Educational Technology Services Overview

Who We Are and What We Do...

Monroe Community College
2005-2006
Educational Technology Services Overview

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Tech Tips
ETS HELP LINE: 4357 (HELP)  /  Audio Visual HELP LINE: 2828 (AVAV)
To activate your Voice Mail Account:
- Contact: Telecommunications, x4357, press 3
- Training: ETS Help Line, x4357, press 1

To activate your Email Account:
- Contact: PC & Network Support, x4357, press 2
- Training: ETS Help Line, x4357, press 1

On-line http://www.monroecc.edu/go/training
Monroe Community College has a national reputation for innovation and learning, and a mission that is focused on student success. The Educational Technology Services Division (ETS) is proud to support these values, and does so by making available to the college community state-of-the-industry technology, the training to use that technology, and the services that integrate the technology into the operations of the college.

ETS is a unified division which includes libraries, instructional design and development, computers and networks, distance learning, telephones and all manner of print communications. Our services range from word processing and printing, to email and mail distribution, from book collection and circulation to digital imaging and archives. In all our efforts ETS supports the College’s leadership in online learning, electronic learning centers and intercampus systems of information distribution.

If you would like to know more about ETS, call me at ext.3019 or drop me a note at jbartkovich@monroecc.edu.

Thank you.

Technology Plan Themes

- Provide effective technology leadership, planning, and cost management.
- Embrace innovation and new technology while maintaining a solid reliable technology infrastructure.
- Deliver comprehensive technology support to students, faculty and staff.
- Engage in employee recruitment and retention strategies that emphasize professional development, diversity and job satisfaction.
- Ensure Disaster Recovery, Contingency Planning and Emergency Preparedness.
The Vice President for Educational Technology Services is a cabinet-level college officer responsible for the administration and leadership of all technology and library services for Monroe Community College. This oversight includes fiscal responsibility and setting the vision, mission and strategies for moving the College forward in a competitive technology-rich higher education environment.

**Assistant Vice President’s Office**

The primary purpose of the ETS Assistant Vice President’s Office is to provide institutional coordination and oversight of technology systems, networks and infrastructure from the perspective of a system auditor. The AVP works with the ETS Executive staff (directors) in assuring advanced planning, customer service oversight, project management and systems interoperability. These directors oversee computing, networking, instructional support, distance learning, word processing, printing, equipment management, training, the Electronic Learning Center, "smart classroom" infrastructures and maintenance, telecommunications, voice, electronic and all other mail services and the campus libraries. These directors will work closely with the Assistant Vice President, who will then assist the Vice President in assuring that the College is technologically advanced, secure, and positioned for continuous improvement - all in light of the institution’s Strategic and Technology Plans.

Offices reporting to the Assistant Vice President include:

- **Computing Services**
- **Communications & Network Services**
- **Network Systems and Applications Development**

**Assistant to the Vice President**

The primary purpose of the ETS Assistant to the Vice President is to oversee all divisional budgets and manage divisional funding. Other responsibilities include:

- Banner Project Manager
- Represent ETS on various college-wide groups and search committees
- Research and review emerging educational technology issues

**Special Projects and On-Line Services**

The primary purpose of the ETS Coordinator for Special Projects and Online Services is to oversee all divisional budgets and manage divisional funding. Other responsibilities include:

- Oversee ETS project management
- Training coordinator, MCC’s SUNY Learning Network Team
- Oversee on-line services of MCC’s SUNY Learning Network Team
- Coordinate various ETS grant initiatives

**Network Systems and Applications Development**

- Responsible for the oversight and leadership of Monroe Community College’s network systems and backbone, as well as any MCC based satellite systems.
- In cooperation with ETS departments, oversee the design, operation, and maintenance of the College’s network backbone, the academic and administrative network systems and facilities, wide area network links, and all end-user components.
- Manage network and computing through vision, design, and implementation, verbal and written communication, staff and project management, technical knowledge of multiple network backbone technologies, network operating systems, minicomputer (Unix/VMS) operating systems, and programming languages.
- Provide vision and direction for existing and future campus-wide networks, systems, and applications.
Computing Services

