



College of Education



Technology User Services Handbook

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Printable Electronic Copy at <http://coehelp.sdsu.edu/>

Technology User Services



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SDSU College of Education Technology User Services Handbook

Send updates and suggestions for changes
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COE Technology Infrastructure & Locations

Gregg Koyamatsu
koyamats@mail.sdsu.edu

Technology Coordination and Administration

Centered on the top floor of the North Education Building, the College of Education's technology infrastructure encompasses several facilities and provides networking and support services to other COE buildings. The heart of the infrastructure is the Technology Operations and Server Room (NE274) and the adjacent Instructional Media Lab (IML, NE275).

The *Technology Operations and Server Room* (NE274) houses the College's servers and specialized equipment as well as offices of Dr. Stephen Casmar and Gregg Koyamatsu.

Instructional Media Lab

The Instructional Media Lab (NE275) is open to all COE technology users--faculty, staff, and students. Lab manager Gregg Koyamatsu and the lab staff assist users with lab software and hardware. Available equipment includes Macintosh and PC computers, scanners, digital video equipment, and printers. Lab staff can be identified by their blue vests.

IML Hours

Monday-Thursday: 8:30 AM-9:45 PM

Friday: 8:30 AM-3:45 PM

Saturday: 9:00 AM-2:45 PM

IML Phone Number

(619) 594-6134

Learning Technology Labs (LTLs)

The College supports instruction with advanced multimedia and computer technologies for intensive hands-on instruction in its five Learning Technology Laboratories. Each LTL provides student computer workstations. With the exception of EQUAL, each LTL incorporates a video-data projector and an instructor station that houses a VCR and a Macintosh/Windows computer.

TTL Location and Facilities

- ✚ Macintosh Laboratory (NE271): 30 Macintosh computers
- ✚ Teaching Technology Lab (NE278A): 30 Macintosh computers
- ✚ Collaborative Learning Laboratory (NE272): 8 Windows computers; 1 Macintosh computer
- ✚ Distance Learning Laboratory (NE273): 8 Macintosh computers, video and audio conferencing and television production facility

SMART Classrooms

To integrate multimedia and computer technologies with lectures, presentations, or group activities, faculty can reserve one of SDSU's "SMART" classrooms. SMART (Shared Multimedia Access to Resources for Teaching) classrooms typically include advanced-technology presentation systems.

Each SMART classroom system includes an instructor station that incorporates Macintosh and PC computers; video/data projector; video recorder; CD/DVD player (in some rooms); and visual presenter for projecting transparencies, slides, print documents, and three-dimensional objects. SMART classrooms located in North Education include ED-110, NE-60, NE-71, NE-73, NE-85, NE-172, NE-173, NE-175, and BA-441. For more information, see <http://www-rohan.sdsu.edu/dept/its/resources/smartclassroom/index.html>

Technology Coaches' and Technician's Office

The technology technician is located in room 276. The technology coaches' office is in room NE276C. Coaches are available Monday thru Friday from 9 AM to 4 PM. See also *Getting Help*.

Instructional Technology Consultants' Offices

Dr. Stephen Casmar's office is located in room NE274.

Gregg Koyamatsu's office is located in room NE274.

Andrea Saltzman Martin's office is located in room BA346.

COE Technology Services & Resources

Stephen Casmar
Stephen.Casmar@sdsu.edu

SMART Classrooms

Most SMART classrooms have a large lectern that houses computers (both PC and Macintosh formats, with a VGA Cable and power available for laptops) and a VCR and CD/DVD player as well as a visual presentation device controlled by a touch pad that also controls the overhead video projector. Most or all of the instructions on “How To” are located on the lectern’s access door. To gain access to the lectern, contact Lisa McCully at 594-1427. You will need a current State ID to check out a key.

For one time use, you can call to have the lectern opened, but you must then also call *after* your session to have the lectern locked. To use the NE-71 SMART classroom, you will need to have the room key and a swipe card (the lab has a security system tied into Public Safety x4-1991). Contact Lisa McCully at x4-1427 (lmccully@mail.sdsu.edu) to check out a key and swipe card for the semester you are teaching in the lab.

Below is a list of COE SMART classrooms. Make reservations through Lisa McCully (lmccully@mail.sdsu.edu) 594-1427.

- ✚ Ed-110
- ✚ NE-60
- ✚ NE-71: Combines the functions of a technology lab (with student workstations) and a SMART classroom. To access this lab, obtain a security swipe card and a key. This lab has Macintosh computers and a lectern that requires a key.
- ✚ NE-73 (science and math education)
- ✚ NE-85
- ✚ NE-172
- ✚ NE-173
- ✚ NE-175
- ✚ BA-441

Training for Faculty Using SMART classrooms

[Instructional Technology Services](http://its.sdsu.edu/resources/smartclassroom/workshops.html) offers Workshops on how to use the equipment in the SMART classrooms; their schedule is available online at <http://its.sdsu.edu/resources/smartclassroom/workshops.html>.

Additional Training for Faculty Using SMART classrooms

If you need additional training on how to use the equipment in the SMART classrooms, contact Neal Fogelhut, neal.fogelhut@sdsu.edu 594-7400.

SMART Classroom Support

For SMART classroom support contact the Coaches at 594-7414. Additionally you can get in touch with Neal Fogelhut (neal.fogelhut@sdsu.edu) for additional training, general questions, or emergencies. After-hours support is available by phone at 594-6435 (4pm to 9:40pm).

Software Consulting

Technology coaches will help with software problems or training. If you need help in mastering new software or if your software is not functioning, enter a service request.

