TECHNOLOGY
SUPPORT + SERVICE GUIDE

2012

COLLEGE *of*
CHARLESTON

INFORMATION TECHNOLOGY

Your Guide to Information Technology at the College of Charleston

Information Technology (IT) is a service delivery organization at the College of Charleston, led by Dr. Bob Cape, Senior Vice President/Chief Information Officer. This IT service guide describes available technology services and how to get assistance. We hope you will find it a useful resource tool in support of your scholarly work.

Fall, 2012

Contents

Accessing the College Network + Available Services

The College provides a number of networked computer resources that help faculty, staff, and students communicate information to each other and the general public. Resource information is detailed under the following headers: Accessing the College Network, Standard Services, and Optional Services.

Accessing the College Network:

Your COUGARS Account

You will receive your Cougars Account information from Human Resources during the initial hiring process. This username and password allows access to both the Cougars network and email accounts. If you did not receive a Cougars account login, contact Helpdesk at 953-3375(DESK).

To change your username and password, log in to MyCharleston at *http://my.cofc.edu*. Select the My Accounts tab. Click the **Access My Account Preference for MyCharleston** link. Enter the required information and click Save Changes. If you have difficulty accessing MyCharleston or changing your password, please contact Helpdesk at 953-3375 or helpdesk@cofc.edu.

Remote Access/VPN

With remote access, faculty & staff can access network resources from off-campus. Remote users can modify files stored on network drives using available administrative applications such as MS Office. Users can only save modified files back to the network drives – users can not currently copy files or save files from the network to the remote machine they are working from or vice versa. Visit http://vpn.cofc.edu/ for more information. If you would like VPN access, please email helpdesk@cofc.edu.

Standard Services:

MyCharleston

MyCharleston is the College's online portal located at http://my.cofc.edu. MyCharleston provides centralized access to numerous online services including time and leave reporting, pay information, finance tools, campus news and events, personal and campus announcements, and more. Use your COUGARS login and password to access MyCharleston.

Email

Campus email services allow you to exchange email with individuals on and off campus. Users can access campus email with a supported e-mail client or by logging in to Outlook Web Access at: https://owa.cofc.edu using your regular Cougars login.

You may contact the College of Charleston Helpdesk at helpdesk@cofc.edu with any further questions or concerns.

Network Storage

The College provides secure networked storage space for your work files. These files are accessible with your COUGARS login password from any computer on campus as well as off campus through Remote Access. This storage is backed-up on a regular basis. Employees are prohibited from storing personal files, including pictures and music, on College network storage devices.

Optional Services:

Google Apps for Education

Google Apps for Education includes a full range of applications for getting work done, in the classroom and among faculty and staff. Calendar, document (word processing, spreadsheet, and more), forms for surveys or other input, website creation and publishing, video sharing, and group communication are all integrated into Google Apps. To request your account, login to MyCharleston, click the Faculty or the Employee tab and locate the Request Your Google Apps Account channel.

Blogs

If you need a webpage, but don't have a clue about "xhtml" or "rss", then you may want to explore blogging. Blogs provide a ready-made platform, in a unique journal-style format, that allows you to get your information up for display fast – and, best of all, blogging requires very little technical knowledge. Request a blog account by emailing *webmaster@cofc.edu*. Once set up, you will use your Cougars username and password for administrative access to your blog hosted on *http://blogs.cofc.edu*

iTunes U

Colllege of Charleston on iTunes U provides access to audio and video course materials, lectures, news, performances, special events, and more through the iTunes application. Users can download the content to their Mac or PC, transfer the information to their iPod, iPad, iPhone or other mobile device and listen to it or view it anywhere and at any time. iTunes U Course Manager is a web-based tool that allows instructors to create and distribute courses on iTunes U. To get started with publishing to iTunesU, please contact your TLT representative or helpdesk@cofc.edu.

Video and Podcasts via the Streaming Server

Audio and video files are normally very large in size and can fill up a server's hard drive quickly. In addition, they can take a long time to download before they can be viewed. To solve both of these problems it is **required** that you put all audio and video files on the College's streaming server. To get a personal folder on our streaming server, email helpdesk@cofc.edu and ask for a new streaming folder.

Movie Captioner

Movie captioner is a software that allows users to make closed captioned videos. For more information about Movie Captioner software, contact TLT@cofc.edu

Web Server

Information Technology provides faculty and staff free web space to upload and house your college-related web pages. Faculty and Staff webpage are located at http://people.cofc.edu. To request a web account, please e-mail helpdesk@cofc.edu. You will receive instructions.

