

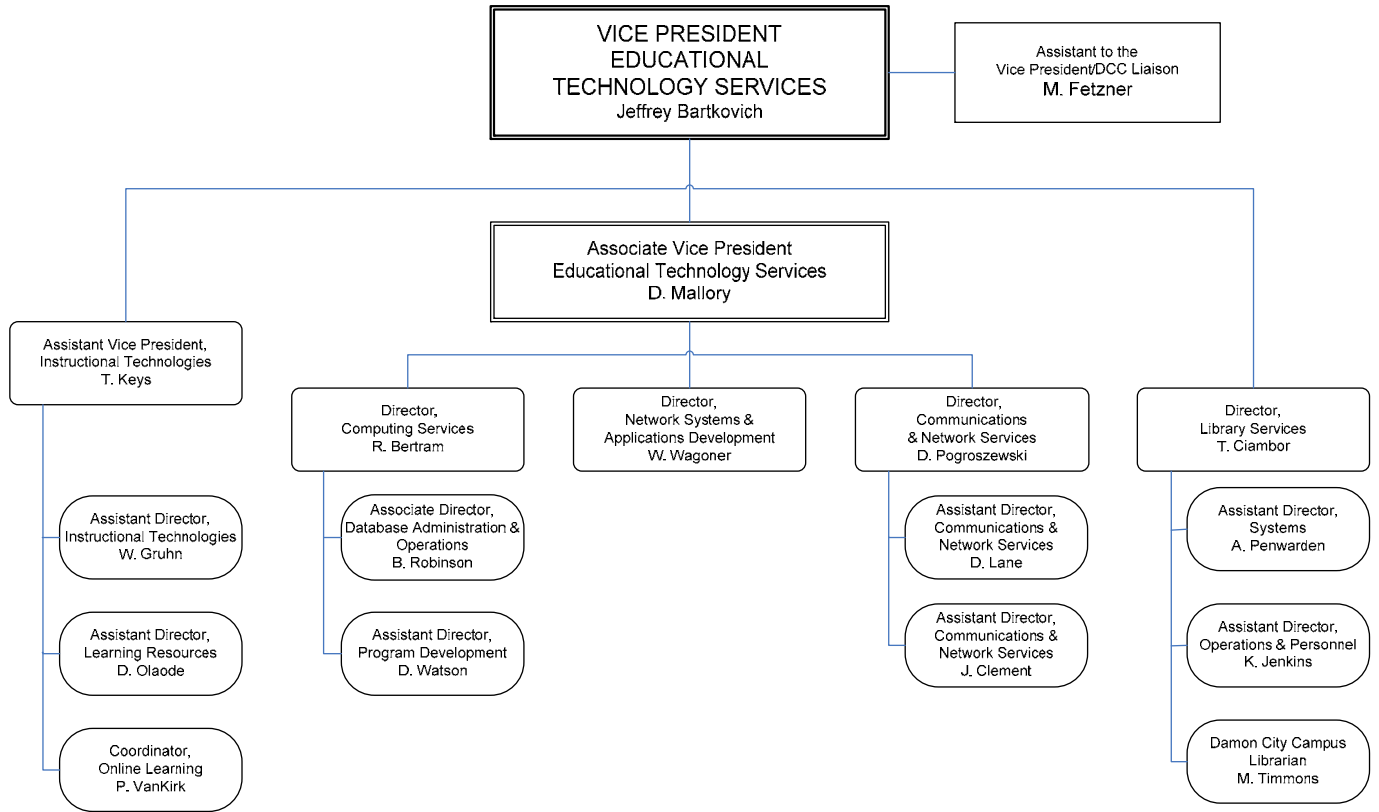


Educational Technology Services Overview

Who We Are and What We Do....

**Monroe Community College
2010-2011**

MONROE COMMUNITY COLLEGE
2009 – 2010 EDUCATIONAL TECHNOLOGY SERVICES
Position Chart



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Dr. Jeffrey P. Bartkovich

Technology Plan Themes

Monroe Community College's Mission Review document states the following:

“MCC’s strategic plan includes a specific objective to address technology support for the institution based on recommendations from the College’s 5-year, annually updated technology plan. To address technology planning and coordination, MCC created a unified technology division which includes libraries, instructional design and development, computers and networks, distance learning, and the communications network. MCC’s technology staff is actively involved in numerous cooperative efforts to advance technology and share technology resources. MCC staff also serve on system-wide advisory committees for SLN, CourseSpace, and the Training Center.”

