CONTACTS

INSTRUCTIONAL TECHNOLOGY and TRAINING (ITT): 422-2223
Lower Level of Gleeson Library
[ itt@usfca.edu ]

INSTRUCTIONAL DESIGN: 422-6668
McLaren 100
101 Howard, Suite 400
[ itshelp@usfca.edu ]

CLASSROOM TECHNOLOGY: 422-6668
Lower Level of Gleeson Library
[ itshelp@usfca.edu ]

ITS HELP DESK: 422-6668
Lone Mountain North Second Floor
McLaren 100
Gleeson Library Main Floor
[ itshelp@usfca.edu ]

MEDIA SERVICES: 422-2003
Lone Mountain Garden Room
[ mediaservices@usfca.edu ]
Dear USF Faculty,

This reference guide has been developed to assist you with accessing and utilizing USF’s educational technology support services. This guide includes important contact information, resources, and tips to aid in your success as an instructor at USF. We hope that you will utilize the many learning technologies that are available to you and to feel free to contact us if you require additional training and support while in the classroom or online.

Thank you for allowing us to be part of your teaching experience.

David Kirmse, Associate VP and Director  
Educational Technology Services  
dkirmse@usfca.edu

John Bansavich, Director  
Instructional Technology and Training  
bansavich@usfca.edu

Susan Zolezzi, Associate Director  
Instructional Design  
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Learning Spaces and Media Services  
montagna@usfca.edu
Our Smart Classrooms are equipped with a high-end display, audio speakers, and cables that allow presenters to connect their own laptops and mobile devices. Many Smart Classrooms also include a permanently installed Mac computer that allow presenters to choose between the Windows or Mac operating systems.

**To Connect your Own Laptop** - Please bring your own Mac or HDMI adapter.

**To Request a Classroom** - Please contact your Program Assistant.

**Keys to USF’s Smart Classrooms** - Keys are available at the Help Desk locations at Lone Mountain North 2nd Floor, McLaren 100, and at the Gleeson Library. Please know your classroom building and room number when picking up keys. Hours for all locations are available at [https://myusf.usfca.edu/its/hours-locations](https://myusf.usfca.edu/its/hours-locations).

**Quick Start Guides** available at [http://myusf.usfca.edu/services/classroom-technology](http://myusf.usfca.edu/services/classroom-technology)

**Need Technology Help?** - Please contact the ITS Help Desk at 415-422-6668.
CLASSROOM PROJECTORS

Connecting Laptops and iPads to Projectors in the Smart Classrooms

LCD projectors on campus have a VGA cable available to connect to a laptop and digital classrooms now offer HDMI. To connect your Mac laptop, PC laptop, or iPad, you may need to bring a video adapter to make the connection.
General-purpose computer labs are located in five locations on main campus. Color and/or B&W printers are available in all ITS Labs. Regular semester lab hours are:

**Cowell Hall (CO 214/216)**
Open Mon-Sun 8:00am-8:00pm when no class is in session.

**Gleeson Library**
Open Sun 12:00pm - Fri 8:00pm; Sat 10:00am-8:00pm (Call 422-2660 for library hour changes.)

**Lone Mountain Rossi**
Open 24/7 when no class is in session. Closed Mon-Fri 5:30pm-9:00pm.

**UC 3rd Floor Parina Lounge Collaboration lab**
Open 24/7 when no class is in session.

**Malloy Hall Room 101/102 (School of Management 1st Floor)**
Open 24/7 for BPS Faculty & Staff when no class is in session.
Open Mon-Sun 8:00am-8:00pm for students.

For details on Computer Labs, Updated Hours or to Reserve Labs
Visit [http://myusf.usfca.edu/services/computer-labs]
The Help Desk is staffed by certified Client Support Specialists, as well as trained student employees. You can contact the Help Desk by phone at 415-422-6668, or via e-mail [its.help@usfca.edu].

You can also create a service ticket or look for answers to questions 24 hours a day with USF Support, our online support tool. Simply submit your help request online at [http://support.usfca.edu] or click the USF Support link in myUSF under Fav Apps.

ITS Help Desk provides services on USF Accounts, USF Wireless, Email, Calendar, Canvas, Self-Service, desktop computing, telephone and voicemail, and desktop security.

