

# Technology Resources for Faculty @ USD

## Support At-A-Glance



We are committed to providing quality services to support your adoption of technology to best facilitate teaching, learning, and research

### CLIENT SUPPORT SERVICES



#### HELP DESK & DESKTOP SUPPORT

The Help Desk is the primary resource to contact if you have issues or concerns with technology on campus, and your single point of contact for any ITS question or request. For more information about the services, visit us online at: [www.sandiego.edu/usdnow](http://www.sandiego.edu/usdnow) or:



- ✓ Email [help@sandiego.edu](mailto:help@sandiego.edu) to open a support request
- ✓ Call **(619) 260-7900** for immediate problems
- ✓ Drop by **University Center 117**

### INSTRUCTIONAL MEDIA & CLASSROOM SUPPORT SERVICES



#### MEDIA SERVICES

IMS offers media related services and support to faculty, staff, students and the university community. This unit maintains the technology in the classrooms, manages the circulation desk, repairs and installs equipment, video production and editing, and offers training and support with graphic design. Find us in the Media Lab in Maher Hall 186 or visit us online at: [www.sandiego.edu/ims](http://www.sandiego.edu/ims)



#### CLASSROOM TECHNOLOGY

Every USD classroom is equipped with a video projector, at a minimum, while many have advanced features such as electric screens, sound systems, document cameras and wireless collaboration. For more information go to: [www.sandiego.edu/classrooms](http://www.sandiego.edu/classrooms)

### COMPUTING SECURITY & SUPPORT SERVICES



#### SAFE COMPUTING & SECURITY

Safe computing and security is a concern for all of us. We encourage you to take steps to protect yourself from phishing attacks and other potential risks when using technology. Make sure you know what to do to avoid being a victim of cyber crime:

- ✓ Learn about Cyber Security
- ✓ Install an Anti-virus program
- ✓ Keep your computer updated
- ✓ Learn to spot phishing attempts

Please visit us at **University Center 117** | **(619) 260-7900** | or online at: [www.sandiego.edu/security](http://www.sandiego.edu/security)

### ACADEMIC TECHNOLOGY LABS



#### LABS

General and instructional computing labs are provided in Barcelona, Camino Hall, Maher Hall, Olin Hall and Serra Hall. For a complete list of services including hours of operation, available software, printing services, reservations, and a list of equipment that can be checked out, please visit us online at: [www.sandiego.edu/labs](http://www.sandiego.edu/labs)  
Reach us by email at: [supers@sandiego.edu](mailto:supers@sandiego.edu) or (619) 260-2765.

## NETWORKS & CONNECTIONS



### NETWORKS

Our Network and Infrastructure Services team is responsible for designing, implementing, monitoring, and managing the campus network infrastructure, internet connections, phone system, and the various servers that support both internal and external clients. Visit us at:

[www.sandiego.edu/its/support/connect](http://www.sandiego.edu/its/support/connect)



### CONNECTING TO WIRELESS

Wireless internet service, called **Eduroam**, is available in every building on campus and in many outdoor locations.

Learn more at: [www.sandiego.edu/its/eduroam](http://www.sandiego.edu/its/eduroam)

## SERVICE PORTAL & MOBILE APP



**MySanDiego** portal is USD's portal for all students, faculty, and staff. It offers a variety of resources including Course Listings, Academic Resources, Employee Self-Service, News, Emergency information, and more. To access the portal visit: [my.sandiego.edu](http://my.sandiego.edu)

**MySDMobile** is USD's main mobile app. It can be used to view an interactive map of the campus, including where particular classes are located, live tracking of trams, campus hours, directory listings, events schedule, course schedules, and our library catalogs. To learn more visit:

[www.sandiego.edu/mobile](http://www.sandiego.edu/mobile)

## WEB SERVICES



### CAMPUS MAP

Get to know USD from a birds eye view; find buildings, rooms, floor plans, eating establishments and what's under construction. Desktop and mobile access: [www.sandiego.edu/maps](http://www.sandiego.edu/maps)



### USD DIRECTORY

Find your colleagues at: [www.sandiego.edu/directory](http://www.sandiego.edu/directory). Read bios, find locations, office hours, etc. To update your information, contact your marketing representative.



### SELF-SERVICE PERSONAL/PROFESSIONAL SITES

WordPress sites with USD themes. Get started at: [www.sandiego.edu/its/wp](http://www.sandiego.edu/its/wp)

## PRODUCTIVITY AND ACADEMIC SOFTWARE



### APPLICATION SUPPORT AND TRAINING

Faculty support and training is available for USD-supported applications. Our team provides tier I and II support for productivity tools such as Google G-Suite, Microsoft Office, and Adobe, or with specialized applications such as ArcGIS, Matlab, and Examsoft. We also provide support services for research computing through a research cluster of HPC and cloud services.

Please see a list at: [www.sandiego.edu/its/services](http://www.sandiego.edu/its/services)

## BLACKBOARD LEARNING MANAGEMENT SYSTEM



**Blackboard** is USD's learning management system for all type of courses (classroom-based, hybrid, and online). The system is managed by the Learning Design Center. Use Bb to engage students by sending announcements, collaborate online through discussion boards and more. Bb can also be used to centralize digital course content, syllabi, lectures, quizzes, and assignment submission. Learn more online at: [www.sandiego.edu/ldc](http://www.sandiego.edu/ldc) | [LDCsupport@sandiego.edu](mailto:LDCsupport@sandiego.edu)

## HARDWARE & SOFTWARE



### HARDWARE

The Computer Replacement Program at the University of San Diego is designed to ensure that faculty and staff have access to computers which support current applications in their work and research. Use this site to see computer specifications as well as contact information for the support staff that can help you in selecting and ordering equipment. (619) 260-4567 or online at: [www.sandiego.edu/its/support/hardware](http://www.sandiego.edu/its/support/hardware)



### SOFTWARE

USD owns licenses for a variety of software and offers a volume discount Program with a variety of vendors to provide software applications to faculty and staff at no cost or at significantly discounted rates. For more information about qualifications and software titles at: [www.sandiego.edu/its/support/software](http://www.sandiego.edu/its/support/software)

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