

## Technology for Employees at South Central College

The goal of the Department of Information Technology (DoIT) is to make using technology as easy as possible. The [Employees](http://www.southcentral.edu/About/faculty-staffportal.html) page (<http://www.southcentral.edu/About/faculty-staffportal.html>) is a portal that offers you convenient access to email, network storage, timesheets, room scheduling, and many other important resources.

### 1. Technology Help Desk

The Help Desk at SCC serves as a hub of information about DoIT's services. The Help Desk is comprised of SCC staff, student workers, and software that we use to gather work requests for technology and to disperse information about current and incoming technology at SCC. The main function of the Help Desk is to be the first stop for technology assistance at SCC. This helps both the DoIT staff keep the requests organized and centralized as well as provides one place for people to go for any technology-related request. The Help Desk can be accessed by phone at 507-389-7280, by e-mail at [helpdesk@southcentral.edu](mailto:helpdesk@southcentral.edu) or in person by visiting room C-101 on the North Mankato Campus. We ask that all employees submit every request through the Help Desk so we can gather the required information and route it to the proper DoIT staff member.

### 2. Username & Password

StarID is a username and password that is being used across the Minnesota State Colleges and Universities to access information technology systems and services. All employees of MnSCU should activate their StarIDs. Systems that use the StarID include D2L Brightspace, ISRS, eTimesheet, MnSPACE, and StarLAN, MediaSpace, MoveItSecurely, Active Directory and more.

When your employment has been confirmed through Human Resources, the Star ID system and DoIT will create your user account and report your account details to HR and your supervisor.

You will need to activate your StarID by visiting this link: <http://starid.mnscu.edu/>

StarID Passwords are good for 180 days. You will receive e-mail reminders beginning two weeks before your password expires. You will need to visit the StarID webpage to reset your password at <http://starid.mnscu.edu/>. SCC IT cannot change your password for you.

### 3. eLearning Technologies

eLearning Technologies helps instructors enhance teaching and learning through the appropriate integration of instructional and media technologies. To get help from eLearning Technologies, send an email to [helpdesk@southcentral.edu](mailto:helpdesk@southcentral.edu).

The eLearning staff helps instructors integrate technology into the classroom and into their online instruction. In addition to helping employees in person, the SCC Online website for employees (<http://online.southcentral.edu/faculty>) includes information about the online class development

process, resources for employees and students, general information, tutorials for D2L Brightspace and other applications, and copyright information.

eLearning also manages the Faculty Resources course that employees have access to as students. This course includes additional D2L information and tutorials, installation instructions, files, and tutorials for software licensed by SCC including: WIDS, a curriculum design and management tool; SoftChalk, an online module creation tool; LodeStar, a learning object creator; Respondus, a quiz creator; and StudyMate, a learning object creator.

#### **4. Logging on to D2L Brightspace**

Everyone uses their StarID for logging in to D2L Brightspace.

New faculty members who want access to D2L Brightspace sections need to work with their Deans of Instruction (see [Desire2Learn for New Faculty](http://online.southcentral.edu/faculty/newFaculty.html); <http://online.southcentral.edu/faculty/newFaculty.html>). Course building, basic setup and troubleshooting support are offered through eLearning. If you have questions or need help, contact the Help Desk ([helpdesk@southcentral.edu](mailto:helpdesk@southcentral.edu); 507-389-7280).

#### **5. Technology Training and Classroom Resources**

eLearning staff members are available to assist you in incorporating technological tools into your instruction. Some of the training sessions they offer include: podcasts, lecture capture, response systems (clickers), adding various elements into D2L courses, etc. Contact the Help Desk ([helpdesk@southcentral.edu](mailto:helpdesk@southcentral.edu); 507-389-7280) with questions or other training requests.

#### **6. Courses via Interactive Television (ITV)**

Some classes are delivered via ITV. These rooms (North Mankato: C129, E130, and E132; Faribault: C23, C36, and C37) are equipped with cameras, microphones, LCD projectors, document cameras, and television monitors. If you are scheduled to teach via ITV, we recommend practicing with the equipment prior to the first class meeting. If you are having problems with the technology or would like a tutorial, please contact the Help Desk ([helpdesk@southcentral.edu](mailto:helpdesk@southcentral.edu); 507-389-7280).

#### **7. TEC Carts**

TEC carts are “smart” instructor stations that assist with technology presentation in the classroom. All classrooms are equipped with a lockable TEC cart which provides instructor access to the room's LCD projector. TEC cart keys work on both campuses and are issued by the following people:

Asst. to the VP of Student and Academic Affairs: Mary Hutchens, B155, 507-389-7210, N. Mankato  
Administrative Assistant: Tracy McAdam, Administrative Area, 507-332-5810, Faribault Campus

All TEC carts contain the following:

PC, monitor, document camera, telephone, instruction sheet for the TEC cart, Help Desk information, a media control console, and remote controls for the projector.

Some rooms also include SMARTBoards or other instructional technology. We recommend that you practice using these items in your classes. Contact the Help Desk ([helpdesk@southcentral.edu](mailto:helpdesk@southcentral.edu); 507-389-7280) if you would like training.

## **8. Email and spam filtering**

Email is an important communication tool at SCC. Through SCC email you will get college-wide announcements and other important updates. Your email account will be set up by IT as soon as the Human Resources office verifies that all of your paperwork is finished and your MnSCU StarID is created. SCC uses Microsoft Exchange servers and email accounts are accessed using your StarID. You can access your SCC email using the Outlook client on your workstation or from any computer with an internet connection and a web browser through the SCC Webpage and [Employees](#)

Email quotas (storage space) are set at 500 MB per employee. Once you go over 500MB you will no longer be able to send any email until your mailbox is back below 500mb. There is a maximum email size of 20 MB for sending and receiving. If you need help saving important emails to another location or have other email issues, please contact the Help Desk ([helpdesk@southcentral.edu](mailto:helpdesk@southcentral.edu), 507-389-7280).

