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Technology & Learning

The Technology & Learning team provides service and support for Information Technology (IT) as well as digital teaching & learning.

The team coordinates the acquisition, installation, or repair of ANY/ALL technology and equipment housed within the SEHD. The team is a liaison with the University Office of Information Technology (OIT), CU Facilities, and respective vendors/partners needing to integrate with SEHD systems. Our IT service areas include web development, data management/security, facility design/maintenance, employee computing/printing, student computing/printing and related support services. We operate **SEHDHELP@UCDENVER.EDU** to track and process all of your tech needs - drop us a line if you have tech questions, problems, or requests.

We also assists with digital teaching and learning in the SEHD. We consult on the development of accessible online learning materials such as Canvas courses and media production. We lead and coordinate student assistants via the **Learning Agency** - a for-hire learning design and technology student-team. The **Agency** is as an extension of the SEHD's Learning Design & Technology MA program.

Technology & Learning Team

- Brad Hinson, Director
- Matt Mitchell, Web & Data Services
- Dan Aldrich, User Computing & Classroom Technology
- Rosanna Miiller-Salas, Instructional Design, Learning Agency, & Accessibility
- Paul Zastrocky, IT Support & Instructional Support Services

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Technology Support Services

Help and/or Training

Send 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

Faculty 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

- All technology purchases must be approved and processed 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.
- Use of any university technology is mandated to follow appropriate-use as defined by law and

university policy.

Employee Computing

Full-time/permanent employees are provided a baseline computer and software setup at the point of hire. Employees may opt for a Mac or Windows laptop within a budget allowance of $1800. This allocation may also purchase an external monitor and/or laptop dock. Costs or configurations that exceed the $1800 allowance can be accommodated with program/department/PD funds and approval from the employee's program/department. We cover the first $1800, you cover the rest.

Employee computers are replaced every 4 years, as resources allow. Additional devices purchased with professional development funds, program funds, grant monies, or other sources outside of the SEHD Technology & Learning team are not on our replacement cycle.

Laptop computers are preferred over desktop computers, for mobility and use in BYOD facilities. BYOD = Bring Your Own Device - classrooms/meeting rooms in which no computer is provided - plugin your laptop to use the room.

Employee Printing

Network copiers/printers are located on each floor of the SEHD. Printing and copying are billed to your program. You will be provided a program-code upon hire to use copiers/printers. We do not provide supplies or direct support for personal/office printers.

Network Storage

- **Individuals** - Each CU employee is allocated 1 Terabyte (TB) of secure, personal storage via **Microsoft OneDrive** . This is not a shared space - only the employee has access.
- **Workgroups** - Teams may use **Microsoft Teams** for collaboration, coordination, and file storage. Each Team has a respective file repository (upper-middle tab).
- **File Share** (discontinued) - File storage for workgroups via the Q:\ or T:\ drives on SEHD computers is still active, but is phasing out. Microsoft Teams is the preferred and supported platform going forward. These drives contain an abundance of historical files - which will be slowly archived and transitioned to MS Teams going forward.

Student Computing & Printing

- 12 Student computers are available in the Lawrence Street Center (LSC) Student Commons (Mac & PC),
- 12 Student computers are available in the Counseling Clinic, Tivoli (PC).
- 20 laptops are available as a mobile-lab (PC) - faculty request.
- All tuition-paying students receive $35 per semester for printing, scanning, and copying needs. All SEHD students receive an additional $35 per semester for printing, scanning, and copying. Balances do not carry over from semester to semester. Students may print from any computer lab on campus, including in the LSC Student Commons and the Counseling Lab.
- 2 student workrooms/study rooms with flatscreen TVs are available in the LSC Student Commons.

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)

Systems

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

SEHD Systems

- Cloudron/Blogs https://cloudron.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)
- SEHD Wiki https://wiki.cu.studio/ (Employee Docs/Guides)
- 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)

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.

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