Hardware Consulting

Technology coaches help with hardware problems or training. If you need help in mastering new hardware, or if your hardware is not functioning, enter a service request.

Web Consulting

Technology coaches help staff with web development and training. If you need help creating a web page or using browser software, enter a service request. See *Getting Help* and *Getting Training*.

Websites and Online Courses

To create and/or host a website on the College's server, contact Gregg Koyamatsu (4-0751 or Koyamats@mail.sdsu.edu). If you wish to use Macromedia Contribute for your website, please contact Stephen Casmar (4-6193 or Stephen.Casmar@sdsu.edu). If you are new to web development and want to develop an online course, you can set up a site using [Blackboard](#). Please visit the Blackboard Workshop Schedule for workshops on how to use Blackboard at: <http://www-rohan.sdsu.edu/dept/its/blackboard/instructor/training/wsschedule.html>. For blended, hybrid and online course design, development, and delivery support, contact Andrea Saltzman Martin (4-0943 or saltzman@mail.sdsu.edu).

Networking

Telecommunications and Network Services (TNS) manage the overall SDSU computer network. If you have a network problem, please submit a work order to the COE Help Desk. The technician will determine the source of your problem and submit a TNS work order if appropriate.

Special Projects

While the coaches are knowledgeable in many areas, in some situations they may pass your case to one of the professional staff in the College. Due to the volume of calls, they cannot spend a great deal of time tutoring or developing solutions for faculty and staff. If you need substantial training, see *Getting Training*.

COE Technology User Services

Gregg Koyamatsu
koyamats@mail.sdsu.edu

The College's Technology User Services (TUS) provides consultation and technical assistance to faculty, staff, and students as they use computing and other electronic technologies. A brief description of TUS personnel follows; for additional detail, see *Technology User Services Organization, Detailed Description of Responsibilities*.

Following descriptions summarize the support roles of key TUS personnel.

IT Consultant, Developer, and Help Desk Administrator Dr. Stephen Casmar

Stephen represents the College or Education on most University committees, completes RFIs from the Chancellor's Office and purchases instructional technology equipment. As Developer, he assists departments with the development of technology based materials and websites. As Help Desk Administrator, he oversees support of faculty and staff as they employ technology on a daily basis and as they integrate technology into teaching, service, and research responsibilities.

Technician Neal Fogelhut

Neal consults on hardware and software purchases, advises on facility design and implementation, and maintains or coordinates service involving College computer and video hardware.

Faculty Coordinator

Dr. Bob Hoffman, Associate Professor of Educational Technology

Bob oversees operations of the College technology support staff and facilities and serves as liaison with the Dean's Office.

Database Administrator/ Database Consultant

Sandra Kahn

Database administrator and consultant Sandy Kahn works primarily out of the College of Education Dean's Office, often in concert with Gregg Koyamatsu, the server manager. She designs, develops and maintains a number of databases that support College functions such as recruitment, enrollment management, credentials processing, and institutional research and reports.

Lab Manager and Server Manager

Gregg Koyamatsu

As lab manager, Greg and a team of graduate assistants purchase, build, organize, install, maintain, schedule, and otherwise manage the College's six Learning Technology Labs. The College currently maintains over 200 Macintosh and Windows computers in addition to more than 150 faculty and staff computers.

As manager of the College's servers, Greg works behind the scenes to create and manage the machines and networks that support the college's websites, instructional computers, faculty computers, and administrative databases. He is responsible for ensuring the reliability and availability of the College's computer systems.

Instructional Designer

Andrea Saltzman Martin

Andrea supports faculty in the design, development, implementation and evaluation of blended, hybrid and online course delivery methods.

Coaches

Dr. Stephen Casmar hires graduate students in Educational Technology to assist COE faculty and staff with technology (especially computer and other electronic technology) needs. The coaches serve as consultants to faculty on how to help students learn about and with technology. Coaches also assist faculty and staff in becoming more knowledgeable and skilled in using educational technology and personal productivity software. Secondly, these coaches troubleshoot hardware, software, and network problems and assist with equipment installations. See also *Getting Help*.

Technology User Services Committee (TUSC)

The Technology User Services Committee advises Technology User Support Services personnel on planning and operations and includes the TUS personnel listed above plus Margie Kitano, Associate Dean and Lisa McCully, Manager, COE Operational Budget & Support.

Equipment Checkout

Neal Fogelhut
neal.fogelhut@sdsu.edu

Faculty and staff can check out a wide variety of equipment through [Instructional Technology Services \(ITS\)](#). Equipment reservations through ITS (4-5261, located in Adams Humanities Room AH-1104) require a current SDSU ID. You can reserve computers and various types of audio and video equipment. ITS also maintains an inventory of equipment based on “older technologies” including overhead projectors, slide projectors, film projectors, opaque projectors, audiotape, records, and video recorders in all type of formats. Students may not check out equipment through ITS.

Some College of Education departments also maintain inventories of equipment for faculty use. Check with your department coordinator on arrangements for using this equipment.

Faculty, staff, and students can reserve equipment for use in the College of Education’s Instructional Media Lab by calling ahead or coming to the Instructional Media Labs in North Education 275. You can reserve the equipment for specific dates and times. However, equipment cannot be removed from the lab.

Equipment, General Support

Stephen Casmar
Stephen.Casmar@sdsu.edu

COE Offices and Facilities (SDSU Campus)

Technology User Services (TUS) personnel only services computers or peripherals belonging to San Diego State University or the SDSU Foundation, identified with a State or Foundation sticker.

