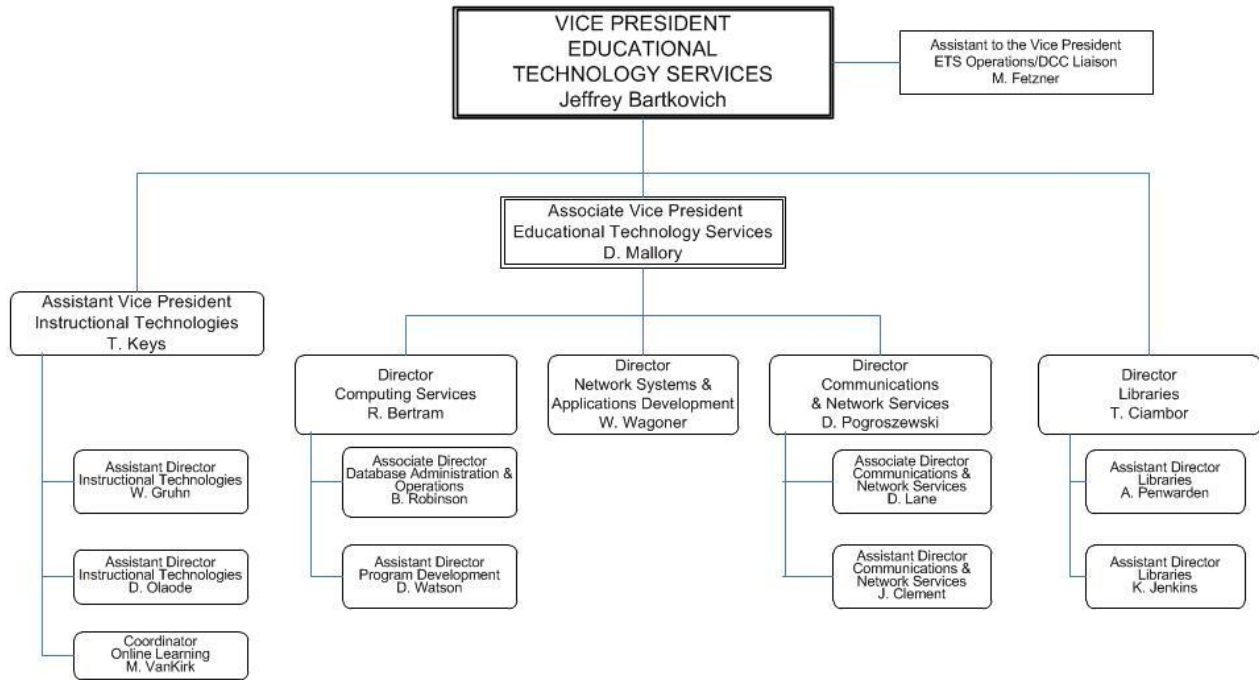




*Who We Are and What We Do.....*

**MONROE COMMUNITY COLLEGE  
 2011 – 2012 EDUCATIONAL TECHNOLOGY SERVICES  
 Position Chart**



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***Message from the Vice President – Educational Technology Services***



***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 annually updated 5-year technology plan. To address technology planning and coordination, MCC created a unified technology division which includes libraries, instructional design and development, computers and networks, programming, distance learning and the communications network. MCC’s technology staff are actively involved in numerous cooperative efforts to advance technology and share technology resources. MCC staff also serve on system-wide advisory committees for SLN and the SUNY Training Center.”

*These activities make state-of-the-industry technology available to the College community, offer training to use the technology to advance the College mission and support services and innovation that integrate the technology into the operation of the College. Our activities range from web design to digital photography, from network services to library services and from virtual presentations to virtual classes.*

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

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

#### **Assistant Vice President, Instructional Technologies**

The Assistant Vice President reports directly to the Vice President of Educational Technology Services and is responsible for management, leadership and strategic direction for the department of Instructional Technologies. The position promotes the development of a shared vision of how technologies and learning resources can serve the educational and strategic objectives of the College. This position is also responsible for the exploration, implementation and evaluation of educational technology to enhance the teaching and learning process throughout ETS and the College. The Assistant Vice President works with the IT managers who oversee:



