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APPENDIX A

ORGANIZATIONAL CHART FOR TECHNOLOGY

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College President

Associate Dean Online Education and Instructional Support Services

Learning Technology Manager

Learning Technology Systems Specialist

Learning Technology Specialist

Learning Technology Technician

Learning Technology Technician, Part time

Director Information Technology

Manager Information Technology

Database System Administrator

Senior Information Systems Specialist

Manager Telecommunication and Maintenance Services

Senior Network System Administrator

Network Administrator

Coordinator, Technology Support

Computer Support Technician

Computer Support Technician, Part time

User Support Specialist I

Web Programmer

APPENDIX B

IT USER MANUAL

IT USER MANUAL

Table of Contents

Mission Statement

The HCC IT department is responsible for all networking, computer hardware and software, telecommunicating, and the college administrative system. IT will provide the highest quality technology-based services, in the most cost effective manner, to facilitate HCC's mission as it applies to the curricular functions which are designed to meet student and community success.

Location

CPB-130

Hours of Operation

Monday through Thursdays, 7:30 a.m. until 10:00 p.m.
Fridays, 7:30 a.m. until 5:30 p.m.

Staff

Director
Craig M. Fentress, 1998
- B.S., Frostburg State University
- M.B.A., Frostburg State University

Manager, Information Technology
Jacquelyn A. Simmons, 2000
- A.S., Hagerstown Community College

Database System Administrator
Christopher C. Davis, 1998
- A.A., Hagerstown Community College

SQL Administrator
Joseph C. Seiler, 2014
- A.A.S., Hagerstown Community College
- B.A., Shippensburg University

Senior Information Systems Specialists
Cynthia J. Golem, 2008
- A.A., A.A., Hagerstown Community College
- B.S., Shippensburg University
Jeanne L. SanGiovanni, 2007

Senior Network System Administrator
Wiley Scott McIntyre, 1983
- A.A., Allegany College of Maryland

Telecommunications and Maintenance Service Manager
Robert L. Mitchell, 1977
- A.A., Hagerstown Community College
- B.S., Pennsylvania State University

Network Administrator
Herbert R. Fiege, 2009

Coordinator, Technology Support
Christopher S. McAfee, 2002
- A.A.S., Hagerstown Community College

Computer Support Technician
Melissa L. Yourich, 2012
- A.A., Pennsylvania Highland Community College

Computer Support Technician, part-time
Anthony T. Campello, 2005
- A.A.S., A.A.S., Hagerstown Community College
- B.S., University of Maryland University College
- M.S., M.S., University of Maryland, University College

User Support Specialist I
Tina M. Hartman, 1978
Kathy L. Stakem, 1993
- A.A., Allegany College

Web Programmer
Ricky L. Martz Jr., 2000
- A.S., Hagerstown Community College

Requesting Help from I.T.

If you are having issues with your computer, printer, phone, or fax machine you can request help by emailing TrackIT@hagerstowncc.edu or by phoning our help desk at extension 2457.

Please include the following information when submitting a request:

1. Include a succinct and meaningful subject line.
2. Name of person who is having the problem.
3. If you have worked with a technician about the problem before, please list his or her name.
4. The details of your request;
   a. What equipment is affected? Explain in as much detail as possible. i.e. won't boot, can't print, can't open webpages, internet, software errors etc.
   b. When did you notice the problem?
   c. Tell us if there are error messages and if possible, document them.
   d. Tell us what the last thing you did before you noticed the problem. i.e. installed an update, clicked on a link, inserted a disk/thumb drive, etc.
   e. Tell us the exact location where the problem is occurring to include: building, room number, and phone extension.
   f. If you are reporting a problem in a computer lab, please give us the specific location of the problem computer. Please list the asset tag number that is located on the back of the computer. It's a white sticker that has "HCC #####" printed on it.
5. Your work order will be given a priority based on the following:
   a. Priority 1 – computer/phone/network completely down and issue will be addressed within 4 hours.
   b. Priority 2 – computer/phone/network down but an alternate device is available so the issue will be addressed within 24 hours.
   c. Priority 3 – request is non-urgent and will be completed within one week.
   d. Priority 4 – request is not urgent and will be handled within a six-week time frame.

How to log in to a Campus Computer

1. Make sure system is powered on.

2. Read the security text *(See Figure 1)* and agree to abide by the "Acceptable Use of Computer Systems and Networks Policy" by clicking the "OK" button

Figure 1
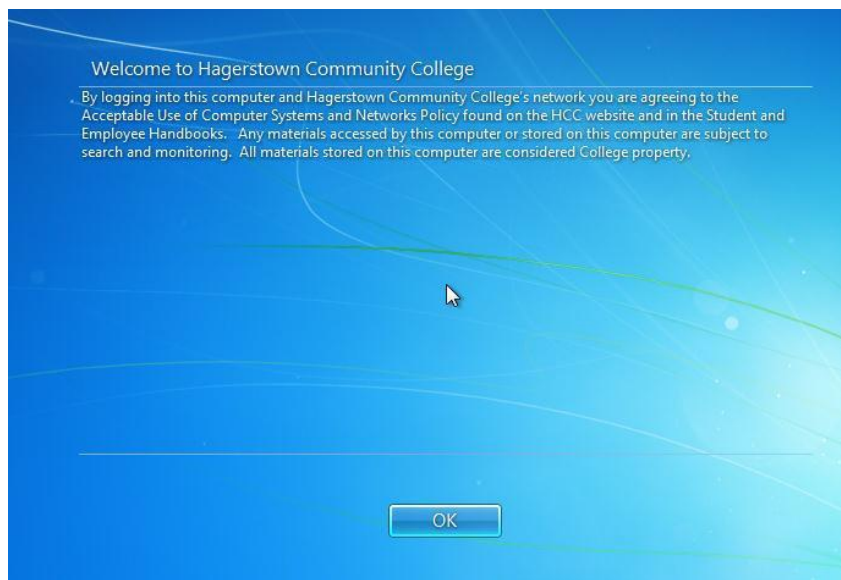
3. In the "User name" field *(See Figure 2)*, type your HCC username, typically in the format of first initial, middle initial, full last name, i.e. John Q Public's username would be jqpublic.
   a. *Other acceptable formats of the username are: hcc\jqpublic, and jqpublic@hcc.int, these simply specify the domain name already listed by default in the "Log on to: HCC" statement on the login screen.*

4. In the "Password" field *(See Figure 2)*, type your HCC password, if you are a new hire your password will have been supplied by documentation from the IT department. Type the password exactly as stated, capitalization, numbers, and special characters all count.