The purposes of these activities are to make available to the College community state-of-the-industry technology, to offer training to use the technology to advance the College mission, and to support services and innovation that integrate the technology into the operation of the College. Our activities range from web design to photography, from telephone service to library service, from virtual classes to online presentations.

In all our efforts ETS supports the College’s leadership in online learning, electronic learning, and unified communication systems. If you would like to know more about ETS, call me at x3019 or drop me an email at jbartkovich@monroecc.edu .

*Thank you.
Jeff Bartkovich*

Vice President's Office

The Vice President for Educational Technology Services is a cabinet-level college officer responsible for the administration and leadership of all technology and library services for Monroe Community College. This oversight includes fiscal responsibility and setting the vision, mission, and strategies for moving the College forward in a competitive, technology-rich, higher education environment.

Associate Vice President's Office (Chief Technology Officer)

The primary purpose of the ETS Associate Vice President's Office is to provide institutional coordination and oversight of technology systems, networks, and infrastructure from the perspective of a system auditor. The Associate Vice President works with the ETS Executive staff (directors) in assuring advanced planning, customer service oversight, project management, and systems interoperability. These directors oversee computing, networking, instructional support, distance learning, printing, equipment management, training, the Electronic Learning Center, "smart classroom" infrastructures and maintenance, telecommunications, voice, electronic, and all other mail services, and the campus libraries. These directors work closely with the Associate Vice President, who assists the Vice President, in assuring that the College is technologically advanced, secure, and positioned for continuous improvement - all in light of the institution's Strategic and Technology Plans.

Offices reporting to the Associate Vice President include:

- ***Computing Services***
- ***Communications and Network Services***
- ***Network Systems and Applications Development***

Assistant to the Vice President (Damon City Campus)

The primary purpose of the ETS Assistant to the Vice President is to oversee all divisional budgets and manage divisional funding. The position is resident at the Damon City Campus and provides ETS administrative support to the DCC Executive Dean at the Campus. Other responsibilities include:

- Technology assessment and planning
- Represent ETS on various college-wide groups and search committees
- Research and review emerging educational technology issues

Network Systems and Applications Development

This director-level position is responsible for the oversight and leadership of Monroe Community College's network systems and backbone, as well as any MCC-based satellite systems. Major responsibilities include:

- In cooperation with ETS departments, oversee the design, operation, and maintenance of the College's network backbone, the academic and administrative network systems and facilities, wide area network links, and all end-user components.
- Manage network and computing through vision, design, and implementation, verbal and written communication, staff and project management, technical knowledge of multiple network backbone technologies, network operating systems, minicomputer (Unix/VMS) operating systems, and programming languages.
- Provide vision and direction for existing and future campus-wide networks, systems, and applications.

Project Management and Communications

The primary purpose of the ETS Coordinator for Communications is to assist ETS and the College to integrate technology services and implement technology applications with college operations. The Coordinator serves an important role as Project Manager for assigned initiatives and manager of the divisional Customer Relations program. Other responsibilities include:

- Coordinate information security practices and policies
- Disseminate communication related to ED operations
- Oversee the daily operations of the Brighton Campus Mail Center

Computing Services

Provides MCC with the latest technology and information resources available including administrative computing systems. Services to MCC are broadly grouped into three areas:

Database Administration/Operations, Programming Services, and Web Development

Database Administration/Operations

- Online access and security for administrative and student information systems (i.e. Banner, WebFocus)
- Reports generation and distribution
- Grade reports, student attendance, testing data, and faculty exams
- Electronic test scoring

Distribution Center – Building 6-100 8:00 a.m. – 4:30 p.m.

Banner Administrative Systems Monday-Sunday All Day except 1:00 am to 4:00 am

*Normally available on weekends with the exception of scheduled downtime for maintenance

Programming Services

- Customize and develop computer applications
- Create, modify, and update applications
- Ad-hoc reports

Please submit your programming services requests through the “Computing Services Requests” found on the Employees Home Page

Web Site Development

- Monitor and manage the Web Site servers
- Oversee the Web page publication procedure
- Coordinate the development of Web-based application systems or pages

CS “Tech Tips”

- *To receive instruction on requesting reports or to inquire about system availability, contact us at the **Call Center** - extension 4357.*
- *Publishing Web Pages: Getting Started - MCC faculty and staff interested in publishing pages on the MCC Web Site should contact the Webmaster via Outlook email to set up an appointment to go over the page publication procedure.*

Communications and Network Services

Provides design and implementation service for the College's communications and network infrastructure. Services to the College are broadly grouped into these areas:

PC Technical Support, Network Support, Telecommunications, and Mail Services

PC Technical Support

PC Technical Support is responsible for the installation and maintenance of the College's computers (PCs, Laptops, Netbooks, etc) for all classrooms and offices at all four sites (Brighton, DCC, ATC and PSTF).

