LMS @ GCC

GCC will start transitioning to the Moodle v2 learning management system in the fall of 2011. Course requests from new faculty will be built on this platform.

If you have:
- an archive folder,
- an export file or
- content from a cartridge issued by a publisher,

please do not try to import/export this content. Contact the GCC help desk for assistance at helpdesk@gcc.mass.edu.

Help Desk @ GCC

helpdesk@gcc.mass.edu

For Questions about:
- Passwords
- Software
- Hardware
- Internet / Wireless Access
- Printers

Wireless @ GCC

Wireless is available in the common areas on campus, outside the East Building, North Wing and South Wing.

Some of the offices and classrooms do not receive a very strong signal.

For Questions about Wireless Access, contact Helpdesk@gcc.mass.edu.

Helping Your Students @ GCC

Your students will have questions about their Email, Blackboard, Moodle, and MyGCC accounts. Information is available to them from the GCC home page at "Online Learning."

Student may also send inquiries to the Student Help Desk at studenthelp@stuemail.gcc.mass.edu.

During the week, emails sent to the Student Help Desk will be responded to within 24 hours. If a student sends an email over the weekend or on a holiday, the response will be sent by the end of the next business day.

Bulletin @ GCC

Sending Personal Messages to the College Community

Sending a message to the Bulletin mailing list allows you to make announcements to the college community via email. Items for sale and any other notes of interest can be communicated in this manner.

If you do not wish to be on the Bulletin mailing list and would like your name removed, please send an email to Helpdesk@gcc.mass.edu.
Teaching with Technology @ GCC

Most of the classrooms are equipped with a computer workstation loaded with MS Office 2007 and a projector. Your academic user name and password will get you online.

The Educational Technology Center oversees the TV studio and the AV equipment. The staff in the Ed Tech Center will help you design digital and media files for your classes. Contact Ed Tech at 413.775.1842.

24 classrooms on campus are equipped with Smartboards. Contact Doug Wilkins at wilkins@gcc.mass.edu or Michelle Barthelemy at barthelemym@gcc.mass.edu to learn how to use the Smartboards.

GCC will start transitioning to Moodle v2 learning management system in the fall of 2011. Faculty must request courses at "Moodle" accessible under "Faculty Resources" from the "Online Learning" website. Reminders are sent out towards the end of each semester.

If you create video and audio files as part of your course, they must be loaded on our streaming server. Send an email to Helpdesk@gcc.mass.edu for more information.

Various Accounts

**Administrative Server**
Your Administrative login will log you onto:
- The computer in your office
- Your GCC email account

**Academic Server**
Your Academic login will log you onto
- The workstations in the classrooms
- The computers in the computer labs
- Blackboard Courses

**MyGCC / Banner**
You will be given a unique user name and password to access MyGCC. If you have not received your access information, contact the administrative assistant in your group office.

If you need:
- assistance logging in to any of your accounts,
- do not have your log in information or
- need your password reset, please send an email to Helpdesk@gcc.mass.edu.

MyGCC / Banner Login

Access
- Class List
- Submit Final Grades
- Submit Early Progress Reports
- Unofficial Student Transcripts
- Class Schedule
- Advisee List
- Adjunct Tentative Assignment
- And more

If you need a one-on-one tutorial or have questions about MyGCC, contact banner@gcc.mass.edu or helpdesk@gcc.mass.edu.

Telephone Account

Access Voice Mail When on Campus
Dial x1040 and follow the directions

Access Voice Mail When Off Campus
Dial 1.413.775.1040 and follow the directions

If you need assistance with your phone account, please send an email to Helpdesk@gcc.mass.edu.