Lecture Capture

Information Technology provides faculty and staff with free accounts to Echo 360 Personal Capture. Personal Captures allows users to create videos and screencasts that can be published online. For more

information, please visit: http://blogs.cofc.edu/tlt/technology/echo-360. Accounts can be requested via My Charleston in the Employee Tab.

A Quick-Guide to Accounts, Passwords, and Resets

	USERNAME/ID	PASSWORD	CHANGING PASSWORDS
Email	Email usernames contain Cougars login + CofC domain (e.g SullivanW@cofc.edu)	Email login/password is the same as your Cougars password.	Change your email password and your Cougars password will also change.
MyCharleston	COUGARS login	COUGARS password (You will be required to establish 2 security questions for password recovery.)	Login to MyCharleston – Select "My Account" Enter New Information and click Save Changes
OAKS	Login to MyCharleston – Select "OAKS" icon	Login to MyCharleston – Select "OAKS" icon	Login to MyCharleston – Select "My Account" Enter New Information and click Save Changes

Information Technology at the College of Charleston provides ongoing, site-based support for all aspects of technology implementation. From troubleshooting a computer glitch to outfitting an entire department with the latest instructional technology, IT works behind the scenes to make the College's use of technology run smoothly.

IT Support Services Include:

Helpdesk

The IT Helpdesk is your first source for help with any problem related to computer technology. They can assist you with network (server) access, lost passwords, or a computer that acts up just as you are ready to begin your presentation. Helpdesk also assists with technical issues in classrooms and provides assistance with the use of classroom technology. If you are having trouble, you can reach Helpdesk at 3-3375 (3-DESK), or by email at: Helpdesk@cofc.edu.

Student Computing

Housed in the Addlestone Library, Student Computing provides guidance to students about the purchase and setup of laptops for use on campus. Students can also go to this desk for help troubleshooting problems they are having with their computers. If students have questions about the computer technology in use on our campus, this is the place to get answers.

Telephone Services

This group keeps the phones ringing, the voicemails recording, and makes sure that incoming telephone calls really do reach the phone on your desk. They should be contacted for assistance with telephone installations, repair, and voicemail problems. You can reach Telephone Services at 3-3375 (Press 2)

Helpdesk Services

The Information Technology Helpdesk provides technical support campus-wide. Helpdesk is available during regular business hours and offers limited after-hours support. If you have trouble with computer equipment, this is your first stop for getting the problem fixed and getting you back up and running smoothly.

Hours of Standard Operation:

Monday - Friday   7:30am – 5:00 pm

After-hours Classroom Support:

Monday - Thursday 5:00pm – 10:00pm

Emergency on-call available 24x7 (By Phone Only)
Leave a message with your contact information and an on-call technician will contact you within 30 minutes.

Call: 953-3375 (3-DESK)
Email*: Helpdesk@cofc.edu*

Some of the technical services that the Helpdesk provides to faculty and staff include:

Computers
New computer installation
Computer moves
Computer repairs
Computer transfers between offices/buildings

Software
Installing and troubleshooting software

Network Access
Wireless support
Remote access (VPN)

Other
Data transfers
Email distribution lists

Security
Password resets
Anti-virus protection

Technology-Enhanced Instructional Spaces

Room Type	Description of Room
Technology Enhanced Classrooms	*Any classroom with a fixed projector, teacher station, computer, DVD, screen, and optional document camera*
Laptop Ready Rooms	*A classroom that is wired for connectivity to a presenter's laptop (may include DVD player).*
Classroom Computer Labs	*A Smart Classroom that has a teacher station and multiple student computers, with 20-30 seats.*
Computer Labs	*A room (without a computerized lectern) that has multiple student computers, with 10-15 seats (includes mobile computer carts).*
Student Labs	*Rooms with multiple computers available for student use outside smart classrooms/labs.*
Specialized Rooms	*Studios/Galleries* *Auditoriums* *Conference rooms, Boardrooms* *Training rooms*

Accessing Technology-Enhanced Classrooms

Academic room assignments are designated by the Registrar's Office (3-5668). To enter a technology-enhanced classroom, you will need either a combination code or access card to open the door. Access codes are available from the Faculty tab via MyCharleston under Faculty Quick Links (click on Faculty> Information> Classroom Access Codes), while access cards can be obtained from departmental chairs. In addition to door access, you must also get a key from your department chair to open the teacher workstation, which contains all the technology equipment.