We provide the following services:

- Personal Computer Troubleshooting and Installation Support
- College Laptop and Computer Configuration Services
- Peripheral Installation (i.e. Printers, Scanners, PDA, Smartphones, etc.)
- Software Upgrades
- Computer Virus Research and Management
- Technical Support Staff - staff can access your computer remotely using special software to fix problems
- Wireless Connectivity Support
- Classroom Image Creations and Support

CNS "Tech Tips"

PC & Technical Support

- Call the **Call Center at "HELP" (extension 4357), option #2, for any PC / network help.**
- If you store your files on the M: Drive, they will be saved if your computer should ever break down.
- To access your email from the Web from any computer on or off Campus:
 1. Open your favorite Web browser
 2. Go to the Outlook log on Web page: <http://mymail.monroecc.edu>
 3. 4. Type your login name (this is usually the first letter of your first name and your last name)
 5. Type your password
 6. Click the "Log On" button or hit "Enter".

Network Support

Network Support is responsible for the design, development, installation, and maintenance of the College's local area network (LAN), wide area network (WAN), and all related network infrastructure. This infrastructure supports computerized classrooms, VoIP telephone system, labs, learning centers, and office equipment for all MCC locations.

We provide the following services:

- Network Planning Services
- Network Application Support - provide support for departmental specific network applications
- Global File Share Service (M: Drive) - provide campus-wide data storage for all MCC employees and departments on the M: Drive (disk space located on a server). The M: Drive is backed up weekly and your files can be accessed from any computer that is networked.
- Faculty and Staff E- Mail System
- Student Storage System
- Faculty, Staff, and Student Account Creations
- Wireless Connectivity Support
- Xerox Multifunctional Machines For Faxing and Outlook Setups

100+ Departmental and College Servers

Telecommunications

MCC Telecommunications supports and maintains a Cisco Voice over IP (VoIP) phone system, and an AVST CallXpress Voicemail system serving the Brighton Campus, Applied Technology Center, and Damon City locations. Telecommunications provides service to approximately 1700 telephones, 1445 user voice mailboxes, 50 fax lines, and 40 call processing applications. Annual call volumes exceed 1 million outgoing calls, and 1.3 million incoming calls.

CNS "Tech Tips"

Telecommunications

- *If you have a voicemail message on your Cisco IP phone, the **red** light on the handset will light up. If you wish to check your voicemail messages, press the 'Messages' button and follow the voice instructions.*
- *If you are using a Cisco IP telephone and you need an MCC phone number, simply press the 'Directories' button and select option #4. Input the employee's last name using your telephone touchpad and then press 'Search'. The name and extension of the employee will appear on the screen; press the 'Dial' softkey to make the IP telephone call.*
- **Call Center Assistance-** Having trouble using your IP telephone or voicemail? **Dial H-E-L-P (extension 4357), press 3, and get immediate assistance.** For information and help on the new Cisco IP telephones and CallXpress voicemail systems, access the following web page: <http://web.monroecc.edu/vision/>

Mail Services

Mail Services is responsible for receiving, distributing & processing over 2 million pieces of hardcopy mail communication and small packages annually for all campuses including the Brighton Campus (BC) where mail processing operations are located, Damon City Campus (DCC), Applied Technologies Center (ATC), and Public Safety Training Facility (PSTF)

Mail Service Facilities:

Brighton Centralized Mail Processing	Room: 1-103	Ext: 2269
Brighton Faculty Mailboxes	Room: 1-107	N/A
DCC Mail, Receiving, Sorting and Distribution	Room: 5103	Ext: 1718
DCC Faculty Mailboxes	Room: 4216	Ext: 1305

Delivery Times Between Campuses:

Brighton to Damon, ATC & PSTF	leaves BC @ 11:00 am/arrives DCC @ 11:30 am
Damon to Brighton	leaves DCC @ 11:30 am/arrives BC @ 12:30 pm

Services Provided:

