Welcome to the Spring 2020 semester!

# Please Tell Your Students About These Services

## Help Desk

The [Help Desk](http://www.cuyamaca.edu/helpdesk/) can assist students with troubleshooting technical difficulties associated with student accounts. Students may contact the help desk at c-helpdesk@gcccd.edu or call 619-660-4395.

Tech Mall
The Tech Mall, located in E-121, provides support to currently enrolled students in the use of computers and software applications.  Check out the [Tech Mall website](http://www.cuyamaca.edu/techmall/) for hours and resources available.

## Library

Visit the library during hours of operation:  Monday – Thursday, 9:00am - 7:30pm or visit the [Library website](http://www.cuyamaca.edu/library) for more information on services such as:

* Reserve Textbooks
* Group Study Rooms
* Quiet Study Areas
* A Place to Eat and Study on the First Floor
* A Place to Plug In
* Computers
* Wi-Fi Access
* Printing/Copying
* Research Support
* And much more!

## Learning Assistance

**Check Out the** [**Learning Assistance website**](http://www.cuyamaca.edu/tutoring) **for Information on Extended Hours!**

### Academic Resource Center (ARC)

The [ARC (Academic Resource Center)](http://www.cuyamaca.edu/academics/support/tutoring/default.aspx#arc) is located in the library building, C-102. Hours are 9:00am – 6:00pm on Monday – Thursday and 9:00am -12:00pm on Friday. Friday appointments take place in B-167. Evening tutoring is available Tuesdays and Wednesdays from 6:00pm-8:00pm in B-167. All tutoring is by appointment only. The ARC will be open the first week of the semester. Call 619-660-4306 to schedule appointments and for detailed information on available services.

### STEM Achievement Center

[The STEM Center](http://www.cuyamaca.edu/academics/support/tutoring/default.aspx#stem), is located on the first floor of the H building. Math tutoring will begin the first week of the semester and science group tutoring will begin the second week of the semester. Hours are 9:00am – 6:00pm on Monday – Thursday and 9:00am – 2:00pm on Friday.  There is evening math one-on-one tutoring available Tuesdays and Wednesdays from 6:00pm – 8:00pm in B-167. Call 619-660-4396 for detailed information on available services.

### Writing Center

[The Writing Center](http://www.cuyamaca.edu/academics/support/tutoring/default.aspx#writing) is located in B-167. Hours are 9:00am – 6:00pm Monday and Thursday, 9:00am – 8:00pm Tuesday and Wednesday, and 10:00am – 3:00pm on Friday.  Call 619-660-4463 for detailed information on available services.

### Online Learning Assistance

Online learning assistance is available through NetTutor to all currently enrolled students at Cuyamaca College.  A wide variety of subjects are available, 24/7, to supplement on-campus learning assistance that the STEM Achievement Center and Academic Resource Center already provide. Learn more about NetTutor on the [Learning Assistance website](http://www.cuyamaca.edu/academics/support/tutoring/default.aspx#online-tutoring).

## Canvas Support

Students can call 1-844-592-2205 for Canvas support 24/7. During the week, they can contact the Cuyamaca College Help Desk at 619-660-4395 or c-helpdesk@gcccd.edu. [Canvas tutorials](http://bit.ly/canvas-student-tutorials) are available for students.

## Online Success

Please encourage your online students to visit the [Online Success website](http://www.cuyamaca.edu/online/).  Please consider adding the link to your syllabus and Canvas container.

# Helpful Information for Faculty and Staff

Update on Conference Rooms****

Cuyamaca’s standard inputs for projectors and displays campus wide are HDMI and VGA.  We are slowly converting to HDMI as funds are available to upgrade the AV equipment.  Thank you for your patience and understanding!

The laptop cable connections in various conference rooms on campus (A-122, B-264, C-145, E-106, I-107, PCR) have been upgraded from VGA to HDMI.  B160 and B352 still have only VGA connections. If you plan to connect your laptop or other device in these rooms and do not have an HDMI output from your device or the correct dongle to convert to HDMI, please visit the Dean’s office in the building of the conference room and they should have an adapter available for you to borrow.  Please remember to return the dongle when you are done so that it is available for the next person.  If you would like to purchase a dongle for your area, below are links to a few recommendations. These are the most common display outputs for portable devices.  Click on your devices output to see the recommended dongle type.