Provides MCC with the latest technology and information resources available including administrative computing systems. Services to MCC are broadly grouped into three areas:

**Technical Support, Programming Services, Web Development**

**Technical Support**

- Online access to administrative and student information systems
- Reports generation and distribution
- Grade reports, student attendance, testing data, faculty exams and student initiated withdrawals
- Electronic test scoring
- Paychecks
- Ad-hoc reports

Administrative Systems Hours of Online Availability:
Distribution Center – Building 6-100  8:00 a.m. – 4:45 p.m.

SIS Monday-Friday 8:00 am to 10:00 pm+
TESS Monday-Friday 8:00 am to 10:00 pm+
FRS Monday-Friday 8:00 am to 8:00 pm+
HRS Monday-Friday 8:00 am to 10:00 pm++
ADS Monday-Friday 8:00 am to 10:00 pm+
HRS availability subject to change when processing payroll.
+normally available on weekends with the exception of scheduled downtime for maintenance

**Programming Services**

- Customize and develop computer applications
- Create, modify, and update applications
- Please contact the HELP Line with your programming services requests at extension 4357

**Web Site Development**

- Monitor and manage the Web Site servers
- Oversee the Web page publication procedure
- Coordinate the development of Web-based application systems or pages

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**CS “Tech Tips”**

- To receive instruction on requesting reports or to inquire about system availability, contact us at the HELP Line - extension 4357.
- Publishing Web Pages: Getting Started - MCC faculty and staff interested in publishing pages on the MCC Web Site should contact the Webmaster via Outlook email to set up an appointment to go over the page publication procedure.
Communications & Network Services

Provides design and implementation service to the College's communications and network infrastructure. Services to the College are broadly grouped into two areas:

PC & Network Support and Telecommunication & Mail Services

PC & Network Support

PC & Network Support is responsible for the design, development, installation and maintenance of the College’s personal computers, local area network (LAN), wide area network (WAN), and all related network infrastructure. This infrastructure supports computerized classrooms, labs, learning centers, and office equipment for all MCC locations. We support: 3,000+ PCs, 65+ computer classrooms/labs/learning centers, 50+ smart classrooms; 220+ networked printers; and 54+ Windows XP based Servers.

We provide the following services:
- Personal Computer Support
- Planning Services
- Network Application Support - provide support for departmental specific network applications
- Networked CD Rom Applications
- Network Printing
- Global File Share Service (M-Drive) - Provide campus-wide data storage for all MCC employees and departments on the M: Drive (disk space located on a server). The M: Drive is backed up weekly and your files can be accessed from any computer that is networked.
- Faculty, Staff and Student E-Mail System
- Computer Virus Research and Management
- Technical Support Staff - staff can access your computer remotely using special software to fix problems.
- Wireless connectivity support

Telecommunications & Mail Services

Telecommunications: supports and maintains the three PBX’s and voice messaging servers at the Brighton and Damon City campuses and the Applied Technology Center; annually processes approximately 1 million outgoing calls and approximately 1.3 million incoming calls; provides service for 1,760 telephones and 1545 user voice mailboxes, 50-fax lines, 325 integrated call processing mailboxes and 50 pay phones.

TTY – Telecommunications for the Deaf
- TTY - TELEPHONE TYPEWRITER LINE
- TTY phone number is 424-5128 and is located in the Counseling and Testing Center, Building 1-231.
- TTY phone number at DCC is 262-1579 and is located in the Student Services Office – room 5252.
- A pay phone TTY is located in Building 1, 2nd floor along with other pay phones.