- Instructional Development
- The Office of Online Learning
- Technology Training
- Learning Resources
- Multimedia Production
- Printing Services
- Technology Support Center

## *Vice President's Office...continued*



### **Assistant to the Vice President, ETS Operations and Damon City Campus Liaison**

The primary purpose of the ETS Assistant to the Vice President is to oversee all ETS divisional budgets, manage divisional planning and human resources processing, and serve as the ETS liaison to the Damon City Campus (DCC). The position is resident at DCC and serves as a member of the Damon Executive Leadership Team (DELT). Other responsibilities include:

- Technology assessment and planning
- Representing ETS on various college-wide groups and search committees
- Researching and reviewing emerging educational technology issues
- Managing the ETS grants and awards nomination processes

### **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. 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; and programming languages
- Provide vision and direction for existing and future campus-wide networks, systems, and applications





## **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

### **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
- 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 EMail System
- Student Storage System
- Faculty, Staff, and Student Account Creations
- Wireless Connectivity Support
- Xerox Multifunctional Machines For Faxing and Outlook Setups

## ***Communications and Network Services...continued***

### **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 Campus locations. Telecommunications provides service to approximately 1,700 telephones, 1,445 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.

### **Mail Services**

Mail Services is responsible for processing and distributing hardcopy communication related to official college business. Our services include high-volume mail processing, package tracking, and mailpiece design assistance for postal discounts. Mailpiece design and planning saves money:

- First Class rate for three sheets of *unfolded*, standard 8 ½" x 11" copy paper is \$1.08
- The same three sheets of paper *folded* and placed in a #10 business envelope costs \$ .64 to mail at First Class rates
- Three sheets of paper averages between \$ .12 and \$ .35 if mailed at Standard Mail rates

Contact Mail Services at extension 2269 for additional postage saving tips.



## **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 6-108, 8:45 a.m. – 4:30 p.m.
- Banner Administrative Systems, Monday – Sunday, all day, except 12:00 a.m. to 3:00 a.m. for backup processing.

### **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 Employee tab of the myMCC portal

### **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



## ***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 seven areas:*

***Instructional Development, Office of Online Learning, Technology Training, Learning Resources, Multimedia Production, Printing Services, and the ETS Technology Support 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**

The 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**

The ETS Technology Training Program: Technology Training "Just in Time..." This program provides technology training sessions to faculty and staff throughout the entire year on a call-to-schedule basis.

- Sign onto myMCC (from the MCC web page, click on Employees and provide your MCC user name and password to log into myMCC); click on the Employee Tab in the Technology Services Channel; click on the Technology Training Link
- Call or email the contact person listed at the end of each session to schedule a session
- You can also review the "Just in Time" Technology Training Catalog available through the ETS Call Center (x4357)

### **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

## ***Instructional Technologies...continued***

### **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 Technology Support Center**

ETS Technology Support (TECH - #8324) 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



### **Library Services**

*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. The MCC Libraries offer hands-on instruction, active programs, lectures, displays, innovative partnerships with teaching and learning process, and liaisons with academic departments, along with proactive assistance on using resources.*

#### **The Library offers:**

- Instruction Centers – Room 2-423 at Brighton seats 36 students. 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 that are 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 Learning Commons**

The DCC Learning Commons includes a library that 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 16,000 books, 60 print periodical subscriptions, DVDs, cassettes and videos. Network access computers offers access to over 40 databases including more than 1000 full-text periodicals, encyclopedias and full web access and printing is provided at a small cost.

#### **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.

## ***Library Services...continued***

### **Special Collections**

**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.

## Getting Started in Technology at MCC

### Technology Training for New Employees

Welcome to MCC! Being productive and efficient in your new job is no doubt one of your top priorities. The ETS Technical Training Team has selected a variety of sessions 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 e-mail, and make your personal computer your best friend!

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).

- **Technology Skills Assessment**

What is your current level of computer competency? Do you feel proficient using technology to help you perform your everyday tasks? Do you feel confused and frustrated when using the technology that surrounds you? Whether you are an experienced computer user or just starting out, our training sessions can help you build your computer competency. Set up this 1 hour appointment and receive a personalized road-map of the training sessions that will best meet your technology needs.

