

Dear SDSU Vice Presidents, Deans and Faculty,

To support the migration to virtual instruction, Instructional Technology Services (ITS), a unit of the IT Division, is providing a suite of support and training to San Diego State University faculty, including new training sessions that began today.

Instructional Technology Services (ITS) is [facilitating Coronavirus \(COVID-19\) Academic Continuity Preparation](#). The team is offering:

- **Drop-in training and assistance** in the ITS Faculty Instructional Technology (FIT) Center, which is located in Adams Humanities 1109. The FIT Center is open Monday through Thursday, 8 a.m. to 5:30 p.m., and Fridays 8 a.m. to 4:30 p.m. Effective March 16, ITS is extending FIT Center hours to remain open until 6:30 p.m., Monday-Thursday.
- **ITS phone assistance is** available Monday through Thursday, 7:30 a.m. to 9:40 p.m. by calling 619-594-4357 (4HELP).
- **Virtual Instruction Primer (VIP): Tools & Techniques** workshops, to be offered to all faculty March 11-19. Faculty must submit for [VIP registration](#) if interested in migrating their courses. All workshops will now be offered in Zoom to extend access. The workshops will be recorded and made available at: <https://its.sdsu.edu/covid-19/>
- The **Virtual Instruction Readiness Quiz** to help faculty identify specific issues and solutions relevant to particular courses: <https://its.sdsu.edu/readiness/>
- **Additional individualized support** by reporting an issue via [ServiceNow](#) or contacting the ITS Help Desk at 619-594-4357 (4HELP).
- Please direct **student** hardware and software support inquiries to: <https://library.sdsu.edu/computers-technology>

Additionally, ITS is accommodating requests for instructional technology personnel to be present at upcoming academic department meetings to answer questions and provide guidance for utilizing the resources presented on our

COVID-19 [Academic Continuity Preparation web page](#). Please make arrangements by contacting ITS Administrative Analyst, Trish Whited Edwards at 619-594-5910 or twhited@sdsu.edu.

The Center for Teaching and Learning encourages all faculty to make use of these essential resources.

Please continue to visit SDSU's public-facing [COVID-19 site](#) for information and updates.

James Frazee

Chief Academic Technology Officer

Associate Vice President, Instructional Technology Services, IT Division

Joanna Brooks

Associate Vice President for Faculty Advancement

Sarah S. Elkind

Director of the Center for Teaching and Learning