

Available Technology Support

Unit	Role	Audience	Contact
ETS	Course development, educational technology Special projects (TLEF, research)	Faculty, Sessionals, TAs and Staff	ets.educ@ubc.ca 604.822.6333 http://ets.educ.ubc.ca/ room 1020 (video conferencing)
Natasha Boskic Sharon Hu Ian Linkletter Bill Pickard	- Senior manager - Instructional design/media - Online course support - Classroom course support		
IT	Desktop support, network, email, CWL Software licensing http://lynda.ubc.ca/	Faculty and Staff	it.ubc.ca/SOS 604.827.4357 http://it.ubc.ca/services/desktop-print-services/software-licensing
AV	Classroom AV maintenance, web-conferencing (308A)	Faculty and Staff	http://it.educ.ubc.ca/
Yvonne Dawydiak	TEO faculty, Sandbox sessions	Faculty and TC	yvonne.dawydiak@ubc.ca
Tech Rover Austin Lee	ETS hands-on (“go-to”)	Faculty and Staff	ets.educ@ubc.ca 604.822.6333 http://ets.educ.ubc.ca/
IT for students	Tech support	Students	it.ubc.ca/helpdesk 604.822.2008
IT (Ike Barber Centre)	Equipment booking	Students	
TECWhiz Jenny Ho	Hands-on (Library commons) room 155	Students	ets.educ@ubc.ca 604.822.6333 http://ets.educ.ubc.ca/
Computer lab	CWL	Students	
CTLT	Workshops, institutes	All	http://events.ctlt.ubc.ca/
Copyright	Guidelines and use	All	Copyright.ubc.ca
Library	Course reserves	Faculty	In Connect

Workshops and events

ETS workshops: <http://ets.educ.ubc.ca/events-calendar/>

Connect drop-in (every Tuesday 12-1:00 pm), Discovery sessions, on-demand, Tech in Transit

CTLT: <http://events.ctlt.ubc.ca/>

Annual event: TEC Expo the first Thursday in June from 2:00-5:00

Non-credit Connect shell request form: <http://ets.educ.ubc.ca/resources/connect-getting-started/request-a-non-credit-connect-shell/> (ets.educ.ubc.ca/Services/Connect – Learning Management System)