Information Technology (Computing Resources)

OITConnect

OITConnect is the one place for all your technology requests. All technology support requests for students, faculty and staff are handled through our OITConnect service. You can submit your service request via OITConnect's online web form by visiting www.utsa.edu/oit (https://utsacloud-public.sharepoint.com), by emailing your request to oitconnect@utsa.edu, or via telephone by calling 210-458-5555.

Academic Technology

The Office of Information Technology supports faculty, students, and staff in the use of traditional and interactive classroom technology.

UTSA has a robust interactive video network capable of connecting University classes and programs around the city, state and world. OIT schedules academic courses that utilize interactive classroom facilities, maintains the interactive video network, maintains traditional classroom facilities, and assists faculty in the instructional classroom devices including recording lectures for students to review.

The department is committed to integrating approved state-of-the-art advancements in the use of traditional and interactive classroom technology. OIT is also devoted to managing and developing the use of academic technology to complement the academic programs of the University.

The department:

- distributes classroom presentation equipment including sound systems, video players/recorders, high-performance computers and video projectors
- schedules and delivers equipment to classrooms via a reservation system
- hosts workshops for faculty and staff on the use of classroom technology
- provides on-call assistance to faculty who use technology in the classroom
- assists faculty members who use technology to conduct research
- encourages students to become active participants in the learning process

Technical support is available for:

- class lectures
- the coordination and set-up of video conference meetings
- special University campus events that require audio and visual reinforcement
- setting-up, monitoring, and recording ITV courses between the Main Campus and Downtown Campus

Education Technology

The Education Technology office is set up to provide services in support of technology-enhanced teaching and learning to include the entire continuum from technology-enhanced to fully online courses. Our service portfolio includes instructional design services, instructional consulting for technology-enhanced, hybrid/blended and online courses, simulation development, high-impact instructional videos, etc. We are structured into two groups who work synergistically to optimize and maximize the teaching and learning potential.

Online Learning

The Office of Information Technology supports and encourages the development and delivery of instruction through technology to strengthen the mission of improving student learning outcomes. The department provides:

- instructional design and development assistance for faculty members to effectively implement the use of technology in their curriculum
- design and delivery support for Web-enhanced, hybrid and fully online courses
- workshops on various educational technologies
- ongoing support for faculty members using Web-based technology to enhance instruction

The department is committed to promoting awareness of instructional technology best practices and improving the quality of our institution. Staff members are dedicated to providing assistance and consulting with faculty members on selecting and adopting appropriate technology for maximizing student learning and teaching effectiveness.

Video Production

The Office of Information Technology provides professional video production and post-production services for UTSA principally in the support of its instructional mission. The video production team can provide support in pre-production and production of high-impact videos designed to leverage modern video techniques to enhance the teaching and learning process.

Our staff of producers is ready to assist in planning video production or multi-camera webcasts. Our staff is also available to provide consultation services to students in their media-related special projects.

In addition to our main focus on instruction and learning, we also provide ancillary services in areas of special event archival (video-taping guest lecturers), digital signage, live multi-camera webcasts (such as Commencement), UTSA home basketball games, and promotional products.

Student Computing

The Office of Information Technology Student Computing Services (SCS) is dedicated to providing students with computing tools along with the best possible customer service assistance to help facilitate their academic success. OIT practices a philosophy of continuous improvement in order to accomplish our mission and goal of assisting our student customers. Our staff is dedicated and ready to assist with services such as:

- account management (passphrase resets and unlocks)
- standard software utilization
- software issues and troubleshooting (MS Office Suite, Blackboard Learn, PrintSpot, AirRowdy, WiFi connectivity)

The Student Computing labs offer more than 500 workstations with full Internet access, standard applications and printing capabilities. Refer to the SCS website at http://utsa.edu/OIT/SCS for hours of operation as hours vary during the year. Two labs on the Main Campus and one lab on
the Downtown Campus offer the same desktop “look and feel” with similar capabilities, so students can easily work in any of our facilities.

PrintSpot consists of 51 print devices located in the labs and remote sites on the Main and Downtown Campus areas. Students can send documents to print from any black-and-white or color print station across the Main or Downtown Campus using PrintSpot.

All three SCS labs have collaborative work areas where student groups may interact to complete team projects. These labs also include seating with power options for BYOD (Bring Your Own Device). Most major software applications are offered and specialty applications may be installed for specific courses; however, it is in cooperation with a requesting faculty.

All Student Computing labs include areas of Adaptive Technology for students with unique physical needs and requirements. The adaptive area includes specialized hardware and software packages for students with visual, hearing, or mobility impairments.

**Application Development and Support**

The Office of Application Development and Support (ADS) designs, develops, and maintains various software systems that support university functions for students, faculty, and staff. The department provides daily administrative processing and reporting support for all areas of the University that may require assistance in support of the success of students at UTSA.

Students can access their own records by using UTSA’s Automated Student Access Program (https://asap.utsa.edu/pls/prod/twbkwbis.P_WWWLogin). This Web-based student information system allows students to register for classes and pay their fees from any computer with an Internet connection. The department also develops and maintains the UTSA Mobile app (http://www.utsa.edu/mobileapp) which helps students access their academic information, keep up to date with campus life, and much more. Information in these administrative systems is accessible with a myUTSA ID and passphrase.

**Telephone Services**

The Office of Information Technology supports three University-owned telephone systems which support the tri-campus community. The systems are networked to enable four-digit dialing between all locations and to allow shared features, including voicemail. More than 4,000 faculty and staff extensions are equipped with telephone and voicemail services. The University uses the State of Texas communications network (TEXAN) for routing long-distance telephone calls.

An automated campus switchboard attendant can be reached 24 hours a day by dialing 210-458-4011 (off campus) or 0 (on campus), which will prompt you for the name of the department or person you wish to reach. The option to reach the switchboard operator is available from 8:00 a.m. - 5:00 p.m., Monday through Friday. The switchboard operator provides general campus information and can provide numbers to campus offices.

University communication technicians perform new telephone installations and relocate existing telephone extensions. The department maintains information on all telephone installations.

UTSA offers a hotline number, 210-458-SNOW, for information regarding campus closures and class cancellations in the event of inclement weather. UTSA’s Office of Communications updates the hotline information.

**Information Security**

The Office of Information Technology oversees the protection of the University networks, computers, electronic data, and records. It is charged more specifically with maintaining access controls for the major information systems used by students, faculty, and staff; instituting policies and procedures for ensuring continuing integrity of the electronic information systems on campus; conducting awareness programs and security training, and responding to security incidents.

There are information security representatives in many departments and their activities are coordinated by the Office of Information Security. System alerts and training are provided to system administrators of other facilities on campus. The staff of the Office of Information Security is available for consultation regarding data protection, information security and other security services, as needed.

**University Network**

The University utilizes a high-speed (10 Gigabit Ethernet) backbone network that connects UTSA facilities and provides services such as electronic mail, file transfer, and remote log-in capabilities, as well as access to external networks.

A switched Gigabit (1 Gb/s) or Fast Ethernet (100 Mb/s) network connects most campus classrooms, laboratories, and offices from “the desktop to the backbone.” A 10 Gigabit Ethernet backbone connection links all buildings to the Internet and Internet2, allowing students, faculty, and staff to access electronic data quickly from any computer on the network. AirRowdy, UTSA’s wireless network, is available throughout all UTSA locations.

The Office of Information Technology also provides email for faculty, staff, and students, as well as the infrastructure for the student registration system (Banner).