- Distribution of incoming mail/packages to all campuses & Housing/Residence Life Office
 - Interoffice mail – college related business only
 - U.S. Postal Services – local, domestic, International and Express services
 - United Parcel Service (UPS) – Ground, Next Day Air and Worldwide services
 - FedEx - Ground, Express and Worldwide services
 - All incoming mail & packages with delivery barcodes are scanned upon arrival and tracked by Mail Services personnel until delivery.*
 - All incoming mail is distributed to mailboxes by the end of each business day.*
 - All incoming packages are distributed to campus offices within 24 hours.*
- Processing of outgoing mail for all campuses:
 - U.S. Postal Services – leaves the Brighton Campus at 3:00 pm daily.
 - United Parcel Services (UPS) – leaves the Brighton Campus at 3:00 p.m. daily
 - FedEx and all other services – on-call service available if requested by 2:00 pm
- College Memorandum Distribution:

Brighton administrative offices, ATC, PSTF	530 copies
Brighton fulltime faculty and academic support staff	390 copies
Brighton adjuncts and part-time staff	400 copies
Damon City Campus faculty and staff	275 copies

Only memos related to college business can be distributed through the college mail system. Distribution is shared between Mail Services and the requesting department.

CNS “Tech Tips”

Mail Services

- Folding Saves: First Class Single Piece postage for three sheets of unfolded standard 8 ½” x 11” copy paper mailed in a 9” x 12” Kraft envelope is \$1.05. The same three sheets of paper folded and placed in a #10 business envelope costs only \$.44 to mail at the same rate.
- The postage cost for a mailing of 200 pieces or more could be on average \$.19 vs. \$.44 per piece depending on when it is delivered to the post office.
- Contact Mail Services at ext. 2269 for additional information and money-saving tips.

Instructional Technologies

Provides services to students through the Electronic Learning Centers and to faculty, and staff in the design, development, training, and support of instructional resources for distance learning, classroom, and administrative needs. Services to MCC are broadly grouped into six areas:

Instructional Development, Technology Training, Learning Resources, Multimedia Production, Printing Services, and the ETS Call Center.

Instructional Development

Instructional Development - provides assistance to faculty with all aspects of course development for online, hybrid and face-to-face classes. This starts with an instructional design consultation to determine the needs of the individual, followed by a production team to assist faculty throughout development. The Faculty Innovation Centers, located in room 3-150 at Brighton and 4-088 at DCC, provide a variety of technology resources (computers, scanners, color printers, etc.).

Office of Online Learning

Office of Online Learning- provides leadership in the growth and development of MCC's distance learning program. The office provides coordination to support academic, student, technology, and administrative services required for the distance learning program; and works with the college community to ensure online learning quality, productivity and accessibility.

Technology Training

Technology Training - offers a variety of different development activities designed to provide opportunities for professional growth to every member of the college community. Offerings fall into the following categories: skill building sessions and workshops, information sharing series, professional development conferences/weekends, and departmental niche training.

- Current session schedules are available on-line through MCC's web site (www.monroecc.edu). Select A-Z Index, select "T", and then select "[Technical Training Catalog and Sessions Schedule, ETS](#)".
- Each Training Track now includes "levels", which are necessary to master the skills in the track, and "specializations" which offer advanced training in a particular facet of the application.

Learning Resources

Learning Resources - provides coordination, technical support, and maintenance for a variety of learning resources and environments at Brighton and DCC including the Electronic Learning Centers, smart classrooms, and general classroom audiovisual needs.

- **Electronic Learning Centers (ELC)** - All MCC students (full or part-time) with a valid MCC photo ID card, or MCC Alumni with a valid MCC Alumni Association card may use the ELC. Anyone using the learning center is required to adhere to the Code of Conduct.
- **Smart Classrooms** - variety of technology-enhanced classrooms to meet faculty needs including lab style (with a computer for each student) and lecture style (with a computer and LCD projector for the instructor). We provide support and training in the use of these rooms as well as ad hoc scheduling of computer classrooms (lab style).
- **A/V Resources** - provide audiovisual equipment delivery to classrooms, workshops, seminars, and meetings.

