

## Instructional Support Services

[www.ithaca.edu/its/services/iss/](http://www.ithaca.edu/its/services/iss/)

Maintains the Center for Educational Technology (CET) in Job 102. Provides consulting, instructional design, training, and support. Promotes emerging technologies.

## Digital Media Services

[www.ithaca.edu/its/services/dms](http://www.ithaca.edu/its/services/dms)

Job 103  
VHS to DVD conversion, research poster printing, web and video conferencing, graphic and digital design, production assistance, faculty portraits, iTunes U, YouTube, video streaming.

## Equipment and Software

[www.ithaca.edu/its/services/purchase/](http://www.ithaca.edu/its/services/purchase/)  
[www.ithaca.edu/its/services/techrenew/](http://www.ithaca.edu/its/services/techrenew/)

Technology renewal, consulting and technology purchase assistance

Faculty are issued a college-owned computer. Choice of Mac or PC, laptop or desktop. Comes with MS Office software. Replaced every three years via Tech Renewal.

Support: Call the Helpdesk. Desktop Support team provides repair services.

Discounts on personal computer and software purchases are available.

## Personal Computer Repair

[www.ithaca.edu/its/help/sarc/](http://www.ithaca.edu/its/help/sarc/)

Student Computer Repair Center (SCRC) in Friends 110 offers a fee based service for students, faculty and staff.

## Equipment Loaner Pool at the Helpdesk

[www.ithaca.edu/its/services/loaners/](http://www.ithaca.edu/its/services/loaners/)

Short term and long term loans for faculty and staff. Laptops, conference phones, video and audio recorders, projectors, hard drives, and portable podcasting kits.

## ITS Academic Liaisons

[www.ithaca.edu/its/services/liaisons/academic/](http://www.ithaca.edu/its/services/liaisons/academic/)  
Two-way communication between ITS and faculty by department.

## Other Services on Campus

Assistive Technology Labs  
[www.ithaca.edu/hshp/depts/slpa/assistlab/](http://www.ithaca.edu/hshp/depts/slpa/assistlab/)

Bookstore  
<http://www.bkstr.com/Home/10001-22404-1>

Center for Faculty Excellence  
[www.ithaca.edu/cfe/](http://www.ithaca.edu/cfe/)

Homer Connect Student information system  
<http://homerconnect.ithaca.edu>

Information Technology Planning and Advisory Committee (ITPAC)  
[www.ithaca.edu/itpac](http://www.ithaca.edu/itpac)

Ithaca College Library  
<http://library.ithaca.edu>

Language Center  
[www.ithaca.edu/hs/depts/ml/langcenterintro/](http://www.ithaca.edu/hs/depts/ml/langcenterintro/)

Office of the Provost  
[www.ithaca.edu/provost](http://www.ithaca.edu/provost)

Graduate and Professional Studies (GPS)  
[www.ithaca.edu/gps](http://www.ithaca.edu/gps)

## Contacts

Helpdesk: 607-274-1000  
Classroom Technology Support: 274-1443  
Technology Learning Center: 274-1045  
E-mail: [helpdesk@ithaca.edu](mailto:helpdesk@ithaca.edu)  
ITS web site: [www.ithaca.edu/its](http://www.ithaca.edu/its)

## Getting Started

[www.ithaca.edu/its/services/start/faculty](http://www.ithaca.edu/its/services/start/faculty)

## New Faculty Guide to Information Technology Services



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Office of Information  
Technology Services

<http://www.ithaca.edu/its>



## Logins, Passwords and Accounts

[www.ithaca.edu/passwords](http://www.ithaca.edu/passwords)  
[www.ithaca.edu/its/services/start](http://www.ithaca.edu/its/services/start)

NETPASS: Used for many services including, myHome, e-mail, Sakai, Oracle Calendar, Web Profile Manager.

NOVELL: Used to log into Windows workstations and access to file servers. Same username as Netpass but different password.

HOMER: Student information system for courses, grades, student info: nine digit ID# as login

PARNASSUS: (Human Resources Self-Service) Same username as Netpass but different password.

## Wireless and Wired Networks

[www.ithaca.edu/its/services/wireless/](http://www.ithaca.edu/its/services/wireless/)

Wireless networking available across campus.  
IC Airnet -Secure: requires Netpass login.  
IC Airnet: For guests, requires any e-mail address.



## Novell File Servers

[www.ithaca.edu/its/accounts/novell/](http://www.ithaca.edu/its/accounts/novell/)

Personal file space on MEMPHIS or PULSAR usually on PCs: "G: Drive"  
on Macs: Go > Connect to Server...

## MyHome Portal and Community

<http://myhome.ithaca.edu>

Customizable portal for IC with access to Webmail, Sakai, Intercom, Oracle, Calendar, myHome Community and other systems.

## Printing

[www.ithaca.edu/its/services/printing/](http://www.ithaca.edu/its/services/printing/)  
<http://print-server.ithaca.edu/ipp>

Access to network printers on campus. See "iPrint" information on the ITS web site to connect.

## Sakai

Collaboration and Learning Environment  
[www.ithaca.edu/its/services/iss/Sakai](http://www.ithaca.edu/its/services/iss/Sakai)

For course and/or project sites.  
Login via myHome.  
Integrated with course and student information system.  
Integrated with Turnitin.

Blackboard is currently available but will be phased out by 2012.

## Turnitin

Plagiarism Detection Service

[www.ithaca.edu/its/traindoc/coursemanage/turnitin](http://www.ithaca.edu/its/traindoc/coursemanage/turnitin)

Integrated with Sakai or through vendor at  
<http://www.turnitin.com>.

Also available: Grademark for paperless grading and Peermark, for online peer review.

## Optical Scanning

[www.ithaca.edu/its/services/scan](http://www.ithaca.edu/its/services/scan)

Test scoring and course evaluation processing.  
Drop off at the ITS Helpdesk (Job 104).  
Request forms are available on-line.

## Clickers: Student Response System

[www.ithaca.edu/its/traindoc/coursemanage/prs/](http://www.ithaca.edu/its/traindoc/coursemanage/prs/)

eInstruction Interwrite Response is the supported clicker technology at IC for the '11 - '12 academic year.



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## Web Profile Manager (WPM)

Edit Site: [www.ithaca.edu/wpm](http://www.ithaca.edu/wpm)  
Faculty Profile: [faculty.ithaca.edu](http://faculty.ithaca.edu)

WPM is a content management system for creating and maintaining faculty, departmental and organizational web sites as well as student ePortfolios.

## eClassrooms

[www.ithaca.edu/its/help/cts](http://www.ithaca.edu/its/help/cts)

Podium PCs and/or Macs plus a laptop connection with projection, sound, DVD, and Internet. Console control for computers, screens and projector.

"Drop and run" support from Classroom Technology Support.

## Center for Educational Technology (CET)

[www.ithaca.edu/its/services/iss/cet/](http://www.ithaca.edu/its/services/iss/cet/)

A faculty only lab. Scanners, video digitizing, specialized software, color printing, sound recording room, and classroom podium.

The CET is also used for teaching with technology discussions and available for faculty to reserve.

24/7 access by request.

## Computer Labs

[www.ithaca.edu/its/services/labs/](http://www.ithaca.edu/its/services/labs/)

ITS schedules Friends 110. More than 20 specialty labs on campus (scheduled by departments).



## Training and Documentation

[www.ithaca.edu/its/traindoc](http://www.ithaca.edu/its/traindoc)

Computer training, documentation, tutorials, and drop-in consulting available through the Technology Learning Center (TLC) in Friends 101.  
Open Mon - Fri, 9am - 5pm.