Distance Learning – New since August 2013

Did you know?

Important Reminders

- Help Desk (for Faculty & Staff)
- Student Help Desk
- Student Gmail
- Moodle
- FITS
- Technology & Apps to Loan
- iPad Project application

Faculty & Staff Help Desk

A few years, 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 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 provided the question does 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.

Submit a ticket to: StudentHelp@stuemail.gcc.mass.edu

Technology Fair for all

Sept 4th in the Dining Commons

Get your Smartphones, tablets, kindles, and mobile devices synched with email.

Have laptops ready to work optimally with Moodle;

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Student email is now Gmail

On August 21st, the IT Dept. moved the student email over to the Google Gmail server. Students with existing Gmail accounts will see the familiar interface and tabs to “Drive,” “Calendar,” “YouTube,” and “More” which includes Google Docs at the top of their window. Students will be able to forward email to their personal accounts and sync with smartphone or other devices.

The protocol for logging into student email accounts has not changed.

For log in information:
http://web.gcc.mass.edu/distance-ed/

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

Moodle Reminders
See newsletters for more 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/

Email announcements will go out about the following

FITS (Faculty Instructional Technology Support group)

- Members: Trevor Kearns, Caitlin Worth and Michelle Barthelemy
- Email will be sent with Open Office hours the first week of September
- A part-time FITS position with priority for providing support to the East Building has been created and announced. Application Deadline: Monday, Sept. 9th 5:00 pm

iPads available - Distance Learning has acquired a few more iPads. More information about distribution process to follow the first week of classes.

Plantronics wireless headsets available for short term loan. More information about how to sign one out to follow.