State-owned (SDSU) Equipment (Non-Foundation)

TUS provides service for state owned COE equipment when such repairs will benefit the College and as resources are available. There is no charge for labor, but parts must be charged to an authorized account (see your department coordinator). If you need service, please contact the Help Desk.

Foundation Equipment

If your Foundation equipment needs service, you can take equipment to a repair facility of your choice or request the COE Technology User Services (TUS) to service your machine. State-owned machines receive higher priority for service than foundation machines. For further information on Foundation services, please contact your project administrator at the Foundation or Marilyn Bredvold, 594-2892/2273 (mbredvol@mail.sdsu.edu).

The Technology User Services Committee strongly encourages all faculty and administrators to purchase a maintenance and repair contract at the time they order new equipment as this often is more effective than relying on COE's limited repair resources.

Off-Campus Support

COE Technology Support Staff cannot service equipment unless it is located at a COE-associated venue or site.

State-Owned (SDSU) Equipment (Non-Foundation)

For off-site support, call Neal Fogelhut at 4-7400 (neal.fogelhut@sdsu.edu) to schedule a service time. Service is usually provided within five business days¹.

Foundation Equipment Off-site

If your off-site Foundation equipment needs service, there are two alternatives. You can take equipment to a repair facility of your choice or bring your equipment to the COE's repair facility in North Education 276.

Service Priority

The TUS service priority is: on-site state machines, off-site state machines, on-site foundation machines and finally off-site foundation machines.

Home Support for COE Equipment

For service on a new, college-owned machine located at your home, call for telephone support (4-7414) or bring the equipment to NE276. The technician and COE technology coaches do not make house calls and they will not service an older equipment item if that item has been replaced with a newer item.

¹ Technicians cannot service networks not controlled by the College of Education and connecting your computer to such a network may require the intervention of a network engineer at your particular site.

Equipment, Instructional, Acquisition of

Gregg Koyamatsu
koyamats@mail.sdsu.edu

Submitting a New Request

The College submits a request for funding for new instructional equipment (not including faculty and staff workstations) each spring. Any faculty or staff member can submit a request for the purchase of new instructional equipment. To submit a request for new equipment, go to <http://edweb.sdsu.edu/IER/> and click *Request New Equipment* link. Edit or delete your request by clicking *Edit or Delete a Request*.

Processing a New Request

The procedure for processing requests is as follows:

1. Each department chair comments on requests from her/his department's faculty and staff.
2. Technology User Services researches the request to determine availability, cost, compatibility, etc.
3. If appropriate, TUS follows up with the requester for additional information or consultation.
4. All requests are evaluated and rated, based on:
 - the Department Technology Plan;
 - current inventory needs;
 - chairs' comments.
5. TUS submits the rated list of requests to the relevant department chair for final review.
6. The list is forwarded to the Dean's Office for final review and decisions.

Receiving New Equipment

When equipment is received from the campus shipping department, we use the following procedure:

1. The Help Desk manager identifies who the equipment belongs to and matches the item to the purchase request.

2. The inventory manager inventories the new equipment and completes the warranty information.
3. In the case of a computer, the help desk loads and configures it.
4. The equipment is delivered to the end user.

Equipment Maintenance & Repair

Neal Fogelhut
neal.fogelhut@sdsu.edu

Service for SMART classrooms

You can contact the Coaches for SMART classroom support between 9:00am-4:00pm. You can also get in touch with Neal Fogelhut (7:30am-3:00pm) at 594-7400 (neal.fogelhut@sdsu.edu) for additional training, general questions, or emergencies.

Service for Damaged State-Owned Equipment

During the warranty period, we will assist you as best we can to get equipment serviced under warranty. Contact the COE Help Desk 4-7414 to have your equipment evaluated. If we need to send out a computer for repair, we will package, ship, and receive the equipment. You will need to arrange to pay for the shipping fee and all charges not covered by the warranty.

If you or your department damage State-owned equipment beyond repair, you or the department may be responsible for purchasing an appropriate replacement.

Service & Replacement of Non-State Equipment

You will be required to purchase all parts required to repair non-state Foundation equipment. We will give you all the assistance we can in obtaining the best prices for equipment replacements.

Contact the COE Help Desk at 4-7414 (coehelp@sdsu.edu).

Personal Equipment

At this time, the College does not have enough staff to troubleshoot or service personal equipment. Some problems may be resolved using telephone support available at 4-7414.

Unused Equipment

Please return any unused equipment to the Instructional Media Lab (NE275) so that others can use it. This will allow the College to make better use of its limited technology budget. You can also call the Help Desk to retrieve unused equipment (4-7414; coehelp@sdsu.edu).

Equipment Support, Learning Technology Labs

Gregg Koyamatsu
koyamats@mail.sdsu.edu

Technology labs are designed to support direct engagement with tools and technologies by individual students or small groups. Located on the top floor of North Education, these labs include NE271, NE272, NE273, NE278A, and NE276. TUS staff operating out of the Instructional Media Lab (IML) in NE275 provides direct support for instructors using LTLs weekdays, most evenings and most of Saturdays.

Typically this support includes troubleshooting lab equipment such as projectors, videotape players, and computers. Make your request for assistance directly to a staff person in NE275. You can identify support staff by their blue vests.

You can arrange support for technology use in all other classrooms by calling the help desk at 594-7414.

Getting Help

Stephen Casmar
Stephen.Casmar@sdsu.edu

Gregg Koyamatsu
koyamats@mail.sdsu.edu

Contacting the COE Technology Coaches

The Technology Coaches are here to help you. Here's how to obtain their assistance.

