



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, Moodle course management software, and other instructional technologies. The unit is responsible for all of the audio-visual equipment on campus and at remote locations. LT also provides technical and videography support for numerous HCC events.

Hours of Operation

Fall & Spring semesters: Monday-Thursday, 8 a.m. to 7 p.m. and Friday, 8 a.m. to 4 p.m.

Summer semester: Monday-Thursday, 8 a.m. to 6:30 p.m. and Friday, 8 a.m. to 4 p.m.

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 can reach LT by e-mailing learntech@hagerstowncc.edu or calling the LT Help Desk at 240-500-2587.

Please include:

- Your contact information, including phone 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 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.

Equipment/Laptop Cart Reservations

Please email learntech@hagerstowncc.edu for equipment reservations.

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 1 business day in advance.

Training

LT offers training in the use of classroom equipment, Moodle and 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 **240-500-2587** to schedule training.

D2L Learning Management System

What is a learning management system?

The D2L learning management system or LMS is e-learning software utilized by Hagerstown Community College (HCC) for course management, in our online and hybrid classes. It is also used as a web-enhancement tool for some face-to-face courses.

If you are new to using D2L or simply need a refresher, please visit the [D2L Learner QuickGuide](#) student tutorial.

Access your [D2L account](#).

First-Time Student Users

- **To log into D2L, please use your Active Directory username and password.**
 - Your Active Directory username is the first part of your HCC email address, before “@student.hagerstowncc.edu”
 - Your Active Directory password will need to be changed prior to logging into D2L. [Visit the Password Change, Reset & Enrollment page](#) for more information.
 - If you need further assistance resetting your password, you may contact the HCC IT Department at hccit@hagerstowncc.edu.

Notes:

- D2L accounts are created only for users who are registered for at least one course using the LMS.
- Students will only be able to access course sites which have already been activated by the instructor. If your instructor has not activated your course site or contacted you by the first day of class, please reach out to them directly for clarification: [Faculty & Staff Directory](#).
- Please reference the [browser recommendations for D2L](#).
- Students may also visit the [Remote Learning Resources LibGuide](#), provided via HCC’s Library services, for helpful tips and tools for completing online coursework.

How do I get D2L Assistance?

D2L Help Desk

Email: distlearn@hagerstowncc.edu

Phone: [240-500-2701](tel:240-500-2701)

How do I get D2L Training?

Contact: Brenda Huffman

Email: bkhuffman@hagerstowncc.edu

Phone: 240-500-2378

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:


- Instructor station with projector(s), desktop computer, video player, document camera, Internet access, installed speakers and screen and/or whiteboard(s)
- Computer Carts
- PA systems
- Video camcorders
- Video conferencing

Classroom Instructional Sheets

Each room should have an equipment instructional sheet. If the sheet is not in the classroom or you would like your own copy, please email learntech@hagerstowncc.edu.

LRC-121 Podium Instructions

If you have a problem with the audiovisual equipment, please contact **Learning Technology** by pressing the **LT Help** button on the Touch panel, calling 240-500-2587 or emailing learntech@hagerstowncc.edu.



Press the Power button, located on the right side of the monitor, to turn on the computer.

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.

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

If the Keyspan 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.

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

Document Camera Instructions

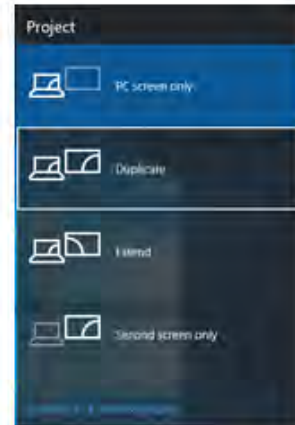


1. Press the "Power" button once to turn on the document camera (green light means on and orange light means off).
2. Press "Doc Cam" button at Touch Panel.
3. If necessary, use the "Light Switch" to illuminate the document.
4. If the image is out of focus, press the "Focus" button to focus the camera.
5. Use the "Zoom" buttons to zoom in and out.
6. Press the "Power" button twice to turn the document camera off.