5. After entering this information click the right arrow button *(See Figure 2)*, or press the "Enter" button on your keyboard to initiate login.
   a. *If this is your first time logging in to a Campus Computer it may take longer than normal because your profile it being built.*
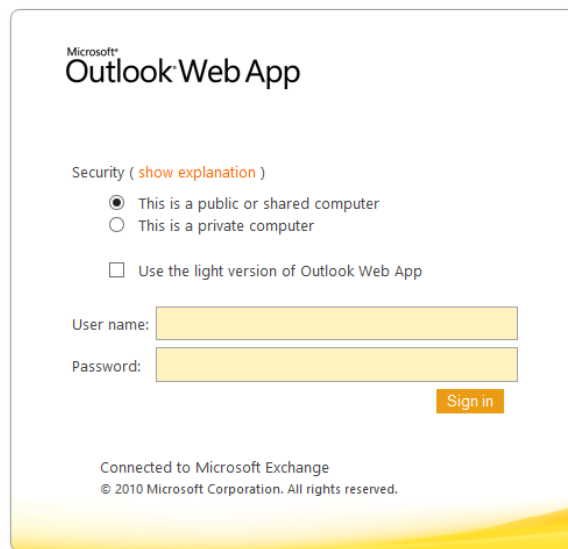
Figure 2

How to login to Outlook Web

1. Open a browser such as: Mozilla Firefox, Google Chrome, or Internet Explorer.
    a. *If you have Internet Explorer 11, or Windows 8.1 or higher it is* **recommended** *to use either Firefox or Chrome. See the Issues section below for an explanation.*
2. Navigate to http://hcc-exch01.hagerstowncc.edu/owa or see the "Alternative Methods" section.
3. In the "User name" field *(See Figure 1)*, type your HCC username, typically in the format of first initial, middle initial, full last name, i.e. John Q Public's username would be jqpublic.
4. In the "Password" field *(See Figure 1)*, type your HCC password, if you are a new hire your password will have been supplied by documentation from the IT department. Type the password exactly as stated, capitalization, numbers, and special characters all count.
5. After entering this information click the "Sign in" button *(See Figure 1)*, or press the "Enter" button on your keyboard to initiate login.

Figure 3

Alternative Methods

1. Navigate to http://www.hagerstowncc.edu/
2. Click the "Faculty & Staff" link.
3. Under "Popular Links" click "Outlook Web Access."
4. Click "Outlook Web Access."
5. See instructions in "How to log in to Outlook Web" section.

Issues

Internet Explorer 11 does not support the version (Exchange 2010) of Outlook Web Access currently used by HCC, unless you add it to the Compatibility View list.

1. Click the gear icon in the upper right corner of Internet Explorer 11.
2. Click "Compatibility View settings" in the list.
3. In the "Add this website:" textbox type: hagerstowncc.edu and click the "Add" button, finally click "Close."
    a. *Outlook Web Access should now display properly in Internet Explorer 11.* **However***, the HCC main website will now not display correctly.*