✚ Go to <http://coehelp.sdsu.edu> and follow the COE Service Request link.

Entering your request this way is the most efficient way to report a problem and get help. The web-form transfers your request directly into our database automatically. The coaches and other TUS staff schedule their work continuously from this database. You may view the COE help desk queue by logging into your help desk account at <http://coehelp.sdsu.edu>

Although less efficient you may also contact us by...

✚ E-mail: coehelp@sdsu.edu

✚ Phone: 4-7414

✚ In-person: NE276

Triage

Triage: What is It?

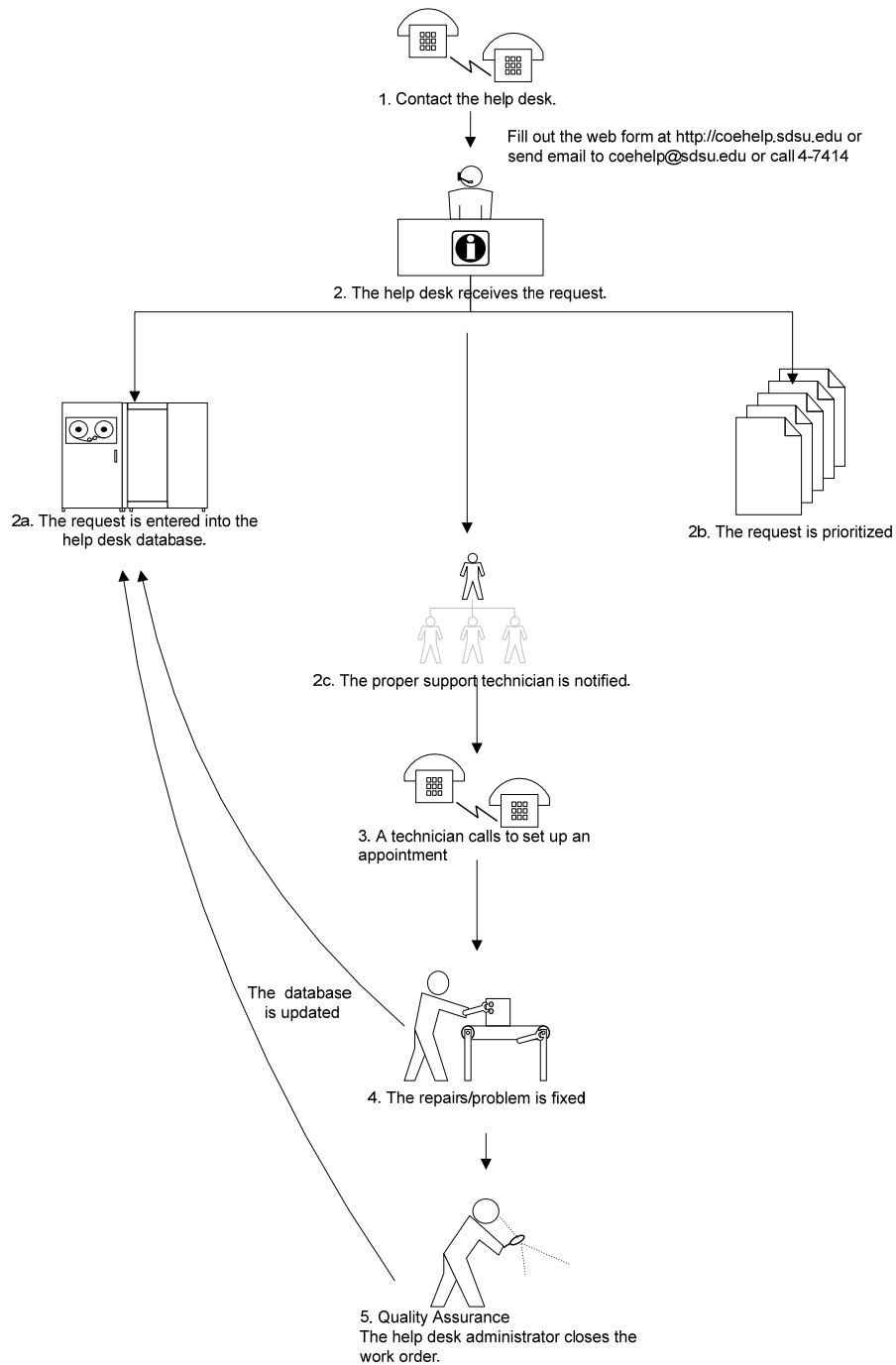
We use a triage system to allocate scarce resources, including technical support, to those likely to derive the greatest benefit from those resources. We generally consider the following factors when making triage decisions:

- ✚ length of time needed to solve the problem;
- ✚ number of people affected by the problem;
- ✚ consequences of having to wait for help;
- ✚ likelihood that we will complete the service successfully.

A database helps facilitate tracking and prioritizing of faculty and staff requests. Once entered into the database, we triage the request in the following order:

1. Classrooms with classes in session
2. Networks
3. Faculty Computers and Printers
4. Staff Computers and Printers
5. Training
6. Hardware and Software Installation

The diagram on the next page illustrates the help-desk support process.



Special Project Requests

If you would like help with a special project, please check with Stephen Casmar (4-6193 or Stephen.Casmar@sdsu.edu) before asking the coaches. Stephen will help you identify and define your project needs, allocate coaching personnel, and schedule them so that your project does not interfere with the needs of other faculty and staff.

