AVAILABLE SUPPORT

Unit	Role	Audience	Contact
ETS	Course development Educational technology Special projects (TLEF/ research)	Faculty Sessionals TAs 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 support Online course support Classroom course support		
Austin Lee Jenny Ho	Educational Tech hands-on rover (temporary role) Hands-on Student tech support (Library commons room 155 temporary role)		
UBC IT	Desktop support Network, email, CWL Software licensing	Faculty Staff	it.ubc.ca/SOS 604.827.4357 http://it.ubc.ca/services/desktop-print-services/software-licensing http://lynda.ubc.ca/
UBC AV	Classroom AV maintenance Web-conferencing (308A)	Faculty Staff	http://it.educ.ubc.ca/
Yvonne Dawydiak	TEO faculty Sandbox sessions	Faculty TCs	yvonne.dawydiak@ubc.ca
IT for students	Tech support Equipment booking	Students	it.ubc.ca/helpdesk 604.822.2008
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)