Mail Services: Mail Services processes and distributes mail for the Brighton Campus, Damon City Campus, Applied Technologies Center and Public Safety Training Facility. The MCC Mail Center processes and distributes incoming mail at an annual rate of:
- 620,000 mail pieces from the U.S. Postal Service
- 4,100 packages
- 80,000 interoffice mail pieces
Communications & Network Services…

Mail Services Facts include:

- Outgoing mail leaves the Brighton Mail Center promptly at 3:00 pm for the US Postal Service.
- Mail for full-time faculty, part-time faculty, adjuncts, chairs, deans, and academic department staff are located in room 1-107.
- Administrative personnel mail is sorted and delivered to administrative department offices.
- Mail leaves the Brighton Campus for DCC at 10:30 am daily.
- Mail from DCC to Brighton will be picked up at 11:00 am with the same rotation at 1:00 pm and 1:30 pm.
- Mail for the ATC is picked up and delivered at approximately 11:30 am each day.
- A fax machine (585-427-2749) is available for your use in the Mail Center; incoming faxes will be delivered to your personal mailbox or to your department office.

CNS “Tech Tips”

PC & Network Support

- Call the HELP Line at “HELP” (4357) for any PC / network help, option #2.
- If you store your files on the M: Drive, they will be saved if your computer should ever break down.
- To access your email from the Web:
  1. Open your favorite Web browser
  2. Go to the Outlook log on Web page: http://outlook.monroecc.edu
  3. Click the “Login Now” button.
  4. Type your login name (this is usually the first letter of your first name and your last name)
  5. Type your password
  6. Click the Log On button or hit enter.

Telecommunications

- If you are speaking on the phone and you hear a beep, someone is calling you. This feature is similar to call waiting on your home phone. You will see the Call WTG light flash indicating they are still holding for you to complete your call or to pick up the call.
- If you wish to pick up the call that is waiting, press CONNECT to toggle between the two callers. If you ignore the beep and complete your original call and hang up the phone, the phone will then ring (with a long ring) to the caller still waiting.
- HELP LINE ASSISTANCE Having trouble erasing voice messages? Not sure how to transfer a call? We can provide you with the answers to these and any other questions or problems you may have. Dial H-E-L-P (ext. 4357), press 3, and get immediate assistance.
- Help is also provided online. Please reference the ETS Help Line on our web site and get answers to the most “frequently asked questions” 24 hours a day, every day.

Mail Services

- Prepare a pamphlet, brochure, newsletter, or a booklet to be mailed - Call extension 2269 to set up an appointment.
- Prepare a bulk mailing - Call us and we will help you assemble your bulk mail to ensure it qualifies for standard (bulk) mail rates.
- Send out a mailing with many inserts into one envelope? - DXO (a mail processing facility) has automated equipment that will handle this job. Call extension 2597 and let us work with you.
- Workshops on Mail Preparation - Approximately once a semester, we offer a workshop on mail preparation. Call extension 2269.
Instructional Technologies

Provides services to students through the Electronic Learning Centers and to faculty, and staff in the design, development, training and support of instructional resources for distance learning, classroom and administrative needs. Services to MCC are broadly grouped into six areas:


### Instructional Development

*Instructional Development* - provides assistance to faculty with all aspects of course development starting with an instructional design consultation to determine the needs of the individual, followed with a production team to assist faculty throughout development. The Faculty Innovation Centers, located in room 3-150 at Brighton and 4-088 at DCC, provide a variety of technology resources (computers, scanners, color printers, etc.).

### Technology Training

*Technology Training* - offers a variety of different development activities designed to provide opportunities for professional growth to every member of the college community. Offerings fall into the following categories: skill building sessions and workshops, information sharing series, professional development conferences/weekends and departmental niche training.

- Current session schedules are available on-line through MCC’s web site ([www.monroecc.edu](http://www.monroecc.edu)). Select A-Z Index, select “T”, and then select “Technology Training Catalog and Sessions Schedule, ETS”.
- Each Training Track now includes “levels”, which are necessary to master the skills in the track, and “specializations” which offer advanced training in a particular facet of the application.
- **After this session you will be able to:** lists specific measurable objectives.
- **Apply your skills:** lists tasks you will be able to perform upon completion of the session.
- Prerequisites are clearly indicated.

