

Information Technology Services (ITS)

Our Mission: "To provide technology solutions and support for the College community."

Our Vision: "To deliver technology solutions that automate and simplify processes for our College community while striving to manage and exceed customer expectations. We believe in a comprehensive approach that is based upon collaboration, planning, testing, focus, and integration."

As new faculty at Mott College, we would like to introduce you to some avenues that you may find useful in your teaching endeavor. Please keep in mind that not every faculty will use all the resources described in this guide, it is best to find what works best for you and your students and focus in those areas. Additionally this guide is geared toward faculty and staff, not students. While many of the services mentioned in this guide are also available to students, the way students access them or the extent that they can access them may be different. If you need additional information on any of these services it is suggested that you attend the corresponding session offered through the center for teaching and learning (CTL), utilize the faculty support center (described below) or call the help desk and ask for assistance (x24357, 810-767-4357) . Please keep in mind depending on your question the help desk may be able to help you directly or you may need to have an expert respond to you.

Again, this guide is designed to give you a very brief introduction to the toolsets available to you, CTL workshops/experts, experimentation, peer advice and patience will provide you with a solid foundation to using the ITS services in this guide. Please do not wait until the last moment to access any of the described services.

2Help -- Service Request System

The first and most important topic to be covered within this guide is 2HELP -- it's your ITS life line. When you're having any trouble with an ITS service, regardless if it's an office computer, lab computer or your smart teacher station not acting in a way you expect, call the following number or email the address below:

Phone: x24357 (on campus) OR 810-767-4357 (off campus)

Email: 2help@mcc.edu

Website: 2help.mcc.edu

Please, if it's an emergency call the phone numbers provided. Please DO NOT email the helpdesk for emergencies. Emails are processed numerous times a day, but a phone call will provide you with the fastest level of service.

You may be asking yourself what is an ITS emergency? Any time your class is actively being impaired by the lack of a ITS service, this is an emergency to ITS. That is correct, ITS's highest level of service is reserved for teachers who are actively teaching in front of a class and whose class is being interrupted by the lack of the service. This being said, ITS cannot be everywhere at once, so please report problems as you find them, and we'll do our best to fix them for you.

Accessing ITS services

The next thing you will need to know is your username and password for accessing Mott's ITS services. The good news is you only have one. The format is simple and you receive your initial password from your department.

Format:

Username: firstname.lastname

Password: random

Again your password is initially random and will be provided to you by your department.

This username and password will also be referred to as your Active Directory username and password or your webmail username and password.

Resetting a forgotten password (self service)

If you find yourself unable to login, and you believe it might be password related, you can use the self-service reset found at the following web address. To use this service you will need your employee number, your last name, the last 4 of your social security number, your date of birth and finally your Mott email address. If you do not know your employee number this can be obtained from your division.

<https://appsprod.mcc.edu/passwordreset/index.html>

Resetting a forgotten password (in-person service)

If you're on main campus and you would like your password reset, you can do it in person with a photo ID in CM1208. (Curtice Mott Complex, room 1208). The office is open from 8am until 5pm, M-F.

Please note that the ITS staff are unable to reset your password over the phone.

MCC4me Portal

The MCC4me portal is a brand new service offered by MCC to quickly provide you with information that you need, and an easy-to-use conduit for you to access the array of services offered by ITS. After logging into the MCC4me portal you will find links to the most popular services including (but to be expanding):

Webmail, Blackboard, Blackboard Shell request, Class Share request, Absence reporting, Class roster, Grading and retention alert.

You will also find helpful widgets that contain tools such as current weather, calendar highlights, announcements, 2HELP requests and the faculty/staff internal directory search.

To access this site open the following link in your web browser:

<http://4me.mcc.edu>

You will then login in with your username and password.

Access your Mott Email account (Google Apps for Education)

Mott utilizes Google's Apps for Education service to provide email (and other services) to the faculty, staff and students of Mott Community College. To use this service you can access your mail by using the mcc4me portal (<http://mcc4me.mcc.edu>) or by opening the following website:

<http://webmail.mcc.edu>

If you are prompted to login please use your Active Directory username and password.