Capabilities

Technology-enhanced classrooms have a connection to the campus network and include a standard set of basic computer applications: Microsoft Office Suite, Internet Explorer, Firefox, etc.

To request an upgrade or have specialized instructional software installed, send a request with a description of room locations and desired software to: *helpdesk@cofc.edu*

Getting Help... Now!   Full Support 7:30 am-5:00 pm   Limited Support 5:00pm -10:00 pm

If you are having a technology problem in the classroom, call Helpdesk at 953-3375 and press 1 for immediate assistance. Staff is available from 7:30 am-5:00 pm, and limited support is available from 5:00-10:00 pm. It is a good idea to bring your cell phone to class or you can borrow a student's cell phone. If your need is not immediate, you can always email Helpdesk@cofc.edu and describe your problem or request.

Student Computing Support Services

The Student Computing Support desk provides phone and email support to students with computer problems during regular business hours Monday thru Friday. Walk-in technical support is available to students with laptops. If students have any computer related questions, this is the place to start.

Student Support Desk Services

Answers to computer technology questions regarding systems in use on campus	*Assistance to students using the learning management system, OAKS*
Advice and guidance to students regarding spyware/virus issues and prevention as well as spyware/virus removal and repair	*Assistance with the CampusWide wireless network*
Troubleshooting and computer diagnostics for student laptops	*Assistance with student email problems*
Assistance to students using the Addlestone computer lab and file downloads	*Access to tutorials:* http://blogs.cofc.edu/scs
Access to software downloads: http://blogs.cofc.edu/scs/ security/	

Hours of Operation:
Monday - Friday   8:00am – 4:00 pm

Location:
Addlestone Library – walk in service

Telephone:
953-8000

Email:
StudentComputingSupport@cofc.edu

NOTE: Student Support Services does not provide hardware repair.

Computer Purchase Discount

The College of Charleston offers discounted computer purchases through Dell. Apple offers a standard 10% educational discount. All CofC students, faculty, and staff are eligible. Dell offers a 20% discount on recommended Latitude laptop models. Other Dell computer models may be discounted 10-12%.

Laptop Checkout Program

Student Computing Support has a limited number of laptops available to students for use in Addlestone Library. Students can go to the Circulation Desk in the Addlestone Library and ask to check one out. All laptops have Microsoft Office and wireless capability.

Camcorder Checkout Program

Student Computing Support (SCS) has several digital camcorders available to students who want to make videos for class projects, student organization events, etc. Camcorders are loaned out for a 24-hour period. Students can checkout camcorders by visiting the circulation desk in the Addlestone Library.

Student Technology Center

The Student Technology Center (STC), located in Room 136 in the Addlestone Library, is dedicated to high end video/audio/photo editing. It is equipped with two high-end-workstations and professional grade software. Students can make a reservation to use the STC at the Circulation Desk in the Addlestone Library.

A full list of services and information about the above services can be found on the SCS blog at http://blogs.cofc.edu/scs/.

Telephone Services

Telephone Services provides services related to telephony across campus. If your office phone is not working, or you need help with voicemail, Telephone Services can help.

Services include:

- Telephone installations, moves, additions, changes

- Telephone purchases (Note: 2.4 GHz portable phones should NOT be purchased or used on campus due to possible interference with the CampusWide wireless network.)

- Telephone repair

- Voice mail

- Auto attendants/Call routing

- State calling cards

- Conference call set up

- Customer training

Hours of Operation:
Monday - Friday   8:00am – 5:00 pm

Call Helpdesk: 953-3375
Press 2 for Telephone Services

Email: Submit work order request to
telephoneservices@cofc.edu

Directory Assistance

For campus directory assistance, dial **805-5507** or refer to the campus directory on the College of Charleston homepage, **http://www.cofc.edu**.

Teaching, Learning and Technology (TLT)

Incorporating the latest technologies into your teaching and research efforts can be a daunting task, especially if you are not a technical guru. The College provides faculty with such technological support as: Instructional Technologists to work with you on special projects, instruction on the use of OAKS (our current learning management system), seminars that demonstrate how to maximize your teaching goals with technology, and a tech center that houses innovative equipment and software. Find out more at TLT's blog: http://blogs.cofc.edu/tlt.

Teaching, Learning and Technology's Instructional Support Services Include:

Instructional Technologists

Do you feel overwhelmed by all of the latest technological tools used in education? Don't have time to figure out what is out there; let alone how it all works? The department of Teaching, Learning, and Technology (TLT) houses instructional technology experts who can help you.