[**VGA**](https://www.amazon.com/FOINNEX-Converter-Computer-Projector-Portable/dp/B07121Y1Z3/ref%3Dsr_1_7?keywords=vga%2Bto%2Bhdmi&qid=1578000724&s=electronics&sr=1-7&th=1)(converts signal to HDMI/requires USB power)

[**Mini Display Port (Thunderbolt 2)**](https://www.amazon.com/DisplayPort-CableCreation-Thunderbolt-Converter-Compatible/dp/B01FJPDL2Y/ref%3Dasc_df_B01FJPDL2Y/?tag=hyprod-20&linkCode=df0&hvadid=198076677096&hvpos=1o1&hvnetw=g&hvrand=9700204253269355597&hvpone=&hvptwo=&hvqmt=&hvdev=c&hvdvcmdl=&hvlocint=&hvlocphy=9031290&hvtargid=pla-414464417717&psc=1) (Converts to HDMI and VGA)

[**USB-C (Thunderbolt 3)**](https://www.amazon.com/RCA-Adapter-Compatible-MacBook-Chromebook/dp/B07TV2M75H/ref%3Dpd_sbs_147_9?_encoding=UTF8&pd_rd_i=B07TV2M75H&pd_rd_r=3e1c7a78-b47a-476a-9515-a60c83575d81&pd_rd_w=fAgw2&pd_rd_wg=RqoWk&pf_rd_p=7c0dad87-8a25-4c4f-9349-026039ea6cb3&pf_rd_r=11P90DE1V813HPACMCPH&psc=1&refRID=11P90DE1V813HPACMCPH) (converts to HDMI and VGA)

[**HDMI**](https://www.amazon.com/Gold-Plated-Compatible-Projector-Chromebook-Raspberry/dp/B075GZ8DX7/ref%3Dsr_1_1_sspa?keywords=vga+to+hdmi&qid=1577999675&s=electronics&sr=1-1-spons&psc=1&spLa=ZW5jcnlwdGVkUXVhbGlmaWVyPUFRMldGVUszTFhBRlkmZW5jcnlwdGVkSWQ9QTAzMTMzMDNGTlJKT0ZMWkJCSEEmZW5jcnlwdGVkQWRJZD1BMDg5MTgxMlVDM0lTRVdIR0FZVCZ3aWRnZXROYW1lPXNwX2F0ZiZhY3Rpb249Y2xpY2tSZWRpcmVjdCZkb05vdExvZ0NsaWNrPXRydWU=)(converts signal to VGA)

Also, please note that if you have a Miracast® capable device such as a Microsoft Surface Pro, you can connect to the projectors wirelessly in the following rooms:

C145, E106, I107, PCR (F102). There are directions in these conference rooms on how to connect wirelessly.

As always, if you need assistance with the technology in a conference room, please contact the Cuyamaca College Help Desk at x4395 or c-helpdesk@gcccd.edu

## Faculty Resource Guide

Check out the new [Faculty Resource Guide](https://www.cuyamaca.edu/faculty-staff/files/2019-FacultyResource-Guide-v2.pdf) for information on enrollment management, classroom management and many other faculty resources.

## Help Desk for Faculty and Staff

**Faculty:** If you need assistance with your office computer or if there is a technical problem in your classroom or computer lab, please contact the Cuyamaca Helpdesk at x4395 (from off-campus 619-660-4395) (from the classroom 4395) or c-helpdesk@gcccd.edu. Please include location, your name, a number where we can reach you, and a detailed message of the problem.

Technical staff is available for both IMS (AV/projectors/events) and ICS (workstations/printers/network) issues for both day and evening classes (see hours below).

**Hours of Operation:**

Monday – Thursday 7:30 am – 7:30 pm

Friday – 7:30 am – 3:30 pm

**Staff:** For technical support please contact the District Helpdesk at x7547 (from off-campus 619-644-7547) or isops@gcccd.edu

Please note that contacting specific technical support staff members directly may result in either a delay or possible missed request.

## Classroom Technology

If you haven’t done so already, please pick up your Smart Cart keys from Business Services in Building F.  All keys issued need to be pre-approved by your department chair and the dean tied to the building.  Key forms are located on the [Cuyamaca forms depot](http://www.gcccd.edu/formsdepot-cuyamaca/default.html#K).

Contact Instructional Media Services (IMS) via the help desk at 619-660-4395 or at c-helpdesk@gcccd.edu for training on the classroom technology.

## Faculty Workrooms

Cuyamaca College houses five faculty workrooms which are located in various buildings. To gain access to any of the faculty workrooms, you must request a key from your Dean. Each workroom is supplied with office supplies for your use and a GradeMaster. Please keep in mind that the workrooms are for faculty use only. Please do not use them for testing students or a student worker office.

