services Librarian. In NY, contact Sarah Higgins (shiggins@pace.edu) or Susan Glickman (sglickman@pace.edu) at 212-346-1051. In PLV, Karen DeSantis (kdesantis@pace.edu) or Sarah Burns (sburns@pace.edu) at 914-773-3381.

- Requests for Robotel room use because of design or ergonomics are given low priority. Other computer rooms are available and portable technology can be arranged to fulfill specific needs.

- Courses receive priority if they deviate from traditional scheduling patterns to allow greater flexibility and sharing. The most popular strategy is using a room on alternate weeks.

- Faculty not showing up for a requested room without calling or notifying User Services lose any future reservations for the semester.

Conflict Resolution

- Other computer classrooms or classroom technical resources are available. See http://appserv.pace.edu/r25/resource25.cfm.

- Altiris Vision is offered in some alternate computer classrooms and works similar to Robotel. For more information, contact Argie Cowan in NY or Shikha Bajracharya in PLV.

- For conflicts, contact your Department concerning available school-based computer rooms or labs.

- As a last resort, contact the scheduled room user to discuss possible conflict resolutions.

Training and Technical Support

Library staff located near the rooms do not provide technical support. Guidelines for technical concerns are:

- First-time users must attend a training session. For a workshop schedule, visit http://pace.edu/cit or contact Jean Coppola (jcoppola@pace.edu).

- First-time users can request technical support at the beginning of their first class to review the room’s technical resources. Check to see if support is available. In NY, contact Argie Cowan (acowan@pace.edu) or Colin Harris (charris@pace.edu) at 212-346-1688. In PLV, Shikha Bajracharya (sbajracharya@pace.edu) or Matt Bonilla (mbonilla@pace.edu) at 914-773-3643.

- Software installations in a Robotel classroom by User Services require at least two weeks installation time. In NY, contact Alfred Samala (asamala@pace.edu) at 212-346-1606. In PLV, Chris Tompkins (ctompkins@pace.edu) at 914-773-3644. Required are the license agreement and original software (disks or CDs) to review and test for compatibility with the hardware and software.

Send comments on any of these issues to cit@pace.edu.