

Information Technology Services Technology Guide for Faculty - Spring 2009

ITS Help Desk - (707) 476-4160
Email - its@redwoods.edu

Initial setup of your email and phone is by request, made to your Division Chair.

ITS -- Information Technology Services

Contact the **ITS Help Desk - (476-4160)** or ITS@redwoods.edu with questions regarding Blackboard, WebAdvisor, Datatel, your District Email and WebMail. For subjects not covered elsewhere your call will be routed to the appropriate responder. Our offices are in the Admin Building at the base of the internal stairs, AD106.

TSS -- Technical Support Services

Contact **Paul Agpawa - (476-4389)** with issues about office or classroom instructional equipment (projector, audio, video recording) and hardware (PC, network, fax, phone). Classroom problems with instructional equipment are handled promptly. All other services need a three week advance Work Request notice. The Work Request forms are available from your Division Secretary. Call the Help Desk if Mr. Agpawa is unavailable.

Web Site support

Contact **Brian Van Pelt (476-4173)** regarding supported web and Blackboard standards for video and file formats, questions about page standards and formats, problems accessing the web sites, individual web space, or file transfer FTP support.

Center for Teaching Excellence - Application Support

<http://www.redwoods.edu/cte> and located in the Lakeview Room, beside the Cafeteria Dining Room. Support for the Microsoft Office suite of Word, Excel, PowerPoint, Access, Outlook, and Visio. More resources for Faculty use - printer, copier, etc.

Building Services

Contact **Facilities Operations - (476-4380)** regarding room conditions (temperature, lighting, desks, chairs, furniture)

Security

Contact **Public Safety - (476-4112)** for security concerns (animals on campus, classroom lock-outs, major personnel conflicts). **Emergency Number – 476-4111**

Xerox Copier Print Allocation

Contact **Alan Gibbs (476-4177)** to check your remaining volume or to obtain additional supplies. Also check with your Division Manager who may be able to shift allocations.

Instructional Systems at College of the Redwoods

Blackboard

- Flex Sessions, Saturday, January 18, Eureka Downtown Room 113. 12:55pm-2:55pm
- Tutorials – Please use them, at <http://www.redwoods.edu/cte/blackboard.htm>
 - a. How to Login to Blackboard
 - b. How to make your course(s) available to Students
control panel – settings – course availability
- Course Availability – All courses are in the Unavailable state after initial setup. The Instructor is responsible for making them Available. Students should confirm their course enrollment using WebAdvisor.
- Students have been loaded into Blackboard, enrollment updates will be done daily during the first week of school
- Students & Passwords – you have the ability to reset your students' passwords in Blackboard, and you are the primary contact for Student assistance.
- Backup your course and grade book frequently. ITS has the ability to restore information in a full disaster recovery situation.
- **Use data compression for all graphics** in PowerPoint and .pdf files. This helps dial-up network users, and substantially speeds up printing of the files everywhere. Compression and use of the .pdf format can reduce overall file size by 85%. Methods and techniques are available in the Help files within each program.

Turn It In – Used to check for plagiarism. Set up information is available from the CTE, and at www.turnitin.com. Our Account ID is 32220, Password is redwoods1. We also have **SafeAssign** available from within Blackboard. You may use whichever you prefer.

GradeKeeper – A spreadsheet used for grade tracking, details are available at www.gradekeeper.com and from the CTE. The most current version is 6.2, downloaded from their web site. We also have a **Grade Book** feature within Blackboard. You may use whichever you prefer.

WebAdvisor

- Employee ID # and Student ID # are the same thing in Datatel terms.
- If you don't know your Login ID use the "What's my User ID?" link on WebAdvisor and the system will display your Login ID.
- Most ISP based browsers (AOL) will not work with WebAdvisor. Please use the latest version of Internet Explorer or Firefox. If using an Apple PC please use Firefox or Safari.
- WebAdvisor will only display courses that have been assigned to you in the Datatel system. If you are missing a course, you haven't been setup correctly in Datatel and will need to contact your Department Chair.

Please note, WebAdvisor and Blackboard are two entirely different systems, but with the same User ID naming convention.

The User Name format is First Initial, Last Name (all lower case) and last three digits of ID #. For "Ira Student" with an ID # of 1234567, the User Name is "istudent567".

The initial password is set to Birthdate using six digits; 11/07/1984 is entered as 110784. The systems will immediately ask for a new password to be set, it must be six to nine characters long and include letters and numbers. You (and Students) can set the same password for both systems, although this is not recommended for security purposes.

Passwords should be secure, including upper and lower case letters, and valid special characters (!@#\$%^&*()). The word should not be in a dictionary or the name of a spouse or pet.

One method is to use the same prefix with a different extension for each system, i.e. "Time2WA#" and "Time2BB#".

Technology Advisory Group (TAG)

Meets every other Thursday morning in the Board Room to discuss current challenges, changes, system upgrades, policies, procedures. Faculty representation is provided by several appointments from the Academic Senate. The agendas and meeting notes may be seen in the Outlook - Public Folders, under Meetings – TAG/Agenda.

Current Technology at College of the Redwoods

Email – **Microsoft Outlook**, can be set up for remote access with Outlook Web Access (OWA) at the site www.mail-1.eureka.redwoods.edu . This provides access from any computer or location.

Datatel Colleague version 18 - Enterprise Resource Management

WebAdvisor version 3.0 – web based access into Datatel information system

Blackboard Enterprise version 7.3 – Course Management System

Blackboard-Transaction System – meal plan, future expansion to include EOPS programs and Bookstore sales

GoPrint – Pay to Print, at Learning Resource Center (LRC), Academic Support Center (ASC), Writing Center, LIGHT Center, and some Labs. LRC now has a color laser and color copier available. 10 cents per page, all proceeds are re-invested into improving print services. GoPrint cards may be purchased at the LRC in \$1, \$5, \$10, or \$20 increments, Students can also use their ID card with mag-stripe.

Track-It – Used for Positive Attendance at the Writing Center, Math Lab, Child Development Center, and for tutoring appointments at the ASC.

SARS-Grid – For making appointments with Counseling, EOPS, DSPS, and recording attendance at group orientation sessions.

EasyBadge – ID cards for Students, Staff, Community, and Nursing program. The cards are used for Library resource check-out, on-line database access provided by the Library, Positive Attendance and Tutoring check-in, Meal Plan, GoPrint, and Associated Students of College of the Redwoods (ASCR).