Duplicate Display on PC and Projector

Duplicate Display on PC and Projector

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



To change the view to Duplicate view:

1. Press Win key + p



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



See other side for unchecking the Presenter View in PowerPoint 2013 & 2016. This will also change the display to Extend.

PowerPoint in Presenter View

PowerPoint 2013 & 2016 may automatically choose to go into **Extend** view when it senses two monitors (PC and Projector). To manually stop this, when you open your PowerPoint, click on the Slide Show Tab and uncheck Use Presenter view.



*You may still need to switch back to Duplicate view.

Bring Your Own Device – Wireless Connectivity

Apple TV (if installed)

Here are a few simple steps to connect your iPad/iPhone in a room **with** a touch panel.

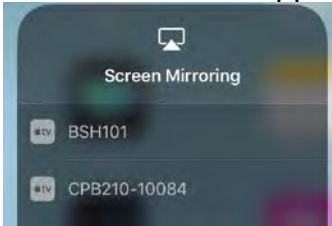
1. Turn the projector on, select **source**, and then select **Apple TV**.



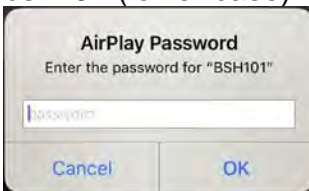
2. Slide your finger quickly from the top right of your iPad/iPhone to open the Control Center and click on Screen Mirroring.



3. Select the desired Apple TV to connect.



4. Type in your password. This will be the room name and number. For example: bsh101 (lower case)





5. Use the touch panel volume buttons to adjust the volume.



Mirroring 360

Screen Mirroring using iPad/ iPhone

1.  You will need to download the **Mirroring Assist** App from 
2. To open Mirroring 360 on your computer, click the **icon** in the bottom right corner of your screen.
3. The following screen will open. Click the **QR** button to bring up a QR code to scan. You may need to click and drag the QR code so that the entire window is on screen.



- 4a. Open the **Mirroring Assist** app on your mobile device. *If it is your first time opening the app, you will see a screen similar to the one below. Tap the red "I've already setup..." button.*



- 4b. *If you have opened the app before, you will see this Home page. Tap the red "Scan Code" button.*



5. Window A will open. Tap the red **"Scan Code"** button, and if asked (Window B), give the app permission to use the camera by tapping **"OK"**. The camera will open. Position the camera so that all 4 corners of the QR code on your computer screen are in view on your mobile device. It will scan the QR code automatically, and take you to Window C. Follow the instructions on screen (Window C) to finish mirroring your device.



Mobile Devices with Epson iProjection App

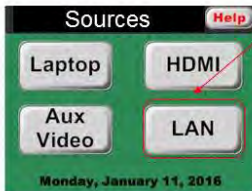
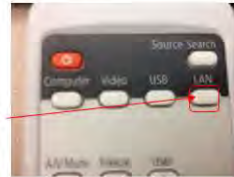
Wireless connection to an Epson projector using iPad/ iPhone or Android device

1. You will need to download the **Epson iProjection App** from  

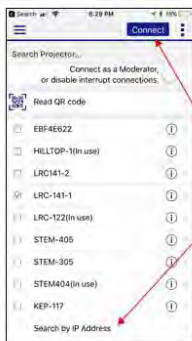
2. On the Touch panel select **Sources**, then tap on **LAN**



Classrooms that have an Epson projector but no touch panel, please use the remote to access LAN



LAN: Displays tablet or smartphone when accessed through Epson's iProjection app. You will need to enter the **4-digit keyword** displayed by the projector.



3. When you open the Epson App this screen will appear. If you see your room listed, tap the room name and then the **connect** button and continue to step 5. If you do not see your room listed, then tap **Search by IP Address** at the bottom and continue to step 4.



4. The following window will open. Type the **IP address** which will be displayed on the blue Projector screen, then hit **Search**. You will return to the screen from step 3. Choose your room and tap connect.



5. You will be asked to type in a **keyword**; This four digit number will appear on the blue Projector screen. This code is to ensure only **YOU** can access the projector and will change each time you connect. Type the code and then tap OK.