How to Login to the HCC Website

Open a web browser like Internet Explorer or Firefox.   There will be a place near the top left of the window outside the page area that will allow entering a url address for the website you'd like the browser to retrieve. Click into the black area and type www.hagerstowncc.edu into that area.
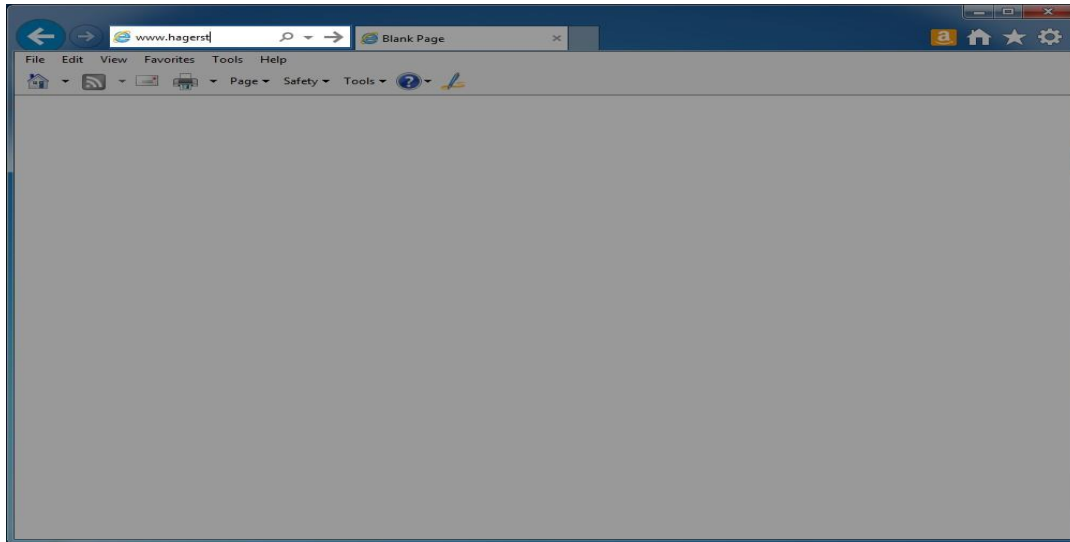
The website will load showing you the HCC website.
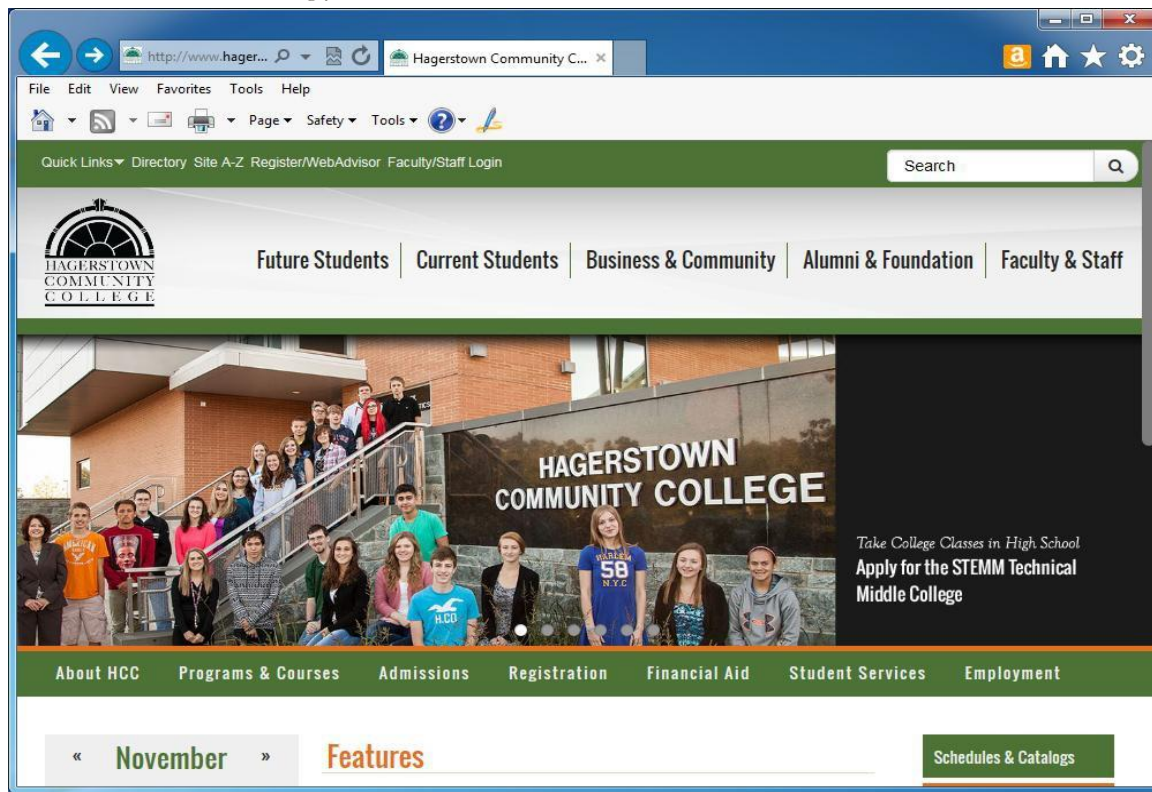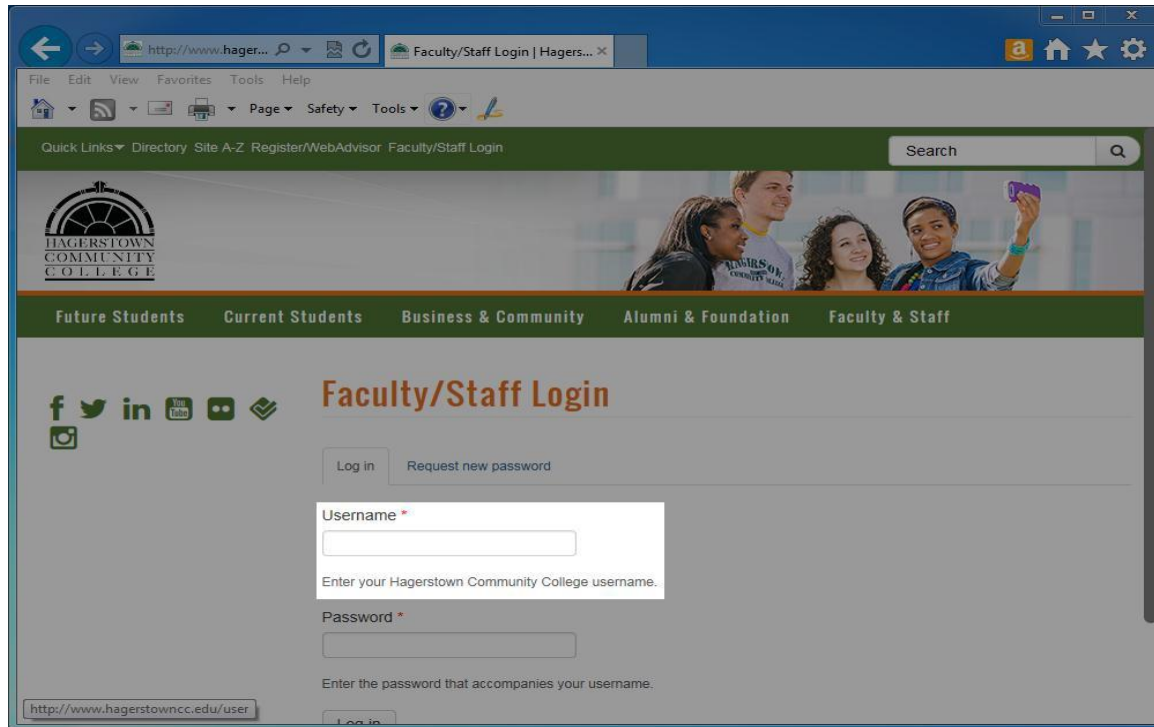