Getting Training

Stephen Casmar
Stephen.Casmar@sdsu.edu

Due to heavy demand, the Help Desk personnel cannot spend a great deal of time training individuals on technology use. There are other avenues for training here on campus, including BATS ([Baseline Access, Training and Support](#)). BATS provides all faculty and staff with basic training and access to information resources in the use of baseline hardware and software systems, and ongoing professional and technical support for using computer resources at San Diego State University. For more information, go to <http://www-rohan.sdsu.edu/~bats/>

Instructional Technology Services provides a list of Self-Help Training video or audio hardware/software tutorials in Adobe Acrobat (pdf) format (<http://rohan.sdsu.edu/tutorials.pdf>).

A hardcopy version is available at the ITS Distribution Counter (AH1104), where the tutorials may be checked out. CBT (Computer Based Training) systems (650 titles) provide on-line computer classes available directly from the web at <http://uco.sdsu.edu/cbtweb>.

Check <http://www-rohan.sdsu.edu/workshop.html> for a list of all workshops, seminars, and classes available for faculty and staff.

Equipment, Moving

Neal Fogelhut
neal.fogelhut@sdsu.edu

Moving Computers or Computer Peripherals

If you need assistance in relocating state or Foundation-owned computers or peripherals to an on-campus site, COE-affiliated off-campus site, contact Neal Fogelhut (neal.fogelhut@sdsu.edu), at 594-7400. A technician or technology coach will inspect the

new site for problems with wiring, telecommunications, and electricity and arrange to have the technology equipment installed in the new location.

Moving Other Items and Moving an Entire Office

For assistance in moving items *other than* computers and computer peripherals (e.g., telephones, desks, cabinets, books) contact your department coordinator who will work with the Dean's Office and/or other campus units to make appropriate arrangements. Technology User Services technician and coaches will not move items unless these items are computers or computer peripherals/accessories. For more information on faculty offices and office moves, see the *COE Faculty-Staff Handbook* (<http://coe.sdsu.edu/facdev/operations/handbook.htm>)








Online Information & Course Content, Developing & Publishing

Gregg Koyamatsu
koyamats@mail.sdsu.edu

For assistance with blended, hybrid and fully online course development, please contact Andrea Saltzman Martin (4-0943 or saltzman@mail.sdsu.edu). Andrea will assist you with developing materials, strategies and techniques for effective delivery of online course content.

The University provides extensive support to faculty who want to develop and publish online content through its Blackboard system. Blackboard is an online course delivery and management system. Using Blackboard's graphical point-and-click interface, instructors can incorporate learning materials from word processing, audio and video, spreadsheets, and presentation files without learning HTML or other programming or markup languages.

Blackboard features for instructors include:

-  Announcements and Calendar
-  Content presentation
-  Threaded discussions
-  Online quizzes and surveys
-  Gradebook
-  Real-time chat and whiteboard
-  Group pages for student team projects

- ✚ Online File Exchange
- ✚ Synchronous activities and voice-narrated instruction using integrated Wimba Voice Tools and Live Classroom
- ✚ And more

It is recommended that new users attend an in-person training session. These are listed within the ITS workshop schedule:

<http://www-rohan.sdsu.edu/~bats/faculty/workshops.html>

New users can also view the online Blackboard Basics Tutorial in order to learn the basics for getting started with Blackboard at the following web address:

http://its.sdsu.edu/multimedia/bb_basics/bb_basics.html

Either of these resources gives information on how to gain access to Blackboard and start setting up and using your Blackboard course(s).

For advanced users, the SDSU Distributed Learning web site (http://www-rohan.sdsu.edu/~dl/fac_home.html) provides a comprehensive resource for faculty and staff developing any form of distributed learning.

On the Faculty Page, you will find resources and links that range from creating a web site to developing an entire online course. Go to http://www-rohan.sdsu.edu/~dl/fac_home.html

This site provides links to discussion of important issues related to [pedagogy](#), [quality](#), [evaluation](#), and [accessibility](#). The Faculty Page also has a link to policies, such as the [Senate Distance Education Policy](#) and the University Curriculum Committee's [Checklist for Developing Distance Learning Courses](#), and many other useful links. In addition, you'll find articles about distance learning, links to campus resources SDSU offers for distance learning, and links to faculty who are currently offering SDSU distance learning courses. Lastly, the [Glossary](#) can help you understand the vocabulary surrounding this emerging venue for teaching and learning.

If you're not using Blackboard, and you're ready to publish your course or faculty web site, we have several tools available within the college. We can host web sites at <http://edweb.sdsu.edu> and <http://coe.sdsu.edu>.

The College maintains other online tools and systems (listed below) that provide different kinds of support for student learning. Developing course-related services that employ these tools sometimes requires consultation, advanced training, and special accounts through the COE Help Desk.

- ✚ **College Web Servers**, <http://coe.sdsu.edu> and <http://edweb.sdsu.edu> The college web server hosts 12 department web sites, 33 course sites, dozens of grant sites with thousands of web accessible files. The College web server is also home to web sites from the University and community. A few include

<http://worldhistoryforusall.sdsu.edu>, <http://sandbox.sdsu.edu>,
<http://webquest.sdsu.edu>, <http://sage.sdsu.edu> and <http://ctl.sdsu.edu> .

