

# UNIVERSITY of **HOUSTON** | ENGINEERING

## Technical Support options for instructors during the COVID-19 Emergency

From Dr. Suresh Khator and Dr. JR Rao

Dear Colleagues in the Cullen College,

As we know, we are all transitioning immediately to a fully online delivery of our courses. The purpose of this document is list support options (with contact information), should questions or issues arise in this regard. Please keep this document handy. And also, first and foremost, let us all remember to be flexible, creative, and full of eager intentions to help one another during this time.

If any question arises in your workflow, as a first step, please see if visiting the following two links provides you with information needed to resolve your issue:

- <https://uh.edu/blackboard/faculty/>
- <http://www.instruction.uh.edu/knowledgebase/>

After checking these two links, please go down this document to locate your specific support option.

### (1) Where is the video of JR's training session, and the PowerPoint used in it and other related files?

You can use either of the links below to access all of this material. Please note that the training session video is big (2 GB), so it may load slowly. For this reason, it might be better if you simply downloaded this video file, along with all other files, using one of the links below.

<https://bit.ly/38L6pGU>

(this is shared via OneDrive)

<https://bit.ly/39V0mRt>

(this is shared via Google Drive)

### (2) As the first contact for any issue, and for a triage of what is not working:

Please contact your departmental Online Advocates (OA). These are listed below. Please be mindful that these OA are all fellow faculty like you and us, and are not specifically trained in diagnosing software or hardware troubles. The only reason they are listed first is that in our

experience, a majority of common issues that arise are solved with a colleague conversation like “oh, I had the same issue, or I saw the same with another faculty, and here is how we resolved it”. Our OA will do a quick triage, and then, if needed, escalate the matter further, as listed progressively down in this document.

### **Online Advocates, March 2020**

FYE	Dan Burleson
BIOE:	Sergey Shevkoplyas, Ting Chen and Nick Plosko
CEE:	Kalyan Nakshatrala and Bill Rixey
CHBE:	Micky Fleischer
ECE:	Badri Roysam and Len Trombetta (Zoom), Harry Le and Jinghong Chen (Blackboard), Saurabh Prasad and Rohit Reddy and Paul Ruchhoef (iPad), Len Trombetta (Labs)
IE:	Ali Kamrani and Taewoo Lee
ME:	Yash Kulkarni and Di Yang
PETR:	Mohamed Soliman

### **(3) If you cannot access or run the “Zoom” software on your computer:**

Departments have purchased Zoom Pro licenses for their faculty via their Department Business Office. If you do not have the license or access information, then please check with your business office. If you think you have the proper Zoom license, or if the Zoom activation email is not working, or for all general Zoom access or account issues, the support contact is:

Email: [software@uh.edu](mailto:software@uh.edu)

Tel: 713-743-1411

### **(4) I have a working Zoom license, but something is wrong with my computer:**

This could be something like “my browser keeps crashing”, or “my USB device has a problem”, or “I have an Office 365 issue”, or “I have a network issue” or even “my computer is too old for all this, what do you recommend I buy” etc.

For this, the support contact are as follows:

- For general computer technical support, please reach out to Eric Stern - [estern@uh.edu](mailto:estern@uh.edu) or 713-743-1387
- For Linux technical support, please reach out to Manjunathan Shenoy – [mshenoy@uh.edu](mailto:mshenoy@uh.edu) or 713-743-8447
- For server and all other technical services, please reach out to Kiet Luong – [kietl@uh.edu](mailto:kietl@uh.edu) or 713-743-9974

Please note: When you're not sure who to reach out to, just email [kietl@uh.edu](mailto:kietl@uh.edu) and the correct technical staff will be assigned to help. However, please do not reach out to everyone at the same time or even separately for the same case.

#### (5) I have some issue with teaching using Blackboard and Zoom:

This could be issues such as, "I cannot use this particular feature in Blackboard," or "I want to add a TA to Blackboard but am not able to", or "How do I do this or that in Blackboard or Zoom", or "I thought I could do something in Zoom but I can't see how", or "I have some questions about JR's training session information", or "how to record and save using Zoom" or "how to post video lectures on Blackboard", or "when is the use of software such as "Snagit or Camtasia" advisable, etc.

For these questions, the support contact are:

- J.C. McDonough, Instructional Designer in the Cullen College, Email at [jcmcdonough@uh.edu](mailto:jcmcdonough@uh.edu) and Tel at 713-743-9972.
- Dr. J. R. Rao, Email at [rao@uh.edu](mailto:rao@uh.edu), and Tel. at 713-743-4535.

Please note that if there is a significant Blackboard issue, JC and JR may refer you to our 24/7 Blackboard support line for UH Faculty, which is:

- Available 24/7: call 844-570-6763
- When contacting this 24/7 line, please have ready the following information: *UH PeopleSoft ID, UH phone number, UH email address, CougarNet ID, course department, course number, and class number.*