Locations:  B-267, E112C, F-625, H-135, H-131

Windows 10 ****

Most employee computers, computer labs and instructional smart carts have been moved to Windows 10. The remainder should be complete by the end of the spring semester or over the summer break.  Please note that Windows 10 requires a greater level of security, which means that employees may not be able to download software independently. If you need job-related software on your work computer or in a computer lab, please follow the [instructions on this webpage](https://www.cuyamaca.edu/academics/support/computer-labs/software-requests.aspx).  Some software may be available to download independently via the [Microsoft Store](https://www.microsoft.com/en-us/store/apps/windows?icid=CNavAppsWindowsApps). Otherwise, please plan ahead as the Help Desk will need to schedule a time to assist you.

## Library

The library offers a variety of services for students, faculty, and staff, including research and course support.  Come visit us in the C Building!  Even if you are a returning faculty member you may discover a new aspect of yourLibrary!

* Librarians are happy to provide instruction and assistance with other information needs. Contact Jeri.edelen@gcccd.edu
* If you are willing to donate any current textbooks, contact the Circulation Desk at 619-660-4416 or cuyamaca.circulation@gcccd.edu
* Library hours are Monday – Thursday, 9:00am - 7:30pm.

New Library Platform****

The library is migrating to a new cloud-based library platform that will streamline library services, facilitate easier online and mobile access to library materials, and provide users with a new look and feel to our digital library. The new platform is call Ex Libris OneSearch and is set to go live January 13. Assistance for learning the new system will be available online and in the library.  [Visit the library website for more information.](http://www.cuyamaca.edu/library)

## Equity in Teaching Collection

The college has a collection of books and videos to assist faculty in developing and implementing equity-minded teaching practices. Visit the college library to review the collection or check out materials. Check out a list of the materials on the [Institutional Effectiveness, Success and Equity website](https://cuyamaca.edu/college-info/planning/equity-book-resources.aspx).

## Learning Assistance

Tutoring has been shown to significantly increase student success and retention.  We strongly encourage you to include learning assistance in both your syllabus and in class. We have three campus tutoring centers to support students in a variety of classes and projects:

* The STEM center, for STEM support offered in both drop in and workshop (group tutoring) formats
* The ARC for General Education, STEM, and CTE one-on-one tutoring by appointment, course embedded tutoring, as well as CTE lab tutoring
* The Writing Center for one-on-one tutoring for writing projects across the curriculum, course embedded tutoring, and supplemental instruction.
* Online Tutoring is available through NetTutor. Visit the [Learning Assistance website](http://www.cuyamaca.edu/tutoring) for details.

Please visit the [Learning Assistance website](http://www.cuyamaca.edu/tutoring) for updated hours and locations.

## Canvas

Cuyamaca College uses the [Canvas](https://www.cuyamaca.edu/academics/canvas/default.aspx) Learning Management system. Access Canvas by clicking the Canvas icon at the top or bottom of any page on [our website](https://www.cuyamaca.edu/default.aspx).

Your email address in Canvas comes from your email address in WebAdvisor. Please make sure you have a valid [email address in WebAdvisor](https://www.gcccd.edu/online/documents/tutorials/change-your-email-address.pdf) so students can contact you.

Faculty needing help with Canvas can contact [Rhonda Bauerlein](https://www.cuyamaca.edu/people/rhonda-bauerlein/) or [find a time on her calendar](https://my-schedule.timetrade.com/app/td-931/workflows/xf7fk/schedule/welcome?wfsid=16a5be04-baba97f6-16a5bdb5-baba97f6-00000002-5grcjmldgfnhmnsosc83ckok66qacitq&view=full&fs=1) to meet with her. We also have 24/7 Canvas phone support at 1-844-592-2205. Tutorials for faculty can be found in the [CC Faculty Canvas Resources](https://gcccd.instructure.com/enroll/87CY8X) Canvas container. To add TA's or evaluators to Canvas containers complete the “Add a user” form found on the [Canvas Request Forms page](https://www.cuyamaca.edu/academics/canvas/canvas-request-forms.aspx).

## Online Learning and Best Practices

Visit the [Teaching Online website](http://www.cuyamaca.edu/teachingonline/) for information on how to get started teaching online, online teaching best practices and an accessibility checklist. In addition, there is a special section on Online Teaching Support in the [Faculty Handbook](https://www.cuyamaca.edu/faculty-staff/academic-senate/files/documents/faculty-handbook.pdf).

