

# Information Technology Services at UC San Diego

IT Services provides central technology infrastructure and applications service and support for UC San Diego faculty, students, and staff. We are focused on the customer and committed to collaboration, continual improvement, and accountability.

Get to know us at [its.ucsd.edu](http://its.ucsd.edu).

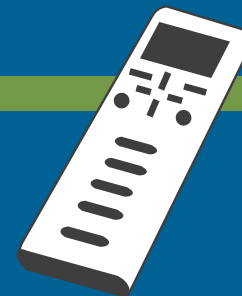
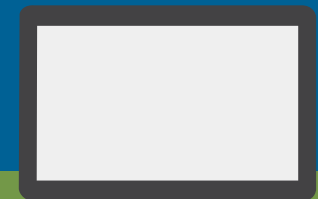
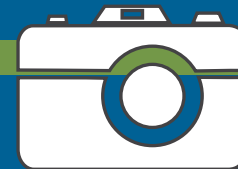
## IT SERVICES

UC San Diego

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### 2016-17

### Instructional Technology Guide



UC San Diego

Technology-Enhanced  
Classrooms, Instructional  
Services, and Support

# Information Technology 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 guide is a pocket reference for the use of technology installed in the classroom and includes information about additional instructional resources and services.

For detailed information, visit [instructionaltech.ucsd.edu](http://instructionaltech.ucsd.edu).

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# Technology in the Classroom

## using 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
- i>clicker 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)

## 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](http://mediaservices.ucsd.edu) at least three business days in advance to ensure availability and avoid late order fees.

## Classroom Information

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. Access Classroom Details at [instructionaltech.ucsd.edu](http://instructionaltech.ucsd.edu).

## Equipment 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.

## Connections

### using your laptop for classroom audio & video



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. Media Event Support also offers laptop rentals. Find current rental rates and place an order at [mediaservices.ucsd.edu](http://mediaservices.ucsd.edu).

## 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 class.

## Wireless Network Access

All classrooms offer wireless internet connectivity. Machine registration is required before connecting to the UC San Diego network.

Learn more at [blink.ucsd.edu/go/networks](http://blink.ucsd.edu/go/networks) or call the IT Services Service Desk at (858) 534-1853 for assistance.

## Before Class Walkthrough

Schedule a free 15 minute demonstration with a technician before your first class to ensure a smooth experience. Email [classroom-support@ucsd.edu](mailto:classroom-support@ucsd.edu) or call (858) 534-5784 to set up an appointment.

## After Every Class Session

- 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.
- Turn microphone power off and return to the designated drawer
- Wrap cables and return to wall hooks

## Classroom Help

in-class support and equipment help

Phone assistance and field support staff are available Fall, Winter, and Spring Quarters.



7:45 a.m. to 7:30 p.m. Monday through Thursday  
7:45 a.m. to 5:30 p.m. Fridays

Arrangements can be made for weekend and holiday support with advance notice. Summer term support hours may vary.

## Contact Classroom Support

Email [classroom-support@ucsd.edu](mailto:classroom-support@ucsd.edu) or, for immediate assistance, call (858) 534-5784. Dial 4-5784 from campus phones found at the front of every general assignment classroom and lecture hall.

# Instructional Technology

In addition to technology for the classroom, IT Services provides instructional technology services and support to enhance course content, improve student participation, and ease course management.

For more information about the following services, visit [instructionaltech.ucsd.edu](http://instructionaltech.ucsd.edu).

## Podcasts



classroom audio and screen recording

Podcasts have been shown to improve lesson retention and allow for further review and study.

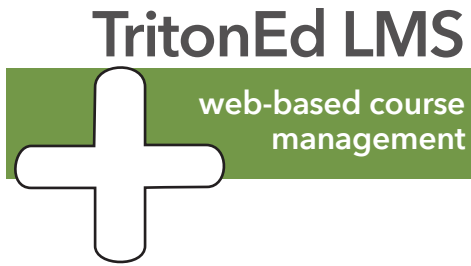
Create an audio recording of your lectures with the option of including visuals from your computer or the room's document camera. General assignment classrooms are equipped to record and upload podcasts for immediate playback through a web browser or playback device.

