

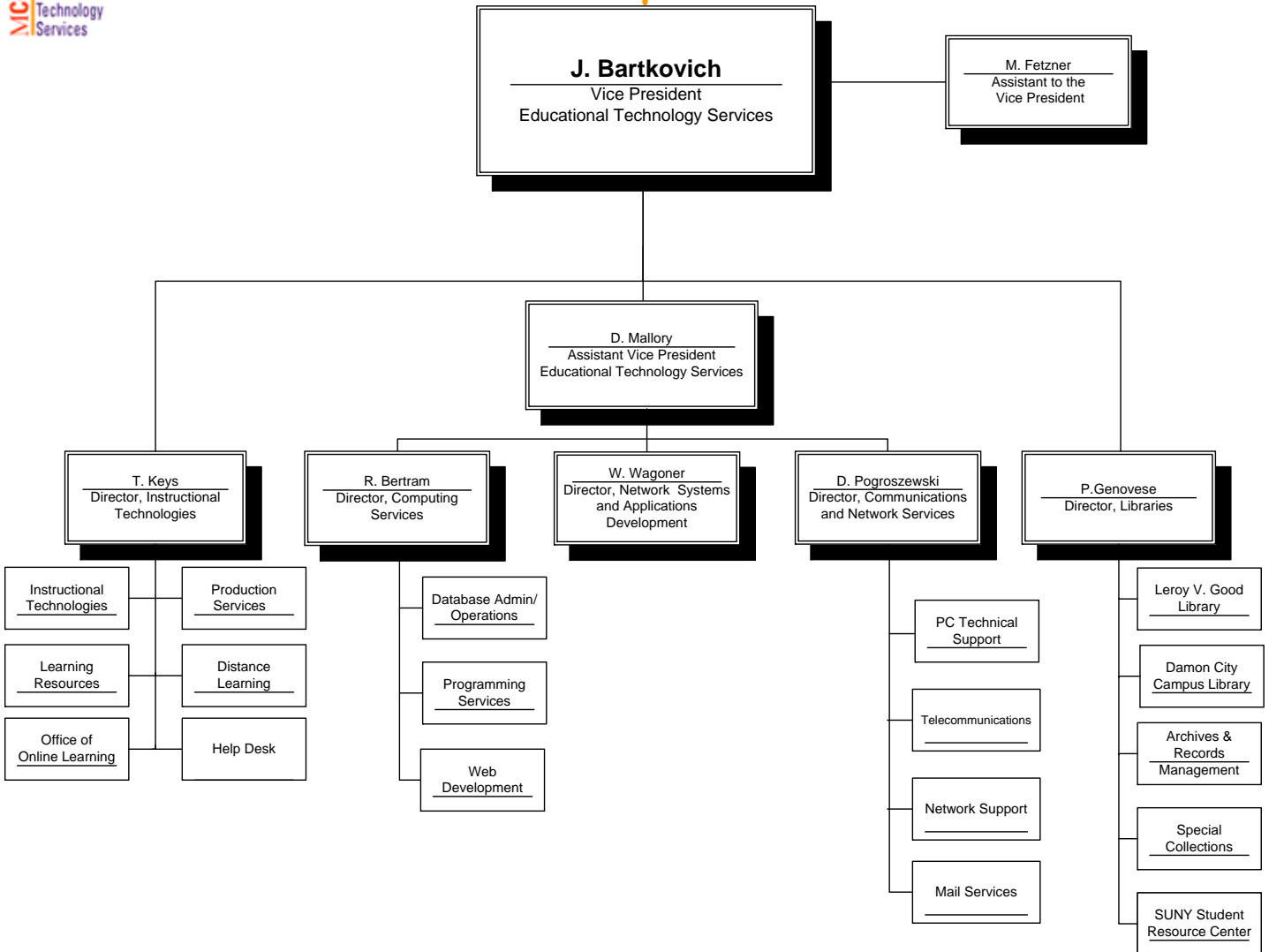


Educational Technology Services Overview

Who We Are and What We Do

Monroe Community College

2007-2008





Educational Technology Services Overview

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Getting Started in Technology at MCC

ETS Directory



Technology Tips

ETS CALL CENTER: x 4357 (HELP) / Audio Visual CALL CENTER: x 2828 (AVAV)

To activate your Voice Mail Account:

Contact: Telecommunications x 4357, press 3

Training: ETS Call Center x 4357, press 1

To activate your Email Account:

Contact: PC & Network Support x 4357, press 2

Training: ETS Call Center x 4357, press 1

On-line <http://www.monroecc.edu/go/training>

Message from the Vice President



Dr. Jeffrey P. Bartkovich

Monroe Community College has a national reputation for innovation and learning and a mission that is focused on student success. The Educational Technology Services Division (ETS) is proud to support these values, and does so by making available to the college community state-of-the-industry technology, the training to use that technology, and the services that integrate the technology into the operations of the College.