## Policy for Dropping Inactive Students in an Online Course

Due to regulations and audits, it is critical that you establish and publish a policy for regularly dropping inactive students and that you adhere to the policy.  The best place to do this is probably your syllabus.

Some recommended language is: *“Students who are inactive will be dropped from the course.  If an entire week goes by with no activity on your part either through the discussion board participation, email communication, submission of work, quiz, or exam, you will be dropped.  Therefore, it is imperative that you let me know if your contribution to the class will be interrupted.”*  In reality, we recommend you send a warning notification to students after a week of inactivity and allow a few days for them to respond.

## Faculty Websites

Faculty are encouraged to create and keep a **current** college website. For website training or support, contact Rocky Rose. A list of faculty and staff websites can be found on the college website under: Faculty & Staff » [Faculty & Staff Websites](http://www.cuyamaca.edu/people/).

## Reserving Smart-Classrooms and Computer Labs

Use the [Facilities Reservation Application](http://www.cuyamaca.edu/college-info/facilities/facilities-reservation-application.aspx) to reserve meetings rooms, the theatre or a classroom or computer lab for anything other than for credit courses. You will either be issued a key for your event or CAPs will open the classroom for you.  For available classrooms, please refer to [25Live](https://25live.collegenet.com/gcccd/#home_availability[2]). Visit the [Reserve Facilities website](http://www.cuyamaca.edu/college-info/facilities) for more information. If you have any questions about the form, please contact George Attar.

## Usage of Smart-Classrooms and Computer Labs

In order to help keep our Smart-Classrooms and Computer Labs functioning well, please secure your classrooms/labs when you leave by doing the following:

       Shut off all technology – computers, projectors, document cameras.

       Lock the smart cart.

       Lock the classroom doors. Students are not allowed to be in a classroom or computer lab without an instructor present.

## Requesting Software for Computer Labs

Need software installed in your office or in a computer lab?  Visit the [Software Requests](https://www.cuyamaca.edu/academics/support/computer-labs/software-requests.aspx) webpage to learn more.  Please note that requests for computer labs are due on March 1 for summer session and on May 1 for the fall semester.

## Software for Home Use for Faculty and Staff

Office 365 Pro Plus for education is a subscription-based version of Microsoft Office. It is free to *currently employed* faculty and staff of Grossmont-Cuyamaca Community College District. Visit [the Software for Home Use website](https://www.gcccd.edu/it/software-home.html) to learn more.

## Laptops and Computers

All computers and laptops purchased now have Windows 10. If you are thinking about purchasing a new mobile device, contact Sherri Braaksma for quotes.

## Food & Drink Standards

Food & Drink Standards for certain areas on campus are in place and can be found on the [Computer Labs webpage](https://www.cuyamaca.edu/academics/support/computer-labs/default.aspx).  Please help us keep our learning spaces clean!

Space Request Form
Are you moving offices, hiring a new employee or thinking of changing your office into a storage closet?  Please complete the [Space Request Form](http://www.gcccd.edu/formsdepot-cuyamaca/documents/Space-Request-Form.pdf).  It has been posted on the Cuyamaca Forms Depot page under “S” for Space.  This form is for new hires, retirements, office relocations, changes in function of space, and renovations. Please note that each space request must be approved by the appropriate managers before any moves can be made so please allow time for the approval process and implementation. The form can be completed electronically, but needs to be printed and routed for multiple signatures.  Please contact Sherri Braaksma with any questions on completing the space request form or obtaining technology quotes for new hires.

Photography Requests
If you need Photography Services, please plan ahead to ensure the service is available. Complete the online form found on the [Photography Services website](http://www.cuyamaca.edu/faculty-staff/ims/photography/default.aspx) or request services as a part of your [Facilities Request](https://www.cuyamaca.edu/college-info/facilities/default.aspx).

## Professional Developmentcid:image001.png@01D5C6F9.16B56280

Our college and district has transitioned to a new professional development platform by integrating with the [Vision Resource Center](https://cccpln.csod.com/client/cccpln/default.aspx).  You can now access the Vision Resource Center by using your @gcccd.edu email account as your username and your network password (same as when you log in to check your email, etc.).  As the spring 2020 semester progresses, you will see the professional development calendar and various online training opportunities posted in the [Vision Resource Center](https://cccpln.csod.com/client/cccpln/default.aspx).

## Faculty Handbook

More helpful information on a variety of topics can be found in the [Faculty Handbook](https://www.cuyamaca.edu/faculty-staff/academic-senate/files/documents/faculty-handbook.pdf).

We hope you find this information useful and that you have a wonderful semester!