Welcome

We offer quality support, innovative technology, and a full suite of media services for education. See our Facebook page [1] to keep up with the latest developments in technology, teaching and learning.

Announcements

Digital Upgrade to Med Sci 214
S214 will be closed until Dec. 27, 2017, so our engineers can install a digital AV infrastructure to replace the old analog system. By digitizing AV, the system will be more responsive and consistent with newer technologies.

Upcoming ZOOM Demos
Make sure to bring your laptop or mobile device! No demos set for December. New dates for January will post soon!

Mediasite/Lecture Capture Migration Successful
The migration has been completed and the system is back online 9/17/2017

Mediasite/Lecture Capture Migration to Quincy, WA
Server migration will take place Saturday, September 16, between the hours of 2:30 p.m. and 11:30 p.m.. During that time the entire system will be UNAVAILABLE for recording or playback. Please share this information as widely as possible, especially with our students. We apologize in advance for any inconvenience this may cause to students, staff and faculty.

HSW 300-303 Hours of Operation
To protect UCSF students, staff and faculty, ETS and Campus Police plan to narrow the window of classroom availability in HSW 300-303. These rooms have been plagued for some time with nightly visits from homeless persons looking for a place to sleep. On a few occasions there were uncomfortable confrontations with classroom users and ETS staff. We installed magnetic card readers to lock the doors after 10:00 p.m., but that hasn’t prevented interlopers from getting in. Also, Facilities has cut off access to the core that joins the rooms
by locking the stairwell entrance outside HSW. So, working with the Lock Shop, rooms will now close a half hour after their scheduled end time, and those that are not scheduled will close at 4:30 p.m. The rooms will be locked on weekends unless classes or events have been scheduled in advance. While this may inconvenience students who want to use the rooms on an ad hoc basis to study after hours, there are still plenty of spaces in the Library, Medical Sciences and Nursing that are open. This new policy also makes it imperative that student organizations schedule their events as far in advance as possible to avoid last minute change charges. If you have any question about the why or how of this new approach, please feel free to contact ETS at 415-476-4310.

**Web Conferencing Enabled Rooms at Mission Hall:**

We have installed USB Logitech web cameras for use with your laptop or the built in computer and web conferencing to a section of Mission Hall rooms. These rooms have integrated phone systems that allow you to connect the microphones and speakers to Webex or Zoom, using the "I Will Call in" option.

**Mission Hall - Rooms:**

- MH-1105
- MH-1106
- MH-1107
- MH-1108
- MH-1109

**Room Rental Policy**

"Non-academic events or non-UCSF related entities may occasionally use selected rooms for mini-conferences, seminars or symposia for a fee. Granting approval for such events is highly unusual due to the scarcity of general use rooms for ongoing UCSF classes and events and is generally done outside of normal classroom hours and on weekends. Events of this type are subject to the conditions and fee structure outlined in the [Room Rental Policy](#) attached."

**N517 Renovations Underway**

Work has begun on enhancing classroom N517 so it is more flexible, interactive - and attractive. The dark wood cabinets have been removed to make way for food tables and furniture storage. More to come.
New Control Panels and Digital Upgrade in First Floor Medical Sciences Classrooms

We have removed older control panels and simplified the process for all the first floor S-100 level rooms. The new panel also brings a digital upgrade to what were previously analog rooms. This allows richer colors, deeper black, clearer text and over increase in brightness. The system also auto-adjusts your computers resolution to match the display without having to hit any button.

New Trainings and Workshop Page on Website

New feature added to our website under A/V Services called Trainings and Workshops [3]. Here you can now find all of our upcoming workshops and trainings on everything from general av classroom information, content capture, digital conferencing, and more! You can also find other resources such as guides and quick start sheets, to help you navigate our services and better use our built in equipment in our classrooms and event spaces.

Audio Conferencing Added to CL-220 and CL-221

We are happy to announce that room based audio conferencing has been added to Library Classrooms CL-220 and CL-223. You can now make calls from the wallbox touch panel. This
is commonly used with the audio connection elements of web conferencing tools such as Webex and Zoom or Audio Only connections to remote participants. The room based phone system utilizes the Video Conferencing Microphones and speakers as the phone receiver and ear piece.