A menu is across the top of the page reading Quick Links, Directory, Site A-Z, Register/WebAdvisor, and Faculty/Staff Login. Click the Faculty/Staff Login link.
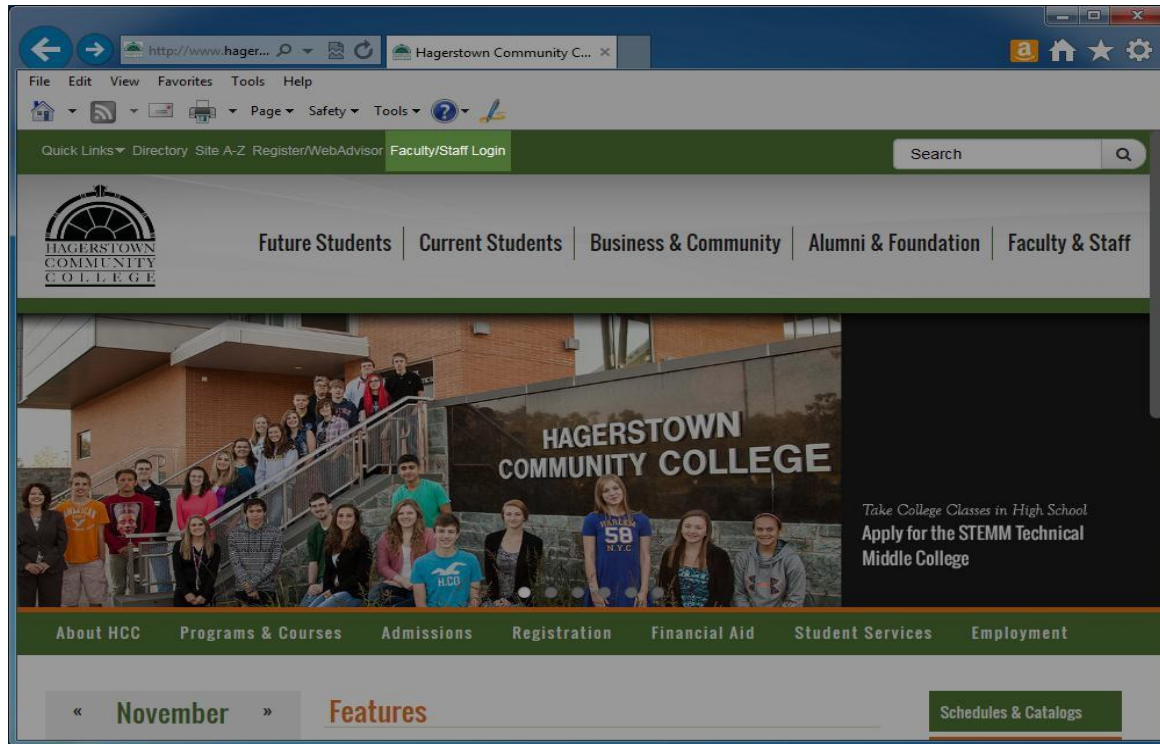
You will now be on the login page.
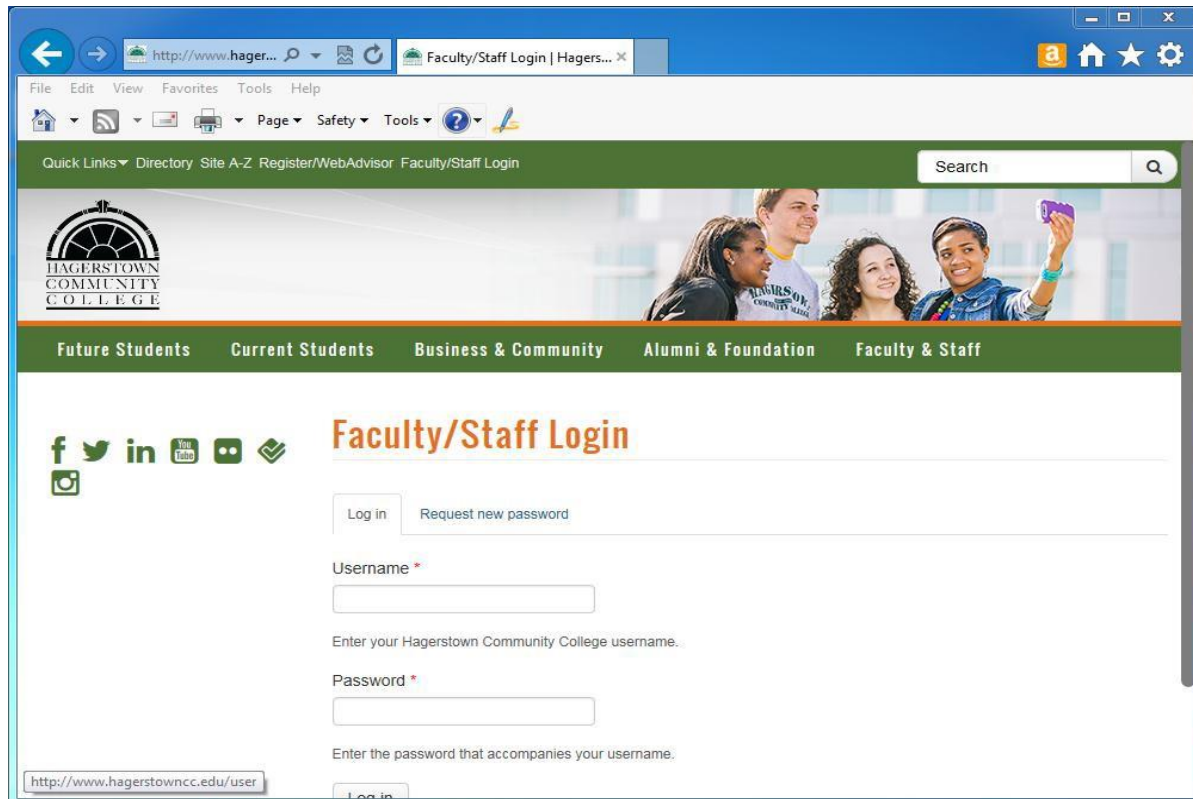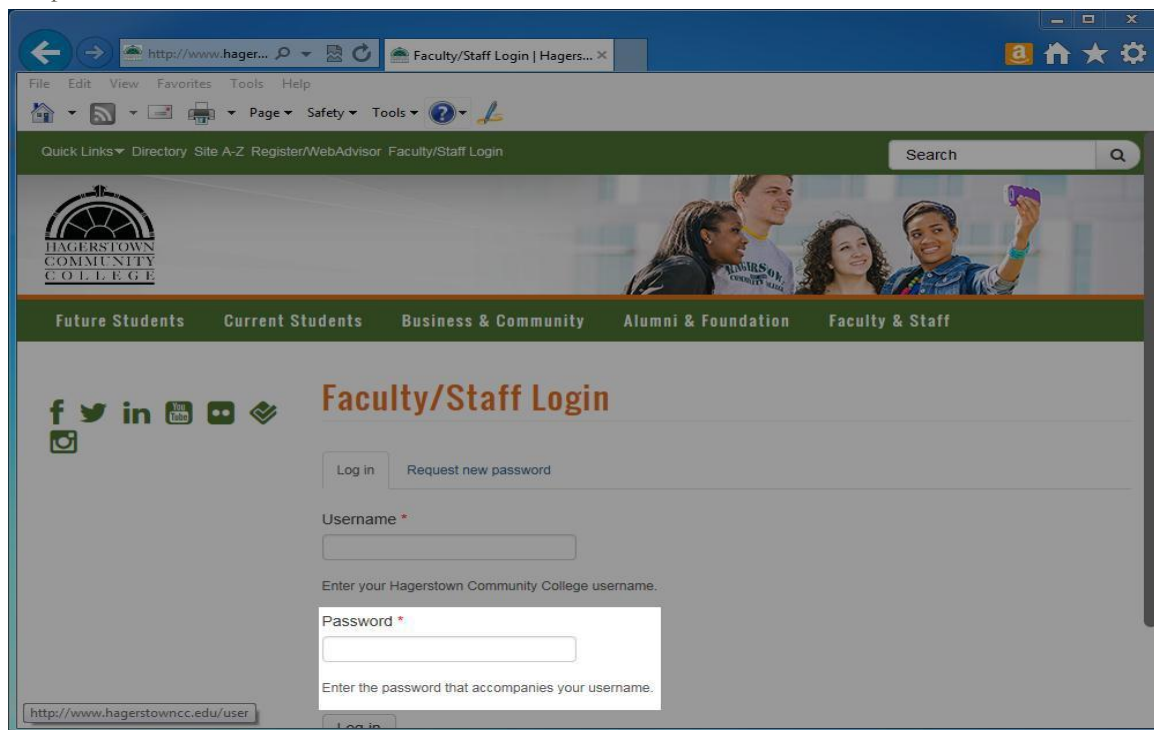
In the field below username use your first part of your email address or what you use to sign into on campus computers. If your email address is **jldoe@hagerstowncc.edu**, then you enter **jldoe** in the username field.