Multimedia Production

Multimedia Production - provides production services for both instructional and administrative needs. This production covers all forms of media including print, web, video, still images, and audio. Areas of service include:

- **Graphic Services**
- **Imaging Services**
- **Video Services**

Printing Services

Printing Services - operates through four functional areas:

- **Publications** - custom design services to meet your needs.
- **Offset Press** - two offset presses with two-color printing heads that allow for simultaneous printing of two colors at once. Additional presses are available for envelopes, panel cards and carbonless form reproduction.
- **DocuTech** - state-of-the art digital document handling system capable of duplicating 135 copies per minute.
- **Binding/Finishing**

ETS Call Center

ETS Call Center (HELP – 4357) is the first point of contact for MCC employees with questions dealing with:

- General ETS information
- PC problems
- Network problems
- Software related issues or problems
- Telecommunications problems
- Technology Training Request

IT “Tech Tips”

- Call **HELP (4357)** for all support needs.
- Call extension **2828 (AVAV)** for all of your AV requests and for classroom technology emergencies.
- To schedule a training session, call the ETS – Call Center (4357) or sign up on the web (T – Training)
- SkillSoft E-Learning gives faculty, staff and students access to 400 different self-paced computer based courses on a variety of technology topics through the web; cbit.monroecc.edu.
- Have a large (or small) document you need stored electronically? We can do it for you.
- If you are located in Building 5 or 8, you can send a request to the print shop for duplication and have it returned to that tower's copy center without ever having to leave the building.
- Electronic work order forms for Print Shop services and business card order forms are available online through the Outlook public folders.
- Developing your own course manuals? Word Processing provides help with document development.
- Each of the production services starts with a consultation to determine your needs. Contact the department at extension 2574 for specific details.

Monroe Community College offers full-service libraries at both the Brighton and DCC campuses, including a diverse collection of over 100,000 books, audio, video, and other materials that are made available on these two campuses. The library also has a broad selection of virtual resources including numerous databases, over 10,000 e-journals, web information, and 24/7 authenticated access. In a unique, cooperative arrangement with Monroe Community College, the Rochester/Monroe County Library System, and Empire State College, a third service point for library services is provided at the College Resource Center in the link level of the Main Library of the Rochester Public Library. The MCC Libraries offer hands-on instruction, active programs, lectures, displays, innovative partnerships with teaching and learning process, liaisons with academic departments, along with proactive assistance on using resources.

The Library offers:

- Instruction Centers – Room 2-423 at Brighton seats 36 students; and Room 4090 at DCC seats 20 students.
- Online guides and tutorials about using library resources.
- In-person instruction to individuals using the library.
- 24/7 online chat reference assistance.
- Librarians available to create classroom instruction materials and sessions in specific subject areas at the request of teaching faculty members.
- Serves an active role in curriculum development and program assessment

LeRoy V. Good Library

This three story library contains active and quiet study areas, a wireless environment, networked computers to access virtual information, more than 90,000 books, and other forms of library materials, over 400 print magazine and journal subscriptions, and a collection of music CD's, audio books, records, videos and DVDs. The collection is focused on supporting courses taught at MCC while also offering materials of general interest. Check out a wireless laptop computer for yourself or work together with your study group. Black and white as well as color printing is available. There is also a flatbed scanner and the ability to digitize microfilmed materials.

Damon City Campus Library

This comfortable library in the center of the campus serves the students, faculty and staff of MCC's Damon City Campus. It offers print and non-print resources with an emphasis on Criminal Justice, Education and Human Services as well as some general curricular support and recreational reading. The Library has nearly 10,000 books, 100 print periodical subscriptions, DVDs, cassettes and videos. Network access computers and printing is provided.

Archives and Record Management

This department encourages and coordinates the systematic management of the records of the College in accordance with the State Archives and Records Administration (SARA) guidelines and NYS law. The College Archives include administrative records; Board of Trustee minutes; reports; correspondence and records of committees; student publications, handbooks, and independent studies; memorabilia; and photographs of College related events. The Records Management program provides microfilming service and the ongoing management of the College's records, complying with State regulations for maintaining County government records.

Special Collections and Services

HOLOCAUST AND HUMAN RIGHTS CENTER - housed in the LeRoy V. Good Library, the original collection was devoted to the study of specific instances of historical genocide, particularly the Holocaust of the 20th century, as well as the theories and history behind the acts. In 2002, the focus was expanded to educate the public about the issues of good and evil, compassion and empathy, and humanity's tendency to distrust those who are different. Stop at the Circulation Desk for a key to visit the room. For further information, please call extension 2338.

