



Welcome!

Information Technology Faculty Support Services

From a technology perspective, this is a very exciting institution nationally ranked 6th among the fastest growing community colleges in the nation. There are many programs and initiatives in place to assist you in using technology as a tool for teaching, learning and research. This document outlines some basic issues as you get settled, as well as some pointers to connect you with the appropriate personnel within I.T. to help you get on with your job of teaching. Faculty members that have questions or problems with technology should send email to helpdesk@lee.edu.

➤ **The basics**

At the very basic level, all Lee College faculty are provided with:

1. A network connection
2. A **lee.edu** email account
3. Access to the course management system (and support) – Blackboard/WebCT Course Management System

In addition to the basics, your network account allows you to access computer labs, Cyber Café, wireless networks, WebCT and your Lee College e-Mail is available throughout the campus in public areas. Media Services supports audio, video and computer presentations. This includes setting up an audio system for guest speakers, Board of Regents meetings, videotaping, LCD projection systems for computer/video presentations as well as "smart classroom" technology.

- **Classroom Support & Media Services** for technology resources in the classroom and presentations.
- **Digital Media Services** assisting in the creation and acquisition of digital content.
- **Faculty/Staff Support for PowerPoint** and other software applications for presentations.
- **Wireless Assistive Listening and Language Translator Equipment**
Lee College provides support for delivering the best in language translator equipment including microphones and headsets. The listening devices provide the precision, and the reliability that are absolutely necessary in today's world. Whether giving a tour for visiting dignitaries, training international employees, or providing dialog in a conference facility, the wireless audio solutions deliver crystal clear audio so you can ensure people don't miss a thing.
- **Event Planning** Media Services provides a wide range of service and support for meetings and conferences, equipment and consulting regarding your AV equipment needs.

➤ **Smart Classroom Technology**

- AVERMEDIA PRESENTER
- DVD/VHS COMBO
- AMPLIFIER
- ACOUSTIC SPEAKERS
- PROJECTER
- DELL COMPUTER INTEL DUAL CORE CPUs
- SYMPODIUM MONITOR
- WINDOWS XP/OFFICE 2007
- BOX LIGHT PROJECTOR 2000 LUMENS

➤ **iCampus Student System**

Access your course information such as **Class Rosters** with student emails and **Grade Rosters** at the end of the semester to post your grades. Returning students and new students who have been admitted to the college can access iCampus from the college web site with a student user ID and password. iCampus provides a number of online services for students such as online registration, retrieving course grades and obtaining unofficial transcripts. User ID and Password are provided at the time of Admission.

➤ **myLC Helpdesk**

Support for students, faculty and staff includes hardware and software troubleshooting, security issues, as well as assistance with networking problems for the Mac and Windows platforms. Due to increased demand for technical helpdesk assistance from online students and weekend classes, Information Technology is pleased to announce that we are extending our helpdesk service hours to include weekends (see below). This change will allow students, faculty and staff of Lee College to call 281-425-myLC to speak with a technician about technology questions or computer related issues.

myLC Helpdesk 281-425-myLC (6952)



Monday - Friday: 7:30am - 7:30pm
Saturdays - 10am - 2pm
Sundays - 1pm - 5pm

➤ **Network Accounts**

A network account allows you access to the server or privileged access, i.e., additional drives or printers in your office. Your network account also grants access to computers found in classrooms, computer labs, campus wireless networks, Cyber Café, WebCT and e-Mail. You can also use your account to access your e-mail from remote locations. If you are a new to Lee College and require a network account contact Human Resources at their main number 281-425-6875 for approval.

➤ **myLC Student Accounts**

The following information outlines how a student username and password is created. The following standard is used to help a student determine how to input the correct information. When they logon to a computer make sure their password is in all CAPS. Also verify that the Domain name is: MYLC

Username: <first letter of student first name><student entire last name><last two digits of students I.D. number> For example: John Williams, Student ID 00154389 would be **JWILLIAMS89**

Password: <first two letters of students first name><first two letters of students last name><last 4 digits of students I.D. number> John's password would be **JOWI4389**

➤ **Lee College Computers, Printers, Monitors, Phones, Smart Classroom Projection/Sound Equipment, etc. – Property Removal**

Lee College property cannot be removed from the campus without specific written permission from the Property Management and Security Office. You must have authorization to remove Lee College property (LC tag) from the campus. Property Removal forms must be completed and approved prior to LC property removal. You must complete a Property Removal form and obtain approval from your Division Chair or Director. Any property removed must solely be used for Lee College educational purposes. As part of the removal, you assume responsibility for the proper care, transportation and safe return of the equipment to the college in the original condition.

➤ **Systems Status Line**

Have you ever experienced a problem with accessing your email or getting on the Internet and wondered if it is your computer or maybe there is a campus wide problem? If so, call the **System Status Line (281-425-6874)** 24/7 to find out if there is a system wide problem with telephones, internet, email, etc. The System Status Line **Voice Message** is for the convenience of faculty, students and staff. In the case of unforeseen network service interruption our Network Specialist will post information to the status line along with expected time for network services to be restored. The status line is updated periodically during emergency outages or service interruptions to provide ongoing updates.

