San Francisco State University Student Technology Needs

Students enrolled for Fall 2020 should refer to the SF State Instructional Continuity Student Quick guide for updated information and support related to technology and remote learning.

https://instructionalcontinuity.sfsu.edu/keep-learning-student-technology-quickguide

What Technology Will Students Need to Be Successful in Remote Learning?

As a starting point, students should know their SF State account and password information. This will be the key to accessing important campus systems related to their coursework including iLearn, Zoom, and others provided by their instructors. Students are also encouraged to regularly check their SF State email to make sure they are up-to-date on communications from the University or instructors.

For equipment, a computer or device with internet connectivity will be required for engagement with courses, instructors, and assignments. Laptops provide versatility and mobility but a desktop computer in a preferred platform (MacOS or Windows) is also fine. Mobile devices including an iOS or Android tablets or phones can support many tasks but can also be limited in the software they can run. Consider how to best setup a quiet and productive workspace and do not forget about good ergonomics. Refer to the “Equipment” section of Instructional Continuity Student website for more information.

Software needs will be largely based on the courses in which students are enrolled so consult the instructor’s syllabi for required software. In many cases, departments may make arrangements for access to software required for coursework. A range of software is also available to students including Microsoft Office (see Instructional Continuity Student Quickguide for available software and instructions for access). Refer to the “Software Titles and Licenses” section of Instructional Continuity Student website for more information.

iLearn (https://ilearn.sfsu.edu) and Zoom (https://sfsu.zoom.us/) are examples of learning technology software used across many courses. Many are available through a web browser and mobile app versions can be available for use on mobile devices. Refer to the “Remote Learning Technologies” section of Instructional Continuity Student website for more information.

Internet connectivity will also be required for course engagements and activities. There are a variety of internet service providers each with a range of plans provided. For the best results, look for a plan that can provide 10 to 25 Mbps download speed and at least 3 Mbps upload speed. Refer to the Instructional Continuity Internet Access Resources website for how to test your current speed and more information. https://instructionalcontinuity.sfsu.edu/internet-access-resources

What Can Students Do When They Have Technology Needs?

Need Technology Help?
Students who have technology questions or support needs can contact the Information Technology Services (ITS) Help Desk at 415-338-1420 or service@sfsu.edu – support technicians are available 8am to 5pm.

Need iLearn or Learning Technology Help?
Students who have iLearn questions or support needs can contact the Academic Technology Services
team at 415-405-5555 or at@sfsu.edu – support technicians are available 8am to 5pm. For specifics related to coursework in iLearn, please refer questions to your instructor.

**Need a Loaner Laptop?**
Students who lack access to a computer can request a laptop by contacting 415-338-1420 or service@sfsu.edu which will be referred to the Library Loaner Laptop program.

**Need Internet Connectivity Support?**
Students having trouble with their internet connection or who may be lacking one can contact the Information Technology Services (ITS) Help Desk at 415-338-1420 or service@sfsu.edu.

**Financial or Basic Needs Assistance**
Students who need financial or other assistance with basic needs should contact the SF State Basic Needs Initiative office (https://basicneeds.sfsu.edu/), phone 415-338-1203 or basicneeds@sfsu.edu.