# 2022 - 2023

# INSTRUCTIONAL TECHNOLOGY GUIDE

## IT SERVICES
## UC SAN DIEGO

## IT SERVICES
# Educational Technology

IT Services provides technology services, support, and resources for the UC San Diego academic community. Educational Technology Services helps facilitate teaching and learning in service of the University's educational mission, committed to quality, collaboration, customer focus, innovation, and inclusiveness.

This reference guides the use of technology installed in the classroom and includes information about additional instructional resources and services. For details, click the links provided or visit instructionaltech.ucsd.edu.
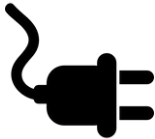
# IN THIS GUIDE

# INSTRUCTIONAL TECHNOLOGY SERVICES

## CANVAS

Communicate with students, provide course materials, administer assignments and assessments, and track grades on the campus learning management system.

## CANVAS INTEGRATIONS

Integrate third-party tools into your Canvas course to augment the teaching and learning experience. Common integrations include tools like Gradescope, Turnitin, Zoom, and more.

## ZOOM

Zoom is available to all campus faculty, staff, and currently-enrolled students. Zoom allows for video, audio, and screen sharing between participants during live meetings, and meetings can be recorded and shared to support asynchronous instruction. Zoom also offers automated transcription services.

## GOOGLE WORKSPACE

Google Workspace for Education provides a suite of productivity and collaboration tools.

## PODCASTS/LECTURE CAPTURE

General assignment classrooms are equipped to record your lecture and upload it for immediate playback on the podcasts website as well as your Canvas courses. The automated podcast system captures the audio of your lectures, with the option of including slides and visuals from your computer or document camera. 60% of classrooms are also equipped to capture video of the presenter and writing boards.

# INSTRUCTIONAL TECHNOLOGY CONTINUED

## INSTRUCTIONAL VIDEO PRODUCTION

Achieve professional results using video techniques like green screen and the unique Learning Glass recording system. Video editing and captioning services are included. Or produce your own videos at no cost using the easy-to-use Studio U recording space.
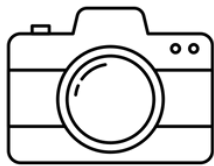
## EQUIPMENT & SUPPORT FOR VIDEO/MEDIA ASSIGNMENTS

Provide your students with instruction and access to the cameras and video production equipment they need to complete your course assignments. Media professionals are also available to help instructors integrate video into course assignments.

## iCLICKER

Assess student comprehension in the classroom through personal clicker units that allow students to instantly transmit responses to your questions. The no-cost service includes setup help and training.
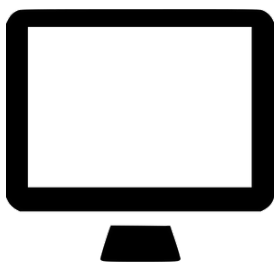
## STUDENT COMPUTING LABS

Find the locations and open hours of campus computer labs and printers.

# INSTRUCTIONAL COMPUTING TECHNOLOGY

## CLOUDLABS (VIRTUAL COMPUTER LABS)

Access popular University-licensed software on a personal computer anywhere there is a broadband Internet connection.

## AWS EDUCATE - EC2 MACHINES

Campus-supported Amazon Web Services (AWS) cloud computing environment for scheduled coursework, providing students managed access to AWS EC2, Lambda, S3, and many other services.

## DATA SCIENCE/MACHINE LEARNING PLATFORM: DATAHUB/JUPYTER

The Data Science/Machine Learning Platform (DSMLP) provides undergraduate and graduate students with access to research-class CPU/GPU resources for coursework, formal independent study, and student projects. Datahub provides access to the Jupyter web-based interactive programming environment, with support or languages such as Python, R, and Julia.

# COURSE SUPPLEMENT REQUESTS

## ACCESS ADDITIONAL RESOURCES

Submit a Course Information (CInfo) request to supplement your course with computer lab time, access to specialty software, additional data storage, or the use of media in course assignments.

## PROPOSE NEW COURSE TOOLS

All tools available for university-wide use have undergone a security, privacy and suitability review and been approved for use. If a tool you have in mind has not been reviewed yet, help us prioritize our list by letting us know which tools you are interested in using or what types of functionality you need at edtech@ucsd.edu.

# MASSIVE OPEN ONLINE COURSES

## UC SAN DIEGO ONLINE

UC San Diego Online is UC San Diego's branded instance of Open edX. Open edX is an open source learning management system with a large supportive community. It is the same platform that powers edX.org. UC San Diego Online courses and programs thus provide opportunities to learn from and engage with the campus community for both matriculated and non-matriculated learners worldwide. Instructors who are interested in using UC San Diego Online, or developing fully online courses should contact the Digital Learning Hub at online@ucsd.edu.

