

- 1 -Guide to STCC Information Technology Resources

The STCC Information Technology Department (“IT Department”) is here for most of your campus technology-related needs, including office PCs, electronic mail (“email”), access to the student information system (Datatel Colleague and/or WebAdvisor), software, and office telephones. The key contact for the IT Department is the IT Help Desk, at 413-755-4016 (extension 4016 from on campus), or electronic mail (“email”) helpdesk@stcc.edu.

Gaining access to STCC Information Technology (IT) Resources.

Your supervisor will ask you to read and sign the Application for Computer Access. This form includes the College’s official policy on the Use of STCC IT Resources. Upon completion, that document is sent to the IT Department. Based upon that application, you will be set up with appropriate access to the College’s IT resources. That document is kept on file in the IT Department. In addition, another form, “HR Application”, will be completed by either your supervisor or by the HR Staff, that will include information needed to properly set you up in the College’s systems.

Email

Most employees are given an email account. The College uses Novell GroupWise as its administrative email system. Either your supervisor, or a member of the IT Staff, will contact you with login information after your email account has been created. Each new employee is offered training on the use of GroupWise email. Training is also offered periodically, and on an as-needed basis, for all employees. To access email from on campus, each non-student PC has a GroupWise icon on its desktop. Click the GroupWise icon, and enter your username and password to assess your email. Based upon your position at the college, you may be included in a number of GroupWise email groups (ex. Academia, Admissions Office, Chemistry, etc.) To access email from off-campus, from an Internet browser, go to the site, webaccess.stcc.edu, and follow screen prompts (or, from the College’s main web page, www.stcc.edu, click on the Quicklinks button, select Faculty/Staff services, and click on the GroupWise link). Email via the Internet is displayed in a slightly different format. The College does not currently provide email accounts for students.

Novell file system

Novell Netware is utilized to provide access to networks on campus, and to access network printers. Faculty and staff are provided with a login username and password to log into the Novell system. Based upon the Application for Computer Access submitted, the Novell account is set up. Documents saved on the network will be backed up by the automatic file backup system. Faculty and staff are strongly advised to avoid saving documents to their local drive (i.e., “C drive”), because that drive is not automatically backed up, and to save to their individual network drive (i.e., “F drive”).

Student Information System

The College utilizes Datatel Colleague for its student information system. Students can access their own student information (view grades, select courses, pay bills, etc.) from the

web version of Datatel, WebAdvisor. Faculty can view advisee information, class information, and enter grades from WebAdvisor. Faculty and staff who need additional access to the student information system will also be given access to the Datatel Colleague client system. Access is granted based upon the Application for Computer Access Form submitted, as well as the faculty/ staff member's position.

Financial System

The College utilizes Datatel Colleague for its financial information system. Faculty and staff who receive budget access can utilize the web version of Datatel, WebAdvisor for creating requisitions and for viewing their budgets. Faculty and staff who need additional access to the financial system will also be given access to the Datatel Colleague client system. Access is granted based upon the Application for Computer Access Form submitted, as well as the faculty/ staff member's position.

IT Help Desk

Most calls and/or emails to the IT Help Desk will result in a customer request, or *ticket*, being generated. Correspondence between the customer and the IT Help Desk will be by email (from email named helpdesk@stcc.edu). On occasion, a customer will receive email updates from this account, requesting that the customer click on a link to find detail about the update. The IT Staff will identify themselves on all phone calls and visits concerning IT Help Desk ticket issues, and will reference the IT Help Desk ticket.

IT Department web site

The IT Department provides information to the College's faculty and staff on IT-related issues via its web site. From the College's web site, www.stcc.edu, click on the Quick Links link on the upper middle of the home page, Select Faculty/Staff Resources, and select Information Technology. IT policies (including but not limited to the STCC Policy on the Use of STCC IT Resources, the IT Hardware Policy, and the IT Software Policy), the IT Strategic Plan, other news are readily available by visiting this site. Information on the IT Steering Group, which provides management oversight of the IT function, and forms relating to IT initiatives, are also located on this site.

Telephone

The college employs the Nortel Meridian system for its telephone needs. Full-time faculty and staff, and adjunct staff are provided with a College phone number. Most college phone numbers begin with the "755" prefix. Most numbers are equipped with a messaging system (i.e., voice mail box). Contact the IT Help Desk to arrange for training on the use of the telephone.

Software Borrowing Library

The College's software licensing agreement allows some software to be installed on the faculty and staff home PCs. This software library includes MS Office (different versions available), and the Novell GroupWise client. Contact the IT Help Desk to borrow a CD. Please note that the IT Staff does not provide maintenance on home PCs; the faculty/staff member must run the installations on their own.

“Other” IT Resources and/or services, available outside the IT Department

Key Cards for Room Access

The doors for some rooms on campus (in particular, labs) are equipped with a Best Access key card-swipe device. Faculty and staff who are granted access to these rooms will be provided with a key card to gain entry. The Campus Police, the IT Staff, and/or the Coordinator for Labs for the Evening School control key card access and distribution.

Alumni/Foundation Software

The College uses Blackbaud’s Razors Edge for its alumni and foundation needs. Access to this software is restricted to Alumni/Foundation staff.

Learning Management System

The College utilizes Blackboard Basic Edition software for its learning management system. Faculty teaching distance education courses utilize this product to correspond with students. Many faculty teaching traditional classes also utilize Blackboard as part of their classroom work. For more information on Blackboard, contact the Director of Distance Education at 413-755-4345 (extension 4345 from on campus).

Multi-media Services

For more information, contact the Director of Multi-media Services at 413-755-4974 (extension 4974 from on campus).

Videoconferencing Center

The Joseph J. Deliso Sr. Videoconference Center is located in the Andrew M. Scibelli Enterprise Center. For more information, contact the Director of the Media Production Center, at 413-755-4290 or 413-755-6124 (extension 4290 or 6124 from on campus).

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Adaptive Lab

For more information, contact the Coordinator of Disability Services at 413-755-4785 (extension 4785 from on campus).

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Academic Labs

Each academic Dean controls academic Labs. For more information, contact the Dean.

Student Success Center

For more information, contact the Student Success Center staff at 413-755-4785 (extension 4785 from on campus).

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Work-order System

The College uses the software system, Megamation, for its facilities work order system. To submit a work order, log into Datatel WebAdvisor (employees, faculty) and click on the Work Orders link. For more information on how to submit a work order electronically, or to submit a request from the Intranet, from the College’s web site, www.stcc.edu, click on the Quick Links link on the left side of the home page, Select

Faculty and Staff Services, and select the Intranet, select Facilities Website, Requesting Services.

The Chronicle of Higher Education Online

The online version of the Chronicle of Higher Education is available to STCC students, faculty, and staff. This service includes unlimited access to every issue since 1989, as well as daily news updates on the Web. The College library will maintain its subscription for the printed version, so each new issue will still be available to you in hard-copy form through the library.

There are two ways to access the "The Chronicle of Higher Education" from the College website: from the College's main web page, www.stcc.edu, click on the Quick Links link on the upper middle of the home page, Select Faculty/Staff Resources, and select the Chronicle of Higher Education from the list of available resources; or, from the College's library home page, <http://library.stcc.edu>, select Databases, and select On Campus or Off Campus. If you are off campus you will need to use your library bar code number for access.