



Learning Technology Handbook

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Department Information

Learning Technology Overview

The Learning Technology (LT) unit provides support to faculty, staff, and students in the use of technology equipment in the classroom. The unit is responsible for the audio-visual equipment on campus and at remote locations. LT also provides technical and videography support for numerous HCC events.

Hours of Operation

Monday-Thursday, 8 a.m. to 6 p.m. and Friday, 8 a.m. to 4 p.m. Hours may change due to campus operations.

Learning Technology Staff

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Learning Technology Services

Requesting Help from LT

If you are having issues with classroom equipment (projector, video player, document camera, wireless tablet connectivity, audio, etc.), please notify LT staff immediately.

You may reach LT by e-mailing learntech@hagerstowncc.edu or calling the LT Help Desk at 240-500-2702.

Please include:

- Your contact information, including phone number and e-mail address
- A detailed description of the problem
- The location of the equipment
- Date and time the repair must be completed

In classrooms equipped with Extron touch panels, an “LT Help” button is located on the touch screen. When this button is pressed, please choose the category that best describes the issue you are experiencing. An email will be sent to LT staff to come to the classroom to provide assistance.

Laptop Cart/Equipment Reservations

Please email learntech@hagerstowncc.edu for equipment reservations, and include:

- Date(s) requested
- Times (drop-off and pick-up)
- Location
- Equipment/services needed
- Contact information

Reservations are available only to HCC faculty and staff. Students must have faculty sign out equipment for class-related use.

Reservations must be made at least one (1) business day in advance.

Training

LT offers training in the use of classroom equipment, as well as LT supported technology tools. Training is available for one-on-one sessions or in small groups. Training sessions should be held two to three days in advance of using classroom technology. Please email learntech@hagerstowncc.edu or call the LT Help Desk at 240-500-2702 to schedule training.

Classroom Technology

LT offers audiovisual services and support of technology-enhanced rooms to HCC faculty and staff, as well as visiting organizations. We support a wide range of equipment for technology-enhanced classrooms, conference rooms and auditoriums, such as:

- Installed projector(s), desktop computer, video player, document camera, speakers and screen(s) and/or whiteboard(s)
- Computer carts
- PA systems
- Video camcorders
- Video conferencing

Classroom Instructional Sheets

Each room should have a two-sided equipment instructional sheet (see example below). If the sheet is not in the classroom, is not accurate, or if you would like your own copy, please email learntech@hagerstowncc.edu. Actual equipment in each classroom may vary.

If you have a problem with the audiovisual equipment, please contact **Learning Technology** by pressing the **LT Help** button on the Touch panel, calling **240-500-2702** or emailing learntech@hagerstowncc.edu.

For LT assistance, press the LT Help button and choose the category that best describes your issue: **No Audio, No Video**, or **Other**. If the issue has been resolved, please press **Cancel**.

Enter your HCC Network log-in credentials and click the arrow.
***For password help, please contact the IT help desk at 240-500-2457.**



To turn the projector **ON**, press **DISPLAY ON**
To turn the projector **OFF**, press **DISPLAY OFF**

Select which input you want to display:
PC, DVD, DOC CAM, VCR, or **SOURCES**.

If the Presentation remote is not functioning, please check that the button on the back of the remote is switched to **ON**, and that the receiver is plugged in to the computer.



Press the power button to turn computer on

Duplicate Display on PC and Projector

If only the Windows logo is displaying on the projection screen or there is a static slide, the PC is in Extend view.

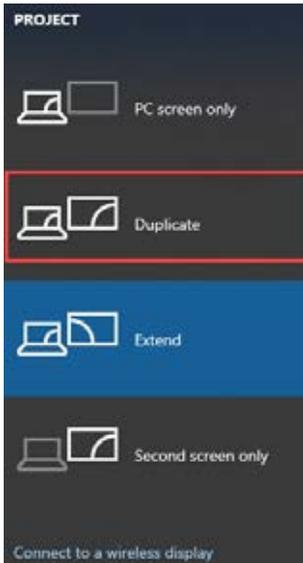


To change the view to Duplicate view:

- 1) Press the Windows key and P simultaneously.



- 2) Click on Duplicate from the pop-up window.



PowerPoint Presenter View will also change the display to Extend.

If you would prefer to not use Presenter View, go to the Slide Show tab and uncheck Use Presenter View.



Note: You may need to change the view to Duplicate view again after unchecking Use Presenter View.

Mobile Devices with Epson iProjection App – Wireless Connectivity

If bringing your own device, please contact Learning Technology at least three (3) business days beforehand to obtain network credentials and perform testing.

In preparation, you may download the Epson iProjection app on the device you wish to use from the Apple App Store or Google Play.



Epson Interactive Whiteboard Pens

In classrooms that have the wall-mounted projectors displaying on the whiteboard, you can use the interactive pens to write or draw on the whiteboard projection surface.

For a quick guide, please visit the [User's Guide - Using Easy Interactive Tools for Windows](#) (PDF Download).

Extron VoiceLift Pro Pendant Microphones

The VoiceLift Pro Pendant microphone can be worn around the neck on a lanyard and will provide voice amplification to the speakers in the classroom: Please click on this link for additional information: [VoiceLift Video Tutorial](#).

VoiceLift Pro Pendant

State of the Art Wireless Microphone



Other Technology and Tools

Camtasia/Snagit

Camtasia and Snagit are screen-capturing software tools.

Camtasia allows you to record your onscreen activity, audio and webcam video as well as narrate existing PowerPoint presentations. You can also edit, produce and share course content.

Snagit allows you to record an image or video of what you see on your computer screen, add effects, and share with anyone. There are limited editing options with this tool.

For installation:

- Staff or Full-time faculty, submit a Track-it to IT trackit@hagerstowncc.edu
- Adjunct instructors, submit a request to learntech@hagerstowncc.edu

TechSmith offers free training tutorials:

Camtasia Studio: <https://www.techsmith.com/tutorial-camtasia.html>

Snagit: <http://www.techsmith.com/tutorial-snagit.html>

Zoom

LT provides equipment set up and support for Zoom in classrooms and conference rooms. Please notify Learning Technology at learntech@hagerstowncc.edu or call the LT Help Desk at 240-500-2702 at least 3-5 business days in advance.

If you are interested in having an HCC Zoom account created, please send a work order to trackit@hagerstowncc.edu.

If you have a Panopto account, your Zoom meeting recordings will be automatically stored on Panopto in your Meeting Recordings folder. If you don't have a Panopto account, please download any recordings you wish to keep.

Other Tools

For assistance with various distance learning tools such as D2L, Panopto, Respondus and Softchalk, please contact distlearn@hagerstowncc.edu or 240-500-2701. If you already have a D2L account, please visit [D2L Main Instructor Resources](#) for more information.