IT Support & Resource Reference Guide for Faculty/Staff (SPRING 2017)

CANVAS SUPPORT
FAQs: http://www.collegeofthedesert.edu/fs/Canvas/
More links are available on above website for:
- CANVAS TRAINING
- CANVAS Quick Tips
- CANVAS Help Options
- CANVAS FastTrack Video Series

There are many other help options to assist you with using CANVAS. You can locate information at:
- CANVAS GUIDES: https://guides.instructure.com/
- CANVAS COMMUNITY: https://community.canvaslms.com/welcome

Instructional Support: Kim Dozier
Email: kdozier@collegeofthedesert.edu
Phone: (760) 776-7208 (off-campus)
ext. 7208 (on campus)

Upload Support:
Contact IT HelpDesk

BERGER FACULTY INNOVATION CENTER
For information and links to Training Calendar, Training Video, Lunch and Learn, and Dine and Design—Indio, go to the College of the Desert Home page, and click on:
- Faculty & Staff > Berger Faculty Innovation Center
OR
Use the link below:
http://collegeofthedesert.edu/fs/BFIC/

Wi-Fi PASSWORD
For password access to COD Employees WiFi, contact your department Admin. Assistant or call IT HelpDesk @ Ext. 1300

LIBGUIDES SUPPORT
Research guides created for students by COD librarians:
- Nursing, Early Childhood, Health, & Kinesiology
  Contact: Stella Baker, ext. 5659 / email: sbaker@collegeofthedesert.edu
- Business & Economics
  Contact: Deanna Rallo, ext. 5480 / email: drallo@collegeofthedesert.edu
- Math, Computer Science, Biology, Chemistry, Environmental Science, Geology, & Physics
  Contact: Andrew Johnson, ext. 5910 / email: ajohnson@collegeofthedesert.edu
- Social Sciences, Law, Art, Music, & Theatre Arts
  Contact: Jon Fernald, ext. 3775 / email: jfernal@collegeofthedesert.edu
- Career and Technical Education
  Contact: Kerry Stern, ext. 5830 / email: kstern@collegeofthedesert.edu
- Communication & Humanities, & Student Svcs.
  Contact: Michele Finn, ext. 5617 / email: mfinn@collegeofthedesert.edu

SCANTRON SUPPORT (Equipment Malfunctions)
For Scantrons located in Faculty Resource Center (FRC)
Contact: Valorie Stiff, ext. 7517
For programming issues, contact IT Helpdesk.

IT HELPDESK SUPPORT
Hours: 7am - 5pm, Monday thru Friday
Phone: (760) 862-1300 (off-campus)
       Ext. 1300 (on campus)
Email: helpdeskis@collegeofthedesert.edu

IT HELPDESK SUPPORT

Upload Support:
Contact IT HelpDesk
INFORMATION TECHNOLOGY SERVICES

**Media & Class Room Technology:** Projectors, Sound, Video

**Email & Phone:** Access, Passwords, etc.

**Computer Hardware & Software:** Computers, Printers, Scantron (programming issues only), Phones, WebAdvisor, Colleague

Web and Portal Development and Support
Technology Training

WIFI

**Network Name:** COD-Employees

**Password:** The password is distributed at the beginning of fall and spring semesters.

TECHNOLOGY SERVICES AVAILABLE

<table>
<thead>
<tr>
<th>Equipment Checkout</th>
<th>Equipment Repairs</th>
<th>Common Media Supplies</th>
</tr>
</thead>
<tbody>
<tr>
<td>Equipment Specification</td>
<td>Media Production *</td>
<td>Video Conferencing</td>
</tr>
<tr>
<td>3C Media Video Streaming</td>
<td>Technology Training</td>
<td>Application/Software installation &amp; Upgrades</td>
</tr>
</tbody>
</table>

EQUIPMENT AVAILABLE  *(Checkout maximum 3 days w/ 48 hr. advanced notice)*

<table>
<thead>
<tr>
<th>Laptop Computer</th>
<th>LCD Projector</th>
<th>Digital HD Camcorder</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overhead Projector</td>
<td>Slide Projector</td>
<td></td>
</tr>
</tbody>
</table>

TECHNOLOGY TRAINING

Onsite /Instructor led sessions in TLC (MSTC-106):

- Topic specific group trainings
- Individualized training

Online/Self-directed training resources are available via the Campus Portal:

(Departments > IT > Ed Tech & Web Services > Training)

- Online - Microsoft Office training
- Online - SharePoint training

*MEDIA STUDIO includes:

- State of the art LED lighting
- Green screen technology (e.g., virtual backgrounds)
- Film editing station (Adobe Premier & Final Cut Pro X)

- DVD Duplication (VHS to DVD conversion)
- Audio and Video recording (Cassette to MP3)