ETS Drop-in Sessions
Office of the Pro Vice-Chancellor (Education)
Learning Environments
Educational Technology Services (ETS)
Staff Drop-in Sessions

Have questions or suggestions about Educational Technologies at UNSW?
CHAT WITH US IN-PERSON OR ONLINE
AT OUR STAFF DROP-IN SESSIONS:

Tuesdays 10am – 11am • Thursdays 2pm – 3pm
In-Person: John Goodsell Building (LG 25)
Online: Scan QR code

https://teaching.unsw.edu.au/ets-drop-in-sessions

CRICOS Provider Code 00098G
Note: Due to COVID-19, the team is working from home until further notice. We encourage you to instead raise a Virtual ETS Consultation instead.

**NEW* Virtual Drop-In Session**

Introducing virtual drop-in sessions, a complimentary service in addition to our existing face to face sessions. Utilising Microsoft's suite of online tools and implemented through Power Automate, UNSW staff can now "virtually drop-in" and get connected with a member of the ETS support team online, through Microsoft teams.

UNSW staff can request a virtual drop-in session by simply providing brief information with what they wish to discuss and submitting the below online form. Should a member of the ETS support team be available, you will be connected. You will receive additional information and channel link via email.

If issues loading the form, you may access the form directly.

### Virtual Drop-In Session FAQ's

1. **Is this service offered to both staff and students?**
   
   No, Virtual drop-in sessions are only offered to UNSW staff members (Academic/Professional).

2. **Where online, will the drop-in session take place?**
   
   Virtual drop-in sessions are conducted via Microsoft Teams.

3. **Can I request a virtual drop-in session outside of session times?**
   
   Virtual drop-in sessions are only available Tuesday, 10am - 11am and Thursday's, 2pm - 3pm. Should you submit outside of these times, your request will not go through.

4. **I submit my request, however, keep receiving an email stating staff are unavailable**
   
   ETS support staff may be busy attending to other staff in person or virtually and at times, may be unavailable. Please try and submit your request again within the window. Alternatively, you may wish to book a consultation with us.

5. **I am a UNSW Global staff member, why can't I submit a request?**
   
   UNSW Global's Office365 instance is separate to UNSW and therefore, will prevent UNSW Global staff from submitting a request. Unfortunately at this time it's unknown whether in future, there will be any changes to UNSW's existing Office365 instances. UNSW Global staff are welcome to attend our drop-in sessions in person or submit a consultation request using our legacy form. In your request, state if you wish to conduct
the session online and an ETS team member will be in touch to arrange.

6. What's the difference between drop-in sessions and ETS consultations?

Both drop-in sessions and consultations are for UNSW staff who require one-on-one assistance with UNSW supported e-Learning tools from ETS support staff. Drop-in sessions require no appointment and occur bi-weekly on Tuesday, 10am - 11am and Thursday's 2pm - 3pm. Consultations require an appointment and can be requested any day of the week between 9am - 4:30pm. Consultations by default are booked for 1 hour.

Location: UNSW Map

Testimonials

Please see below some feedback we have received by UNSW staff:

"The team is so knowledgeable and helpful. Our project would not have gotten off the ground without their support. It's so beneficial to have these drop-in sessions for staff, as not belonging to a faculty we have in the past been de-prioritised however having this F2F time with Adrian and Anoop has been extremely useful."
"I feel much more confident about using some of the more complex functions of Moodle now I know I can get reliable support without going through a number of layers of bureaucracy."

"I like that ETS staff could be physically available for staff to have direct inquiry. I know external TELT support is also a way to resolve the issue, but drop-in session provides staff with issue-solving and digital literacy education. It is important to resolve moodle-related issues, but it is more important to up-skill staff so the issues will not repeat. Drop-in session is very useful for me and I've been introducing this to my colleagues."

"Andre was very helpful. I brought a learning design request for his consultation. He helped me to identify the usefulness of Moodle Workshop and walked me through the setting based on my design needs."