6. You are now connected wirelessly to the Epson projector! **Tap here to Disconnect.**

Windows PC and Surface Device with Easy MP software

Download available here: <https://epson.com/Support/wa00742a>

Select the download for your operating system.

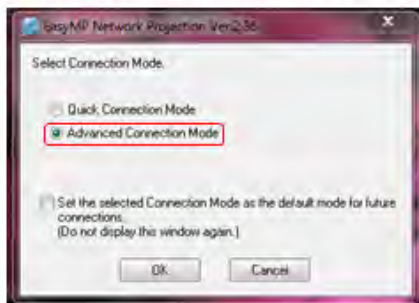
Wireless connection to an Epson projector using a PC

1. Install the Epson MP Network Projection software.

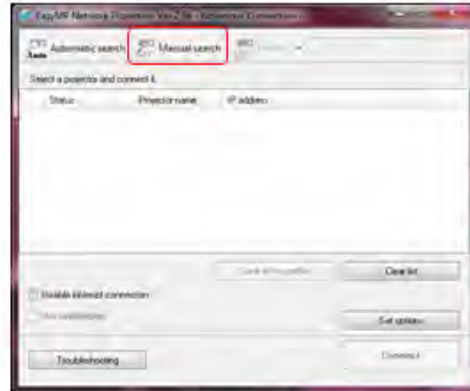
<https://epson.com/Support/wa00742a>



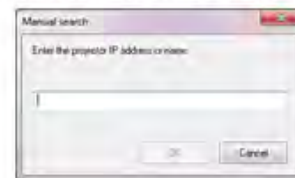
2. When open you will see this box, choose **Advanced Connection Mode**. Then click **OK**.



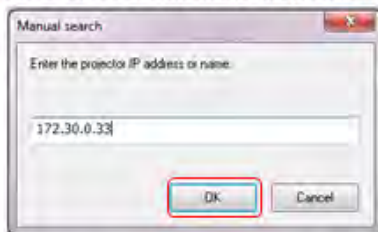
3. Click on **Manual search**.



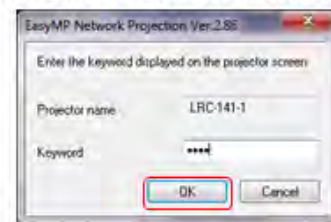
4. With projector set to LAN (*on touch panel under "sources"*). The blue screen will show you the IP address.



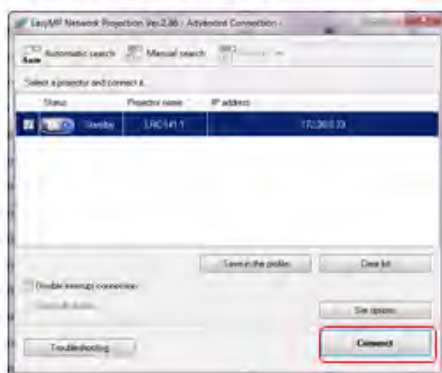
5. Type the IP address shown on the projector and click **OK**.



7. Type the 4-digit keyword shown on the projector (where you found the IP Address in Step 5). Click **OK**.



6. The software will find the projector. Click on the checkbox and click **Connect**.



8. You are now projecting wirelessly. To disconnect, click disconnect from the software bar menu.



The software menu can be sent to the taskbar by clicking the minimize button.



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](#).

Technology Tools

Adobe Connect

Adobe Connect allows you to host, join, collaborate, and share in Adobe Connect meetings, webinars, and training - for true collaboration and mobile learning from anywhere, anytime. HCC pays for a yearly subscription fee for a specific number of accounts.

HCC has a limited number of licenses for Adobe Connect. To request an account, please e-mail learntech@hagerstowncc.edu.

Please visit the [Start, attend and manage Adobe Connect meetings](#) page for more information.

Adobe also provides a daily live training series. To register, please visit the [Live Training Upcoming Events](#) page.

Training topics include:

1. Getting Started
2. Beyond the Basics
3. Tips and Tricks
4. Events Made Easy
5. Reporting and Analytics

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.

In order to obtain a license:

- **Full-time staff or 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>

YouTube

YouTube is used for uploading videos for instructional purposes.

