

## Faculty and Staff computer resources at CCSF: Overview

In 2002-2004 a Desktop Upgrade project rolled out almost 2000 new and refurbished computers to all full time faculty and staff at all campuses of City College and provided computer access to part-timers. Chancellor Day initiated the project to create an environment with unified hardware, operating systems and applications in which faculty and staff can use technology efficiently and effectively.

### Features

With all computers meeting base standards, everyone can run modern software and use up-to-date networking and Internet technology. All computers, Mac and Windows, had compatible versions of Microsoft Office, including Word (word processing), Excel (spreadsheets) and PowerPoint (presentations).

New networking capabilities mean not only that Windows users can save documents to a safe space on a server, but that you can open those documents from the network from any networked CCSF Faculty or Staff Windows computer on any campus. Your network space and your computer are protected by your UserID and password.

### GroupWise Email/Calendar

All faculty and staff have access to CCSF email accounts in the new Novell GroupWise system. An all-campus address book enables sending messages to Departments or committees by pointing and clicking. And GroupWise combines email with a calendar that allows you to keep track of your appointments and task list.

### Macintoshes

New iMacs or PowerBooks with OS X and Office X comprise 7.5% of the computers at CCSF. Some common areas have iMacs for teachers to share.

### Your Accounts

- ✓ A CCSF Windows network (Active Directory) account. This account enables logging into any networked Faculty/Staff Windows computer on any CCSF campus.
  - ✓ GroupWise email account, accessible from any computer (Windows or Mac) via the Internet Explorer browser. (A more full-featured Windows-only program is also available on Faculty/Staff Windows computers within the CCSF network).
  - ✓ For those who have access to CCSF Macs, personal accounts are available on individual campus iMacs.
-

## Getting your Accounts

To set up CCSF computer/email accounts, Faculty/Staff (full- or part-time) can:

- ▶ Submit a Request for CCSF Network Login and GroupWise Email form to get both CCSF network and GroupWise email accounts. Get a copy from new Faculty orientation materials, the TLC lab (313 Batmale, Ocean campus), the Help Desk (239-3711) or from local ITS staff.
- ▶ If you want a guided introduction to CCSF Computer resources or to the GroupWise email system, you can attend a Technology Learning Center (TLC) Getting Your Accounts or GroupWise Windows or Web workshop. Find the TLC workshop schedule at <http://www.ccsf.edu/tlc>, at the Training link.
- ▶ Go to <http://www.ccsf.edu/techdocs> for an online CCSF tech orientation, with information, training videos and downloadable documents on all your CCSF accounts and on GroupWise email (Web and Windows versions).
- ▶ Information on all aspects of CCSF computer resources is available online at <http://www.ccsf.edu/tlc>, at the *handouts* or *online computer orientation* link.

## Macintosh users and Mac Accounts

Faculty or Staff who want to use a shared iMac in a teacher's lounge or common area or who have a Mac on their office desk top should call the Help Desk (239-3711) to set up personal accounts on the CCSF Mac(s) that they designate.

Mac users should submit the *Request for CCSF Network Login and GroupWise Email* form or attend a GroupWise **Web** basics workshop before requesting a Mac account.

## Open lab

If you need to use a computer (Windows or Mac) before you get your accounts—or at any time afterwards—the Technology Learning Center lab is open to all CCSF faculty and Staff throughout the year. The lab has all standard software and other applications (Adobe PhotoShop, AppleWorks, DreamWeaver), as well as printers and a scanner. It is located at 313 Batmale Hall on the Ocean campus.

During the Academic year, hours are 9-4:30 M-Friday. Call the Help Desk (239-3711) for break and Summer Session hours.

## Ongoing help and training

- ✓ CCSF's Faculty/Staff **Help desk** (239-3711) is open 9:00-Noon; 1:00-4:30 M-F whenever the school is open to answer your questions about CCSF computer glitches and guide you through problems with GroupWise email and supported applications.
  - ✓ The **Technology Learning Center** (TLC) provides training and informational workshops on using your CCSF Windows accounts and Office software, and on using GroupWise for email and scheduling as well as on a wide variety of other computer-related topics. Schedules and descriptions are available on the TLC Web site: <http://www.ccsf.edu/tlc> — click the **training** link.
  - ✓ Presentations and handouts on the use of your CCSF computer accounts, the campus network, GroupWise email/scheduling and the Windows and Mac OS X systems and Office programs can be found at <http://www.ccsf.edu/techdocs> and on the TLC Web site: <http://www.ccsf.edu/tlc> — click the **handouts** link and then pick your area of interest.
-