**Please note:** Both rooms (CL-220 and CL-221) have moveable walls. When the two rooms are divided, **ONLY CL-220 and CL-221 are Audio Conference Enabled.** When the walls are up, or the rooms are combined, both rooms (CL-220 and CL-223, CL-221 and CL-222) can utilize the audio conferencing system.

**New Multi-Purpose Room Opens at Mission Bay**

In response to an increasing number of requests for rooms that can serve as both classrooms and special purpose spaces, and working with an ad hoc advisory committee of room users, Genetech N114 has been christened a "multi-purpose" room. It can now function as a classroom, a reception area, flexible seating room or green room for Byers Hall events. For the first time, food is permitted inside the room, with food staging areas on two sides. Stop by and let us know what you think.

**Summer 2016 Projects Nearing Completion**

N225 and N217 - replacing analog technology with digital AV systems and installing easy-to-use AV control interfaces. Cole Hall - new carpeting and re-painting. Genentech N114 - new carpeting and new, easily moved furniture for teaching/learning/social flexibility. ETS has a 10 year strategic plan for classroom improvements, but we are open to your suggestions on anything that needs immediate attention. Write Assistant VC John DeAngelo at john.deangelo@ucsf.edu.

**ETS clarifies policy on hazardous materials in classrooms - Biohazardous Materials in Classrooms**

Because all laboratory biological specimens should be regarded as hazardous, and because ETS scheduling services cannot manage or enforce proper protocols for safe handling of human or animal cellular materials in UCSF general use classrooms, the use of potentially biohazardous material is restricted to a laboratory environment.

To inquire about using the Anatomy Learning Center please email anatomylab@ucsf.edu or visit the Microbiology Teaching Labs in the basement of Ambulatory Care Center. For general safety information, please contact Environmental Health and Safety.

June 14
Mediasite New Look. Beginning today you will notice a difference in the way video and slides are rendered in Mediasite playback. ETS now uses a "multi-view" template. Don’t be afraid to click on all the options? it is very intuitive? and you won’t break anything. Watch the video below to Preview the Changes [9].

ALL CLEAR
Mediasite class capture is back to normal. Users should experience no problems with playback on or off-campus. If you do, call 4-HELP

HSW Lecture Halls have a new AV user interface that enables audio calls, video calls, and Mediasite previews. Contact ETS to arrange a tour.

S214 has a new resilient tile floor on the ‘stage’ to better managed food and beverage spills … and it looks good!

Clinical Sciences classrooms C701, C130, C415 and C517 are now CLOSED.

Viewing Mediasite Captures and Streams. Because Google does not easily support add-ins like Silverlight, ETS recommends using Firefox, IE or Safari for Mediasite captures and streams. MS is working on a work-around for Chrome.

The 25Live scheduling system has been upgraded by the vendor to version 24. This upgrade will provide new functionality and will improve both 25Live’s responsiveness and stability. You will find examples of these features illustrated on our website. [10]


Food and Beverage Policy [12] Serving food and beverages is allowed with prior permission from Educational Technology Services. If you would like to serve food and beverages at your event, please add a note to your room reservation request and be prepared to provide your department’s chartstring. We will contact you to discuss the details. Read complete Food and Beverage policy [13].

No-Show Fees in Effect! Be sure to alert ETS if you cancel an event (minimum 48-hours notice). No-show fees will be charged if you fail to cancel room space or technician services.

Room Reminders

Room AV Controls General assignment classrooms are designed to work with little or no assistance from an AV technician. All lecture halls are equipped with a Creston touch screen control panel that guides you through the process of connecting your laptop or using the resident computer to project on screen. The control panel is semi-automatic so once you choose an option, it adjusts the presentation to suit your needs.

What do I Need to Do? Choose appropriate option, for example, "Project in-room Mac," select the item you want to project on the Mac or your own laptop, and the system will automatically adjust the sound and light options to match your choice. Note: it is always best to “Start Over” if the system wasn't shut down before you arrive, and make sure the audio has not been muted. You should be able to hear yourself through the room speakers.
What Do I Do If the System is not Working? Chances are ETS will know it almost as soon as you do since we monitor rooms remotely to help support them, but if all else fails, call 6-HELP, and we will be there within minutes.