

## Information Technology (Computing Resources)

### OITConnect

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.

**OIT Social Media:** Follow OIT’s social media sites for the best way to keep up to date with the latest technology news, service information, outage alerts, and more.

- OIT website: www.utsa.edu/oit (http://www.utsa.edu/oit)
- Facebook: @OITUTSA (https://www.facebook.com/OITUTSA)
- Twitter: @UTSAoit (https://twitter.com/UTSAoit)

### Learning Technologies

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 Video Production Group from the Office of Information Technology supports the University of Texas at San Antonio with high quality, HD and 4K video production.

Our mission, which is aligned with the mission of OIT and UTSA, is to provide support that enables student and faculty success in the classroom and beyond, and that documents and promotes advances in research at the university.

Video Production Group support and services are available Monday thru Friday during normal business hours on the UTSA Main Campus and in certain cases at the Downtown Campus. If support or services are needed outside of the above stated scope, a charge will apply.

We look forward to collaborating with you on using the innovative medium of digital video to support your next project.

The following are examples of the products the VPG can help you produce:

- 30 to 60 second promotional video spots.
- Video testimonials, interviews and profiles.
- 3-4 minute video information segments.
• Video segments for online and hybrid course modules.
• Long form documentary or narrative digital films - consultation required.

Other services offered by VPG - subject to staff availability and schedule:
• Video recording of UTSA Special Events.
• Webcasting of UTSA Special Events.

Student Computing Services and StudentConnect

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 while at UTSA. Our SCS lab staff is dedicated and ready to assist with services such as:

• Passphrase resets and myUTSA ID account unlocks
• Standard software utilization and troubleshooting assistance (MS Office, Blackboard Learn, PrintSpot, AirRowdy, Wi-Fi connectivity, O365 software installations)

Three OIT supported Student Computing Labs offer more than 500 workstations with full Internet access, standard applications and printing capabilities. These labs offer the same desktop “look and feel” with similar capabilities, so students can easily work in any of our facilities. For hours of operation please refer to the SCS website (https://utsacloud-public.sharepoint.com/Pages/StudentComputingServices/StudentServices.aspx). Lab locations are:

• JPL Library Information Commons (JPL 2nd, 3rd and 4th floors) 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.

• Downtown Library (BV 2.01.20) The BB Lab has collaborative work areas where student groups may interact to complete team projects. All supported SCS labs also include seating with power options for BYOD (Bring Your Own Device). There are also select workstations in the BB Lab that have Adobe CC 2014 available (first come first served)

• SCS Business Building Computer Lab (BB 2.01.20) The BB Lab has collaborative work areas where student groups may interact to complete team projects. All supported SCS labs also include seating with power options for BYOD (Bring Your Own Device). There are also select workstations in the BB Lab that have Adobe CC 2014 available (first come first served)

UTSA PrintSpot is a campus-wide printing solution available to students. It consists of centralized software to collectively manage students’ account balances, print jobs, and printers distributed throughout campus to release documents. PrintSpot allows students to print from any workstation located in the Labs, libraries or from their personal computers, laptops, tablets and smart phones. The jobs are stored in the queue for 24 hours, and can be released by logging into any of the 51 PrintSpot printers located between the Main and Downtown campuses. Students can release their documents to print on any black-and-white or color print station across the Main or Downtown Campus using PrintSpot. Mobile printing is available via students preferred email accounts and document uploads to the Pharos Mobile App. For more information on PrintSpot and MobilePrint, refer to FAQ's at www.utsa.edu/printspot (http://www.utsa.edu/printspot).

StudentConnect offers technical support services for personal devices (laptops, tablets and phones) owned by registered UTSA students. Our goal is to provide configuration assistance, guidance and light troubleshooting in an effort to improve student access to UTSA resources and related course content. The following are the major categories of services and assistance offered:

• General information and guidance on the use of UTSA electronic resources and online services;
• AirRowdy configuration and optimization for 5-GHz band;
• PrintSpot driver setup for Windows and Mac computers, mobile printing assistance;
• Virus mitigation / removal assistance with commercially available software packages;
• Installation assistance for course required software, exercises or materials;
• Use of Microsoft OneDrive for data backup and safe storage practices;
• Instruction and configuration for Office 365, Blackboard, and other UTSA web based content;
• Basic troubleshooting;
• Limited system recovery and information restoration.

StudentConnect Social Media: Follow StudentConnect’s social media sites for the latest service information.

• Facebook: @UTSAStudentConnect (https://www.facebook.com/UTSAStudentConnect)
• Twitter: @UTSA_SC (https://twitter.com/UTSA_SC)
• YouTube: UTSA StudentConnect Channel (https://www.youtube.com/channel/UC8kLGQljzE5THjim-e0Pc1A)
• Instagram: utsastudentconnect (https://www.instagram.com/utsastudentconnect)

Phone Charging Towers with secure lockers to fast charge your portable device. We have three towers at the following locations: JPL 1st floor near elevators; BB 2nd floor near the Market Place; DT Frio Street (FS) building near Starbucks.

Application Development and Support

The Office of Application Development and Support (ADS) designs, develops, and maintains various software applications and systems that support university functions for students, faculty, and staff. The department provides daily database administration and application 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), ASAP. This Web-based student information
system allows students to register for classes and pay their fees from any computer with an Internet connection. Also supported is DegreeWorks (https://dworkswebprod.sis.utsa.edu), the degree planning tool to assist students and advisors in managing students’ degree progress. 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. These administrative systems are accessible with a myUTSA ID and passphrase.

**Telephone Services**

The Office of Information Technology supports three University-owned telephone systems which support the UTSA 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 (TXAN) 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.

**Our vision:**

Support the business of UTSA.

Secure the business of UTSA.

Promote cyber security in a positive manner.

**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).