Welcome Back!

Distance Learning – Reminders and what is new since June 1, 2014

Important Reminders

- Help Desk (for Faculty & Staff)
- Student Help Desk
- Student Gmail
- Moodle
- FITS
- Wireless headsets available

Faculty & Staff Help Desk

As many of you know, a few years ago, GCC set up a “Faculty and Staff Help Desk” system to ensure that all inquiries for technical support, software installs, Banner and learning management system related questions, etc. were addressed.

The centralized Help Desk functions as a triage system allowing everyone with access to the backend of the system permission to respond to tickets generated or assign them to someone who can provide the support. This means, when someone is on vacation, out sick, at a training, etc., others will see the tickets and be able to address the concerns.

Tickets submitted for Moodle related questions will be reviewed by the Coordinator of Distance Learning first. If additional support is needed, these inquiries will be assigned to the IT Dept. When submitting a ticket for a Moodle related question, please provide the course name, number, and section. If the concern is connected to student usage, the name of the student(s) in question must be provided as well.

All other questions submitted to the Help Desk will be assigned to members of the IT or Ed. Tech depts.

Submit a ticket to: HelpDesk@gcc.mass.edu

Student Help Desk

Students have their technical questions about Moodle, Gmail, MyGCC addressed at the online Student Help Desk for students.

The Student Help Desk is monitored Monday – Friday between 9am-5pm by the Coordinator of Distance Learning, Information Technology Dept. and two librarians. Evenings and a couple of times over the weekend, tickets for the Student Help Desk are checked by a part-time Tech Support person.

Students can expect a response to their inquiry within 24 hours M-Th and the next business day for tickets submitted F-Sun.

All provided questions do not have to be addressed by IT which may require an additional 24-hour wait.

When submitting an inquiry to the Student Help Desk, students should provide their full name, student ID number and phone number.

Students should submit tickets to: StudentHelp@stuemail.gcc.mass.edu

Let your students know about the GCC Technology Fair

When: Sept 3rd
Where: Dining Commons
When: 10 am – 2:00 pm

Get your Smartphones, tablets, kindles, and mobile devices synched with email; ready to work optimally with Moodle; and connected to wireless.

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Student Gmail & other accounts

Accepted GCC students will have a GCC Gmail account. Students will be able to forward email to their personal accounts and sync with smartphone or other devices.

For information on accessing students accounts, visit:
http://web.gcc.mass.edu/distance-ed/

If students are unable to access their Gmail or any of their accounts, they should send an email to the Student Help Desk: StudentHelp@stuemail.gcc.mass.

Moodle Reminders

Moodle Upgrade occurred on 7/25.
For information on the key changes to the new version (Moodle v2.6), please visit http://www.gcc.mass.edu/distance-ed/# and click on Faculty & staff resources tab for Moodle information.

Make your course “Visible” for students
“Edit settings” > “General: Visible” > “Show”

Quickmail within Moodle goes to students’ GCC Gmail account

Courses are automatically created and assigned once added to Banner

Student Support Services folder is now a block on the left of each Moodle course

Log in protocol for faculty, staff and students is the same log in protocol for email

Online Request form to create a “Meta” course (combines multiple sections of a course) and add users (students from other schools or guests lecturers, etc.) is available at http://web.gcc.mass.edu/it/moodle/

FITS (Faculty Instructional Technology Support group)

- Members: Trevor Kearns, Caitlin Worth, Kimberley Morin and Michelle Barthelemy.
- Email will be sent with Open Office hours the first week of September.
- Dedicated East Building support will be scheduled in the beginning of the September

Technology

Plantronics wireless headsets are available for faculty who are either creating course related videos that will be available from Moodle through the streaming server or communicating with students with Google Chat, Skype, oVoo, etc. For information about how to secure one of these headsets, send an email to barthelemym@gcc.mass.edu.

“How do I…?”

Find out by visiting

http://web.gcc.mass.edu/distance-ed/

Faculty, click on “Faculty Resources” or direct your students to “Student Resources.”