In the password field, enter the password you use when you check your HCC email or sign into a computer on campus.

After entering your password, click the login button. You may have to scroll down to see it in your browser.
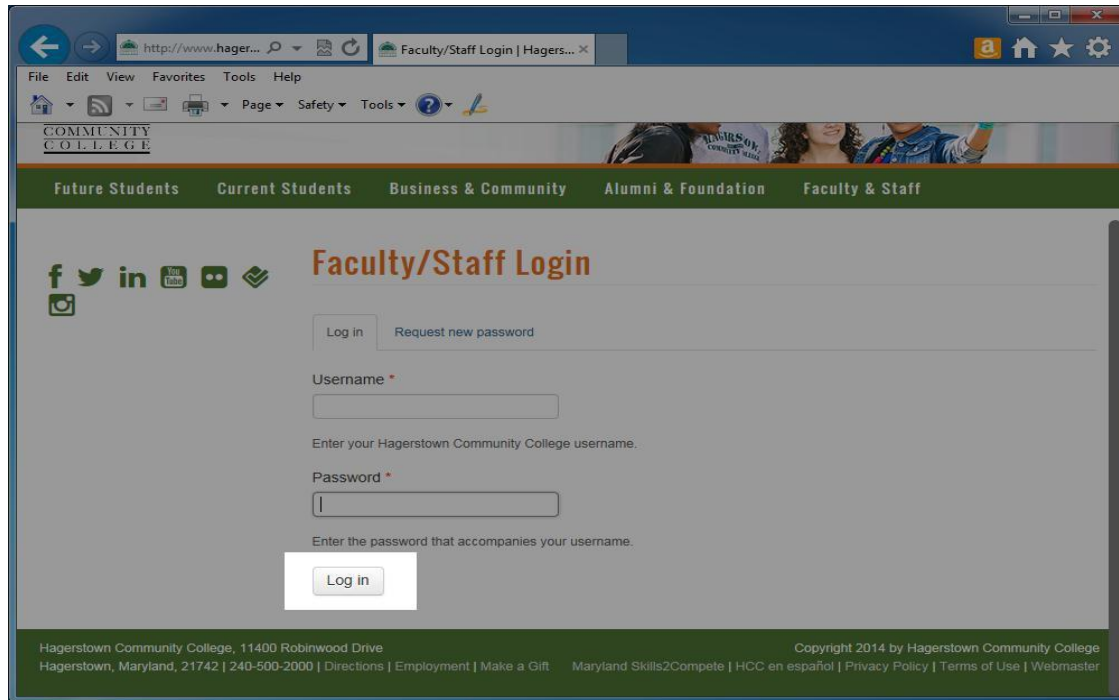
Upon logging in, your profile page will load showing your information. You will now be browsing the web site while logged in.
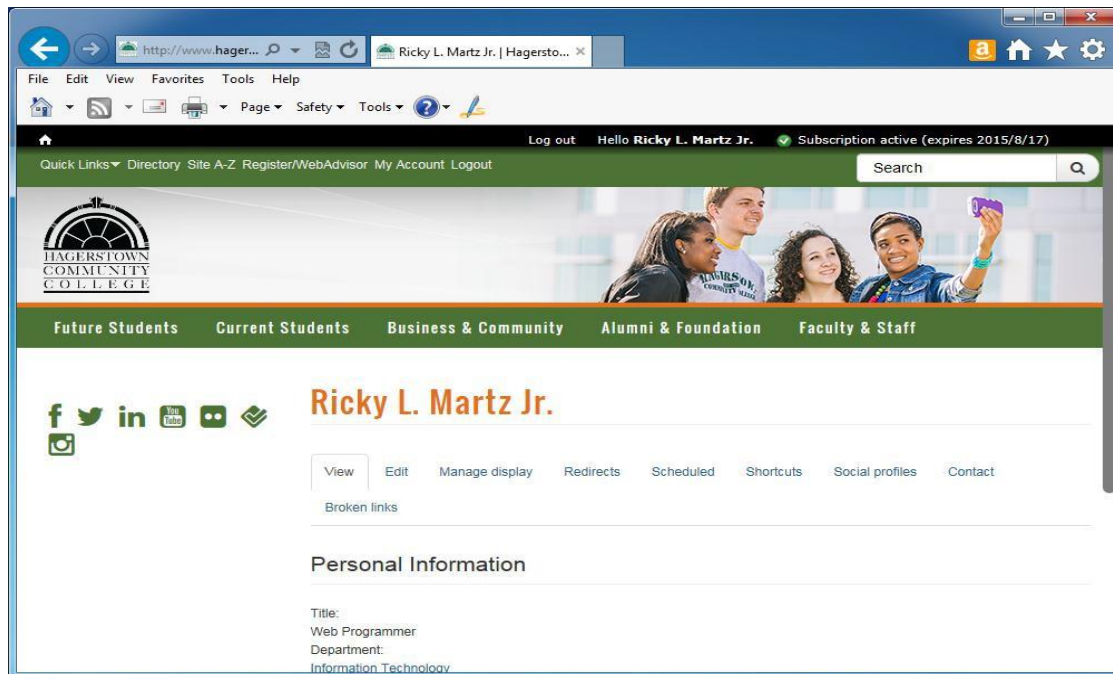
When you are done browsing the site, you should log off to avoid allowing a person access to restricted areas. The logoff button is located in the black bar across the top of the page to the left of the hello message.

