

Technician Support Service Overview

The technicians offer support via email, phone, and twitter. You can also drop in the office during our working hours, which are **9am-5pm**, Monday-Friday.



01522 837120



@PsychTechnician



MB2306 (Main admin building, 2nd Floor)

Senior Technician – George Rodis

- All staff requests for technician advice/support should first be emailed to George Rodis (grodis@lincoln.ac.uk). George is then responsible for delegating the jobs to the Technician Team.

Psychology Technician's – Chris Luke, Heather Shaw, + New Tech! 😊

- All student requests should be emailed to psychtech@lincoln.ac.uk. This is a shared mailbox that all the Psychology Technicians have access to. As all the Psychology Technicians are part-time, having a shared mailbox allows who-ever is working to pick up an email, providing student support 5 days a week from 9am to 5pm.



Online Learning Materials



WORDPRESS

The technicians make any guides, learning materials and resources available on our blog site: <http://psychlabs.blogs.lincoln.ac.uk/>

In addition, any videos that are produced by the technicians are available on our YouTube page:

<https://www.youtube.com/channel/UCXS8ReVy6s0T2esk2nuykVA>



Services provided by the Technicians:

Room bookings – As of September 2014, Staff/Students can book rooms themselves by logging in into the central timetabling system -

<https://arba.lincoln.ac.uk/roombooking/Account/Login?ReturnUrl=%2froombooking>

If 2nd/3rd year students' prefer the previous booking method, rooms can still be booked via Blackboard > Psychology Subject Site > Psych Room Bookings > Student Bookings, though this will redirect to the central booking system.

If all that fails, both staff and students can email the technicians with a time, date and room number, and we can book it on behalf of the individual.

Note: Staff labs are not bookable via the central timetabling system. To book these rooms, contact the main lab user or alternatively email the technician's stating why you need access to that room.

Equipment Loaning – The technicians have a wide range of resources that can be borrowed for research purposes/teaching. These include:

Cedrus Button Response Boxes (4, 5, 6, 7, 8 and 9 buttons), Cedrus Smart Voice Keys, Digital Voice Recorders/ Dictaphones, Ear Defenders, Handheld Video Cameras, Headphones, Microphones, Scientific Calculators, Laptops (Very limited availability!), **Psychometric tests** – (We have a Library of over 300 tests that can be borrowed for research), slide show clickers/pointers, Emergency Stationery, Extension cables, DSLR Camera's, And loads more stuff!!!

If you would like to borrow some equipment, feel free to drop into the office and enquire. If the equipment is available, you are welcome to borrow it there and then. We are happy to answer any emails concerning equipment availability prior to your visit if preferred.

Equipment Resourcing and Purchasing – If you need a particular piece of kit for your research, or often use disposables such as cotton buds or face pads, the technicians can source and purchase this for you. The technicians can search online for suppliers, liaise with suppliers to get quotes, and order equipment upon your agreement. Communications are maintained throughout the whole process with the staff member to ensure that the equipment sourced by the technicians suits all requirements.

Software Support – We provide support on these programmes:

- Qualtrics
- Superlab
- Microsoft Office (i.e. how to format dissertation)
- SPSS

The technicians will also aim to provide support on extra programmes in the future (i.e. PsychoPy). If you would like the technicians to provide support for a particular software, please email George Rodis. It will also take us some time from the initial request to offer support as we will need time to train ourselves on the software.

Lab Access –

Zoë Mead supplies long term lab users with a card and key. However, if Zoë has authorised you or your students' lab access, you can borrow keys and cards from the technicians for a period of 24 hours. In addition, the technicians can also authorise students' late access to the labs allowing them to stay on weekends or past 6pm. We can write them a letter to take to security to ensure they won't be asked to leave at a certain time.

Building of Equipment –

The technicians can help build electronic equipment (i.e. button boxes) for experimental procedures. Just pop in to tell us what you need building or alternatively, email our electronics expert George Rodis.

Additional Services – The technicians also:

- Update the lab blog
- Update the lab notice boards
- Print documents off in colour for staff/students
- Help staff/students with Dissertation/Thesis/Guide Binding
- Provide experimental setup guidance and assistance
- Repair/replace faulty or damaged equipment

Please feel free to contact the technicians if you are stuck with anything or need research support. We will try our best to solve any problem you may be having.