Visit [podcast.ucsd.edu](http://podcast.ucsd.edu) to access current course podcasts and find information about podcasting your course.

Access popular University-licensed software on a personal computer anywhere there is a broadband Internet connection. Visit [GoVirtual.ucsd.edu](http://GoVirtual.ucsd.edu).



Track course information, materials, assignments, and grades on the campus learning management system. Visit [TritonEd.ucsd.edu](http://TritonEd.ucsd.edu).



Submit a Course Information (CInfo) request to supplement your course with computer lab time, access to specialty

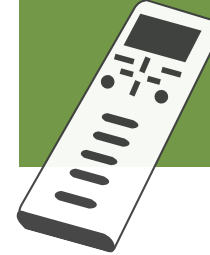
software, additional data storage, or the use of media in course assignments. Visit [cinfo.ucsd.edu](http://cinfo.ucsd.edu) for more information and to make a request.

## Instructional Computing for Courses



Request new hardware and software, facility modifications, and instructional resources that are not already available with an Instructional Computing Plan. Departments submit proposals in February for the following academic year. Visit [instructionaltech.ucsd.edu](http://instructionaltech.ucsd.edu) for more.

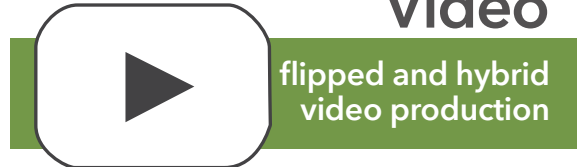
## i>clicker



instant feedback and student involvement

Assess student comprehension through personal clicker units that allow students to instantly transmit responses to your questions. The no-cost service includes setup help and training. Visit [clickers.ucsd.edu](http://clickers.ucsd.edu).

## Instructional Video



Supplement your course materials with video. Achieve professional results with video techniques like green screen and the unique Learning Glass recording system. Professional scripting, video editing, and captioning services are included. Contact Educational Technology Integration to set up a consultation at [eti@ucsd.edu](mailto:eti@ucsd.edu).

## Learning Glass



unique, effective video technology

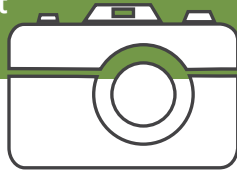
Create instructional videos using an award-winning technology that records instructor lessons and notations through a glass board. The result is a more natural delivery of lesson concepts that increases student engagement. Visit [instructionaltech.ucsd.edu](http://instructionaltech.ucsd.edu).

# Additional Services

Provide your students with access to the cameras and video production equipment they need to complete assignments. Media professionals are also available to help instructors integrate video into course assignments. Visit [medialab.ucsd.edu](http://medialab.ucsd.edu).

## Media & Video Assignment Support

equipment and support for course assignments



## Campus Technology Advisors

Digital Technology Resource Advisors (DTRAs) are facilitators who help you navigate the complex IT environment to find the technology and resources you need for research and instruction. They can help you with private and public cloud solutions, storage and management of research data, high-speed network connections, and more.

DTRAs also offer hands-on integration support for demos and proof-of-concept to show your ideas to granting agencies. Services are provided free of charge by IT Services Research IT. Visit [research-it.ucsd.edu](http://research-it.ucsd.edu) for information.

## Events Support

Rent sound systems, request an event photographer, set up live video streaming, or record conferences, guest speakers, and other special events for video. Visit [mediaservices.ucsd.edu](http://mediaservices.ucsd.edu).

## Audiovisual Systems Design & Installation

Department conference and classroom systems are individually designed by UC San Diego AV design professionals to work for your space. Visit [acms.ucsd.edu/AVDesign](http://acms.ucsd.edu/AVDesign).