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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 sehhelp@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).

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](#).

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.

Facilities

All classrooms and conference rooms have standard smart room components, including a data projector, computer, cameras, 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 (LSC 1100)
- Mobile Lab (laptop cart)

Technology Infrastructure & Services

We provide support, service, and training on SEHD & CU systems.

SEHD Systems

- Cloudrion/Blogs <https://cloudrion.io/> (WordPress, Ghost, etc.)
- GoReact <https://get.goreact.com/> (Video Discussion/Coaching)
- Hypothes.is <https://web.hypothes.is/> (Collaborative Reading/Discussion)
- SEHD Website <http://www.ucdenver.edu/education>
- SEHD Digital Signage
- SEHD IMPACT <http://bit.ly/2vDtYOC> (Employee Newsletter)
- Slack <https://slack.com/> (Team Collaboration)
- ShareFile <https://sehd.sharefile.com/> (File Storage/Sharing)
- Wistia <https://sehd.wistia.com> (Video Streaming)

CU Systems

- Camtasia <https://www.techsmith.com/video-editor.html> (Screen Recording / Presentation)
- Canvas <http://ucdenver.instructure.com> (Online for-credit classes - Learning Management System)
- Canvas Open <https://cuonlineopen.instructure.com/> (Online non-credit classes - Learning Management System)
- Formstack <http://bit.ly/2vDCrBb> (Forms & Data Management)

- Identity/Accounts: Username/Password Reset <https://myaccount.ucdenver.edu>
- MS Office 365 <http://bit.ly/cu-msoffice>
- MS Outlook: Email/Calendars <http://bit.ly/cu-email>
- MS OneDrive <https://olucdenver-my.sharepoint.com/> (File Storage/Sharing)
- Qualtrics <http://ucdenver.qualtrics.com> (Online Surveys)
- Remote Access (VPN) <http://bit.ly/cu-vpn>
- Techsmith Relay <https://ucdenver.techsmithrelay.com/> (Video Storage / Discussion / Sharing)
- UCD Access: Employee Portal <https://goo.gl/o8odQA>
- Voicemail/Unified Messaging <http://bit.ly/cu-voicemail>
- Zoom <https://ucdenver.zoom.us/> (Web Video Conferencing)

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

Exceptions

Unique circumstances sometimes present exceptions to policies & procedures. Submit exception requests to the Assistant Dean of Digital Learning & 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: **2020/04/18 18:26**