TEACHING AND CREATIVITY CENTER – located in the LeRoy V. Good Library, this Center offers assistance to instructors in teaching techniques, mentoring, classroom management and numerous other issues relating to enrichment of instruction at the College. The Center is designed to enhance teaching effectiveness and potential to achieve desired learning outcomes. The Teaching and Creativity Center serves to develop the scholarship of teaching through promotion of good principles and practice in instruction.

College Resource Center (CRC)

The CRC is a cooperative partnership between Monroe Community College, the Rochester/ Monroe County Public Library, and Empire State College. This facility provides a friendly, convenient location for partner institution students to work and utilize a rich network of electronic resources and nearly one million-item research library housed at that library location. Located on the link level of the Bausch and Lomb Public Library Building in downtown Rochester (115 South Avenue), it is only three blocks from the Damon City Campus.

The CRC provides PC workstations for accessing databases, web resources and productivity software. A full range of library services is provided including: reserve and reference services, network printing, video-viewing stations, library and information literacy training, group study rooms, copiers, etc.

Library "Tech Tips"

- *Full-text databases ease the search for that perfect article needed for that English report. Access is also available from home for students and faculty.*
- *Check out the latest fiction by authors like King, Koontz, Grisham and others, as well as the latest in self-help and nonfiction titles in the Leisure Reading Collections at both campuses.*
- *Come to the Illumination Lecture Series and engage in discussions with experts and individuals from all the disciplines.*
- *Both the LeRoy V. Good and Damon Libraries have private and collaborative study rooms that can be checked out.*
- *Please call extension 2304 at Brighton or extension 1411 at Damon and schedule a time to bring your classes to the Library Instruction Center. Note - all class groups should be accompanied by the instructor.*
- *Click on the 24/7 button on our web page on any day at any time to chat live with a librarian and get your questions answered.*

Getting Started in Technology at MCC

- **Technology Training Track for New Employees** - Welcome to MCC! Being productive and efficient in your new job is no doubt your number one priority! The ETS Technical Training Team has selected a variety of sessions from this catalog to get you on the fast track using the technology available to you. These sessions will help you gauge your current technology skill level, get you "connected" through voice and email, and make your personal computer your best friend! Don't wait a moment longer to enroll in these sessions!
- **Technology Assessment** - Let ETS help you and your office area keep pace with computer technology. By taking the sessions in this track, you will be able to meet your personal technology goals, and streamline procedures through efficient use of technology at home, in the office or in the classroom.
- **Telecommunications: ROLM Telephone Training** - Learn to use your ROLM telephone in this training session! Many features of the ROLM telephone system will be covered. Please note - The aging ROLM telephone system is being replaced with the new Cisco Voice Over Internet Protocol (VoIP) system. In 2006/2007 all ROLM telephones on the Brighton Campus will be upgraded with a Cisco VoIP telephone. Training on this new Cisco VoIP telephone will be made available prior to the transition.
- **Telecommunications: Octel Voice Messaging** - Octel is the voice messaging system servicing MCC ROLM telephones. The Octel Voice Messaging session will advance your telecommunications skills through voice messaging. Learn how to handle your incoming business calls in an efficient and courteous manner, set up appropriate greetings to better serve your callers, act on messages received, create personal distribution lists and much more. Please note – The Octel Voice Messaging system will be upgraded to the CallXpress® from Applied Voice and Speech Technologies (AVST) and will be integrated with the new Cisco VoIP system. Training on the CallXpress® will occur in conjunction with the Cisco VoIP telephone training.
- **Telecommunications: Cisco Voice over Internet Protocol (VoIP) Telephone Training and CallXpress® AVST Training** – Learn to use your new Cisco VoIP telephone and CallXpress® in this training session! You will discover the new VoIP telephones have much of the same functionality of your previous ROLM telephone and much, much more. Learn simple features such as answering, transferring and making calls as well as more complex functionality such as call-waiting, conferencing multiple calls into one joint call and using the online MCC employee directory. The possibilities are endless! In the near future you will learn how to enable videoconferencing from your new Cisco VoIP telephone and also access the web.
- **Introduction to Windows** - If you "don't do Windows," it's time to get started! The graphical Windows environment has revolutionized personal computing -- come find out what all the hype is about! The sessions in this track will help you make the most of your Windows-based computer workstation. You will learn how to work efficiently on your computer, manage files and customize your workstation. This track is the prerequisite to all Windows-based software tracks.
- **Microsoft Outlook: Fundamentals** - Microsoft Outlook is part of the Microsoft Office software suite -- The part that will help you get and stay organized! Outlook is a desktop information management program that helps you manage your email messages, appointments, contacts, tasks and files. You can also use Outlook to share information with other Office programs, and browse and find Office files. All Outlook sessions begin by signing on to the MCC Network, so please arrive to class on time! For a solid understanding of Microsoft Outlook, it is recommended you progress through Levels 1 - 4. Adjunct Faculty are advised to attend Outlook Specialization: Web Access only.
- **Library** - Deluged with data? ETS:Libraries can help! This track will help you become a success in the Information Age by showing you how to access needed information quickly and efficiently. Come to these sessions and learn how to make the most of our print and online resources.
- **Training Schedule** - Access the Training Catalog and Sessions Schedule online at: <http://www.monroecc.edu/go/training>. Copies of the schedule are also available at the Faculty Innovation Center (11-106) or at Computing Services (6-100).