South Central College uses Barracuda as its spam filter. It is a "smart" product that updates its definitions several times a day. You will receive a daily email with a listing of emails that were quarantined on the spam filter. It is good to check this list if you are missing an email that you know was sent to you. Emails on this list are held for 2 weeks then deleted from the spam filter server.

## **9. File Storage**

It is recommended that you save important documents in multiple locations. To that end, the college provides a maximum of 1 GB of personal disk space on the SCC network that is available both onsite and through remote access. This space is intended to be used for files that you access frequently. If 1 GB isn't enough space for your files, removable storage (flash drives, external hard drives, CDs, etc.) should be used.

On campus: To access your personal disk space on campus look for the device listed as the H: drive.  
Off campus: From a remote location, go to [Employees](#) (<http://www.southcentral.edu/About/faculty-staffportal.html>) and click on My Files in the right column. Your login information is the same as for email access.

## **10. Wireless Network Access**

SCC offers basic public wireless access for anyone who is on campus. This allows access to websites, but not services such as email clients, VPN clients, ftp clients, or printing. If you need wireless access to SCC's network resources, such as printing, network directories, and the Outlook client, contact the Help Desk (507-389-7280, [helpdesk@southcentral.edu](mailto:helpdesk@southcentral.edu)). The Help Desk can also help to determine whether your particular mobile (non-laptop) device is supported.

## 11. Telephones

In order for you to receive a telephone, your supervisor will need to send a request to the Help Desk ([helpdesk@southcentral.edu](mailto:helpdesk@southcentral.edu), 507-389-7280).

SCC's digital phone system communicates across the network rather than using traditional phone wiring. The technology, known as Voice over Internet Protocol (VoIP), adds features and capabilities not available in standard telephones. VoIP also reduces time and costs when phones need to be moved.

Please visit the link provided for help setting up your particular phone:

<http://www.southcentral.edu/Department-of-Information-Technology/phone.html>.

Things to Remember:

- When dialing an extension on either campus or between campuses, all you'll need is the last four digits of the phone number.
- To dial off campus, dial 9, then the number.
- To dial long distance, you'll need a long distance access code. Contact the Help Desk ([helpdesk@southcentral.edu](mailto:helpdesk@southcentral.edu); 507-389-7280) to request one.
- You can dial emergency services using 911 or 9911. If you dial this by mistake, please stay on the line and inform them of the misdial.

## 12. Checking out Equipment

The Help Desk has some technology available for circulation. These items have varying loan periods, depending on the piece of equipment.

Examples of equipment that is available for use by employees: video cameras, still cameras, individual laptops, laptop labs, and clickers (classroom response systems).

Please contact the Help Desk ([helpdesk@southcentral.edu](mailto:helpdesk@southcentral.edu); 507-389-7280) to check on availability of equipment. Reservations are taken for most items. You must use your employee identification card to borrow equipment.

## 13. Requests for Purchase

If you need to request hardware or software for purchase, please submit that detailed request to the Help Desk ([helpdesk@southcentral.edu](mailto:helpdesk@southcentral.edu); 507-389-7280) complete with your full name, your program, your office number and phone number, along with the cost center that should be debited. Before submitting your request, make sure it's approved by your supervisor and is included in your annual budget.

A portion of the student Technology Fee is set aside to help departments with technology costs. These items need to be submitted to IT for budgeting preparation for the next fiscal year. This process happens in the early spring and is then approved by a student technology fee committee.

#### **14. Star Alert Emergency Notification**

Star Alert, a free South Central College emergency notification system, makes it possible for students and employees to receive notice – by cell phone and/or e-mail – of campus-related emergencies that threaten life safety or severely impact campus operations. Go to the following link to register:

<https://southcentral.bbcportal.com/Entry>

#### **15. Library Resources**

As an employee of SCC, you have access to both campus libraries' print and non-print collections. To search the library catalog, go to <http://www.southcentral.edu/Library/scc-library-home.html>. The search box on the webpage will allow you to find books, DVDs, videos, periodicals, streaming video, and eBooks in our local collections. SCC's electronic databases can be found at

<http://cufts.mnpals.net/CRDB/SCC>.

In order to access library resources from off campus, you will need your SCC employee ID. Ask at the library on your home campus to have one made.

Username: 14 digit barcode number on the back of your ID

Password: Your last name

#### **16. Software for Work and Personal Use**

Microsoft Office is available for installation on your personal computer. Contact the Help Desk ([helpdesk@southcentral.edu](mailto:helpdesk@southcentral.edu); 507-389-7280) if you would like to take advantage of this option.

Faculty-specific software (such as Respondus, StudyMate, etc.) is also available for installation on your work and personal computers.

Contact the Help Desk ([helpdesk@southcentral.edu](mailto:helpdesk@southcentral.edu); 507-389-7280) to have these installed.

#### **17. Virus and Malware Recommendations**

South Central College utilizes Microsoft Endpoint Protection via System Center on all college computers. This will be installed on every machine by the IT department. No other antivirus applications or spyware applications should be installed without the approval of IT. If you find something telling you to install an application, please contact the IT department. We need to verify that is legitimate software and that it will not conflict with other applications.

We recommend that you also install antivirus and anti-malware on your personal computers. If you are looking for a free software package we recommend using [Microsoft Security Essentials](http://www.microsoft.com/security_essentials) ([www.microsoft.com/security\\_essentials](http://www.microsoft.com/security_essentials)).