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.

ETS schedules nearly 100 general assignment classrooms on Parnassus and Mission Bay campuses using 25Live. Priority in reserving classrooms is given to academic, numbered courses. All other requests are processed after class schedules are finalized. Cole Hall and Byers Auditorium are exceptions which may be reserved up to one year in advance for symposia, seminars and workshops. Call 6-4436 for more information.

Announcements

Notice!

August 21, 2018 4:00 p.m.

We are currently experiencing firewall related issues resulting in intermittent disruptions for the viewing of Content Capture Live Streams and on demand recordings. As of now this is not affecting captures from being recorded, only from being played back. We are working diligently with IT Services to rectify the situation.

Here are suggested work arounds until the issue is resolved:

? Close browser and reopen the link; If this does not work then open up a different private browser

? Wait a couple of minutes to allow blocked traffic to subside and reload the link

HERBST HALL Management Changes Hands.
Beginning July 1, 2018, UCSF Health will manage and support Herbst Hall at Mount Zion. All current reservations will be imported to the EMS scheduling system and Herbst Hall will no longer be booked through 25Live. Thereafter, all requests for Herbst support should be directed to Dan Peterson (dan.peterson@ucsf.edu; 415-502-4006). This move is necessitated by the impending decant of the Hellman building and loss of key meeting and training spaces. Please direct all other questions to Dan Henroid (dan.henroid@ucsf.edu; 415-353-1348).

25Live Maintenance on Monday, March 19th, 6-9 pm PST

CollegeNET will be conducting general system maintenance on Monday, March 19th. We expect the maintenance to be completed between 6pm and 9pm Pacific, during which time the 25Live scheduling system will not be available. Thank you for your patience as we continue to improve 25Live.

Captures to be Deleted Notification ? Fall 2012

Educational Technology Services (ETS) has begun purging old captures from the Mediasite system starting with Fall Quarter, 2012. When we began recording lectures in 2011, ETS agreed to keep them online for four years, or roughly the length of an academic program’s didactic phase. Course administrators or coordinators will receive detailed information on captures, including number of views, who watched, how long they watched, last time viewed and much more. Also, we have included a direct catalog link so you can watch the captures for a course or event. Unless there is a compelling reason to keep captures, we urge you to delete old ones whenever possible, especially when one has been superseded by a newer one. This removal period begins with courses created in academic year 2012-13. Reviewers have three months to respond after the initial notice. Failure to respond to deletion requests after two attempts will result in their removal. Deletion requests are being sent beginning today, February 27, 2018. Contact the ETS office if you have any questions.

Digital Upgrade to Med Sci 214 Completed 1/2/2018

ETS engineers installed a digital AV infrastructure to replace the old analog system. By digitizing AV, the system will be more responsive and consistent with newer technologies. A new laser projector has been added to increase image quality and brightness. The room has been painted and carpeted. The previously only for content capture camera, can now be used with the built-in computer and ZOOM. A brand new room based audio conferencing system has also been installed to allow use of the room's microphones and speakers to make phone calls. With the new camera and phone add in, the room is ready to ZOOM!

NEW Flexible Arrangement Classroom N517

Our newest flexible classroom is online for Winter Quarter 2018. A Zoom-enabled and teleconferencing room with moveable tables and chairs - and a vinyl floor area for food setups. All new LED lighting and laser projector in a room that can accommodate up to 50 persons.

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.

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 [5] 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.

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.

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.

**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.

**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. [7]

**Mission Hall** [fact sheet]. [8]

**Food and Beverage Policy** [9] 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 [10].

**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.

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UCSF Main Site

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