*To schedule, contact Marie Gibson, ETS Instructional Technologies, extension 3436.*

- **Cisco VoIP Telephone Training**

Learn to make your telephone an "information center" in this training session. Many features of your telephone system will be covered to help you to optimize business communications, including quick tips on how to save time, money and process calls in an efficient and timely manner.

*To schedule, contact Christine Montagiano, ETS Communications and Network Services, extension 2073.*

- **AVST CallXpress Voice Messaging**

The voice messaging system gives you the ability to communicate effectively from any touchtone phone 24 hours a day, with one person or many. This session will advance your telecommunications skills through voice messaging.

*To schedule, contact Christine Montagiano, ETS Communications and Network Services, extension 2073.*

- **Introduction to Microsoft Outlook**

This session will introduce you to the fundamental electronic mail and calendaring features of Microsoft Outlook.

*To schedule, contact Jane Cummings, ETS Instructional Technologies, extension 2617.*

- **Windows File Management and M: Drive Review**

"Of course I saved it.. You mean I have to know where?" Use Microsoft Windows and take control of your work. Save it where you want it. Share it if you like! Use the M-drive to save your work. Save yourself, time, energy, frustration, and computer space. Even better, share information with your students. Stop printing and carrying all those handouts. Share them with students. Let them print them and lug them around campus.

*To schedule, contact Martha Kendall, ETS Instructional Technologies, extension 2214.*

## ETS Directory

Vice President, ETS	Ext. 3019 Location: 1-313 Fax: 292-3060
Associate Vice President, ETS	Ext. 3040 Location: 7-333 Fax: 292-3060
Assistant Vice President, Instructional Technologies	Ext. 3432 Location: 7-333
Assistant to the Vice President, ETS	Ext. 1419 Location: DCC 4087
Archives & Records Management	Ext. 1635 Location: DCC 5111
Communications and Network Services - Brighton	Ext. 3238 Location: 4-110
Communications and Network Services - DCC	Ext. 1717 Location: DCC 5106
Computing Services	Ext. 2620 Location: 6-100
Copy Center	Ext. 2520 Location: 3-168
Copy Center – Building 5	Ext. 2592 Location: 5-212
Copy Center – Building 8	Ext. 2576 Location: 8-541
Copy Center – DCC Faculty/Staff	Ext. 1603 Location: DCC 4108
Electronic Learning Center – Brighton	Ext. 5267 Location: 11-106
Electronic Learning Center - Damon City Campus	Ext. 1790 Location: DCC 4071
Graphic Services	Ext. 2553 Location: 3-150
Imaging	Ext. 2588 Location: 3-150
Instructional Development Center	Ext. 2574 Location: 3-150
Instructional Technologies	Ext. 2574 Location: 3-150
Library – LeRoy V. Good – Brighton - Circulation	Ext. 2665 Location: 2-200 Fax: 424-1402
Library - Damon City Campus - Circulation	Ext. 1420 Location: DCC 4068 Fax: 262-1516
Library Instruction Center – LVG	Ext. 5368 Location: 2-423
Library Instruction Center –DCC	Ext. 1420 Location: DCC 4069
Mail Services - Brighton	Ext. 2269 Location: 1-103 Fax: 424-2749
Mail Services - Damon City Campus	Ext. 1718 Location: DCC 5103
Media Resources	Ext. 2219 Location: 3-150
Media Technical Support	Ext. 2828 (AVAV) Location: 3-150
Network Development & Applications	Ext. 3040 Location: 11-100D
Printing Services	Ext. 2520 Location: 3-168
Records Management (Microfilming)	Ext. 1635 Location: DCC 5108
Technology Support Center (HELP)	Ext. 8324 (TECH) Off campus: 292-8324
Technology Training	Ext. 4357 Location: 11-100C
Telecommunications	Ext. 2076 Location: 5-103 Fax: 292-3880
TTY Line – Brighton	424-5128 Location: 1-231
TTY Line – DCC	262-1579 Location: 5252
Video Production	Ext. 2571 Location: 3-150