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ITS CLASSROOM SEMESTER NEWSLETTER

Provided by UVA Information Technology Services and the Office of the Provost

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Classroom Updates:

New Construction and Renovations

With the completion of the Gilmer Hall construction, we have 3 new rooms opening this semester. We have a 24-person basic classroom with dual projection and two new active learning spaces seating 42 and 63 people, respectively. View room details

Other updates this summer:

- Gilmer Hall Auditorium upgrades – coming soon
- Memorial Gym 211 and 213 upgraded equipment
- Two new classrooms: Thornton A207 and Olsson 001
- Opening of the newly renovated Pavilion VIII rooms 102, 103, 105, 108
- Camera and Microphone upgrades in select rooms

Standard Software and Special Software Requests

Every ITS-supported classroom comes with a suite of standard software. Specialized software needs to be requested each semester to be installed in specific rooms. The standard available software is listed below.

- *Browsers and Instructional Tools*

    Chrome, Edge, Firefox ESR, Adobe Reader, iClicker Cloud, Panopto Recorder, PDF Annotator, Poll Everywhere, Zoom

- *Microsoft Office 365* (Office login is required to access OneDrive files)

    Access, Excel, OneDrive, OneNote, PowerPoint, Publisher, Teams, Whiteboard

- *Other General Titles*

    7-Zip, ArcGis 108.8 Suite, ArcGIS 2.8 Pro, Ghostscript 9, Google Earth Pro, Gsview 5, SecureCRT, VLC Media Player

If you require a software title not listed, please submit a software request immediately. https://classrooms.its.virginia.edu/software

Home Directory - How Do I Get to My Files?

If you store files on the Home Directory, you will need to manually map the drive to your profile on the classroom computer. View Instructions at How to map a home directory (virginia.edu).

Special Furniture Reminder

- No furniture may be removed from a classroom.
- Podiums and equipment racks are not moveable. Do not relocate or rearrange any equipment.
- The University reserves the right to assess charges for damage or changes to equipment, furnishings, or rooms.

Before Coming to Class:

Take a Self-Guided TOUR

Classrooms are open for a self-guided tour beginning August 16th. We strongly encourage faculty to come and explore the technology at your own pace. Logging into the computer before your first class will reduce first-day stress and decrease in-class setup time!

If you need help with the technology, you can call (434) 982-4586 or email classrooms@virginia.edu for an appointment between 8AM and 10PM M-F. When classes are in session, technical support time is limited due to the high number of calls. We must shift our focus to resolving issues rather than training. This allows us to serve as many instructors as possible.

Login Credentials Required for Classroom Computers

Your UVA email or Workday account is required for logging into classroom computers. You can test your account at https://its.virginia.edu and selecting LOGIN from the menu.

The ITS Help Desk can assist with all account issues. They can be reached by calling (434) 924-4357 or at https://in.virginia.edu/helpdesk

Use of Two Factor Authentication, or DUO

Although it is not required to login to the computer, DUO is a required two-factor authentication application that is required for some accounts you may use, such as Collab, or Office 365. We strongly recommend you install the app on your phone, configured with Eduroam Wi-Fi access. This allows you to receive the notification and sign in when your cell signal is not available. More info: https://in.virginia.edu/2stepfaq/

Using Personal Devices in the Classroom, i.e., Laptops, Phones, and Tablets

Classroom support technicians are not able to assist in configuring any devices for Wi-Fi connection. For assistance contact the Help Desk at (434) 982-4357 or go here: https://in.virginia.edu/helpdesk . Alternatively, your department LSP (LSP Search by Department) can assist.

For more information on Wi-Fi connection, see here: https://in.virginia.edu/about-eduroam

If you plan to use the classroom AV (Audio Visual) system, you will need to connect to a standard HDMI cable, provided on the podium. If your device does not have an HDMI port, it will be your responsibility to provide an adapter.

Prepare for Using Dual Monitors and Wacom Annotation Tablets

Step by Step instructional videos here: https://classrooms.its.virginia.edu/tutorial-videos

Need Help?

Classroom Support is Available to Assist

- Call the classroom hot-line at (434) 982-4586 for immediate help from 8 a.m. - 10 p.m. M-F
- For non-urgent assistance you can email us at classrooms@virginia.edu
- Web Site: https://classrooms.its.virginia.edu

Other Support Resources

Pedagogy: If you need in-depth help with how best to use technology for teaching with the challenges of online and hybrid formats, or just general pedagogy, please check out the following:

- ○ Arts and Sciences' Learning, Design and Technology team: https://learningdesign.as.virginia.edu
- ○ Center for Teaching Excellence (CTE) https://cte.virginia.edu

Personal devices: For help with your personal or departmental devices, accounts, or software issues, please contact the following:

- ○ The ITS Help Desk at (434) 924-4357 https://its.virginia.edu/helpdesk
- ○ Departmental LSP (Local Support Partner) LSP listing by department: LSP Search by Department