### Learning Resources

Provides coordination, technical support and maintenance for a variety of learning resources and environments at Brighton and DCC to include the Electronic Learning Centers, smart classrooms, and general classroom audiovisual needs.

- **Electronic Learning Centers (ELC)** - All MCC students (full or part-time) with a valid MCC photo ID card, or MCC Alumni with a valid MCC Alumni Association card may use the ELC. Anyone using the learning center is required to adhere to the Code of Conduct.
- **Smart Classrooms** - variety of technology-enhanced classrooms to meet faculty needs including lab style (with a computer for each student) and lecture style (with a computer and LCD projector for the instructor). We provide support and training in the use of these rooms as well as ad hoc scheduling of computer classrooms (lab style).
- **A/V Resources** - provide audiovisual equipment delivery to classrooms, workshops, seminars, and meetings.

### Multimedia Production

Provides production services for both instructional and administrative needs. This production covers all forms of media including print, web, video, still images and audio. Areas of service include:

- **Graphic Services**
- **Imaging Services**
- **Video Services**
Instructional Technologies…

Printing & Word Processing Services

Printing Services - operates through five functional areas:
- **Publications** - custom design services to meet your needs.
- **Offset Press** - two offset presses with two-color printing heads that allow for simultaneous printing of two colors at once. Additional presses are available for envelopes, panel cards and carbonless form reproduction.
- **DocuTech** - state-of-the art digital document handling system capable of duplicating 135 copies per minute.
- **Bindering/Finishing**

Word Processing - supports classroom, academic and administrative word processing needs for faculty and staff.

ETS Help Desk

**ETS Help Desk (HELP – 4357)** answers calls from MCC employees dealing with:
- PC problems
- Network problems
- Software related issues or problems
- Telecommunications problems
- Technology Training Request

See the on-line guide of FAQs - [Frequently Asked Questions](#).

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**IT “Tech Tips”**

- Call HELP (4357) for all support needs.
- Call extension **2828 (AVAV)** for all of your AV requests and for classroom technology emergencies.
- To schedule a training session, call the ETS - Help Desk (4357) or sign up on the web (T – Training)
- **SkillSoft E-Learning** gives faculty, staff and students access to 400 different self-paced computer based courses on a variety of technology topics through the web; cbt.monroecc.edu.
- Have a large (or small) document you need stored electronically? We can do it for you.
- If you are located in Building 5 or 8, you can send a request to the print shop for duplication and have it returned to that tower’s copy center without ever having to leave the building.
- Electronic work order forms for Print Shop services and business card order forms are available online through the Outlook public folders.
- Developing your own course manuals? Word Processing provides help with document Development.
- Each of the production services start with a consultation to determine your needs. Contact the department at extension 2574 for specific details.
Library Services

Monroe Community College offers full-service libraries at both the Brighton and DCC campuses. A diverse collection of over 100,000 books, audio, video, and other materials are made available on two campuses. In a cooperative arrangement with SUNY Brockport and Empire State College, the Libraries also offer services at the SUNY Student Resource Center in the Link level of the Rochester Public Library. The Libraries offer hands-on instruction and assistance on using its resources and facilities at all locations.

The Library provides:
- Instruction Centers – Room 2-423 seats 36 students at Brighton; and Room 4090 at DCC seats 20 students.
- A librarian to work along with the instructor and the class.
- Publications about using library resources.
- In-person instruction to individuals using the library.
- Classroom instruction in specific subject areas at the request of teaching faculty members.
- Assistance to teaching faculty in preparing library instructional materials.

Leroy V. Good Library

This Library contains more than 90,000 books and other forms of library materials, more than 500 magazine and journal subscriptions and a growing collection of music CD’s, cassettes, records, videos and DVDs. The collection is centered around courses taught at MCC and is supplemented with materials and videos of general interest.

Damon City Campus Library

This Library serves the students, faculty and staff of MCC’s Damon City Campus. It offers print and non-print resources with an emphasis on Criminal Justice, Education and Human Services as well as some general curricular support. The Library has approximately 9,200 books, 100 periodical subscriptions, cassettes and videos.

