The Division of Instructional Technology (DoIT) fosters and supports the university community in the use of technology for research, teaching, and learning. DoIT is organized into the following units: Classroom and Lab Technologies, Communication and Planning, Educational Media Services, and Learning Support Services. (doit.gmu.edu)

Classroom and Lab Technologies (CaLT) enhances the learning experience across Mason’s campuses by provisioning, supporting, and maintaining technology-enabled learning spaces and by providing access to well-maintained and up-to-date hardware and software in open computer labs. CaLT also supports Mason’s Virtual Computing Lab (VCL). The units within CaLT are Fairfax Classroom Support, Regional Classroom Support, Learning Space Design, and Computing Services.

- Computing Services serves as system administrators for the university’s general purpose classrooms and labs. Computing Services works to enhance the availability and usefulness of Mason’s academic computing labs and classrooms through virtual computing and remote software delivery technologies. Computing Services installs requested software into classrooms and computer labs for specialized academic use. Software and licensing information are required.

- Classroom Support provides support for all university general purpose and technology-enhanced classroom facilities, computer classrooms, as well as audiovisual checkout equipment. Classroom Support assists classroom faculty and students with technical issues via phone and in the classroom. Classroom Support maintains AV equipment in all Registrar-scheduled classrooms.

CaLT also supports seven general access computer labs. Labs are available to all students and have the technology resources needed for preparing assignments, conducting research, and pursuing other academic-related services. Consultants are available in the computer labs to assist students with computer-related issues and basic software help with university software packages, printer support, and monitoring of the lab facility to ensure a good experience for patrons.

- Equipment Checkout is available on campus for faculty who require additional equipment to support instructional activity in the classroom. Equipment may be checked out on a first-come, first-served basis by Mason faculty and staff. Checkout equipment includes laptops, data projectors, and a variety of other equipment.

- The Virtual Computing Lab (VCL) serves as a learning resource for George Mason University students, faculty, and staff. The VCL is a technological way of remotely delivering software to users, through the Internet, regardless of their physical location or the time of day. Utilizing the VCL is easy and only requires an Internet-enabled computer and Mason credentials. Once logged in and connected, the Virtual Computing Lab provides access to specialized software, in a safe computing environment, without the need to purchase or install it to one’s personal device. (www.vcl.gmu.edu)

Educational Media Services (EdMS) supports the Mason community by providing the infrastructure for video communications and by creating media content for teaching, learning, and research. Included under the EdMS umbrella is George Mason University Television and Collaborative Video Technologies.

- GMU-TV’s mission is to advance the strategic goals of the Division of Instructional Technology, the Information Technology Unit, and the university. GMU-TV meets this mission by developing media-rich teaching and learning tools, research communications, and public relations programming that promotes positive messages about the university.

GMU-TV enables media distribution in a variety of broadcast and online formats. Content reaches a global audience by way of cable broadcast, satellite, live webcast and video streaming, and on-demand video streaming.
In conjunction with academic departments, GMU-TV provides professional training for Mason students through internships and experiential learning in the media industry, which has a concentrated presence in Northern Virginia. GMU-TV is recognized as an award-winning leader in educational, informational, and public interest programming.

**LEARNING SUPPORT SERVICES**

Learning Support Services (LSS) promotes faculty, staff, and student development of information technology skills to enhance the learning environment of the university. LSS supports a broad array of web productivity and multimedia tools, including the university’s portal and learning management systems. The unit offers consultations, equipment checkouts, free workshops, and extensive resources related to learning online. LSS is home to Training & Certification, Online Learning Resources, Instructional Design, two Collaborative Learning Hub (CLUB) facilities, and the Student Technology Assistance & Resource (STAR) Lab.

- **The Collaborative Learning Hub (CLUB)** is a space designed to support collaborative work of students, faculty, and staff. The CLUB has a variety of services including a conference room (with videoconferencing capabilities), PC and Mac lab machines, Mac laptops for in-CLUB use, modular group collaboration areas, a presentation and team project practice area, and a sound recording room. Students, faculty, and staff are welcome to use the CLUB on individual or collaborative projects.

The staff in the CLUB offer walk-in and prearranged consultations. In collaboration with the Center for Teaching Excellence, the CLUB hosts several technology showcases each semester. The CLUB staff also work with faculty for effective use of the electronic teaching environments, for support of course management tools, to provide technology assistance, and develop resources to learn how to use technology. Faculty can also consult with Instructional Designers in the CLUB to discuss strategies on best practices for incorporating technology into their instruction.

- **Online Learning Resources (OLR)** helps advance instructional initiatives by providing support, administration, and training for the off-site hosted learning management system (LMS), Blackboard Learn 9.1, Organizations, and the university portal (myMason). OLR also provides strategies and best practices for fostering student engagement and interaction using the LMS and other instructional technologies including Blackboard Collaborate, PB Works, and iTunes U.

- **Student Technology Assistance & Resource Lab (STAR)** provides opportunities for faculty and students to develop their information technology skills, including multimedia, Internet connectivity, video (digital and analog), desktop publishing, presentation, office applications, and web authoring. STAR brings together training, equipment, software, and experienced students to create a one-stop shop for faculty and students interested in learning about technology.

- **Training & Certification** provides training for faculty, staff, and students to develop their productivity skills with Microsoft products, the university e-mail system, MEMO (Mason Enterprise Messaging Online), and the Oracle calendaring system. Training & Certification also supports Mason’s online learning tool, SkillPort.