# EDTECH SUPPORT

EdTech Support, part of Educational Technology Services (ETS), provides support for Canvas, Zoom, Kaltura, and other instructional technology tools for faculty and instructional staff.

## RESOURCES

- Course Checklists
- Canvas Course Timeline

## CONTACT

If you are an instructor or TA experiencing a technical issue, please call our faculty helpline at (858) 822-3315 or email:

- canvas@ucsd.edu
- zoom@ucsd.edu
- kaltura@ucsd.edu

# MULTIMEDIA SUPPORT

Multimedia Services, also part of Educational Technology Services (ETS), can help faculty create course content for use in conjunction with classroom time as part of flipped or hybrid courses as well as fully online courses. For more information email multimedia@ucsd.edu.

# CLASSROOM TECHNOLOGY

## HOURS OF ACCESS

Classroom equipment is available for use 6:30 a.m. to 11:30 p.m. seven days a week for the duration of each academic term and during finals week.

## TECHNOLOGY AVAILABLE IN GENERAL ASSIGNMENT CLASSROOMS

Media systems are available for instructional use in UC San Diego general assignment classrooms and lecture halls. Available technology can include:

- Cables for laptop connection
- Standard VGA/HDMI Video
- Ethernet computer audio
- Document camera for projection
- iClicker Student Response System Base Receiver (lecture halls)
- Multimedia projector
- Projection screen/sound system
- Touchscreen control panel VHS, Blu-ray, DVD, and/or CD player with remote/wireless clip-on microphone
- Assisted listening devices (lecture halls and some classrooms)

The Classroom Details web page provides information about general assignment classroom media systems and room attributes. Click on a building in the Classrooms tab to highlight it on the campus map. Select a building's classroom to view that room's features. Use the Search tab to find a room with the set of features you need.

## CLASSROOM TECHNOLOGY CONTINUED

### SPECIALTY EQUIPMENT

Non-standard and specialty equipment may be ordered for classroom use: multi-standard VHS players and code-free DVD and Blu-ray Disc players (for media from foreign countries), 16 mm and slide projectors, camcorders, video document cameras, and additional microphones. Some equipment and locations may require a technician for operation and fees may apply. Order equipment at mediaservices.ucsd.edu at least three business days in advance to ensure availability and avoid late order fees.

## CONNECTING TO MEDIA SYSTEMS & THE WI-FI NETWORK

Connect to general assignment classroom media systems and the campus network from a user-provided laptop. Many departments offer laptops for loan to their faculty.

**Laptop Tips**
- Always have your AC power supply.
- Carry a device-specific VGA video adapter with you.
- HDMI connections are available in most rooms. Your laptop may require an HDMI adapter.
- Familiarize yourself with your device's monitor resolution and mirroring controls before your first class.

**Wireless Network Access**
All classrooms offer wireless internet connectivity. Machine registration is required before connecting to the UC San Diego network. If you're having trouble, call the ITS Service Desk at (858) 536-4357 for assistance.

## SHUTTING DOWN AFTER CLASS

1. Conserve energy and reduce expensive projector lamp replacement by using the touchscreen control's System Off option to shut down all systems before you leave.
2. Turn microphone power off and return to the designated drawer.
3. Wrap cables and return to wall hooks.

# CLASSROOM SUPPORT

## CONTACT

Email servicedesk@ucsd.edu or, for immediate assistance, call (858) 534-5784. Just dial x4-5784 from the campus phone found at the front of every general assignment classroom and lecture hall.

## HOURS

Phone assistance and field support staff available.

**Classes in session:**
- 7 a.m. to 10 p.m. Monday through Friday
- Noon to 3 p.m. Saturday and Sunday

**Classes not in session:**
- 7 a.m. to 5 p.m. Monday through Friday

Arrangements can be made for weekend and holiday support with advance notice.

## BEFORE-CLASS WALKTHROUGH

Schedule 15 minutes with a technician before your first class to ensure a smooth first day. Contact Classroom Support to set up an appointment.

## ADDITIONAL SERVICES

### RESEARCH IT FACILITATION & INTEGRATION SUPPORT

Research Facilitators will help you navigate the complex IT environment for research computing and data (RCD) resources throughout the entire research lifecycle. They can guide you through solutions on campus and beyond for cloud computing, storage and data management for research data, high performance and high throughput computing, high speed networking, and more.

Contact Research IT for hands-on integration support to help you implement your ideas and for proofs-of-concept demos for funding agencies. Facilitator services are provided at no cost to you. For more information: research-it.ucsd.edu.

### AUDIOVISUAL SYSTEMS DESIGN & INSTALLATION

UC San Diego audiovisual professionals provide design and installation services for department conferences and classroom systems that are made to work for your space.