



OIT Service Desk

When you need: Immediate assistance

Time Frame: 7:30am - 5pm, Monday – Friday

Call, chat or email the OIT service desk when you have access or enrollment questions or need help from a Canvas expert. The OIT service desk can either answer your question or direct you to someone who can!

Phone: 303-724-4357 or 4-HELP

Email: oit-servicedesk@ucdenver.edu

24/7 Canvas Support

When you need: After hours Canvas support

Time Frame: 24/7

Canvas specific support is available 24/7 by clicking on the help menu in Canvas. You can send an email, call, or chat anytime.

Meet with the Academic Technology Applications and Design Team

When you need: Just in time training and support

Time Frame: within 24 hours

The Academic Technology team is a division within the Office of Information Technology. We work with the OIT Service Desk to provide just in time support and training for a variety of applications including Canvas, Techsmith Knowmia, and others. In addition, our Academic Technology team can provide pedagogical recommendations and support for teaching with technology, regardless of the teaching modality.

[Schedule a Meeting](#)

Meet with the Office of Digital Education (ODE)

When you need: Full service instructional design for online courses

Time Frame: varies depending on services

The Office of Digital Education partners with schools and colleges to deliver a high-quality online education. Their team of experts partner with faculty through the full design and redesign of online curricular and courses. The Online Design and Development team is available to meet with faculty at both CU Denver and CU Anschutz (as a part of an extended agreement through June 2022).

In addition, ODE is working with specific programs on new online program development through a systemwide initiative.

[Schedule a Consultation](#)

Meet with the Center for Excellence in Teaching and Learning (Denver Faculty Only)

When you need: Instructional coaching and conversations with faculty colleagues

Time Frame: within 14 days

The Center for Excellence in Teaching and Learning can provide confidential, individual consultations to faculty concerning any teaching issue. They may assist with:

- designing or redesigning a course or syllabus
- identifying teaching strategies aligned with your teaching and learning goals
- developing creative ideas for assignments
- developing assessment and rubrics to measure student learning

In order to best help you, please request a coaching session at least two weeks in advance.

[Schedule a Coaching Conversation](#)