Archives and Record Management

This department encourages and coordinates the systematic management of the records of the College in accordance with the State Archives and Records Administration (SARA) guidelines and NYS law. The Archives include administrative records, Board of Trustee minutes; reports; correspondence and records of committees; student publications, handbooks, and independent studies; memorabilia; and photographs of College related events. The Records Management program provides microfilming service and the ongoing management of the College’s records, complying with State regulations for maintaining County government records. The result is the availability of information to both the College community and the public.
Library Services...

Special Collections and Services

HOLOCAUST AND HUMAN RIGHTS CENTER - housed in the Leroy V. Good Library, the original collection was devoted to the study of specific instances of historical genocide, particularly the Holocaust of the 20th century, as well as the theories and history behind the acts. In 2002, the focus was expanded to educate the public about the issues of good and evil, compassion and empathy, and humanity’s tendency to distrust those who are different. Stop at the Circulation Desk for a key to visit the room. For further information, please call 2338.

TEACHING AND CREATIVITY CENTER – located in the LeRoy V. Good Library, this Center offers assistance to instructors in teaching techniques, mentoring, classroom management and numerous other issues relating to enrichment of instruction at the College. The Center is designed to enhance teaching effectiveness and potential to achieve desired learning outcomes. The Teaching and Creativity Center serves to develop the scholarship of teaching through promotion of good principles and practice in instruction.

SUNY Student Resource Center (SSRC)

The SSRC is a cooperative partnership between the Rochester Public Library, Monroe Community College, SUNY Brockport and Empire State College. This facility provides a friendly, convenient location for partner institution students to work and utilize a rich network of electronic resources and over the one million-item research library housed at that library location. Located on the link level of the Bausch and Lomb Public Library Building in downtown Rochester (115 South Avenue), it is only three blocks from the Damon City Campus.

The SSRC provides PC workstations for accessing databases, web resources and productivity software. A full range of library services is provided including: reserve and reference services, network printing, video-viewing stations, library and information literacy training, group study rooms, copiers, etc.

Library “Tech Tips”

- Full-text databases ease the search for that perfect article needed for that English report. Access is also available from home for students and faculty.
- Check out the latest fiction by authors like King, Koontz, Grisham and others, as well as the latest in self-help and nonfiction titles in the Leisure Reading Collection.
- Both the Leroy V. Good and Damon Libraries have private study rooms that can be checked out for individual and group use!
- Please call extension 2304 at Brighton or extension 1411 at Damon and schedule a time to bring your classes to the Library Instruction Center. Note - all class groups should be accompanied by the instructor!
- Hurl those hard to answer reference questions into hyperspace! The Leroy V. Good Library Reference Department can answer brief reference questions online. Ask us using our Electronic Reference Service and we’ll try to get back to you within 24 hours.
Getting Started in Technology at MCC

- **Technology Training Track for New Employees** - Welcome to MCC! Being productive and efficient in your new job is no doubt your number one priority! The ETS Technical Training Team has selected a variety of sessions from this catalog to get you on the fast track using the technology available to you. These sessions will help you gauge your current technology skill level, get you "connected" through voice and e-mail, and make your personal computer your best friend! Don't wait a moment longer to enroll in these sessions!

- **Technology Assessment** - Let ETS help you and your office area keep pace with computer technology. By taking the sessions in this track, you will be able to meet your personal technology goals, and streamline procedures through efficient use of technology at home, in the office or in the classroom.

- **Telecommunications: ROLM Telephone Training** - Learn to make your telephone an “information center” in this training session! Many features of the ROLM telephone system will be covered to help you to optimize business communications, including quick tips on how to save time, money and process calls in an efficient and timely manner.

- **Telecommunications: Octel Voice Messaging** - Octel is the voice messaging system servicing all MCC Campus locations. This session will advance your telecommunications skills through voice messaging. Learn how to handle your incoming business calls in an efficient and courteous manner, set up appropriate greetings to better serve your callers, act on messages received, create personal distribution lists and much more.

