



# 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, distance learning tools, and other instructional technologies. 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 Manager

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E-mail: [pdmathews@hagerstowncc.edu](mailto:pdmathews@hagerstowncc.edu)

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Brenda Huffman

Learning Management System Specialist

Phone: 240-500-2378

Office: LRC-138

E-mail: [bkhuffman@hagerstowncc.edu](mailto:bkhuffman@hagerstowncc.edu)

## Learning Technology Services (LT)

### 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](mailto:learntech@hagerstowncc.edu) or calling the LT Help Desk at 240-500-2587, option 2.**

#### 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 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](mailto: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 one business day in advance.

### Training

LT offers training in the use of classroom equipment, as well as Distance Learning 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](mailto:learntech@hagerstowncc.edu) or call the LT Help Desk at **240-500-2587, option 2** to schedule training.

Additional technology resources are located in the [D2L Instructor Resources](#) site and the [D2L Training for Instructors](#) site.

## D2L Learning Management System

The D2L Brightspace learning management system (LMS) is e-learning software utilized by 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, a good place to start is by visiting the [D2L Learner QuickGuide](#) student tutorial and included introductory video.

### **Access your [D2L account](#).**

- You can access HCC's D2L Brightspace server at <https://online.hagerstowncc.edu>, and there is also a Quick Link to [D2L LMS](#) from the top left of the HCC Home Page.
- To log into D2L, please use your Active Directory username and password.
- If you need assistance with your login information, you may contact our IT department at [HCCIT@hagerstowncc.edu](mailto:HCCIT@hagerstowncc.edu) or at 240-500-2457.

When you login to D2L as an instructor, you should see that you are enrolled in the [D2L Training for Instructors](#) course site which contains lessons and tutorials on how to use the system; the [D2L Instructor Resources](#) course which contains ongoing updates for instructors; your division resource site; and any course offerings for sections that you are teaching.

D2L accounts are created only for users who are registered for at least one course using the LMS. The student enrollment in D2L course offerings is managed via integration with our student information system, so each site is automatically populated with the participants, and enrollment is typically updated within one business day of the registration activity. If you notice any enrollment discrepancies outside of that time-frame, please contact the [D2L Help Desk](#) in order to troubleshoot with our IT department.

Instructors must activate their D2L course offerings for students at the beginning of a semester. This is done from Course Admin under Course Offering Information. Select the "Course is active" check box, and click Save at the bottom.

### **How do I get D2L Assistance?**

#### **D2L Help Desk**

**Email:** [distlearn@hagerstowncc.edu](mailto:distlearn@hagerstowncc.edu)

**Phone:** 240-500-2701

### **How do I get D2L Training?**

#### **Contact: Brenda Huffman**

**Email:** [bkhuffman@hagerstowncc.edu](mailto: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:

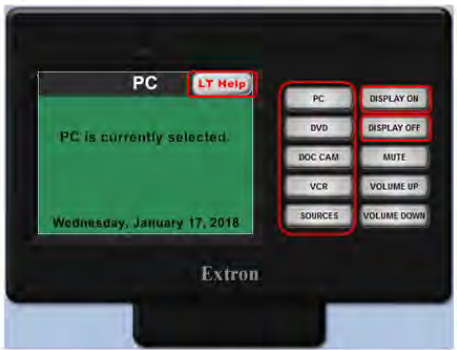
- Instructor station with projector(s), desktop computer, video player, document camera, Internet access, installed speakers and screen(s) and/or whiteboard(s)
- Computer Carts
- PA systems
- Video camcorders
- Video conferencing
- Zoom setups

## 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](mailto:learntech@hagerstowncc.edu). Actual equipment in each classroom may vary.

### 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](mailto: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.**



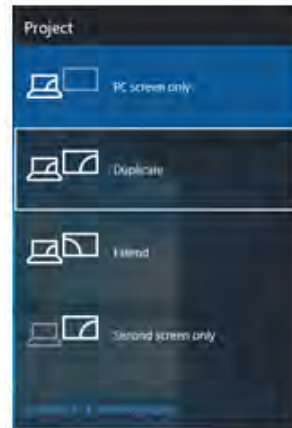
## Duplicate Display on PC and Projector

### 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

### ***Mirroring 360***

Please contact LT for installation on podium PCs, [learntech@hagerstowncc.edu](mailto:learntech@hagerstowncc.edu).



## 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.



## Screen Mirroring using Android Device

1.  You will need to download the **Mirroring360 Sender** 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 scannable QR code. You may need to click and drag the QR code so that the entire window is on screen.



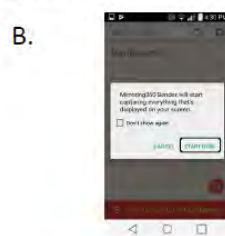
4. Open the **Mirroring360 Sender** app on your Android device. *If it is your first time opening the app*, you will see a screen similar to the one below. Swipe the screen and accept the user agreement. (It is your choice to “accept collect anonymous data.”)



