Classroom Technology Services is offering training sessions on the use of classroom computer and AV equipment. These technology sessions cover the following:

- Using the fixed classroom PC,
- Connecting a laptop to the projector, or LCD TV, and speaker,
- Connecting a laptop to the wireless network,
- Using the DVD/VHS and/or Blu-ray player,
- Adjusting volume and to switching between devices,
- Connecting an iPod or other MP3 player to the speaker,
- How to get technical support.
- Q & A and problem solving.

New San Francisco Center Training Sessions:
CTS is offering on site training sessions at the new San Francisco Center at 160 Spear St. on the dates listed below. This training is highly recommended for all instructors teaching at the new center.

**Technology Training Sessions**

- **Monday, 1/5/15 - 4:30-6pm** – San Francisco Center, Room 504, 160 Spear St., San Francisco
- **Tuesday, 1/6/15 - 4:30-6pm** – San Francisco Center, Room 504, 160 Spear St., San Francisco
- **Wednesday, 1/7/15 – 4:30-6pm** – San Francisco Center, Room 504, 160 Spear St., San Francisco

**Drop In Clinics***- Every Monday – Thursday from January 12th – 29th 4:30 - 6pm in room 504

Golden Bear Center Drop in Clinics***:
CTS will be offering Drop in Clinics in Berkeley Monday - Thursday from January 5th – 22nd, 2015 so instructors can stop in to get questions answered, problems solved or just learn how the technology works.

- **Berkeley Clinics** – Golden Bear Center at 1995 University Ave - 4:30-6pm in room 210.

**Please Remember** to bring any equipment you plan to use in your course (i.e. laptop, VHS tape, DVD, BluRay, iPod, iPad) to the overview or drop in clinic.

* Drop in Clinics are intended for support with classroom equipment. CTS will not repair or make changes to personal equipment or software.*
Classroom Technology Services
Process for Requesting Technical Support in the Classroom

The Classroom Technology Services (CTS) team of Information Systems provides technical support services for courses at the two main UC Berkeley Extension Centers: the Berkeley Golden Bear Center (GBC) and the new San Francisco Center on Spear Street. Limited support services are provided at the Belmont South Bay Center (SBAY), classrooms on the main Berkeley campus, and at the Berkeley American Baptist Seminary of the West (ABSW).

How Do I Find More Information about Classroom Technology Services?

- Review the Classroom Technology Services page on InstructorLink: http://instructorlink.berkeley.edu/centers/prep/av.html

How Do I Request Support?

1. Request Form – To request support in advance of class, complete a request form located online at https://unex-prod.berkeley.edu/cts/order.php
2. Help Line – To get help during a class session call the CTS Help Line at 510-643-4433.

When Do I Complete a CTS Request Form?

1. When a class is scheduled in a computer classroom.
2. If laptops will be used by students in a classroom.
3. The instructor needs training to use classroom equipment.
4. Special non-standard equipment and/or software are requested. *
5. When the class schedule changes or is cancelled.

Who Can Submit a CTS Request?

- Program support staff or instructors can complete a request for technical support.

What Happens After I Submit a CTS Request?

1. All forms are automatically sent in email format to computerlabs-unex@berkeley.edu.
2. A copy of the form is also sent to the address in the ‘Requested by’ field and to the ‘Extension Representative’ selected in the list.
3. CTS staff review the request and follow up with program support staff and/or instructor if needed.
4. The class or event is scheduled on a calendar maintained by CTS for each center.

Due Dates for CTS Request Forms

- CIB Term Scheduling Deadline – Program support staff must submit a CTS Form at the same time that they submit a CIB for classes that are scheduled in a computer classroom. Requests must include all software requirements.
- Two Weeks Prior – For all other non-standard requests, instructors and staff can submit a CTS Form at the earliest when registration opens for the term up to two weeks in advance of when the equipment is needed in the classroom.

Notes:
* See the list of standard classroom equipment on InstructorLink at http://instructorlink.berkeley.edu/centers/prep/tech.pdf. If the equipment is not on this list a request must be submitted to provide it.