Every summer, OCIT enhances the technology available in the college’s learning and collaboration spaces. Though this past summer’s economy provided special opportunities for frugality, a number of technology enabled spaces were improved by reallocating resources and building upon assets already in-place. Please click this sentence to see the complete online TEC brochure.

Save time, travel and money by conducting meetings via videoconference!

Initial instruction is recommended before using these resources for the first time. To request instruction, please complete an AskIT request.
“If only the professor could explain that one more time…”

This is a common sentiment among students struggling to comprehend new and complex concepts. Unfortunately, class notes and textbooks are sometimes limited and static. Now, however, Oxford professors have a new tool in their toolbox that dynamically explains new and complex concepts over, and over again as many times as a student needs. This tool is called Camtasia Relay.

Camtasia Relay records a professor’s voice synchronously with the video display of a computer screen to create online modular videos to communicate repetitive and complex concepts. The students playback the video on a computer or iPod as often as desired. Camtasia records anything being displayed on a computer screen along with the audio captured by a microphone connected to the computer via cable or wireless and automatically publishes for viewing. After the recording occurs, an email is sent to the professor supplying the web link that plays the video. This link can be posted on Blackboard, LearnLink or forwarded to the student’s email. There are no technical decisions required by presenters; all heavy lifting is done by the Oxford Media Server.

Oxford has a site license for Camtasia and it is installed on all technical classroom computers. It can also be installed on Mac or PC personal computers. To effectively begin using Camtasia Relay, OCIT recommends a 60 minute appointment to install the software on your computer and to offer an introductory lesson on how to get started.

Please complete an AskIT request to schedule your Camtasia Relay appointment:
http://oxford.emory.edu/askit/

Remote Access Improves College Desktop Support

One of the most time-consuming and labor intensive IT tasks is mundane desktop support. The vast variety of questions and problems facing support technicians daily is rivaled only by the combination of different computer users, types of computer systems, and software titles.

Complicating the job is the communications challenges of the end-user verbally describing the issue such that the technician blindly but correctly understands and, inversely, the technician verbally describing the solution such that the end-user blindly comprehends the necessary actions to take.

Oxford College now has a solution to this double-blind frustration. OCIT has installed a remote-desktop visualizing and control system called “Bomgar.” Bomgar is a networked system that — by accepted invitation only — allows the support technician to establish a mirror of the user’s screen on his screen and even control it. Each session must be accepted by the end-user. Bomgar allows you to literally see on your screen exactly what the support technician is recommending and vice versa.