- ✚ *Online Meetings*, <http://edbreeze.sdsu.edu> Breeze gives you everything you need to rapidly create, manage, deploy, and track highly engaging online training everyone can access instantly. Instructor knowledge of computers required: intermediate.
- ✚ *Online Courses*, <http://moodle.sdsu.edu> Moodle is used to produce internet-based courses and web sites. Instructor knowledge of computers required: novice.
- ✚ *Online Statistical Analysis*, <http://focus.sdsu.edu/statcrunch4.0/> StatCrunch is a statistical data analysis package for the World Wide Web. It is written in the form of a [Java](#) applet. .
- ✚ *Quicktime Streaming Server*. <http://etx.sdsu.edu> This server supports distribution of live and recorded audio and video over the web using a standard browser and a QuickTime plug-in for that browser. Instructor knowledge of computers required: advanced.
- ✚ *FileMaker-Pro database servers*, <http://coefm.sdsu.edu>, <http://genius.sdsu.edu>, and <http://edtechfm.sdsu.edu> These servers support development and publication of databases in which authors (and, if desired, users) can enter and update data such as contact information, profiles of interests, and status of course-related student work. Users can enter information with a standard browser. Authors and administrators must have a licensed copy of *FileMaker Pro*. Instructor knowledge of computers required: advanced.
- ✚ *Backup Server* <http://eddev.sdsu.edu> Eddev is the College of Education's backup and file server. It currently holds data for 47 faculty and staff. Eddev also backs up 13 College servers.

Pedagogy & Technology

Stephen Casmar
Stephen.Casmar@sdsu.edu

If you would like assistance integrating technology into your teaching, service or research, please contact Stephen Casmar (4-6193 or Stephen.Casmar@sdsu.edu). He will help you assess your needs and goals, suggest appropriate solutions, or refer you to additional resources.

Reservations, Lab & SMART Classrooms

Stephen Casmir
Stephen.Casmir@sdsu.edu

Technology Labs

Technology labs (NE: 271, 272, 273, 278A) can be reserved by contacting Elsa Tapia at 4-6718 or etapi@mail.sdsu.edu.

SMART classrooms

Infrequent Use

To schedule a SMART classroom for one-time use, contact your Department Coordinator. The Department Coordinator will access the on line room reservation form to reserve the room. They will also provide a key to the SMART cabinet.

Use for an Entire Semester

To schedule a SMART classroom for the semester, contact Lisa McCully and 4-1427 (lmccully@mail.sdsu.edu). They will issue a key authorization card that you must take to the Division of Public Safety, ground floor, Student Services Building. They will also issue you a swipe card authorization and keys for the SMART classroom NE73.

Student Technology Use, Support for

Gregg Koyamatsu
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Faculty should provide basic training and instruction on how to use the software required for their courses or explicitly direct students to self-help resources. Students in the College can complete computer-based homework in the Instructional Media Lab (IML), NE275. Go to http://edweb.sdsu.edu/COE_Labs/main.html

The budget for our labs and classrooms is allocated by the College in the form of a small supplies and services account. There is no budget for software. If you wish to install new software, the lab manager will need a copy of the software, license(s) and manual.

Lab Staff

Lab staff are typically stationed only in the Instructional Media Lab (NE275), an open lab for use by all COE faculty, staff, and students. The staff typically assist students with the

software and hardware in the lab and troubleshoot problems in Learning Technology Labs located on the top floor of North Education.

When on duty, members of the lab staff wear blue vests and post their name and picture on the front bulletin board. Occasionally, you may find off-duty lab staff working on their school work in the lab, but please direct your questions to the staff member wearing a blue vest.

Because staff resources are limited, we ask that students exhaust other resources such as their class syllabi, class notes, software manuals, classmates, online resources, and instructors prior to asking lab staff for help. Here are some guidelines that will help faculty and staff to work efficiently in the IML.

The lab staff provides support and guidance. Typical lab staff duties include:

- ✚ Orienting students to the lab
- ✚ Solving printing problems
- ✚ Resolving software incompatibility problems
- ✚ Providing manuals and job aids
- ✚ Checking out equipment

Unfortunately, resource constraints prohibit the lab staff from...

- ✚ Scripting or program authoring (e.g. *Director*, Perl, *Javascript*) applications or HTML files
- ✚ Completing any portion of an assigned student project
- ✚ Allowing removal of manuals or other resources from the lab
- ✚ Making reservations over the phone
- ✚ Providing technical support over the phone for your personal computer

Reservations

The lab is used heavily from around the middle to the end of each semester,. We recommend that your students reserve computer time in advance. COE students and faculty can reserve computer workstations up to two weeks in advance.

The reservation policy follows:

- ✚ Students may reserve two (2) one-hour time blocks each day. Faculty and staff may reserve unlimited blocks of time.
- ✚ If someone is using the computer that you reserved, please notify them a few minutes in advance so that they can save their work.

- ✚ Lab staff will remove reservations over the phone, but will not take reservations.
- ✚ Any person more than 15 minutes late for their reservation will forfeit the reservation and must attempt to reserve another computer.

Printing

Students can print documents to the two Laser Printers in the Instructional Media Lab. Printing costs 10-cents per page for laserprints and \$1.00 for color Laserprints. When a student prints, the cost is subtracted from her/his Aztec card.

Student Computing Center

Students can use the Love Library Student Computing Center as an alternative to the IML. This Center maintains extended hours in the evening and often on weekends and is located on the 2nd floor of the [Malcolm A. Love Library](#) building. Students can enter the building using the entry door (LL-200) on the south side of the building facing the Open Air Theatre.

The Student Computing Center houses an open Lab and Help Desk. Students can complete assigned class work and receive a wide range of support for computer problems relating to the Internet (FTP, Telnet, Web, and Email), Web page Creation, Troubleshooting, PC and Mac Operating Systems, Virus Problems, and Hardware and Software, Rohan Account Information and Help, UNIX Systems Commands, Microsoft Office, Netscape, Internet Explorer, SPSS, and Business Databases.

