ITS Support Options

ITS Service Desk

For immediate assistance, please contact the ITS Service Desk.

Call: 516-463-7777
Email: help@hofstra.edu

Walk-In: By appointment.

Virtual Office Hours

To speak with a specialist, please register for virtual office hours detailed below. Note: These are group sessions and may have several concurrent attendees.

<table>
<thead>
<tr>
<th>Sign-Up Link</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blackboard Office Hour</td>
<td>Get live online help for general Blackboard questions.</td>
</tr>
<tr>
<td>Classroom Tech / Zoom / Lecture Capture Office Hour</td>
<td>Get live online help with using Zoom for streaming to remote students and recording lectures. Get answers about lecture capture in campus classrooms, including portable options for streaming and recording.</td>
</tr>
</tbody>
</table>

Remote Training Sessions

Faculty and staff can register for webinar-style group training featuring live online instruction offering an overview of each topic listed below.

<table>
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<tr>
<td>Blackboard Basics</td>
<td>A basic introduction to running a course through Blackboard including how to send emails and announcements, upload content, create assignments, set up discussion boards, and make your course available to students.</td>
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<tr>
<td>Blackboard Intermediate</td>
<td>If you’re familiar with Blackboard but would like to expand your skills, this session will cover how to create tests, journals, set up the grade center, create groups, and highlight other assessment options.</td>
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<tr>
<td>Creating Respondus Exams with Respondus 4.0</td>
<td>Discover how to create and configure online exams using Respondus software.</td>
</tr>
<tr>
<td>Proctoring with Respondus Lockdown Browser &amp; Monitor</td>
<td>Use the Respondus Lockdown Browser and Monitor tool to build a secure online test-taking environment.</td>
</tr>
<tr>
<td>Zoom Basics / Getting Started with Zoom</td>
<td>Learn the basic features of Zoom to host live class sessions from on and off-campus, how to set up office hours, breakout rooms, run live polls, and use cloud recording.</td>
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