ETS is a unified division which includes: libraries; instructional design and development; computers and networks; distance learning; telephones and all manner of print communications. Our services range from word processing and printing, to email and mail distribution, from book collection and circulation to digital imaging and archives. In all our efforts ETS supports the College's leadership in online learning, electronic learning centers, and intercampus systems of information distribution.

If you would like to know more about ETS, call me at x 3019 or drop me a note at jbartkovich@monroecc.edu .

Thank you.

Technology Plan Themes

- *Provide effective technology leadership, planning, and cost management.*
- *Embrace innovation and new technology while maintaining a solid reliable technology infrastructure.*
- *Deliver comprehensive technology support to students, faculty, and staff.*
- *Engage in employee recruitment and retention strategies that emphasize professional development, diversity, and job satisfaction.*
- *Ensure Disaster Recovery, Contingency Planning, and Emergency Preparedness.*

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.

Assistant Vice President's Office

The primary purpose of the ETS Assistant 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 Assistant 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, word processing, printing, equipment management, training, the Electronic Learning Center (ELC), "smart classroom" infrastructures and maintenance, telecommunications, voice, electronic, and all other mail services, and the campus libraries. These directors work closely with the Assistant Vice President positioned for continuous improvement – all in light of the institution's Strategic and Technology Plans.

Offices reporting to the Assistant Vice President include:

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

Assistant to the Vice President

The primary purpose of the ETS Assistant to the Vice President is to oversee all divisional budgets and manage divisional funding. 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

- Responsible for the oversight and leadership of Monroe Community College's network systems and backbone, as well as any MCC-based satellite systems.
- In cooperation with ETS departments, oversee the design, operation, and maintenance of:
 - MCC's network backbone
 - MCC's academic and administrative network systems & facilities
 - MCC's wide area network (WAN) links
 - All end-user components
- Manage the 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.

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 ■ Web Development

Database Administration / Operations

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

Administrative Systems Hours of Online Availability:
Distribution Center – Building 6-100, 8:00 AM – 4:45 PM

Banner Administrative Systems Hours: Monday-Sunday All Day except 3:00 AM – 5:00 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 contact the Call Center at x 4357 (HELP) with your programming services requests.

Web Site Development

- Monitor and manage the MCC Web Site servers.
- Oversee the Web Page publication procedure.
- Coordinate the development of web-base application systems or pages.

- **ETS Call Center x 4357.**

Computing Services “Tech Tips”

- To receive instruction on requesting reports or to inquire about systems availability, contact us at the **ETS Call Center x 4357**.
- **Publishing Web Pages:** Just getting started? MCC faculty and staff interested in publishing pages on the MCC Web Site should contact the Webmaster at Webmaster@monroecc.edu 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 four areas:

PC Technical Support ■ Network Support ■ Telecommunications ■ Mail Services

PC Technical Support

We provide the following services:

- Personal computer troubleshooting and installation support.
- Design Your Own laptop (DYO) and computer configuration services.
- Peripheral installation (i.e. printers, scanners, PDAs, Smartphone etc).
- Software upgrades.
- Computer virus research and management.
- Technical support staff can access your computer remotely using special software to fix problems.
- Wireless connectivity support.
- Classroom image creations and support.

Communications and Network Services “Tech Tips”

PC & Technical Support

- Call the **ETS Call Center x 4357** (HELP), 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://outlook.monroecc.edu>
 3. Click on the 'Login Now' button
 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, staff, and student email system.
- Student storage system.
- Faculty and staff account creations.
- Wireless connectivity support.
- Xerox™ multifunctional machines (faxing, Outlook setups).
- 100+ departmental and College servers.

Telecommunications

Telecommunications supports and maintains the two PBX's and the voice messaging servers at the Brighton and Damon City Campuses; annually processes approximately 1 million outgoing calls and approximately 1.3 million incoming calls; provides service for 1,760 telephones, 1,545 user voice mailboxes, 50 fax lines, 325 integrated call processing mailboxes, and 50 pay telephones.