➤ **Acceptable Use Policy**

<http://www.lee.edu/itt/accusepol.asp>

Faculty, staff and student (hereinafter users) are expected to promote efficient use of network resources, consistent with the instructional, research, public service and administrative goals of the College. Refrain from engaging in any use that would interfere with work or disrupt the intended use of network resources. It is not responsible to use disproportionate amounts of electronic resources. Examples of disproportionate uses generally include activities such as serving MP3 music, streaming media at high bit rates or serving a multi-user game or host.

Lee College relies heavily on networked computers and the data contained within those systems to achieve its missions. Users are notified that electronic information is not private and remains the property of Lee College. This Acceptable Use Policy is to protect these resources in accordance with the State of Texas laws, Federal laws and [Lee College Board Policy](#).

Lee College encourages appropriate use of E-Mail to enhance productivity through the efficient exchange of information in pursuit of education and research. Use of these resources must be consistent with the mission and goals of the college. As a responsible member of the college community, you are expected to act in accord with the following general guidelines. Identify yourself

clearly and accurately in all electronic communications. Alteration of the source of electronic mail, message or posting is unethical and possibly illegal. Be sensitive to the inherent limitations of shared network resources. No computer security system can absolutely prevent a determined person from accessing stored information that they are not authorized to access. All users (administrators, faculty, students and visitors) granted access to Lee College Information Resources must follow the acceptable use policy.

➤ **Building on the Basics – Course Management Technical Training**

Fundamental and advanced training for WebCT is offered through Information Technology's Instructional Support Services. Guidance and support for faculty through the process of integrating technology into WebCT course curricula is also available. Paula Lee, Instructional Technology Support Specialist, is available to consult with faculty who is either just getting started or who want to incorporate additional technology into their WebCT courses. We are exploring new technology for faculty to use in their WebCT course that includes Wikis and Anti-Plagiarism software. Training is being developed and will be offered soon.

Online Student Orientation Course

This is a course that has been created in WebCT to help familiarize students with WebCT. The course uses several different mediums to introduce the features of WebCT to the students. To access this course, click on the Lee College home page, and then click on the icon for Learning System (Formerly WebCT). At the login page enter the following information.

UserName: **onlinestudent**
Password: **online**

Respondus 3.5

Lee College has recently purchased a campus-wide license for Respondus. This is software for creating and managing exams that can be printed to paper or published directly into WebCT. Instructors can create exams offline using Windows environments and then upload them into Respondus. This software will be available soon.

Future Additions

Progress is being made to bring Wikis and an Anti-Plagiarism program into WebCT. For further information, please contact Paula Lee, plee@lee.edu or 281-425-6285.

➤ **Smart Classroom Workshop Training Sessions**

Schedule of training sessions:

Wednesday, September 24, 2008
I.T. Conference Room – TV1-106
2:00 PM

Thursday, October 23, 2008
I.T. Conference Room – TV1-106
2:00 PM

Each session will last approximately one hour. Contact Jan Borel, Media Coordinator – 281-425-6852 or email media@lee.edu for more information. Check the I.T. Web Site for more classes coming in the Spring!

➤ **Classrooms and Public Computer Labs**

Computer Support: Faculty, staff and student computer support is centralized through the Information Technology myLC Help Desk (281-425-myLC (6952)).

Computer Hardware and Software Purchases: All computer hardware quotes for the campus comes from I.T. Contact the myLC Helpdesk for more information. See the Information Technology web site <http://www.lee.edu/tac/specs.asp> for information on ordering for on campus systems as well as educational discounts available for personal purchases.

Computer Labs: Computers and printers are available to students through Student Computer Labs/Classrooms available throughout the campus and in the Library.

➤ **Stay Safe Online**

New viruses and worms are being released daily. The majority of these exploit unpatched Windows Operating System computers. The Macintosh Operating System must be patched and have virus protection also, but the vast majority of worms and viruses target the Windows OS.

➤ **Network Drives**

The term *network drive* or *network share* refers to data storage space located on Lee College servers. When you store files from your assigned computer on a network share and login to the Lee College domain, your stored data is accessible. In addition, the data you store on network shares is backed up nightly, providing data redundancy in the event that your local drive crashes. Finally, access to data stored on network shares is restricted by a user's network access rights, ensuring that only those who should have access to the data can see, copy, or edit it.

G: Groups Directory for sharing files with your Division or your students. It is also used for academic course groups who share files with each other. There are also academic class or course folders:

H: Home Directory is your private storage for your files. You can also access your H: drive from other workstations on campus when you logon. Your H: drive is a secure storage area that only you can access. When you log into the network, you are automatically placed in your H: drive.

