

From: University_News
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Subject: CTEI Update



To: Rush University Faculty
Subj: CTEI Update

The Center for Teaching Excellence and Innovation (CTEI) is now operating completely remotely. CTEI will continue to provide full support to faculty by hosting virtual office hours Monday to Friday from 7 a.m. to 7 p.m. CST.

Access Virtual Office Hours via Zoom

- Access CTEI's virtual office hours via Zoom from a compatible [desktop](#) or [mobile/tablet device](#) at <https://Rush.zoom.us/my/rushctei>. Using Zoom is CTEI instructors' preferred method of offering help as it offers them the ability to see the user's screen.

Access Virtual Office Hours via phone

- If you do not have access to a computer, tablet or smartphone, or, if your computer doesn't have a microphone nor speakers you can call CTEI at the following numbers:

One tap mobile numbers:

+12532158782,,8260399819# US
+13017158592,,8260399819# US

Dial by your location:

+1 312 626 6799 US (Chicago)
Meeting ID: 826 039 9819

If you're outside of Chicago, [find your local number](#).

To ask a question in Virtual Office Hours, ask your question out loud (i.e., via your microphone or your telephone) or [type a message in the chat area](#).

Additional Support:

- For general assistance with usernames, passwords, other technology access related matters email cteihelp@rush.edu.
- For questions or concerns about teaching and learning methods email ctei@rush.edu.
- CTEI will respond to email inquiries within 24 hours.
- For assistance with Blackboard after normal business hours, call 312-563-2527 (3-CLAS) which will direct you to Blackboard's 24x7x365 basic support and troubleshooting.

- For assistance with Zoom after normal business hours you can call 888-799-9666 ext. 2 or visit [Zoom's website](#) for Zoom's 24x7x365 basic support and troubleshooting.