<i>Vice President, ETS</i>	<i>Ext. 3019 Location: 1-313 Fax: 292-3060</i>
<i>Assistant Vice President, ETS</i>	<i>Ext. 3040 Location: 7-333 Fax: 292-3060</i>
<i>Assistant to the Vice President, ETS</i>	<i>Ext. 3017 Location: 1-313</i>
<i>Archives & Records Management</i>	<i>Ext. 3036 Location: 2-304</i>
<i>Classroom Support – AV</i>	<i>Ext. 2828 (AVAV) Location: 3-150</i>
<i>Computing Services</i>	<i>Ext. 2620 Location: 6-100</i>
<i>Copy Center</i>	<i>Ext. 3225 Location: 3-162</i>
<i>Copy Center - Building 5</i>	<i>Ext. 3223 Location: 5-210</i>
<i>Copy Center – Building 8</i>	<i>Ext. 5297 Location: 8-543</i>
<i>Electronic Learning Center – Brighton</i>	<i>Ext. 5267 Location : 11-106</i>
<i>Electronic Learning Center - Damon City Campus</i>	<i>Ext. 1790 Location: DCC 4-071</i>
<i>Instructional Development Center</i>	<i>Ext. 2574 Location 3-150</i>
<i>Graphic Services</i>	<i>Ext. 2553 Location: 3-150</i>
<i>CALL CENTER</i>	<i>Ext. 4357 (HELP) Off-Campus: 292-2000, Ext. 4357</i>
<i>Imaging</i>	<i>Ext. 2573 Location: 3-150</i>
<i>Instructional Technologies</i>	<i>Ext. 2574 Location: 3-150</i>
<i>Library – LeRoy V. Good – Brighton - Circulation</i>	<i>Ext. 2303 Location: 2-200 Fax: 424-1402</i>
<i>Library - Damon City Campus - Circulation</i>	<i>Ext. 1413 Location: DCC 4-068 Fax: 262-1516</i>
<i>Library Instruction Center – LVG</i>	<i>Ext. 5368 Location: 2-423</i>
<i>Library Instruction Center –DCC</i>	<i>Ext. 1420 Location: DCC 4-069</i>
<i>Mail Services - Brighton</i>	<i>Ext. 2269 Location: 1-103 Fax: 424-2749</i>
<i>Mail Services - Damon City Campus</i>	<i>Ext. 1718 Location: DCC 5-103</i>
<i>Media Resources</i>	<i>Ext. 2219 Location: 3-150</i>
<i>Media Technical Support</i>	<i>Ext. 2828 (AVAV) Location: 3-150</i>
<i>Network Development & Applications</i>	<i>Ext. 3040 Location: 7-333</i>
<i>Network Services - Brighton</i>	<i>Ext. 3200 Location: 4-110</i>
<i>Network Services - Damon City Campus</i>	<i>Ext. 1717 Location: DCC 5-106</i>
<i>Printing Services</i>	<i>Ext. 2520 Location: 3-168</i>
<i>Records Management (Microfilming)</i>	<i>Ext. 1635 Location: DCC 5-108</i>
<i>Technology Training</i>	<i>Ext. 4357 Location: 11-100C</i>
<i>Telecommunications</i>	<i>Ext. 2076 Location: 5-103 Fax: 292-3880</i>
<i>TTY LINE</i>	<i>424-5128 Location: 1-231</i>
<i>Video Production</i>	<i>Ext. 2571 Location: 3-150</i>
<i>Satellite Services</i>	<i>Ext. 2571 Location: 3-150</i>