P: Public Directory is available for public sharing of files. It is also used for academic course groups who share files with each other. Anyone with a network account has full access to every file in the Public folder and all subfolders within it, with privileges to edit or delete any files at any time. The P: Drive is for temporary storage and not for permanently stored files.

➤ **Interested in joining the Faculty Listserv?**

The Lee College **faculty listserv** is a wonderful way to communicate and stay informed. All **faculty** members are encouraged to join the **listserv**. The link is located on the I.T. Home Page at <http://www.lee.edu/itt/listserv.asp> - **LCFACULTY** - for Lee College Faculty

➤ **2008 Faculty Survey of Online Courses Results**

A survey was created and distributed February 2008 to all Lee College faculty to determine attitudes towards and usage of online learning and technology. For the Spring 08 semester, there are 66 instructors (fulltime and adjunct) that are using WebCT in some form. Of that 66, 40 are using WebCT for complete online courses as well as either hybrid or face to face enhanced courses. Four

instructors are using WebCT strictly in a hybrid format and 22 instructors are using WebCT strictly in a face to face enhanced format. Those 66 instructors are teaching 169 sections of WebCT.

Overall, the survey highlighted areas that Lee College is doing very well in and areas that need more attention. Those responding inferred that their online courses were going well with minor problems, if any at all. They seemed to know who to contact with questions, problems or concerns. The need for additional training for faculty and students is evident. Also, there is interest in acquiring additional software to be used in courses and help in creating/designing courses to ensure student success and engagement.

➤ **IT Support Program – Technology Advisory Committee (8 Faculty-4 Admin/Staff)**

- ✚ Technology Advisory Committee – To recommend the minimum hardware and software standards that will 1) ensure sufficient quality to support effective and efficient accomplishment of the College mission and 2) optimize conversion of existing files when necessary to transfer files into new software.
- ✚ To recommend vendors for purchases of hardware and software.
- ✚ To monitor each semester performance of hardware and software, including but not limited to reviewing down time, work orders for repairs, software and hardware compatibility problems and warranty responsiveness.
- ✚ To develop and maintain a comprehensive educational and administrative computing plan that can be used in planning for campus wide resources.
- ✚ To review all planning proposals relating to technology.
- ✚ To establish priorities for funding for eligible planning proposals.

➤ **2010 Strategic Technology Plan**

To leverage the strategic potential of technology, we need to align the college's technology vision and initiatives not only with national and state priorities but first and foremost with the goals of our faculty. We are working on completing the strategic technology plan that hopefully will provide a roadmap plan for the future of technology at Lee College.

We request your valuable input into this important document. Our mission is to provide the best technological infrastructure and services that students, faculty and staff requires for teaching and learning.

➤ **Innovations in Teaching and Learning Technology Conference – November 13-14, 2008! Register online at http://www.lee.edu/itt/innovations_conf.asp**

Learning takes place in many locations and within the context of a variety of forums. Instructors are challenged on a daily basis to find innovative ways of enhancing the Net generation of students learning experiences. Our goal is promote greater understanding of cutting-edge approaches, techniques and instructional methodologies online and in the classroom. The Teaching and Learning Technology Conference provides a forum for educators to share effective and innovative teaching and learning models. This conference will explore and showcase excellence and innovation in teaching that facilitates student learning and positively impacts student academic success. Register Early for your free conference bag! Limited Quantity.

Thursday's Keynote Conference Speaker: Dr. Caroline Crawford is an Associate Professor of Instructional Technology at the University of Houston-Clear Lake in Houston, Texas. Dr. Crawford's main areas of interest are upon communities of learning and the appropriate and successful integration of technologies into the learning environment, within the face-to-face, hybrid and online learning environments.

Friday's Keynote Conference Speaker: Dr. Mark D. Milliron is an award-winning education leader, author, speaker, and consultant known for exploring leadership development, future trends, learning strategies, and the human side of technology change. Mark works with K-12 schools, community colleges, universities, corporations, associations, community groups, and government agencies across the country and around the world.

➤ **myLC Alerts (Emergency Text Messaging)**

Lee College has a state-of-the-art notification system that is capable of sending notifications instantly and simultaneously to you. You may choose to receive notifications on your:

- mobile phone (text message)
- Blackberry
- wireless PDA
- pager
- e-mail address
- Lee College web site
- Google, Yahoo, or AOL home page

PLEASE SIGN UP TODAY!! It only takes a minute to register and you will receive:

- Weather cancellations and delays
- Emergency conditions

You may also check on any of the optional groups listed from which you would like to receive notifications. You can register your phone online. You will need to have your cell phone turned on to complete the process.

➤ **And if there's anything else you need ...**

... please feel free to send email to helpdesk@lee.edu or contact the myLC Helpdesk at **281-425-myLC (6952)**. We are here to resolve your questions and we can put you touch with the appropriate technical personnel (network, telephones, media, technical support, etc.) within Information Technology.