Login Procedures for Web Advisor

From the college's main web site at the top left-hand corner, click on the link
Register/WebAdvisor:

Next you will click on the link Access your account or search for classes:
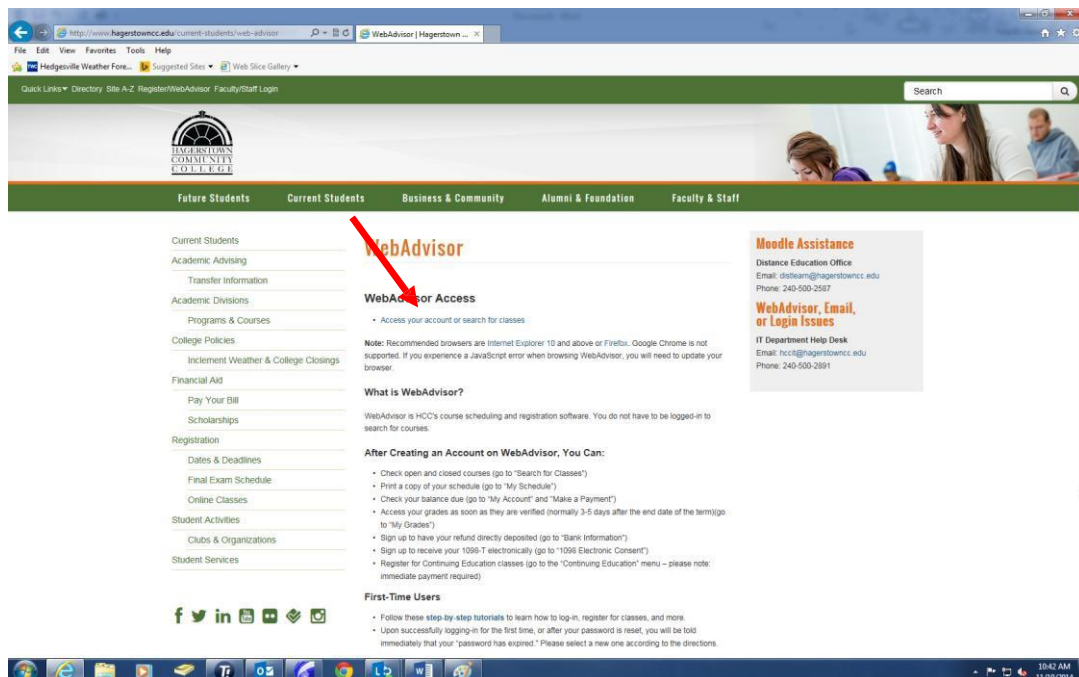
On the main WebAdvisor page on the right-hand side near the top, click on the words Log In:
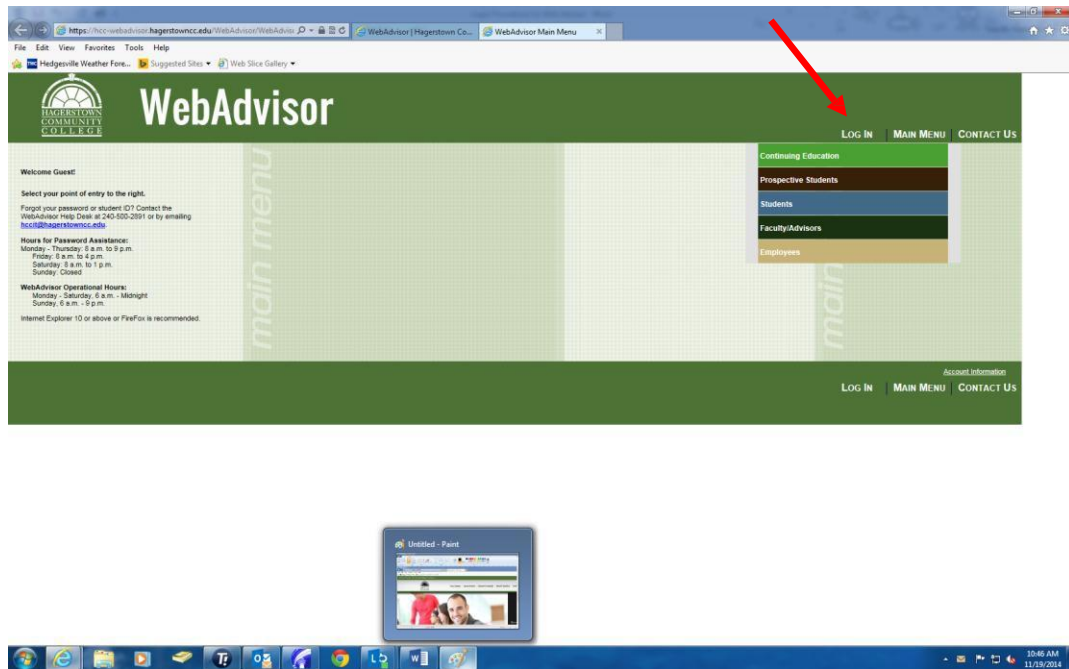
Enter your user name that you received in a letter from the IT department. This would be the same user name you use to login to the HCC network. Make sure you use all LOWER case letters. If this is your first time logging into WebAdvisor, your initial password would be your seven-digit ID number. If you have ever logged into WebAdvisor before, your password would be something you created that contained both letters and numbers, between 6 and 9 characters, but NO capital letters or special characters.
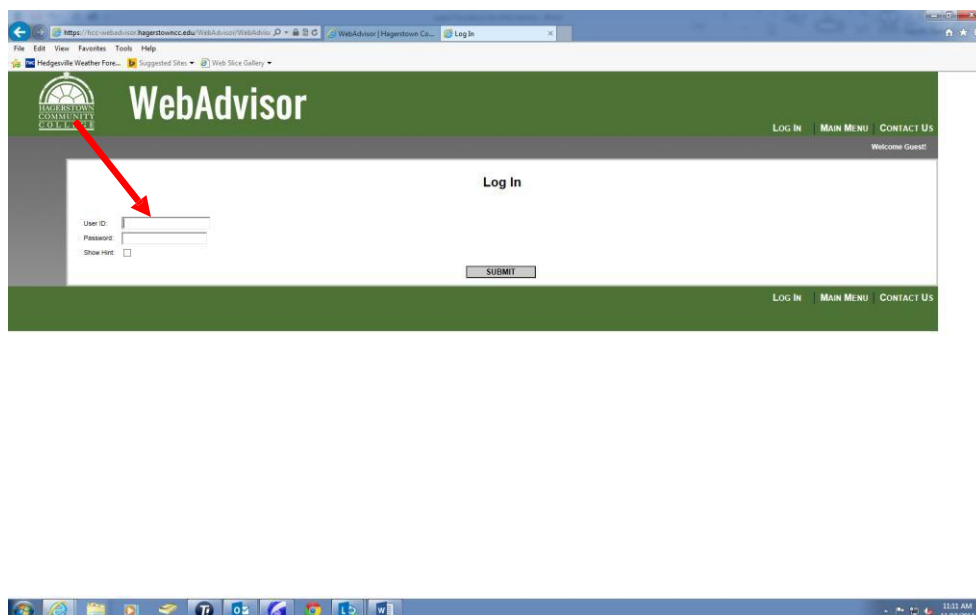
If this is your first time accessing WebAdvisor, you will be required to create a new password.