Spring/Fall HOURS
[http://help.usfca.edu]

Monday-Friday: 7:30am-5:00pm Lone Mountain North
Monday-Friday: 7:30am-5:00pm Malloy Hall Courtyard
Monday-Thursday: 8:00am-10:00pm Gleeson Library
Friday: 8:00am-8:00pm Gleeson Library
Saturday: 10:00am-6:00pm Gleeson Library
Sunday: 12:00pm-7:00pm Gleeson Library
ECHO360 is an automated lecture capture system that can record a classroom presentation, including audio and video, along with the lecture content that is displayed on the presenter’s computer. ITT offers training as well as access to a room with Echo360.

Recordings may be scheduled, as a one-time or repeating event, by completing an online form. An email will be sent with links to the streaming media, and can be automatically published to Canvas.

Many USF classrooms are currently equipped with lecture capture hardware. These are: ED 201, ED 010, LM 244A, LM 351, HR 127, CO 312, MH LL4, GL Library’s Electronic Classroom, all classrooms at Downtown Campus, and 5 classrooms in the Center of Science and Innovation.

To Record a Session, fill out the online request form: [ http://itsreservations.usfca.edu ]

For Details on Lecture Capture at USF: visit [ http://myusf.usfca.edu/services/lecture-capture ]
Personal Capture with ECHO 360

Instructors can request to use personal capture, which records presentations through software on the instructor’s computer rather than through classroom technology. This allows faculty to create presentations anywhere and at any time, as well as publish them to their Canvas course site. Personal Capture automatically records and publishes what is shown on the screen. It requires a built-in microphone or headset for the audio recording, and a webcam if the instructor would like to include a video of one’s self.

For details on Personal Capture at USF, contact the ITT: [itt@usfca.edu]
All USF community members can access Canvas though myUSF [http://myusf.usfca.edu] or directly at usfca.instructure.com.

Course sites are created automatically. Both appointed instructors and officially registered students are automatically enrolled in the course sites.
Canvas is a great place to:

- *Create engaging online content by uploading your own resources or by integrating third-party tools such as Google Docs and Youtube.*

- *Efficiently communicate with students through the announcement, notification and inbox tools.*

- *Build a collaborative learning environment with discussion boards, student grouping and scheduling tools.*

- *Easily assess student learning with online quizzes, online surveys, and online assignments.*

**Canvas Site** - Visit the Canvas resource page for more information. [https://myusf.usfca.edu/its/ets/canvas-new]
USF’s Media Production Services provides video and audio recording for classes and events, media format conversion and duplication, online video streaming, linking media to Canvas or web pages, and live event streaming.

**Audio and Video Recording** - Recordings are arranged in advance by reservation and are scheduled on a first-come, first-served basis. Requests must be submitted a minimum of one week in advance. To submit your request, please log into [https://ems.usfca.edu/virtualems/] and please be sure to provide all requested information.

**Video streaming** - Any video to which you own the digital rights or have obtained the permission of its participants may be streamed via USF’s streaming server.

Video can be streamed and embedded into a web page, onto YouTube, or linked to a private Canvas course.
**Media Transfers** - If you have media on VHS that you wish to show in a class and is unavailable on DVD, we will convert it to a single DVD copy for you. Media can also be converted to digital video files. All media conversions are by arrangement and can be initiated by contacting us to discuss your needs.

**Media Duplication** - We can make multiple DVD copies of media you own.

**Contact Us** - By phone at 422-2003 or email us at [mediaservices@usfca.edu] to discuss your project.
Instructional Technologies and Training (ITT) is located on the lower level of the Gleeson Library.

The training program is dedicated to providing USF faculty and staff with the necessary tools to increase their proficiency and understanding of technology in today’s classroom and office. ITT is the starting point for USF faculty and staff interested in improving their skills and effectiveness using computers and instructional technology. One-on-one and small classroom training is available.

Some of the ITT’s training program offerings include:

◊ New Faculty Tech Bootcamp ◊ Tech Talks at Lunch
◊ Faculty Tech Intensives ◊ Technology Certificate Program
◊ Faculty Innovation Awards ◊ Online Training Library
◊ Ed Tech Expo ◊ Peer2Peer Teaching with Tech

ITT’s Online Training Calendar and Registration: [ http://ets.usfca.edu ]
The Instructional Design team partners with USF faculty to enhance their courses and teaching using research-based best practices in course design, pedagogy and instructional technology. Our services and areas of expertise include:

◊ Technology-Enhanced Course Design
◊ Online/Hybrid Course Production
◊ Course Media Production
◊ Course Quality Reviews
◊ Professional Development and Support

For more information or to request a consultation with your School’s dedicated instructional designer, contact us through our website at: [http://ets.usfca.edu] or pop by our main office at McLaren 100 on main campus.
Safeguard your Personally Identifiable Information (PII)

PII includes your username, password, USF ID number, credit card info, authenticated sessions, etc. This information often represents you online and must be protected to ensure your identity is not compromised.