During the 2006-2007 fiscal year, the College is transitioning from the PBX to the Cisco IP Telephony™ platform and the AVST CallXpress Voicemail™ systems at the Brighton Campus and the Applied Technology Center. As of April, 2007 approximately 1,000 VoIP telephones have been installed on the above two campuses.

Communications and Network Services “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 the 'Dial' softkey to make the IP telephone call.
- If you are having trouble using your Cisco IP™ telephone or voicemail, call the **ETS Call Center at x 4357 (HELP)**, press #3 and get immediate assistance.
- For online information and help on the new Cisco IP™ telephones and/or CallXpress Voicemail™ systems, you can access the following Web page: <http://web.monroecc.edu/vision/> .

Mail Services

Mail Services processes and distributes mail for the Brighton Campus, Damon City Campus, Applied Technologies Center, and the Public Safety Training Facility. The MCC Mail Center processes and distributes incoming mail at an annual rate of:

- 620,000 mail pieces from the U.S. Postal Service
- 8,700 packages
- 318,000 interoffice mail pieces

Mail Services facts include:

- Outgoing mail leaves the Brighton Mail Center promptly at 3:00 PM for the U.S. Postal Service.
- Mail for full-time and part-time faculty, adjuncts, chairs, deans, and academic support staff is located in Building 1 Room 107 and is available for pick-up by customers.
- Administrative personnel mail is sorted and delivered to administrative department offices by Mail Services personnel.
- Mail leaves the Brighton Campus for the ATC & PSTF at 10:30 AM daily.
- Mail from the ATC & PSTF arrives at the Brighton Campus at 11:30 AM daily.
- Mail leaves the Brighton Campus for DCC at 10:30 AM and 1:00 PM daily.
- Mail from DCC arrives at the Brighton Campus at 11:30 AM and 1:30 PM daily.
- College-related memo distribution:
 - Copies needed for memo distribution by customers to academic faculty & support staff mailboxes/folders located in Room 1-107.
 - Brighton Campus full-time faculty & support staff – 390.
 - Brighton Campus adjunct & part-time staff – 400.
 - Copies needed for memo distribution by Mail Services personnel to the Brighton Campus, ATC, and PSTF administration & staff.
 - Brighton Campus, ATC, and PSTF administration & staff – 530.
 - DCC faculty & staff – 275.
- A fax machine (585.427.2749) is available for your use in the Mail Center. Incoming faxes are delivered to your personal mailbox or to your department office.

Communications and Network Services “Tech Tips”

Mail Services

- **Are you preparing a pamphlet, brochure, newsletter, or a booklet to be mailed?** Call x 2269 to set up an appointment.
- **Are you preparing a bulk mailing?** Call x 2269 and they will help you assemble your bulk mail to ensure it qualifies for standard (bulk) mail rates.
- **Are you sending out a mailing with many inserts in one envelope?** DXO (a mail processing facility) has automated equipment that will handle this job. Call x 2597 and let Mail Services work with you.

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 and Word Processing Services ■ 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; they work 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 online through MCC’s web site (www.monroecc.edu). Select A-Z Index, select “T”, and then select “[Technical Training Catalog, 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-time 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** – A 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 & Word Processing 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 systems capable of duplicating 135 copies per minute.
- **Binding/Finishing.**

Word Processing – supports classroom, academic, and administrative word processing needs for faculty and staff.

ETS Call Center

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

- General ETS information
- PC problems
- Network problems
- Software related issues or problems
- Telecommunications problems
- Technology training requests

See the online guide of FAQs – [Frequently Asked Questions](#).

Instructional Technologies “Tech Tips”

- **Call x 4357 (HELP) for all your technology support needs!**
- **Call x 2828 (AVAV) for all your A/V requests and for classroom technology emergencies!**
- To schedule a training session, call the ETS Call Center x 4357 or sign up on the web (T – Training)
- Have a large or small document that 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 production service starts with a consultation. Contact x 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 are made available on the 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, SUNY Brockport, the Rochester/Monroe County Library System, and Empire State College, a third service point for library services is provided at the SUNY Student Resource Center in the link level of the Main Library of the Rochester Public Library. MCC Libraries offer hands-on instruction, active programs, lectures, displays, innovative partnerships with the teaching and learning process, liaisons with academic departments, along with proactive assistance on using its resources and facilities at all locations.

