**Student Technology**

For assistance with MCC technologies, please contact the MCC Student Technology HelpDesk.

Hours of operation.

Monday - Thursday: 9:00am – 6:00pm

Friday: 9:00am to 4:00pm

Saturday: 10:00am to 3:30pm

Phone 585-292-8324 option 1

Email: [technologyhelp@student.monroecc.edu](mailto:technologyhelp@student.monroecc.edu)

Web: [Student Tech Webpage](https://www.monroecc.edu/depts/studenttech/)

Limited on-campus staff will be answering phone calls Monday – Friday 9am – 4pm.

Requests for on-campus support and repair is limited to curbside drop off / pick up by appointment only.

Email [technologyhelp@student.monroecc.edu](mailto:technologyhelp@student.monroecc.edu) to schedule a service drop off.

**Library**

Welcome to the Fall 2020 Semester! Things are different but the MCC Libraries are here for you. Library staff are working hard to make sure you have access to a wide variety of in-person and virtual resources and services to assist you with your academic goals.

MCC Libraries will be providing limited access to both the LeRoy V. Good Library at the Brighton Campus and the Anne Kress Learning Commons at the Downtown Campus. For everyone’s safety, all faculty, staff, and students who access the library will need to make a reservation using the guide linked below.

Check our [Fall 2020 MCC Libraries Updates, Resources & Services](https://libguides.monroecc.edu/covid19) guide for up to date information, to make a reservation, and for helpful links.

Contact us at [libraries@monroecc.edu](mailto:libraries@monroecc.edu) if you have any questions.

**Remote tutoring/learning services via Tutortrac**

<https://monroecc.go-redrock.com/>

**To learn how to schedule an appointment, please visit** [**TutorTrac User's Guide**](https://www.monroecc.edu/fileadmin/SiteFiles/GeneralContent/depts/academic-foundations/documents/TutorTrac_User_s_Guide.pdf)**.**

**For questions regarding tutoring appointments, please contact the Tutoring and Academic Assistance Center at** [**TAAC@monroecc.edu**](mailto:TAAC@monroecc.edu)**.**

**FACULTY**

**Faculty Tech support Trib announcement**

<https://www.monroecc.edu/ArchAnnou.nsf/d4b4cfac60dfda7f85256c55006cc00b/bde1cd33896a8bf8852585ba006e5031?OpenDocument&Highlight=0,acd>

On Wednesday August 5, the Technology Services employee support telephone line (292-TECH, option 3) will return to live coverage. Technology Services have been working with our vendor to enable team members working remotely to participate in departments' ACD (Automatic Call Distribution) groups. The Technology Support team will be the pilot to test out the new service. Our plan is to test for a short period of time, then work with Student Services to begin rolling out this capability by department.

For technology support, call 292-TECH option 3, then option 1 to speak with our staff directly.

**Faculty with Zoom/Classroom technology questions**

For assistance with Zoom or classroom technology please call the AV Remote Support Line at 585-292-2574. Please leave a message with your name, M# and description of the issue. A staff member will get back to you promptly.

Hours of operation.

Monday - Thursday: 8:00am – 6:00pm

Friday: 8:00am to 4:00pm

Saturday: 10:00am to 3:30pm

**Faculty with Instructional Design questions**

For Instructional Design assistance please email [virtualcampus@monroecc.edu](mailto:virtualcampus@monroecc.edu) with questions or to schedule an appointment by zoom. Team will monitor the email and respond to questions.

Faculty can also call 585-292-3440 and leave a message. Team will monitor the voicemail box and respond to questions.

**Faculty Supports Options:**

Online supports and Resources include:

* 1. myMCC, Faculty Essentials, Rapid Remote Teaching Resources
  2. [Virtual Campus Faculty Center (Blackboard organization)](https://mcc.open.suny.edu/webapps/blackboard/content/listContentEditable.jsp?content_id=_2723783_1&course_id=_7357_1&mode=reset)
* Drop-In Support for Blackboard and Zoom related questions with the Team:
  1. [Open Zoom Room Monday-Friday from 10:00 am – 12:00 pm and 2:00 pm – 4:00 pm](https://monroecc.zoom.us/j/4483303567)
  2. Use the Zoom link: <https://monroecc.zoom.us/j/4483303567>

The SUNY Online Help Desk can support faculty and students with Blackboard related questions:

* Monday -Friday, 7am-12am, Saturday 10am-8pm, Sunday 10am-9pm
* 1-844-OPEN-SUNY (1-844-673-6786)
* <https://online.suny.edu/help/>

**Survey, CIS, mid-term grades and all other questions:**

Contact department chairs

**Other email questions:**

ACSInquiries@monroecc.edu