Faculty Technology Center (FTC)

The Faculty Technology Center (FTC), located on the third floor of the J.C. Long Building (9 Liberty St.), provides educational technology resources for faculty. Users can access specialized computer equipment and software and obtain assistance from an Instructional Technologist. This is a valuable resource for faculty who wish to apply innovative technologies to their teaching strategies, assessment practices, and research endeavors. The FTC also provides short-term check out of laptops, iPads and other technology equipment.

Teaching + Learning Lab

The FTC lab is a computing center where faculty can access equipment and software that is not typically available in their offices.

Technology Training Lab

The Faculty Training Lab houses a training room equipped with a SmartBoard and the ability to record video and audio. If you wish to use the training room please contact your Instructional Technologist to schedule a time.

Faculty Technology Institute (FTI)

The department of Teaching, Learning, and Technology conducts in-depth technology mini-conferences twice a year. Come join us for one of these Institutes! The Instructional Technology team will show you how to apply a variety of software applications to create media-rich examples, adapt pacing for diverse groupings of students, and take advantage of new Web 2.0, mobile technologies and social networking technologies. Applications will be available on the TLT website.

Online Instructional Delivery – OAKS

OAKS is the online learning management system, based on the Desire2Learn platform, that provides tools to help foster communication, collaboration, and facilitate learning outside the classroom.
It allows students in your class to access your course materials online, take online quizzes, turn in assignments and participate in discussion.

Instructional Technologists

Teaching, Learning & Technology (TLT)

Faculty members use a variety of instructional design strategies to teach content material. The Instructional Technologists are a resource to help you maximize your teaching and student learning through the integration of technology.

Collaborative Role with Faculty

The TLT team offers support through a variety of instructional settings: 1 to 1, small groups, workshops, individual projects, or online resources. The different models are designed to be responsive to the specialized instructional needs of the faculty who teach across all disciplines.

Contact TLT for Assistance

Name	Office	Phone	Email	Position/School Assignment(s)
Monica Lavin	JC Long 316	3-5428	lavinmh@cofc.edu	Director Teaching, Learning & Technology
Mendi Benigni	JC Long 319	3-6384	benignim@cofc.edu	Education, Health & Human Performance (EHHP) Humanities & Social Sciences (HSS): English & Philosophy
Zach Hartje	JC Long 320	3-5431	hartjez@cofc.edu	Business and Economics (SOBE) Humanities & Social Sciences (HSS): Psychology & Political Science
Laura Plotts	JC Long 318	3-6794	plottsl@cofc.edu	Languages, Cultures & World Affairs (LCWA) Humanities & Social Sciences (HSS): History & Religious Studies
Bryan Luce	JC Long 322	3-7998	lucebf@cofc.edu	Science and Mathematics (SSM)
Amy Ostrom	JC Long 321	3-7069	ostromae@cofc.edu	Arts (SOTA) Humanities & Social Sciences (HSS): Communications & Sociology and Anthropology

Follow TLT via Twitter: http://twitter.com/tltcofc

Faculty Technology Center (FTC)

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Walk-in access is available for faculty who can function _independently_ in the Center.

Assistance is available by appointment - Please call or email your Instructional Technologist to make an appointment.

> *FTC Hours of Operation:*
>
> *J.C. Long – Rm. 323*
> *Monday - Friday*
> *8:30 AM - 5:00 PM*

Available Equipment

- *2 Intel-based Apple Macs*
- *1 Dell Optiplex 755 (Win 7)*
- *1 Dell Optiplex 745 (Win 7)*

- *Nikon Slide Scanner w/high-capacity feeder*

- *Epson Scanner w/high capacity feeder*
- *1 Smartboard*
- *7-Drive CD-ROM Replicator*
- *2 digital video capture/editing stations (2 with PAL/NTSC capability)*

Equipment Available for Checkout

Do you need to borrow a computer and a projector in order to convey material to your students or for a conference presentation? Would you like to have access to a digital camera or video camera for one of your courses? Through our Equipment Checkout Program you can borrow Mac laptops, Dell laptops, iPads, digital cameras, video cameras, projectors, microphones, and webcams! You can request equipment by contacting your instructional technologist. For a full description of available equipment and checkout guidelines visit the TLT website.

