

## Faculty Technology Support

University of California, Riverside  
Service Guide

The Faculty Technology Support team will partner with you to identify instructional goals and to suggest new or alternate ways of instruction that extend to course, lesson, or activity planning, including design, delivery, management, and assessment. Additionally, Multimedia Technologies provides a full range of media production services crafted around each client's needs.

### Instructional design and media services:

- Investigation, evaluation, and identification of teaching methods or technologies that can help you meet instructional objectives
- Matching of specific UCR tools or resources to individual teaching goals
- Identification and selection of aspects of your course that may be enhanced through blended/online methods
- Exploration of rich media content development: graphics, video, audio, etc.
- Strategies for design or course development, revision, or enhancement
- Course/Lecture capture: Mediasite, Learning Glass, etc.
- Podcasting
- Academic video production
- Media support/media conversion
- Special events recording & webcasting
- Real-time web/video conferencing: iConnect, Skype, Google Hangouts

## Course Design and Delivery

Resources and services are provided at **no recharge** for regularly scheduled undergraduate & graduate courses.

### *Resources/Services:*

- iLearn Learning Management System (Blackboard)
- Software applications for students through UCR's Virtual Lab (Vlab) environment, including Mathematica, SAS, ArcGIS, SPSS, and JMP.
- Digital notebooks for instruction available through the UCR iPad checkout program.
- Support for evaluation and implementation of learning technologies (UCR Google Apps, Piazza, Clickers, iPads, Doceri, Mediasite, etc.)
- Assistance with iLearn functions and features for instructors, teaching assistants, and students: (951) 827-4541 and [helpdesk@ucr.edu](mailto:helpdesk@ucr.edu) (8am – 5pm)
- Online instructional resources, tutorials, and support documentation
- Workshops on current topics related to online pedagogies, technologies, and issues led by Academic Engagement, Multimedia Technologies, and other campus partners – also available upon request
- Learning community development and support for special interest groups (both face-to-face & online)
- Ad-hoc support for projects, exams, or webinars *with advance notice*

*Exploring New Gateways to Achieve Goals in Education.*  
[engage@ucr.edu](mailto:engage@ucr.edu)

*As departments within Computing & Communications, the Faculty Technology Support and Multimedia Technologies teams strive to support and enrich the academic experiences of undergraduate students so that they succeed and thrive.*

**Online Course Development Categories:**

- Instructional design
- Technical or instructional support for video production or lecture capture
- iLearn course creation and/or design consultation
- Partnering on educational technology use & digital pedagogy

**Engagement Options:**

- Course Design and Delivery:  
[engage@ucr.edu](mailto:engage@ucr.edu) | <http://iteach.ucr.edu/>
- Video Production Services and Recharge Rates:  
[multimedia@ucr.edu](mailto:multimedia@ucr.edu) | <http://cnc.ucr.edu/multimedia/>
- Learning Glass:  
[learningglass@ucr.edu](mailto:learningglass@ucr.edu) | <http://iteach.ucr.edu/learningglassintro.html>
- Clickers:  
[clickers@ucr.edu](mailto:clickers@ucr.edu) | <https://clickers.ucr.edu>

There is **no recharge** for Faculty Technology Support. We will accommodate individuals, small groups, or departments. There is **no recharge** for support of regularly scheduled courses. Otherwise, please contact us for estimates on services.

**Computing & Communications** | <http://cnc.ucr.edu>

**Teaching, Learning & Instructional Support** | <http://iteach.ucr.edu/>

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**Research Support** | <http://iresearch.ucr.edu/>

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**Online Administrative & Academic Business Systems** | <http://RSpace.ucr.edu>

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