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The SEHD Tech Team serves as your primary point of contact for the acquisition, installation, or repair of ANY/ALL technology and equipment housed within the SEHD. The team is your liaison with the University Office of Information Technology (OIT), CU Online, facilities, vendors, and partners connecting with SEHD systems. We consult and assist with digital teaching & learning; web & media services; employee computing & printing; and related support services.

Getting Help

Send all requests to SEHDHELP@UCDENVER.EDU, call 303-315-6350 or come see us in LSC724. Sorry, no house-calls. We cannot help with personal property (home computers, networks, or equipment) or university property that is not on-site.

Equipment Checkout sehdhelp@ucdenver.edu

You may check-out data projectors, tablets, web-cams, and audio/video equipment for conferences or special-events. Checkout timeframes are generally short-term (1 - 2 weeks).

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Technology Purchasing & Selection

All technology derived via employment at the university, is property of the university. This includes items purchased with professional development (PD) funds, grant funds or contracts with external funding sources.

* All technology purchases must be approved and made via the SEHD Tech Team.
* All technology purchases are considered university property and will be inventoried, tagged, updated, tracked and returned to the university upon request.
* No more than 3 computing devices (desktops/laptops/tablets) may be attributed to one individual in the tech inventory.
* Technology for the home office is not supported or funded. Mobile technology may be supported and funded. No to home printers, scanners, monitors, etc. Yes to tablets, laptops, cameras, etc.
* Use of any university technology is mandated to follow appropriate-use as defined by law and university policy.

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Employee Computing

Full time employees are provided a baseline computer and software setup at the point of hire with options for Mac or Windows; desktop or laptop with an SEHD investment at the going-market-rate. The university maintains formal agreements with hardware/software vendors as well as specific hardware/software configurations that guide technology purchasing and selection. Costs or configurations that exceed the going-market-rate can be accommodated with program/department/PD funds and approval from the employee’s program/department.

Employee computers are on a replacement cycle of approximately 4 years, as resources allow. Costs or configurations that exceed the going-market-rate can be accommodated with program/department/PD funds and approval from the employee’s program/department. Additional devices purchased with professional development funds, program funds, grant monies, or other sources outside of the SEHD Tech Team are not on the replacement cycle. ** **

Desktop computers are required to remain on-site within the SEHD. If you need to be mobile, request a laptop. The SEHD Tech Team will work with employees and programs on exceptions, configurations,

peripherals, adaptations, funding, installation, and etc.

Printing

Network copiers/printers are provided in common areas throughout the SEHD. You must use a program-code to make copies - charges will be billed to your program. Repair and supplies are provided for network copier/printers; this is a shared resources, please consume responsibly. We do not provide supplies or direct support for personal/office printers, but will assist with contracting repairs at the program's cost.

Smart Rooms

All classrooms and conference rooms have standard smart room components, including a data projector, computer, and laptop input (minimum). Additional equipment is available in some rooms or available for check-out. Use your University username/pass to login to smart room computers.

* Classrooms (LSC600, LSC648, LSC700, LSC745, LSC1150)
* Conference Rooms (LSC620, LSC1148)
* Counseling Lab (CPCE - Tivoli)
* Open Computer Lab (7th Floor)
* Student Workroom (LSC703)
* Student Workroom (LSC708)
* Community Room (LSC710)
* Learning Studio (pending – LSC 1100)
* Mobile Lab (laptop cart)

Web & Media Services

We provide consulting, development, and hosting of a variety of platforms via the university as well as systems custom to the SEHD.

* SEHD Website (SharePoint/Sitefinity) http://www.ucdenver.edu/education
* SEHD Signage (WordPress/RiseVision) [http://bit.ly/2vDwBzV http://bit.ly/2vDwBzV%5D%C2%A0;

    - *Digital signage is currently located in the 7th floor lobby to the Learning Commons.*

* SEHD IMPACT (WordPress) http://bit.ly/2vDtYOC

    - *The IMPACT is an employee newsletter and website for the SEHD. It includes news, guides, forms, and celebrations within the SEHD community.*

* SEHD SOURCE (Bepress) http://source.ucdenver.edu

    - *The SOURCE is a research repository that houses faculty profiles, publications and related materials. It serves as an information portal about SEHD Faculty and their public works.*

* SEHD VIDEO (Wistia) https://sehd.wistia.com

    - *Wistia is a video streaming service for courses, projects and teams.*

* Formstack (Forms & Data Management) http://bit.ly/2vDCrBb

- *Formstack is a web form and workflow platform for securely collecting and processing data. //*
  ** Qualtrics (Online Surveys) http://ucdenver.qualtrics.com*
  ** //Qualtrics is an online survey tool similar to Formstack. //*
  ** Canvas http://ucdenver.instructure.com*
  ** //Canvas is the University's online and blended learning platform. Courses and accounts are automatically created in Canvas for all courses, faculty, and students formally listed in the University class schedule via CU-SIS.*

* Voicethread http://www.voicethread.com

- *Voicethread runs in or out of Canvas and allows class discussion using video, audio, graphics, or text.*

* WordPress Multisite

- *SEHD hosts a number of micro-sites and project-sites using WordPress.*

* Zoom (Web Video Conferencing) http://ucdenver.zoom.us

- *Zoom runs in or out of Canvas. All employees and students are allocated a Zoom Pro account, which allows for web based video conferencing with up to 20 participants at one time.*

Network Storage

File storage for workgroups and teams is available via the P:\ or Q:\ or T:\ drives from any SEHD computer. Files stored here are (a) backed up each weeknight; thus they can be recovered; (b) accessible from any SEHD computer; and © virus-scanned regularly. Files not stored here have less "technical-calamity" insurance.

* P drive Your personal file storage (10GB limit)
* Q drive SEHD shared file storage
* T drive Grants & projects shared file storage
* SEHD Share Cloud storage & off-campus collaboration

** Additional Tools & Resources**

* University Username/Password Reset https://myaccount.ucdenver.edu
* UCD Access: Employee Portal https://goo.gl/o8odQA
* MS Office 365 http://bit.ly/cu-msoffice
* MS Outlook: Email/Calendars http://bit.ly/cu-email
* MS Outlook Web Access https://webmail.ucdenver.edu
* Mobile Device Support http://bit.ly/2trDE2c
* Voicemail/Unified Messaging http://bit.ly/cu-voicemail

- *Unified messaging will send voicemail messages to your email account. On campus, call 5-6245. Off campus, call 303-315-6245. When you hear the greeting, hit the * key. You will be asked to enter your ID and password.*

* Remote Access (VPN) http://bit.ly/cu-vpn

- *A Virtual Private Network (VPN) is a network connection allows you to access resources such as email, network storage, etc., from outside the University network (off-campus). ** **

Exceptions

Unique circumstances sometimes present exceptions to policies & procedures. Submit exception requests to the Assistant Dean of Information and Academic Technology (brad.hinson@ucdenver.edu) with your respective Associate Dean or supervisor cc'd.

From:
https://wiki.cu.studio/ - **SEHD Wiki**

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Last update: **2020/02/04 23:05**