The Library offers:

- Instruction Centers – room 2-423 at Brighton seats 36 students; room 4090 at DCC seats 20 students.
- An instruction librarian to work with the discipline faculty and the class.
- Publications and online tutorials about using library resources.
- In-person instruction to individuals using the library.
- Classroom instruction in specific subject areas at the request of teaching faculty members.
- Assistance to teaching faculty in preparing library instructional materials.
- Serves an active role in curriculum development and program assessment.
- Over 65,000 sq. ft. of library facilities at three service points.

LeRoy V. Good Library

This three story library contains the following resources: 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 500 print magazines and journal subscriptions, and a growing collection of music CDs, audio books, records, videos, and DVDs. The collection is focused both on supporting courses taught at MCC and in offering materials and other media of general interest. Check out a wireless laptop computer for yourself or work together with your study group. Network printing provides black/white and color printing from computers, laptops, scanning services, and digitized microfilm.

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. The result is the availability of information to both the College community and the public.

Special Collections and Services

HOLOCAUST AND HUMAN RIGHTS CENTER – housed 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 x 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.

SUNY Student Resource Center (SSRC)

The SSRC is a cooperative partnership between Monroe Community College, the Rochester Monroe County Public Library, SUNY Brockport, 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 SSRC 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, and 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 the Damon Libraries have private and collaborative study rooms that can be checked out.
- Please call x 2304 at Brighton or x 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.
- Struggling for answers? Pose those questions into hyperspace! The LeRoy V. Good Library Reference Department can answer brief reference questions online. Ask us using our Electronic Reference Service and we'll get back to you within 24 hours.

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: 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 session 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 Outlooks sessions begin by signing on to the MCC Network, so please arrive to class on time! For a solid understanding of Microsoft Office, 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).



ETS Directory

Vice President, ETS	Ext. 3019 Location: 1-313	Fax: 292.3060
Assistant Vice President, ETS	Ext. 3040 Location: 7-333	Fax: 292.3060
Assistant to the Vice President, ETS	Ext. 3017 Location: 1-313	
Archives & Records Management	Ext. 3036 Location: 2-304	
Classroom Support – AV	Ext. 2828 (AVAV) Location: 3-150	
Computing Services	Ext. 2620 Location: 6-100	
Copy Center	Ext. 3225 Location: 3-162	
Copy Center – Building 5	Ext. 3223 Location: 5-210	
Copy Center – Building 8	Ext. 5297 Location: 8-543	
Electronic Learning Center – Brighton Campus	Ext. 5267 Location: 11-106	
Electronic Learning Center – Damon City Campus	Ext. 1790 Location: DCC 4-071	
Instructional Development Center	Ext. 2574 Location: 3-150	
Graphic Services	Ext. 2553 Location: 3-150	
CALL Center	Ext. 4357 (HELP) Off-Campus: 292.2000 x 4357	
Imaging	Ext. 2573 Location: 3-150	
Instructional Technologies	Ext. 2574 Location: 3-150	
Library – LeRoy V. Good – Brighton Campus – Circulation	Ext. 2303 Location: 2-200	Fax: 424.1402
Library – Damon City Campus – Circulation	Ext. 1413 Location: DCC 4-068	Fax: 262.1516
Library Instruction Center – LVG	Ext. 5368 Location: 2-423	
Library Instruction Center – DCC	Ext. 1420 Location: DCC 4-069	
Mail Services – Brighton Campus	Ext. 2269 Location: 1-103	Fax: 424.2749
Mail Services – Damon City Campus	Ext. 1718 Location: DCC 5-103	
Media Resources	Ext. 2219 Location: 3-150	
Media Technical Support	Ext. 2828 (AVAV) Location: 3-150	
Network Development & Applications	Ext. 3040 Location: 7-333	
Network Services – Brighton Campus	Ext. 3200 Location: 4-100	
Network Services – Damon City Campus	Ext. 1717 Location: DCC 5-106	
Printing Services	Ext. 2520 Location: 3-168	
Records Management (Microfilming)	Ext. 1635 Location: DCC 5-108	
Technology Training	Ext. 4357 Location: 11-100C	
Telecommunications	Ext. 2076 Location: 5-103	Fax: 292.3880
TTY Line	424.5128 Location: 1-231	
Video Production	Ext. 2571 Location: 3-150	
Satellite Services	Ext. 2571 Location: 3-150	
Word Processing – Building 5	Ext. 2595 Location: 5-212	
Word Processing – Building 8	Ext. 2576 Location: 8-541	