

SCALE-UP Housekeeping

At the beginning of every session:

- Count the laptops to ensure all are present. Should any be missing report to <mailto:ntuscaleup@ntu.ac.uk> and AV support (City and Clifton: **88500**).

At the end of every session:

- Remind students to log off from laptops and erase whiteboard writing
- Ensure that microphones are switched off and returned to the lectern
- Ensure all laptops are put back in cabinets even if there is a class directly after yours
- Count the laptops to make sure they are all there before you lock the cabinet
- Double-check that the cabinet is locked and any padlock numbers scrambled before leaving the room
- Email NTUSCALEUP@ntu.ac.uk if there are any housekeeping issues.

Tech Tips

- Get students to switch on laptops at the very start of the teaching session, even if you will not be using them until later on in the session, just in case log-on is slow and in case you require assistance.
- Switch on a few extra devices and have these ready in case a device should fail.

Key Contacts

- First port of call for all SCALE-UP related issues: ntuscaleup@ntu.ac.uk
- Tech support during a session (e.g. can't connect to mirroring technology, laptop won't turn on, error message that inhibits device use): **88500** (or additional number **83400** for Clifton LT2, CTL P04,05 & 06 only), and let ntuscaleup@ntu.ac.uk know
- Tech or A/V support during a session: **88500**
- Additional number for tech, A/V and facilities support in Clifton rooms **83400**
- Tech or A/V issues that require a ticket: **log a ticket with IS** and cc ntuscaleup@ntu.ac.uk
- Emergency partition movement (Boots Library City only) - **Estates 82211**
- For Module (re-)design, active learning strategies, SCALE-UP theory and practice and E-learning tools advice, contact [Zena Rashid](#), Educational Development Consultant or [NTU SCALE-UP](#).
- For SCALE-UP orientation, technology familiarisation or other SCALE-UP queries contact : ntuscaleup@ntu.ac.uk or contact a member on the SCALE-UP Enquiry Line on **84420 (0115 84 84420)**.