- **Introduction to Windows** - If you "don't do windows," it's time to get started! The graphical Windows environment has revolutionized personal computing -- come find out what all the hype is about! The sessions in this track will help you make the most of your Windows-based computer workstation. You will learn how to work efficiently on your computer, manage files and customize your workstation. This track is the prerequisite to all Windows-based software tracks.

- **Microsoft Outlook: Fundamentals** - Microsoft Outlook is part of the Microsoft Office software suite -- The part that will help you get and stay organized! Outlook is a desktop information management program that helps you manage your e-mail messages, appointments, contacts, tasks and files. You can also use Outlook to share information with other Office programs, and browse and find Office files. All Outlook sessions begin by signing on to the MCC Network, so please arrive to class on time! For a solid understanding of Microsoft Outlook, it is recommended you progress through Levels 1 - 4. Adjunct Faculty are advised to attend Outlook Specialization: Web Access only.

- **Library** - Deluged with data? ETS:Libraries can help! This track will help you become a success in the Information Age by showing you how to access needed information quickly and efficiently. Come to these sessions and learn how to make the most of our print and online resources.

- **Training Schedule** - Access the Training Catalog and Sessions Schedule online at: [http://www.monroecc.edu/go/training](http://www.monroecc.edu/go/training). Copies of the schedule are also available at the Faculty Innovation Center (11-106) or at Computing Services (6-100).
ETS Directory

Vice President, ETS Ext. 3019 Location: 1-313 Fax: 292-3060
Assistant Vice President, ETS Ext. 3040 Location: 7-333 Fax: 292-3060
Assistant to the Vice President, ETS Ext. 3017 Location: 1-313
Archives & Records Management Ext. 3036 Location: 2-304
Classroom Support – AV Ext. 2828 (AVAV) Location: 3-150
Computing Services Ext. 2620 Location: 6-100
Copy Center Ext. 3225 Location: 3-162
Copy Center – Building 5 Ext. 3223 Location: 5-210
Copy Center – Building 8 Ext. 5297 Location: 8-543
Electronic Learning Center – Brighton Ext. 5267 Location : 11-106
Electronic Learning Center - Damon City Campus Ext. 1790 Location: DCC 4-071
Instructional Development Center Ext. 2574 Location 3-150
Graphic Services Ext. 2553 Location: 3-150
HELP LINE Ext. 4357 Off-Campus: 292-2000, Ext. 4357
Imaging Ext. 2573 Location: 3-150
Instructional Technologies Ext. 2574 Location: 3-150
Library – Leroy V. Good – Brighton - Circulation Ext. 2303 Location: 2-200 Fax: 424-1402
Library - Damon City Campus - Circulation Ext. 1413 Location: DCC 4-068 Fax: 262-1516
Library Instruction Center – LVG Ext. 5368 Location: 2-423
Library Instruction Center – DCC Ext. 1420 Location: DCC 4-069
Mail Services - Brighton Ext. 2269 Location: 1-103 Fax: 424-2749
Mail Services - Damon City Campus Ext. 1718 Location: DCC 5-103
Media Resources Ext. 2219 Location: 3-150
Media Technical Support Ext. 2828 (AVAV) Location: 3-150
Network Development &Applications Ext. 3040 Location: 7-333
Network Services - Brighton Ext. 3200 Location: 4-110
Network Services - Damon City Campus Ext. 1717 Location: DCC 5-106
Printing Services Ext. 2520 Location: 3-168
Records Management (Microfilming) Ext. 1635 Location: DCC 5-108
Technology Training Ext. 4357 Location: 11-100C
Telecommunications Ext. 2076 Location: 5-103 Fax: 292-3880
TTY LINE 424-5128 Location: 1-231
Video Production Ext. 2571 Location: 3-150
Satellite Services Ext. 2571 Location: 3-150
Word Processing - Building 5 Ext. 2595 Location: 8-541
Word Processing - Building 8 Ext. 2576 Location :8-541