After you login into the webmail, you will find other services that Google Apps for Education provides, including but not limited to: Doc's (including a word processor, Spreadsheet and presentation tools), Calendar, Contact and Instant messaging.

If you have never used Gmail before, or want to learn more about the companion applications, please be sure to attend a CTL workshop on Google Apps.

Blackboard

Mott's online course management system is Blackboard Learn. This system works as a repository for the information you share with your students in class. It also facilitates communication between you and your students by offering email tools, chat functions, blogging tools, online grade books, class calendars, and class forums.

Blackboard shells for classes are created automatically when the assignment is made by the division in our Datatel (Colleague System). These shells will be created “hidden” or “disabled.” To access Blackboard you can access it through the MCC4me portal, or by going to the following website:

<http://blackboard.mcc.edu>

If you are new to Blackboard it is highly suggested that you attend a CTL workshop on Blackboard. You can also receive help from the CTL faculty techs or by visiting the Faculty/Staff support center.

Remote Virtual Desktop Access -- Remote Access to MCC

While you are off campus you still can access a Mott computer desktop. This is done by accessing Mott’s virtual desktop infrastructure (VDI). This will provide a fully functional Mott desktop with our main applications and share drives (H:, K:, X: etc...). This is accessible from both Microsoft windows and Apple Macs. This is a faculty/staff tool only at this point due to licensing restrictions.

<http://vdi.mcc.edu>

Open Computer Labs

Open computer labs contain general use computers for students to use to write papers and work on assignments. Special class software is available if prior arrangements have been made.

Open computer labs located in:

CM1135 (M-TH 8am-10pm, Fri 8am-5pm, Sat 8am-5pm)

RTC2604 (M-TH 8am-10pm, Fri 8am-5pm, Sat 8am-5pm)

MMB2113 (M-TH 8am-10pm, Fri 8am-5pm)

1st floor Library (Following library hours)

College Phone System

The campus uses a 5 digit extension (x20321). To dial an outside line, dial 9 first. Voicemail is provided upon request from your department, so if you don’t have voicemail, and you need it please request it through your department.

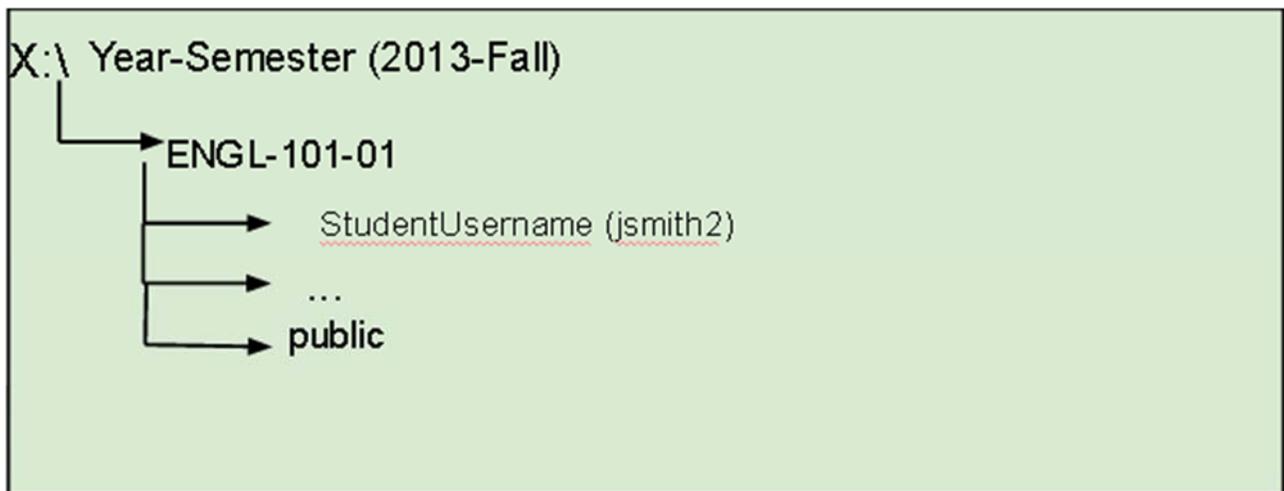
Full-Time Faculty -- You can retrieve your voicemail via a phone or have it sent to your email.