On the next page is a screen shot for the page where you will set up your new password. Your user name will remain the same. Enter your seven-digit ID number for the old password. Your new password must be between 6 and 9 characters, contain both letters and numbers, NO capital letters or special characters, and if you choose to enter a hint – the hint cannot contain any part of the password (not even the numbers).

If you have had your password reset, the new password you create must be unique. Meaning, it should contain mostly new letters and all new numbers from any password you think you may have used before.

If you receive a message that you are not permitted to change your password, you must exit WebAdvisor altogether and start over. If you have problems with the system accepting a new password, here is one hint – if you normally start your passwords with letters, try starting with numbers for the new password.

After successfully logging into WebAdvisor, you will return to the main Welcome screen:

How to change your network password

Log into the computer with the assigned login and password that you received from the Network Administrator at the time of hire.

After the computer boots up and you can see the desktop, hold down the "Ctrl and Alt" keys at the same time. While still holding down the Ctrl and Alt keys, press the "Delete" key. This will bring up a blue Windows screen with 5 options to choose from. The 4th option down is "Change a password". Choose this option. The first line on the screen you will see will be: HCC\login id name (your login id will already be filled in this field). The second line you will key in your old password and the third line will be where you key in your new password. The fourth and last line is where you will key in your new password to confirm it and then click on the "arrow" to the right of the confirmation line.

This will change your login password.

How to Install a Network Printer

1. Click on the Windows Start button and navigate to Devices and Printers and click on it.

2. A window will open up with two choices: Add a Device or Add a Printer. Choose Add a Printer.

3. Another window will open up with two choices. Navigate to the bottom option: Add a Network, Wireless, Bluetooth printer. Click on this option.
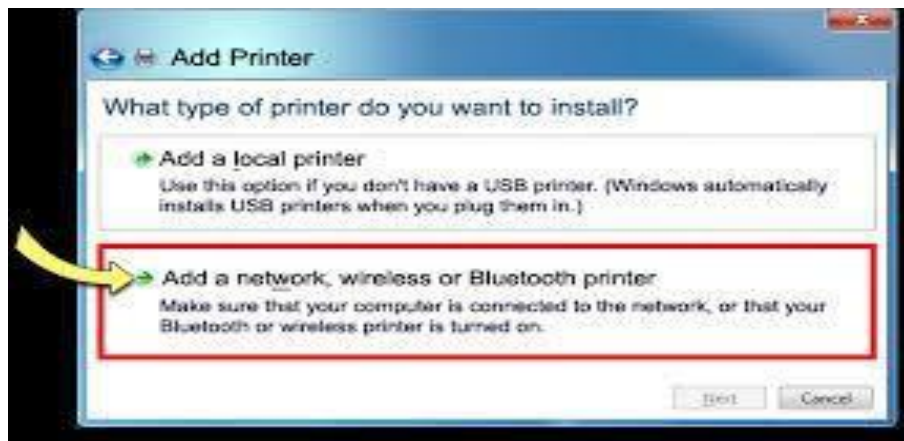
4. The next window that opens is Searching for available printers.