SSRL

The [Social Science Research Laboratory's \(SSRL\)](#) instructional services offers a variety of services to faculty, staff, and students including an open access computer laboratory, one-unit courses, computer classrooms, and general computing consultation. You are encouraged to contact Ginger Stockdale (594-1360), Coordinator of Instructional Services to arrange for a tour of the facilities and/or an orientation of the available SSRL resources and services. SSRL also offers help with statistics for SDSU faculty research projects as resources permit.

Training

The [BATS \(Baseline Access, Training and Support\)](#) program offers free hands-on computer training to the SDSU community. Workshops cover the Microsoft Office Suite (Word, Excel, PowerPoint and Access), Adobe PageMaker, Adobe PhotoShop, Web Page Creation, Introduction to Computers and the Windows Operating Systems, and other commonly used computer applications.

SDSU students can register for these workshops via the BATS web page:
<http://rohan.sdsu.edu/~bats/register>

CBT systems computer-based training (100 titles) can be downloaded or used directly from the web:

<http://uco.sdsu.edu/cbtweb>

Technology User Services Personnel: Detailed Description of Responsibilities

Bob Hoffman
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Detailed descriptions of job responsibilities are provided here for faculty, staff, and administrators who need additional information related to planning and budgeting needs or in-depth consultations.

Faculty Coordinator

Dr. Bob Hoffman

The faculty coordinator oversees operations of the College technology support staff and facilities. His responsibilities include:

- ✚ Overseeing budget, authorizes spending
- ✚ Supervising Technology User Services (TUS) personnel
- ✚ Acting as liaison between TUS and Dean's Office
- ✚ Conflict management
- ✚ Policy coordination
- ✚ Facilities planning and coordination

IT Consultant

Dr. Stephen Casmar

The IT Consultant represents the College of Education of many University committees. The IT Consultant determines the technology needs of faculty, staff, labs, and departments, specifies and order the technology equipment. The IT Consultant is responsible for completing Chancellor's, University, ITS, and TNS surveys and requests for information. Responsibilities include:

- ✚ Represent the College of Education at the following University committees:
Minimum Workstation and Software Site License committee, Smart Classroom

committee, Instructional Academic Consultants committee, Network and Computer Security committee, Community of Academic Technology Staff, 508 Compliance (American's with Disabilities) and System Administrators committee.

- ✚ Determine department technology needs and specifications and order instructional and replacement equipment for 6 departments in the College.
- ✚ Complete the annual Chancellor's Office survey of Instructional Technology, annual software and hardware surveys and other requests for information as they occur.

Developer

Dr. Stephen Casmar

- ✚ Administer the Macromedia *Contribute* web software that allows each department to maintain their web presence.
- ✚ Advises on the newly enacted *Section 508 of the Rehabilitation Act* (American's with Disabilities) requiring access to electronic and information technology by Federal and State agencies.
- ✚ Determines content management systems for departmental websites.
- ✚ Implements training of department staff to enable them to maintain a high quality web presence.
- ✚ Advise the departments on content requirements of web sites.
- ✚ Advise the departments on University and College guidelines and help each department achieve its design goals.

Help Desk Administrator

Dr. Stephen Casmar

The Help Desk Administrator supervises faculty and staff workstation support. The Help Desk consists of one shared (with Ed-Tech) Technician and 2 (20-hour per week) Graduate Assistants.

Job responsibilities include:

- ✚ Desktop and Network Security including documentation and analysis for auditing purposes.
- ✚ Supervise and develop standardized Macintosh and Windows workstation configurations to best serve faculty and staff.

- ✚ Primary Windows-server system administrator for the COEHELP, COE-FTP, and ERST servers; secondary system administrator for all other PC and Macintosh servers. Primary system administrator for prototype and experimental blade servers.
- ✚ Interface with TNS and the Rohan Computing staff regarding network additions and troubleshooting.
- ✚ Act as a resource for ad hoc troubleshooting beyond coaches' knowledge and ability.
- ✚ Manage Technician and staff of the Help Desk.
- ✚ Research and implement new software and hardware.
- ✚ Serve on technology-related committees including:
 - The Minimum Workstation and Software Site-Licensing Committee
 - The Network and Computer Security Committee
 - The Instructional Academic Consultants Committee
 - The Smart Classroom Facilitators Committee
 - The System Administrators Committee
 - The COE Computer Committee
 - The COE Technology Users Support Group
- ✚ Evaluate Help Desk policy, procedures and effectiveness.

Instructional Designer

Andrea Saltzman Martin

The instructional designer assists faculty and staff with the development of technology based materials and products. The instructional designer assists with analysis of needs and goals, identification or creation of appropriate solutions, and referral of faculty and staff to additional resources. Responsibilities include:

- ✚ Consult on and assist in developing strategies and techniques for delivery of effective hybrid and online courses.
- ✚ Assist in design, selection, and implementation of learning materials, activities, and assessments using technology.
- ✚ Facilitate integration of campus and college standard technologies including LMS, web conferencing tools, e-portfolio systems, smart classroom tools and response systems.
- ✚ Advise the faculty on University and College guidelines and help each department achieve its design goals.

- ✚ Work with Instructional Technology Services to foster a community of practice, participate in policy & procedure development, and engage in professional development activities
- ✚ Consult with a graphic artist, database consultant, or subject matter expert to ensure a high quality product.
- ✚ Determine department needs and goals.
- ✚ Advise faculty on University and College guidelines and help each department achieve its design goals.
- ✚ Develop materials/products with the assistance of the client.
- ✚ Evaluate and modify materials/products to ensure client satisfaction.
- ✚ Train clients to make changes and update materials.