5. You will see this Home page. Tap the red, circular button in the lower right hand corner of the screen.



5. Window A will open. Tap the QR code icon, and 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 B. Tap “Start Now” and you will begin mirroring your Mobile device. Follow the onscreen instructions (Window C) if you would also like to send audio.





# Mobile Devices with Epson iProjection App

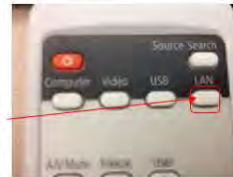
## Wireless connection to an Epson projector using iPad/ iPhone or Android device

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

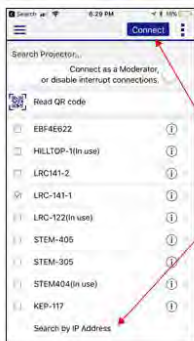
2. On the Touch panel select **Sources**, then tap on **LAN**



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.

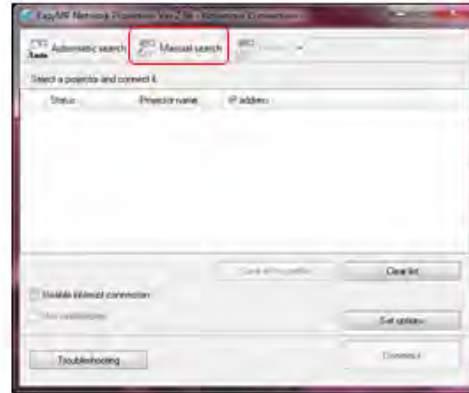
<https://epson.com/Support/wa00742a>



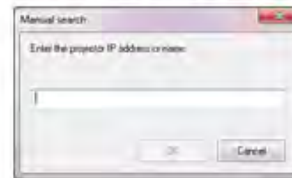
2. When open you will see this box, choose **Advanced Connection Mode**. Then click **OK**.



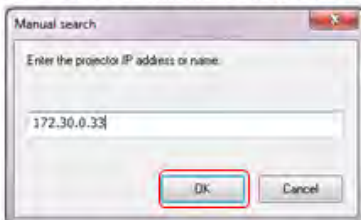
3. Click on **Manual search**.



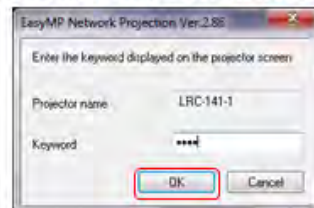
4. With projector set to LAN (on touch panel under "sources"). The blue screen will show you the IP address.



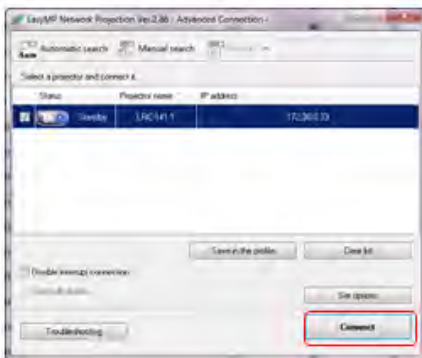
5. Type the IP address shown on the projector and click **OK**.



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](#).

## 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

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## Technology 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.

**In order to obtain a license:**

- **Full-time staff or faculty, submit a Track-it to IT** [trackit@hagerstowncc.edu](mailto:trackit@hagerstowncc.edu)
- **Adjunct instructors, submit a request to** [learntech@hagerstowncc.edu](mailto: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>

### Panopto

Panopto is a video hosting and content management platform integrated with D2L. With Panopto, you can:

- Easily record and edit videos on Windows and Mac.
- Upload existing video and audio files.
- Easily embed videos within D2L.
- Import auto-generated captions.
- Create interactive video quizzes and sync grades with D2L.

Please refer to the [D2L Instructor Resources](#) site for additional information and tutorials.

### 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 D2L'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 [D2L Instructor Resources](#) site on D2L 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](mailto:bkhuffman@hagerstowncc.edu)  
Peggy Hutson, Learning Technology, e-mail: [pahutson@hagerstowncc.edu](mailto: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.

## 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, visit [D2L Instructor Resources](#) or submit a request to [distlearn@hagerstowncc.edu](mailto: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 D2L [Instructor Resources](#) site.

## YouTube

YouTube is no longer recommended for video hosting. Please use [Panopto](#) for all video hosting needs.

## Zoom and Using the Zoom Integration in a D2L Course

LT provides set up and support for Zoom in the classrooms and conference rooms. If you need assistance, e-mail [learntech@hagerstowncc.edu](mailto:learntech@hagerstowncc.edu) or call the LT Help Desk at 240-500-2587, option 2.

If you are interested in having an HCC Zoom account created, send in a work order to [trackit@hagerstowncc.edu](mailto:trackit@hagerstowncc.edu) and indicate if you need a Basic or Licensed account. When requesting a Licensed account please include justification.

For information about how to integrate your Zoom account into your D2L courses, please refer to [D2L Instructor Resources](#)- Synchronous Online Class Meeting Resources > Zoom.