If you create a YouTube Channel, please inform HCC's Public Information and Government Relations office.

Using your Google Account for YouTube

You need a Google Account to sign into YouTube. If you do not have an existing Google Account, you can create one by visiting the [Sign up](#) page.

Note: Deleting your Google Account will delete your YouTube data, including all videos, comments, and subscriptions.

Video Privacy Information

- Public - Anyone can search for and view your video
- Private - Must add all recipients email addresses for viewing
- Unlisted – **Recommended for HCC use**
 - Anyone with the link can view the video
 - Cannot be searched for; do not need a Google account to view



Uploading videos longer than 15 minutes

By default, you can only upload videos that are less than 15 minutes long. To upload longer videos, verify your account with the steps in the [Upload Longer Videos tutorial](https://support.google.com/youtube/answer/71673?hl=en&ref_topic=2888648) (https://support.google.com/youtube/answer/71673?hl=en&ref_topic=2888648).

Respondus – Test Authoring Software

Hagerstown Community College has a campus-wide license for the Respondus test authoring software. Respondus is a Windows application that can be used to enhance the functionality and usability of Moodle's quiz tool and/or create tests for another LMS.

Information about the Respondus software and the Respondus Test Bank Network (a free service that allows instructors to access Respondus-compatible publisher test banks for the textbooks they have adopted) is available at <http://www.respondus.com/>

You can obtain a copy of the Respondus software by downloading it from the Instructor Resources site on Moodle or from the Interdepartmental (Z:) drive, in the LTDeploy folder, in the Respondus folder (Z:\LTDeploy\Respondus). Installation instructions including the installation password are also available in the folder with the installer.

Context-sensitive help is available throughout the Respondus software by pressing the F1 key. It is also available by selecting "Help" from the pull-down menu on the toolbar. Respondus User Guides (MS Word format) can be downloaded from <http://www.respondus.com/products/userguide.shtml>. Quick Start Guides with essential information for getting started with Respondus can be found at <http://www.respondus.com/quickstart> and demonstration movies are available at <http://www.respondus.com/demo>.

If you have questions or problems using the Respondus software, you should consult the online help or Respondus User Guide. If you are still unable to resolve your problem, direct your questions to the following person(s) here at Hagerstown Community College:

Brenda Huffman, Learning Technology, email: bkhuffman@hagerstowncc.edu

Peggy Hutson, Learning Technology, e-mail: pahutson@hagerstowncc.edu

Our license with Respondus, Inc. does NOT permit instructors to obtain support directly from Respondus, Inc. If our staff is unable to solve a particular question or problem, we will contact Respondus, Inc. on your behalf.

Our license DOES permit you to install a copy of the Respondus software on a home computer. However, please note that you are not permitted to provide the Respondus software or the password information to anyone who is not affiliated with our institution. Such an action is a violation of our licensing agreement with Respondus and is also illegal.

Skype

This videoconferencing tool is primarily used for meetings, seminars, instruction, and interviews.

To create a Skype account, please visit: <https://login.skype.com/account/signup-form>

To download the Skype software application, please visit: <http://www.skype.com/en/>.

For instructions on this process, visit: [How do I install Skype?](#)

If you need assistance, you may contact LT by e-mailing learntech@hagerstowncc.edu or by calling the LT Help Desk at 240-500-2587 for the following Skype related requests:

- Help installing Skype on your HCC system or on an Instructor's station pc
- Borrowing a webcam and/or microphone
- Support for setting up a Skype connection

SoftChalk Cloud

[SoftChalk Cloud](#) is a content authoring solution that allows educators to create their own e-learning materials and deliver them in virtually any Learning Management System or even use without an LMS.

HCC has a limited number of licenses for SoftChalk Cloud. In order to obtain a license, submit a request to distlearn@hagerstowncc.edu.

Once your account is activated, you are ready to use SoftChalk Cloud to create interactive and engaging digital curriculum. Visit the [Get Started with SoftChalk Cloud](#) page to learn more. Additional information and resources are available for SoftChalk Cloud in the Instructor Resources site on Moodle.