Lab Manager

Gregg Koyamatsu

The lab manager and supporting graduate student assistants build, organize, install, maintain, schedule, and manage facilities associated with the College's six Learning Technology Tabs and maintain over 200 computers running on a variety of platforms and operating systems.

Following is a list of responsibilities of the lab manager:

- ✚ Supervise the maintenance of Learning Technology Labs.
- ✚ Complete specifications and purchase orders for instructional equipment and supplies/services funds (\$50K to \$100K).
- ✚ Provide third-level technical assistance to coaches and lab staff regarding hardware and software problems. Provide first level technical assistance to the Department of Educational Technology faculty and lab staff.
- ✚ Consult and manage instructional equipment purchases.
- ✚ Edit, in consultation with Dean's Office personnel, the *College of Education Technology Users Handbook*.

Server Manager

Gregg Koyamatsu

The role of server administrator involves the maintenance of server hardware and software. The server manager's responsibilities include ensuring the reliability and

availability of the computer system. The server manager maintains the College's primary web, database, chat, and file servers.

Following is a list of responsibilities for the server manager:

- ✚ Purchase, research, and evaluate new server hardware and software.
- ✚ Create and manage shares on web, file, and chat servers.
- ✚ Create and manage users and groups.
- ✚ Upgrade server operating systems, hardware, and software.
- ✚ Monitor server access and logs.
- ✚ Troubleshoot server hardware and software problems.
- ✚ Develop, update, and consult for the top level of *edweb.sdsu.edu* and *coe.sdsu.edu*
- ✚ Manage the College servers including the following:
 - ✚ **College Web Servers**, <http://coe.sdsu.edu> and <http://edweb.sdsu.edu> The college web server hosts 12 department web sites, 33 course sites, dozens of grant sites with thousands of web accessible files. The College web server is also home to web sites from the University and community. A few include <http://worldhistoryforusall.sdsu.edu>, <http://sandbox.sdsu.edu>, <http://webquest.sdsu.edu>, <http://sage.sdsu.edu> and <http://ctl.sdsu.edu> .
 - ✚ **Online Meetings**, <http://edbreeze.sdsu.edu> Breeze gives you everything you need to rapidly create, manage, deploy, and track highly engaging online training everyone can access instantly. Instructor knowledge of computers required: intermediate.
 - ✚ **Online Courses**, <http://moodle.sdsu.edu> Moodle is used to produce internet-based courses and web sites. Instructor knowledge of computers required: novice.
 - ✚ **Online Statistical Analysis**, <http://focus.sdsu.edu/statcrunch4.0/> StatCrunch is a statistical data analysis package for the World Wide Web. It is written in the form of a [Java](#) applet. .
 - ✚ **Quicktime Streaming Server**. <http://etx.sdsu.edu> This server supports distribution of live and recorded audio and video over the web using a standard browser and a QuickTime plug-in for that browser. Instructor knowledge of computers required: advanced.
 - ✚ **FileMaker-Pro database servers**, <http://coefm.sdsu.edu>, <http://genius.sdsu.edu>, and <http://edtechfm.sdsu.edu> These servers

support development and publication of databases in which authors (and, if desired, users) can enter and update data such as contact information, profiles of interests, and status of course-related student work. Users can enter information with a standard browser. Authors and administrators must have a licensed copy of *FileMaker Pro*. Instructor knowledge of computers required: advanced.

- ✚ **Backup Server** <http://eddev.sdsu.edu> Eddev is the College of Education's backup and file server. It currently holds data for 47 faculty and staff. Eddev also backs up 13 College servers.

Database Administrator/Database Consultant

Sandy Kahn

The database administrator (DBA) responsibilities include ensuring the integrity of a Database Management System. Often, a DBA works in concert with a Server Administrator. The primary difference between a Server Manager and a DBA is that the DBA focuses his or her attention on the database system itself and not the hardware or software that supports it. The Database Administrators responsibilities include:

- ✚ Data Analysis and Reporting
- ✚ Database Management and Development
- ✚ ERST (Enrollment Report System, Teachers) Database
- ✚ Faculty Workload Database
- ✚ COE Enrollment History Database, in development
- ✚ COE Degrees Earned Database, in development
- ✚ SIMS/R, Update with Credential Program Data
- ✚ COE Database
- ✚ The Future Educators Center
- ✚ EDTEC Assessment System Database (CAMS)

Technician

Neal Fogelhut

The technician consults on hardware and software purchases, advises on facility design and implementation, and maintains or coordinates service on College computer and video hardware. Job responsibilities include:

- ✚ Maintain hardware and software in SMART classrooms.
- ✚ Provide first and second level technical assistance to coaches and tech staff regarding hardware and software problems.
- ✚ Research new applications and hardware and support for COE faculty and staff.
- ✚ Manage the COE inventory.
- ✚ Supervises technology movement for offices and departments.
- ✚ Interface with TNS regarding network hookups.
- ✚ Serve as resource for implementing new teleconferencing hardware and software systems.
- ✚ Administer and complete hardware maintenance policies and procedures.
- ✚ Offsite Support

Coaches

Coaches are graduate students in Educational Technology who assist COE faculty and staff with technology (especially computer and other electronic technology) needs. The coaches serve as consultants on how to help students learn about and with technology. Coaches assist faculty and staff in becoming more knowledgeable and skilled in using educational technology and personal productivity software. Secondarily, these coaches troubleshoot hardware, software, and network problems and assist with equipment installations.