

Service Name

Enhancing learning through the effective use of classroom technologies

Short name: Classroom teaching

Last Updated: June 2013, to cover the period upto June 2013/14

Service Status

*** Production ***

Key target for 2013/14

1. Upgrade TurningPoint software on UCS machines to latest version
2. Roll out the TurningPoint software to all UCS staff PCs

Support

- Elevate Team, Office of Academic Development
- <http://wolseyweb.ucs.ac.uk/blogs/elevate>
- elevate@ucs.ac.uk

Service Description

- To provide support and development to UCS staff on the innovative uses of a range of classroom technologies in their learning and teaching. This will be through the collection and dissemination of good practice (both internal and external to UCS), the provision of a staff development programme (both online and face to face) and in some cases the provision of hardware
- To provide ongoing research into the effective uses of selected classroom technologies across the UK HEI sector.
- To provide an online space for staff to share and discuss the effective uses of classroom technologies at UCS.
- To provide a focal point for discussions with UCS IT Services who install, and maintain the classroom technology software and hardware (with a few exceptions).

- To provide advice on the future direction and development of learning spaces at UCS

The focus for 2013/14 will be:

Classroom Interactions	Clickers, Media Tablets
Presentation	Media Tablets
Capture	Audio (audacity), Screencasting (debut) , Movie (camera)
Extending the classroom	GoTo Meeting

Service Users

All staff and students who are registered at UCS.

Service Provision

Included

- Ring fenced project work with academic course teams
- Provision, maintenance and development of the classroom technologies category on the Elevate Blog
- Provision, maintenance and development of support and development materials for the using the technology to enhance teaching, including FAQs and How to Guides
- User (UCS Staff) support and development on pedagogical applications, with the provision of 1-2-1's and workshops
- Liaison with IT Services with respect to the software and hardware provision.

Excluded

- Authoring and significant editing of materials, content and the development of activities, as the expectation is that staff create their own materials for their students.
- Provision of hardware, apart from a few exceptions
- Support for non-UCS Ipswich Staff. It is assumed staff at the Learning Networks will be support around classroom technologies by their local team(s).

Conditions of Use

- Users (staff and students) must abide by appropriate UCS regulations, policies and

guidelines

Remote Access

- n/a as most are classroom based
- The Elevate Team Service Blog (<http://wolseyweb.ucs.ac.uk/blogs/elevate/>) is available both on and off campus via a web browser
- GoTo Meeting & GoTo Webinar (<http://gotomeeting.com>) is available both on and off campus via a web browser
- The FAQ engine (<http://faq.ucs.ac.uk>) is available both on and off campus via a web browser

Access Rights

- The suite of Classroom Technologies being supported (software and hardware) is available in general teaching rooms at UCS Ipswich, and can be accessed by all UCS staff using those machines.
- The Elevate Team Service Blog and FAQ category are available to all staff and students at UCS without the need to use their UCS login credentials
- GoTo Meeting and GoTo Webinar are available to all staff and students at UCS without the need to use their UCS login credentials

Service Owner (Project Leader)

Andy Ramsden, e-learning Development Manager, Elevate Team (a.ramsden@ucs.ac.uk)

Business Owner (Budget Holder)

n/a

Technical Lead

- IT Services (ithelpdesk@ucs.ac.uk) for most classroom technology, excluding the following which are supported by the Elevate Team
 - GoTo Meeting & GoTo Webinar
 - Clickers
 - Media Tablets

Deputy Project Leader

- n/a

Deputy Technical Lead

- n/a

Escalation

1. General support enquiries should be directed to elevate@ucs.ac.uk
2. Project Leader (Andy Ramsden)
3. Learning Resources Manager (Steve Phillips)

Service Hours (Support Desk)

	Monday to Friday	Weekend (Bank Holidays)
0.00 to 9.00	non-core	non-core
9.00 to 17.00	core	non-core
17.00 to 24.00	non-core	non-core

Service (Support) Standards

	Core	Non-Core
Available Support Routes	Support and development via blog, FAQ engine, email, phone, and ad hoc face to face meetings	As core, excluding, email, phone and ad hoc face to face
Response Times (via phone or email helpdesk)	Phone calls answered within core hours subject to staff availability in the Elevate Team. Emails enquiry should be replied within 2 working days of arrival.	first opportunity on next working day

Scheduled Maintenance Windows

- There is no set maintenance period for the Elevate Blog, the FAQ Service or the GoTo Meeting Service. These will be maintained on a best endeavour model
- The software installation and maintenance of general teaching area computers is arranged by IT Services

Communication of Service/Software Updates and Outage

- Primary communication tool (for updates and planned outage etc.,) will be via the Elevate Service Blog, and through announcements on MyUCS

Critical Incident Notifications (the service is unavailable to you)

- If the software and hardware is unavailable please contact the IT Helpdesk (ithelpdesk@ucs.ac.uk)
- If the Elevate Team Blog is unavailable please contact the Elevate Team (elevate@ucs.ac.uk)
- If the FAQs are not available (<http://faq.ucs.ac.uk>) contact the UCS Infozone

Data Retention and Restoration Service

- n/a

Recovery Point Objectives (controlled by the Elevate Team)

- The Elevate Team Blog: As soon as possible, best endeavours

Recovery Time Objectives (controlled by the Elevate Team)

- The Elevate Team Blog: As soon as possible, best endeavours

Supporting Materials

- Service evaluation reports (Clickers & GoToMeeting):
http://wolseyweb.ucs.ac.uk/blogs/elevate/?page_id=70