◊ University staff will never ask you for your password - do not share it with anyone
◊ Lock your workstation screen when you leave your desk
◊ Do not save PII within your web browser or to your computer

Information Security Awareness Training

Your help is essential in maintaining a mindful and safe cyber culture at USF. All employees and affiliates are required to complete the Information Security Awareness Basic Training course to assist you to recognize and apply safeguarding practices.

To learn more about these topics, please visit [http://infosec.usfca.edu].
Save hundreds or even thousands of dollars on personal electronics, software, services, and more through the ITS eStore. Take advantage of the USF discounts and start saving today.

Access deeply discounted software for Faculty via MyUSF > Fav Apps > select “personal Software Purchases” for Microsoft software and Adobe products.

Faculty can get hardware discounts through USF Perks: [https://usfca.corporateperks.com]
myUSF is the web portal to many of the available services for USF Faculty, Staff and Students. Login at [http://myusf.usfca.edu] to access employee and faculty information through Self Service Banner, DonsApps powered by Google, as well as Learning Technologies services like Canvas, USFblogs, and Lynda.com.

First login to myUSF [http://myusf.usfca.edu]
DonsApps is the suite of apps powered by Google providing Gmail, Calendar, Docs, Sites and Forms. Communicate using Email, manage and share documents with Docs and create your own web page with Sites. Access these apps through myUSF via the Fav Apps Menu.
Lynda.com is available free to faculty, staff and students as a robust web-based technology training service. Lynda.com provides hundreds of high-quality video tutorials ranging from Microsoft Office to Adobe design and media, SPSS, and more.

There is no need to request an account. Access Lynda.com through myUSF under the Fav Apps Menu or [http://www.lynda.com/portal/usf].
Poll Everywhere is a free alternative to iClicker and uses mobile devices (smart phones/tablets/laptops) to engage students in the classroom. Use Poll Everywhere to take classroom attendance, conduct quizzes, and sync poll results with the Canvas gradebook. Visit the Poll Everywhere website at [http://www.polleverywhere.com].

Contact [itt@usfca.edu] to request your USF Poll Everywhere license.
ePortfolios are web sites for faculty and students to showcase their work and ideas. They provide assessment of learning, discovery, progress, achievement and reflection. Self-enroll for an account by visiting [http://usfca.digication.com]. Click the Login link. To learn more about Digication, visit [https://myusf.usfca.edu/its/ets/digication-new]
Qualtrics is a platform for the development of robust and powerful surveys for both research and assessment. Select from over a dozen question-types and a variety of survey distribution options to maximize your response rate. You can view your results as they are collected in real-time using the highly effective reporting tools; and securely share your survey results with others. Data can be downloaded and easily imported into Excel or SPSS. Access Qualtrics via: [http://usfca.qualtrics.com]. To learn more about Qualtrics, visit [https://myusf.usfca.edu/its/ets/qualtrics].
USF Blogs provides a blog platform for USF faculty, staff and students to create websites and private or public discussion spaces to communicate and collaborate. USF Blogs uses the WordPress platform to create customizable web spaces. Access USF Blogs at [http://usfblogs.usfca.edu] to create an account and your blog. To learn more about USF Blogs, visit [https://myusf.usfca.edu/its/ets/usfblogs].
Zoom is a cloud-based conferencing solution that provides both video conferencing and screen share capabilities. Instructors can invite remote speakers to their classroom via Zoom and Zoom sessions can be recorded for later viewing. Access Zoom from [http://usfca.zoom.us/]. To learn more about how to use Zoom, visit [https://myusf.usfca.edu/its/ets/zoom-new].
The Academic Innovation Lab (located on the 2nd floor of the Gleeson Library) houses the university’s first 3D printer available for classroom use. 3D printing provides a technology for individuals to easily scan, design, and produce detailed custom 3D objects such as sculptural pieces, mechanical parts, and product prototypes. To learn more about 3D printing, visit [https://myusf.usfca.edu/its/ets/3d-new]
Turnitin is a resource that USF has licensed that is designed to help students avoid plagiarism and improper citation. The software encourages original writing and proper citation practices.

Turnitin is also integrated into Canvas so that students can submit their papers through your Canvas course site.

For instructions on how to enable Turnitin for your Canvas assignments, please reference the following page: [http://myusf.usfca.edu/its/ets/turnitin]
You Teach. We Provide the Tools.

Website: ets.usfca.edu
ets@usfca.edu
415.422.2223