Part-Time Faculty -- You will receive an extension which doesn't ring a specific phone, but has voicemail. You will then receive these voicemails via email.

The CTL offers additional training options regarding the phones.

Class Shares

Creates a group network storage space on the network for you and your students.



You can create a class share for your class by using the MCC4me portal, and clicking on the class share link (right hand side).

Faculty/Staff Support Center: Located in Curtice-Mott 2118, open 8 to 5 Monday through Friday with special availability via Kevin Black (2nd shift technician, CM 1135, 2-7561) and who is also here on most Saturdays.

The ITS Support Center is available to any staff or faculty member on a walk-in basis. It is a resource area for instructional technology, a place with both the equipment and the expertise to expand teaching horizons. Our hours are Monday through Friday from 8 am to 5 pm. Technicians are nearby to assist should help be required. Appointments may also be scheduled by contacting either Linda Motter at 232-9313 or John Tyler at 762-0217. The Center has computers and multi-media equipment and new applications software to assist incorporating into classroom instruction. Our new Camtasia recording studio is also available for enhancing coursework through voice over and video clips.

Resources in the Faculty Support Center are:

PCs and Apple Macs

Large Bed Scanner with text recognition software, auto feed for multiple documents

Color Printer

Photo Scanner – can convert approx. 50 pictures from hard copy to digital in less than a minute

Camtasia Editing Suite: (PC and Mac versions) for video or just voice over PowerPoint's to enhance your course.

Slide Scanner

Video to Digital Technology

MacScribe software – this is new and we hope that you will take advantage of it.

The new Windows 8 Touch Screen and Software

Blackboard Support: Blackboard support is also provided and we encourage faculty to utilize the listserv at bbsupport@mcc.edu. This is an email group list made up of Mott Faculty and Staff and can be accessed 24/7. Put a question out there and most often you will receive a reply within a relatively short amount of time. Most online faculty belong to it and they really like to help each other out. Even if it's at 2 am someone is usually online and ready to help. Contact margaret.bourcier@mcc.edu to become a member.

e-Support: Also for your convenience and assistance we have virtual support available to you.

Please refer to this and have your students refer to it during off times when the college's help desk is not available: <http://esupport.mcc.edu>

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eSupport@MCC

Tools

- Connect to the Help Desk
- Connect to Secure Applications @ MCC
 - FORK (Faculty Online Resource Kit)
 - A/V Request
 - Class List
 - Testing Center Submissions
 - InfoChannel Request Form
- Connect to VPN
- Academic Mail Groups

Tutorials

- Getting Your Initial Password for Blackboard, email, and the computer labs (pdf)
- Google Apps
- Using Blackboard (pdf)
 - Inserting Audio, Image or Video into your Blackboard course (pdf)
- Using Webmail (pdf)
- Resetting your passwords**
 - Email and Blackboard
 - WebAdvisor (pdf)
- Creating Strong Password (pdf)
- Computer Security Basics (pdf)
- How to Put in a Help Ticket (pdf)
- Using the Mott Library (video)
- How to Create Blackboard shell (pdf)
- How to Create Class Shares (pdf)
- Connecting to MCC wireless network
- Software Tutorials**
 - Camtasia and Jing
 - Picasa - Getting started guide

FAQ's

- Blackboard Known Issues**
 - Internet Explorer and testing
 - New Features in Blackboard (pdf)
- Blackboard Mobile Learn App
 - Sprint Android
 - Sprint BlackBerry
 - Sprint network HP webOS device
 - iPhone, iPod touch, and iPad via WIFI
- Browser's and Plug-ins**
 - Chrome and pdf's - How to disable Chrome pdf plugin

Software

- Adobe Reader
- Anti-Virus Software (Trend Micro)
- Microsoft Office Suite**
 - Compatibility Pack for Word, Excel, PowerPoint file formats
 - PowerPoint Viewer
 - UltimateSteal.com
 - Comparison of 2007 and 2010 (YouTube)
- OpenOffice - freeware office suite
- Jing - screen captures download Jing and access tutorials
- Flash Player
- Quick Time Player - used to watch video with .mov extension
- Drawing/ photo editing programs**
 - GIMP - GNU Image manipulation Program
 - Picasa - photo editing software
- Ubuntu - operating system

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Please take a moment to give us **feedback or suggestions** regarding your experience with e-Support. [Take Survey Now.](#)

e-Learning: The e-Learning Office is located in the Curtice-Mott complex, room 2124. The staff will be happy to assist you with requirement guidelines, activities geared toward e-Learning instruction as followed in the CPSC approved Standards and Practices for e-Learning Faculty Guidebook, available on our website at elearning.mcc.edu. Contact the e-Learning Office at 762-0224.

