

TECHNOLOGIES IN EDUCATION

CHANGES TO HOURS, SERVICES, AND SUPPORT

Hours for drop in for the Education Learning Commons: **9AM to 1PM daily**.

Please contact Technologies in Education well in advance for all other services required including:

- Media Support, Learning
- Design/Redevelopment Initiatives
- Equipment Rental
- Adobe Connect Support
- Video Conferencing

Services and support are subject to availability, so early notification is essential. These changes in service are necessary due to reduced resources within Technologies in Education.

Please be aware that fees may apply to services that fall outside of core administrative needs and technology support for undergraduate and graduate instruction.

Please see service changes below:

EDUCATION LEARNING COMMONS

DROP-IN SUPPORT:

Beginning in **May**, hours for drop-in support will be reduced to **9am to 1pm** daily.

RED CHAIR SESSIONS:

By request.

CUSTOMIZED ASSIGNMENT SUPPORT:

Limited availability; please book ahead.

TECH SLAM/WALTZ SESSIONS:

Continuing.

ADOBE CONNECT SUPPORT:

Service limited to consultation and 3 initial sessions. Additional support may require a fee.

LEARNING ASSESSMENT CENTRE

DIGITAL EXAMINATIONS:

As of **July 1, 2018**, LAC services will be hosted by IST. Some changes to the service level are anticipated. The Faculty of Education has committed funds to support instructors of required courses to continue offering exams through the LAC.

MEDIA SERVICES

All media support should be booked at least **1 week** in advance and is subject to availability.

LECTURE CAPTURE:

Fees may apply for editing.

VIDEO CONFERENCING:

Support available for core administrative services. Fees may apply for all other needs.

MEDIA CREATION AND EDITING:

Fees may apply.

AUDIO-VISUAL SUPPORT:

Support is available for live-streaming, lecture capture or media creation initiatives.

EQUIPMENT RENTALS:

Equipment and pickup booking at least **48 hrs** in advance and is subject to availability.

Referrals to external providers will be offered for requests that cannot be accommodated

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GRAPHIC
DESIGN AND
PHOTOGRAPHY

GRAPHIC DESIGN:
Allow a **3 to 4 week** window to accommodate project scheduling and completion.

PHOTOGRAPHY:
Please book **2 weeks** in advance and please allow **1 week** for delivery of photos.

Fees may apply and support is subject to availability.

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WEBSITE
SERVICES

WEB ADMINISTRATION:
Focus on core administrative systems.

Allow a **3 to 4 week** window to accommodate project completion.

Fees apply for all other support requests, including website hosting services.

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PROGRAMMING
SERVICES

WEB DEVELOPMENT, MOBILE APPS, DATABASES:
Focus on core administrative systems.

Fees may apply for all other initiatives.

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LEARNING
REDESIGN

COURSE DEVELOPMENT AND PROGRAM DESIGN:
Please submit your request early, and allow a **4 month** window to accommodate design and development.

Fees apply for design/development initiatives.

CONSULTATIONS:
Available by appointment.

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TECHNOLOGY
PURCHASE AND
CONSULTATION

CONSULTATIONS:
Available by appointment.

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ADMINISTRATIVE
SERVICES

ELECTRONIC PAYMENT / ONLINE STORE:
Fees apply.

ROOM AND BUILDING ACCESS:
Available by appointment.

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