Technology + Learning Lab

  The Teaching + Learning Lab (JC Long #317) is a place for individual or small group training. What do you want to know more about? Give us a topic and bring along a couple of colleagues.   Are you interested in one of the popular Web 2.0 technology tools? Come and find out why faculty and students love them! Want to talk with other faculty who are using tech tools in their classrooms? We can set that up for you in a round table discussion. The room equipped with a SmartBoard and the ability to record video and audio. If you wish to use the training room please contact your Instructional Technologist to schedule a time.

Faculty Technology Institute (FTI)

The Faculty Technology Institute (FTI)

  The mission of the Faculty Technology Institute (FTI) is to assist faculty in developing pedagogically effective uses of technology. Faculty will develop an understanding of how technology can enhance their current approach to teaching and learning, learn how technology can facilitate the incorporation of new approaches to teaching and learning, and acquire the skills needed to effectively implement changes in their courses.

Normally two FTIs are held each year. The Spring FTI is held over Spring Break and is between three and four days long. The Summer FTI is normally a two week institute held in the last two weeks of May. The summer institute covers more topics in greater depth.

Why Participate?

  Increasingly, new students expect to find a class environment rich in technology: electronic readings and class notes, interactive testing and simulations, online discussions and chats, and so forth. But more significantly, faculty should have the chance to introduce new learning approaches and explore their effectiveness. Attending a Faculty Technology Institute will enable faculty to use technology more effectively to enhance learning in the classroom. This will produce a much stronger educational environment and meet the needs of new and existing students.

How Do I Apply?

Visit the TLT website, http://blogs.cofc.edu/tlt/learning/faculty-technology-institute for more
        information.

Online Instructional Delivery

OAKS is the College's online learning management system, based on the Desire2Learn platform, that provides tools to help foster communication, collaboration, and facilitate learning outside the classroom.

OAKS Learning Management System

OAKS allows faculty members to actively manage their course content in a secure web-based environment. Using OAKS, you can organize and present a variety of media to students, who are enrolled in your course(s) and make that content available from any standard web connection. This system is highly secure, requiring an individual login and password for each student.

With OAKS, you can:

- *Post media such as syllabi, class notes, PowerPoint presentations, audio & video resources, class calendars, and announcements;*
- *Allow students to electronically submit assigned work;*
- *Check for understanding using online surveys, quizzing, and testing;*
- *Give feedback and promote interaction through email, threaded discussions, and chat rooms;*
- *Reuse your content in subsequent semesters;*
- *Sync with our Student Information System (SIS);*
- *Provide secure access for students to check grades*

Directions for Using OAKS:

To log in:
- Go to MyCharleston at http://my.cofc.edu
- Log in with your Cougars login and password.
- From inside MyCharleston click on the OAKS icon in the upper right corner.
- Once in OAKS your courses will be listed in the My Courses area. Click on the course name to enter the course.

To activate an OAKS course:
- All courses should automatically be activated in OAKS and available only to the instructor of record. If you do not see your courses in OAKS please contact the Helpdesk for assistance. Note: you must be listed as the Instructor of Record within Banner before you will have access to the course in OAKS.

*If you need training on how to use OAKS, contact your Instructional Technologist or visit: the TLT blog to access step-by-step training materials for OAKS at http://blogs.cofc.edu/tlttutorials/

Standard Test + Survey Scanning Services

Information Technology provides services for grading standard tests and scanning surveys.

Scanning Services Procedures

Departmental administrative assistants maintain a supply of the General Purpose NCS Answer Sheet **(#4521)** forms. Additional forms can be obtained by calling Procurement & Supply at 727-6430.

To have **standard tests graded**, fill out form **DD#CCS1809A** and return it with the answer key, student answer sheets, and instructor's name to room #529 Bell Building, 5th floor.

To have **surveys scanned**, fill out form **DD#CCS1409A** and return it with the student response sheets, one copy of actual survey questions, and the instructor's name to room #529 Bell Building, 5th floor .

Hours of Operation:

Monday – Friday 7:30am – 5:00 pm

Call: 953-8177
(Betty Munford) for inquiries and assistance

Location: Bell Building Room 529
#529 Bell Building

Results are usually available within 24 hours and can be picked up from the same location - room #529 Bell Building, 5th floor. There are some special instances when results are needed the same day, in one hour, or immediately. If workload permits, these requests will be accommodated. Otherwise, the results will be produced as soon as possible.

To Scan or Grade Your Own Tests

A workstation with written instructions is located in the hallway outside of room #528 Bell Building, 5th floor. An operator will be available for assistance, if needed.