Student Technology

For all student technology related questions:

For assistance with MCC technologies, please contact the MCC Student Technology HelpDesk. 585.292.8324 option 1. You will be asked to leave a message and a staff member will get back to you promptly.

You can also send an email to technologyhelp@student.monroecc.edu or visit the Student Tech Webpage at www.monroecc.edu/go/sthd.

Hours of operation are:
M/T/W/Th: 7:30am to 7:30pm
Friday: 8:00am to 3:30pm
Saturday: 8:00am to 1:30pm

If you have a computer and need internet access, Spectrum (Charter Communications) recently announced that they are offering free access to broadband and wifi (free offer)

If students do not have access to a computer:
1) Email your faculty member, there may be options to complete without continuous access to technology.
2) Dispatcher at 292-8310 will take information about tech needs and send to Student Services

Library

Latests Trib announcement for students
https://www.monroecc.edu/mccannou.nsf/all+listings/DB41E21FB3736B0485258531004F0E33?OpenDocument

Things are changing but the MCC Libraries are still here for you. We can answer your questions and support your research no matter where you are. Please email us, schedule an online or phone appointment in Starfish, or use our 24/7 chat service.

Use our website or the Library tab on myMCC to access high-quality articles, ebooks, and streaming videos.

Check our COVID-19 (Coronavirus): MCC Libraries Updates & Resources guide for library news and helpful links.

Contact us: libraries@monroecc.edu

Still have library materials checked out? No worries! Books and media are now due back to the MCC Libraries by May 18. Contact us at the email address above if you have any questions.

Remote tutoring/learning services

https://monroecc.tutorocean.com/home

For questions regarding tutoring appointments, please contact Ann Bauer abauer@monroecc.edu or Martha MacDonald mmacdonald@monroecc.edu.

FACULTY

Faculty Tech support Trib announcement

https://www.monroecc.edu/mccannou.nsf/all+listings/88B0C64EEA5C46A28525853300084133?OpenDocument

To ensure any Technology Support questions and problems are handled as efficiently as possible while help desk staff are working from home, please submit a ticket through the link on the Technology Help tab of myMCC (Create or View Technology Support Requests). The ACD phone system is not accessible from off campus for calls.

Please remember to include your personal phone number in the ticket so that the support staff can contact you directly if necessary.

Faculty with Zoom questions

For assistance with Zoom 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.

Hour of operation are:
M/T/W/Th: 7:30am to 6:30pm
Friday: 8:00am to 3:30pm
Saturday: 8:00am to 1:30pm

Faculty with Instructional Design questions

For Instructional Design assistance please email 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:
  o   myMCC, Faculty Essentials, Rapid Remote Teaching Resources
  o   Virtual Campus Faculty Center (Blackboard organization)

Zoom consultations
- o Open Zoom Room from 10:00 am to 4:00 pm
  https://monroecc.zoom.us/j/4483303567
- o Individually scheduled by request

Tutor Ocean questions:
For questions about this service, please contact Jason Parker, Director of Learning Support Systems at jparker49@monroecc.edu

Survey, CIS, mid-term grades and all other questions:
Contact department chairs

Other email questions:
ACSInquiries@monroecc.edu