To be an e-Learning Instructor:

- Approval from the Dean (there should be an established need for this class in e-Learning format)
- ETOM online training or equivalent (certification every two years: e-faculty must attend six hours of e-Learning professional development over a two year period to be recertified)
- Knowledge of the college's current LMS (learning management system) Blackboard.
- Knowledge of WIDS (will have to create course material in WIDS and forward to e-Learning Manager for viewing/filing)
- Present to DLAS (Distance Learning Advisory Sub-Committee – branch of CPSC, courses and approval to teach e-Learning format). You will be asked to

bring a current copy of the syllabus in the correct format, submit your WIDS document to the Manager of e-Learning, print out your WIDS outcomes and objectives and be available to answer any questions by the committee.

- All e-Learning courses now require the prep class DLES to be taken by students; no exceptions.

e-Learning Preparedness Class: In order for any student to take online or hybrid classes at Mott College, they first must successfully complete and pass our DLES prep class. This session will prepare students to take e-Learning courses by exposing them to the following concepts: using Blackboard and email; managing files and file formats; using a Web Browser to search, download and access information and online resources, responding appropriately to email and discussion boards; applying time management strategies and recognizing the importance of clear communication.

The sessions are online and run at one week intervals. There is no charge for the first session and no credit hours. Any secondary attempts will have a retake charge of \$25.00. The final grade, either “S” satisfactory or “U” unsatisfactory will appear on the “in-house” records only and will not be calculated in the GPA.

MCC Website: We encourage you to take the time to view the Mott website:

The College’s website is designed and developed to promote direct access to information, resources, and to increase the visibility of MCC. It provides access in an organized and specifically designed useful content.

www.mcc.edu This is your best resource for up to date facts and assistance. Everything that you need to know most likely can be found on the website.

InfoChannel: The InfoChannel is a rotating information board with videos and important information for upcoming MCC events, class information, emergencies, showcasing, and other great kudos of Mott’s students, faculty and staff.

We have recently enabled the emergency override system in case of severe weather, chemical spills, fire and other related emergencies. Public Safety will utilize these screens to bring you up to date information and instruction in case of an emergency.

Any Mott faculty or staff may utilize this service via the secure login page by completing the form.

Educational Media Services: The Educational Media Services department supports all audio/visual needs at MCC. We are located on the Terrace Level of MMB room B010. Our office hours are M-Th 7:30am to 7:30pm and Fridays 7:30 to 5pm. We also operate the MCC TV studio where we produce videos for faculty and staff.

Ordering AV equipment: Even though MCC has over 200 smart classrooms, we provide specific equipment that is available . You can order many different types of AV equipment for your non-smart classroom by going to the MCC4Me portal (<http://4me.mcc.edu>) and choosing the “A/V Request System” under the “My Mott Apps” on your portal landing page. If you do not see this option, please contact our 2Help system so we can give you access to this secured system.

TV Studio: The MCC TV studio is available to faculty and staff to produce video content for a host of applications that further the mission of MCC. To schedule time in the studio, please contact Chris Bolla at 762-0096.

Wireless Access:

Please see the website for current directions regarding connecting your personal devices to the Mott wireless network. Connect your personal device to the SetupMottWireless wireless network while on campus and follow the onscreen directions. Please note you will need your Mott username and password before you can complete the process.

Mott’s wireless network is part of eduroam (education roaming) it is the secure, world-wide roaming access service developed for the international research and education community.

eduroam allows students, researchers and staff from participating institutions to obtain Internet connectivity across campus and when visiting other participating institutions by simply opening their laptop. Currently, eduroam is available in 54 countries and at over 5500 locations worldwide!

For additional directions → http://www.mcc.edu/its/its_wireless.shtml