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.

Pending any academic numbered course conflicts within the last five years, 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

WE NOW HAVE ZOOM KITS!!!

In a room with just a display and need to ZOOM? Rent one of our ZOOM kits which includes a Jabra 810 [2], Logitech 1080p web cam [3], USB Hub, Power Extension cable, and a Mini Tripod. All the tools you need to improve your laptop based zoom connection no matter where you are. We have 1 kit at Mission Bay and 2 at Parnassus.

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 [4]; 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 [5] 415-353-1348). H [6]erbst Hall photo. [6]

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.

HWS 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 HWS 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 attached."

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**

![Credit](https://edtech.ucsf.edu/sites/edtech.ucsf.edu/files/migrate/images/best%20whole%20nest%20CL-22%201.jpg)

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. [9]

**Mission Hall** fact sheet. [10]

**Food and Beverage Policy** [11] 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
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 Crestron 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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