How we can help you

UTS staff support services for learning and teaching

LXT

Our move from Blackboard (UTSOnline) to Canvas provides an opportunity to enhance the student learning experience by creating greater consistency across subjects in a course and by further embedding existing learning and teaching initiatives such as learning.futures. We're commencing work on postgraduate courses in 2019 and then moving to undergraduate courses starting in 2020.

For more information about the LXT implementation, visit LXTransformation.uts.edu.au or contact LX.Transformation@uts.edu.au

LX.lab

The Learner experience lab (LX.lab) is here to help staff with all things learning and teaching.

—Getting the most out of Canvas, UTSOnline, REVIEW, SPARKplus, Turnitin and other supported learning and teaching technologies

—Developing fresh ideas for learning design and innovative student experiences

—Connecting with your learning and teaching community through a diverse program of events and workshops at the Lab

If you need support with learning technologies or crafting your subject, put through a request via our Service Catalogue on ServiceConnect.

For enquiries related to the Lab's program, email us at lx.lab@uts.edu.au or catch us on live chat between 10am - 4pm on the LX site.

For all other enquiries, get in touch with one of our Learning and Teaching partners.

PG.f

The Postgraduate.futures team (PG.f) works with faculties to design and develop targeted high-value postgraduate courses. Additionally, the team leads the development of a suite of products for the UTS Open platform. The PG.f team includes learning designers and specialist learning media producers.

If your subject is currently part of the PGF pipeline, contact your assigned Senior Learning Designer or a member of their pod.

ITD—ITSC

The Information Technology Support Centre (ITSC) assists with general IT related issues and enquiries.

ITSC will escalate issues to other teams for further assistance. This is particularly handy if you are unsure of where to log your request.

Log a request to ITSC via ServiceConnect or by calling 9514 2222

ITD—LATS

The Learning and Teaching Systems team (LATS) provides academic staff with technical and administrative support for UTS Learning Technologies.

Log a request to LATS via ServiceConnect or by calling ITSC on 9514 2222

ITD—Canvas Tech Team

The UTS Canvas Support Team provides academic staff with technical and administrative support for Canvas.

Example of the requests the Canvas Team can assist with are subject creation, enrolments and account creation.

Get in touch with the UTS Canvas Support Team by emailing canvas.support@uts.edu.au

AVS

The Audio Visual Services team (AVS) designs, installs, maintains and supports the University's audio visual technology.

AVS offers training to use equipment, solve equipment problems and loans portable equipment such as Powerpoint remotes, cable adapters, cameras etc.

Get in contact with AVS via ServiceConnect or through StaffConnect.

UAPO

The University Academic Programs Office (UAPO) is responsible for:

—advising on compliance, policy, procedures, processes, timelines related to approval of curriculum and admissions standards and management of curriculum data and information,

—administrating the processes for approval of new, and changes to, curriculum and admissions standards,

—supporting the University courses committees,

—updating and maintaining data in CASS curriculum and CIS, and

—administering and supporting CIS and the OCAP system and their users.

For more information and contact details for UAPO, please visit StaffConnect or get in contact via ServiceConnect.