Choose: **The printer I want isn't listed**

5. The next window that opens will be: **Find a Printer by Name or TCP/IP Address.** Click on **Find a printer in the directory, based on location or feature.**
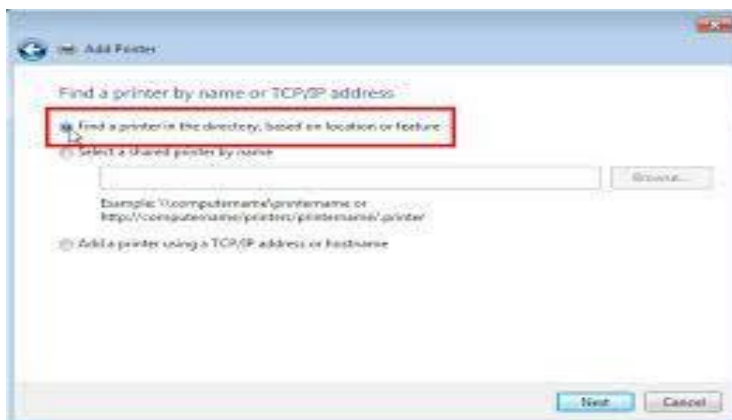
6. **Find Printers window opens and next to Location type in building for example: LRC, LSC, ASA, CPB, SLC, ATC, ARCC, STEM. Then click on Find Now.**
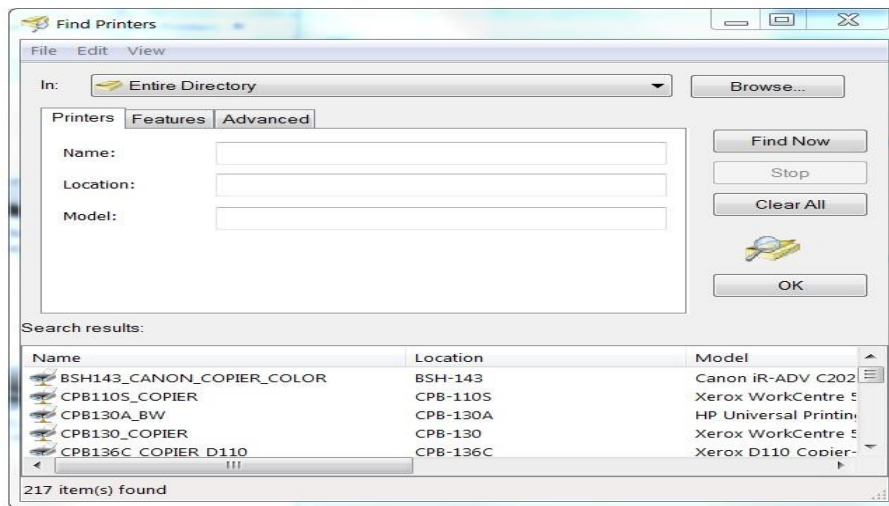
7. At the bottom, under Search Results will be the network printers listed for the building you requested by room number.   Choose the appropriate printer you want to install by double clicking on it. Wait until it installs. When the printer is installed the next screen will be: You've successfully added Name of printer – See Example
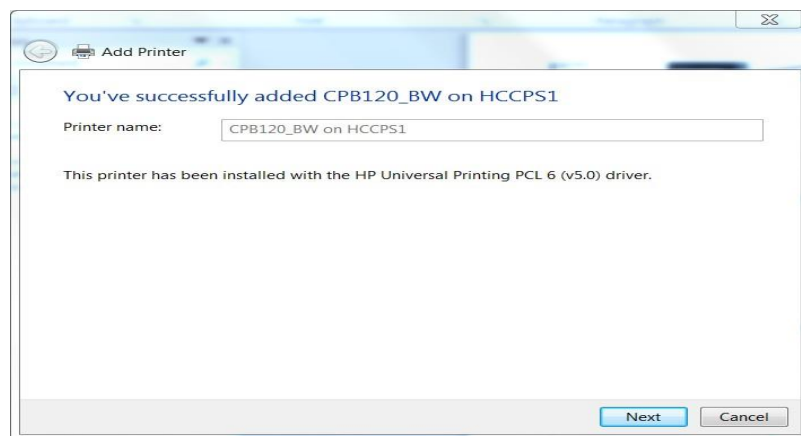
8. **Click on Next and the last window that will open is where you can set this printer to your Default printer and send a test page to the printer if you choose to.**
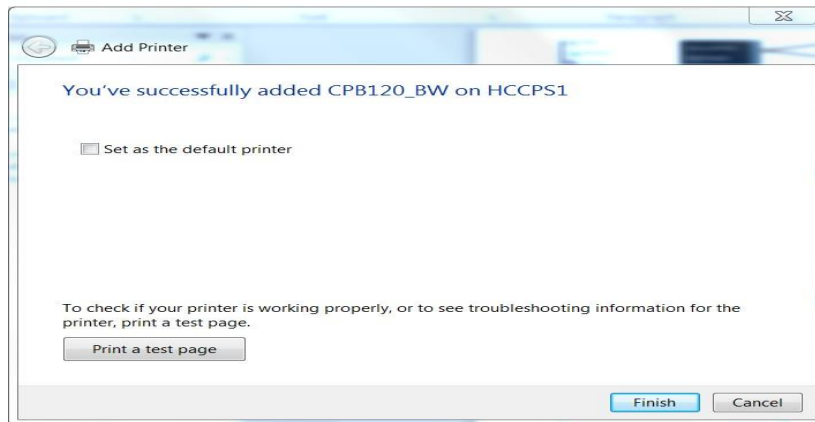
9. **Then click Finish and your printer is installed.**

Locating the computer name

Open System by clicking the Start button,
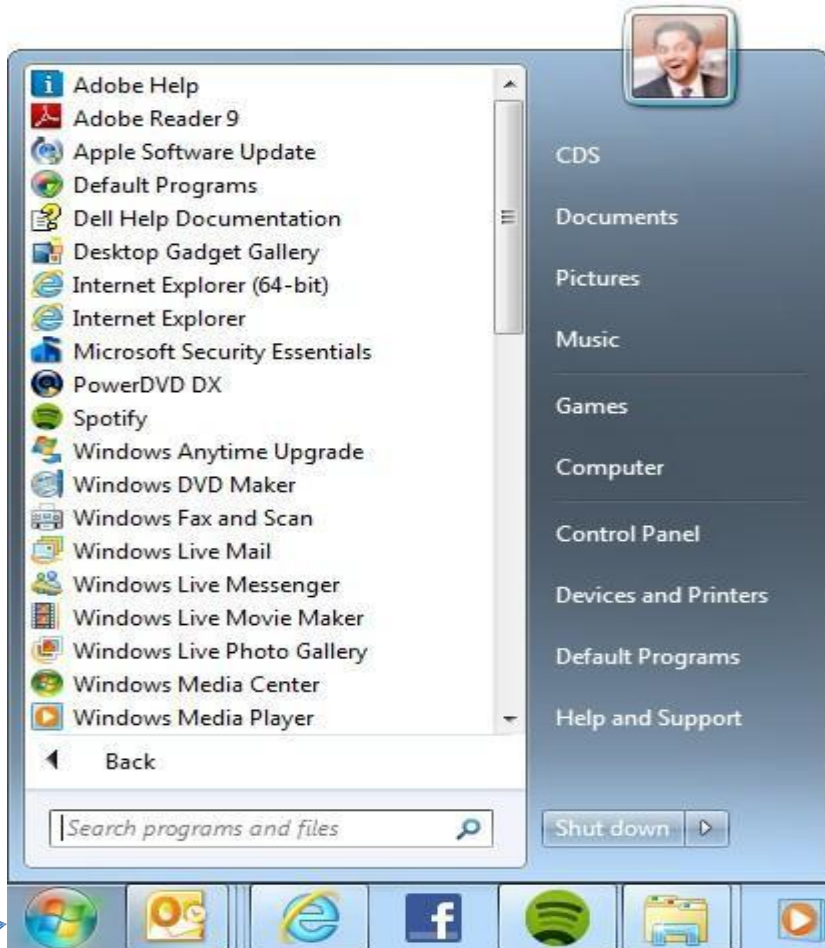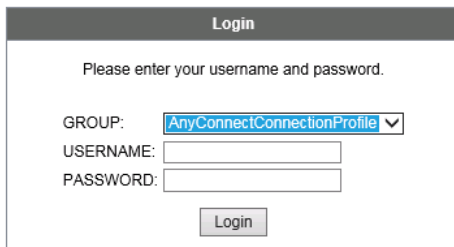
right-clicking Computer, and then clicking Properties.
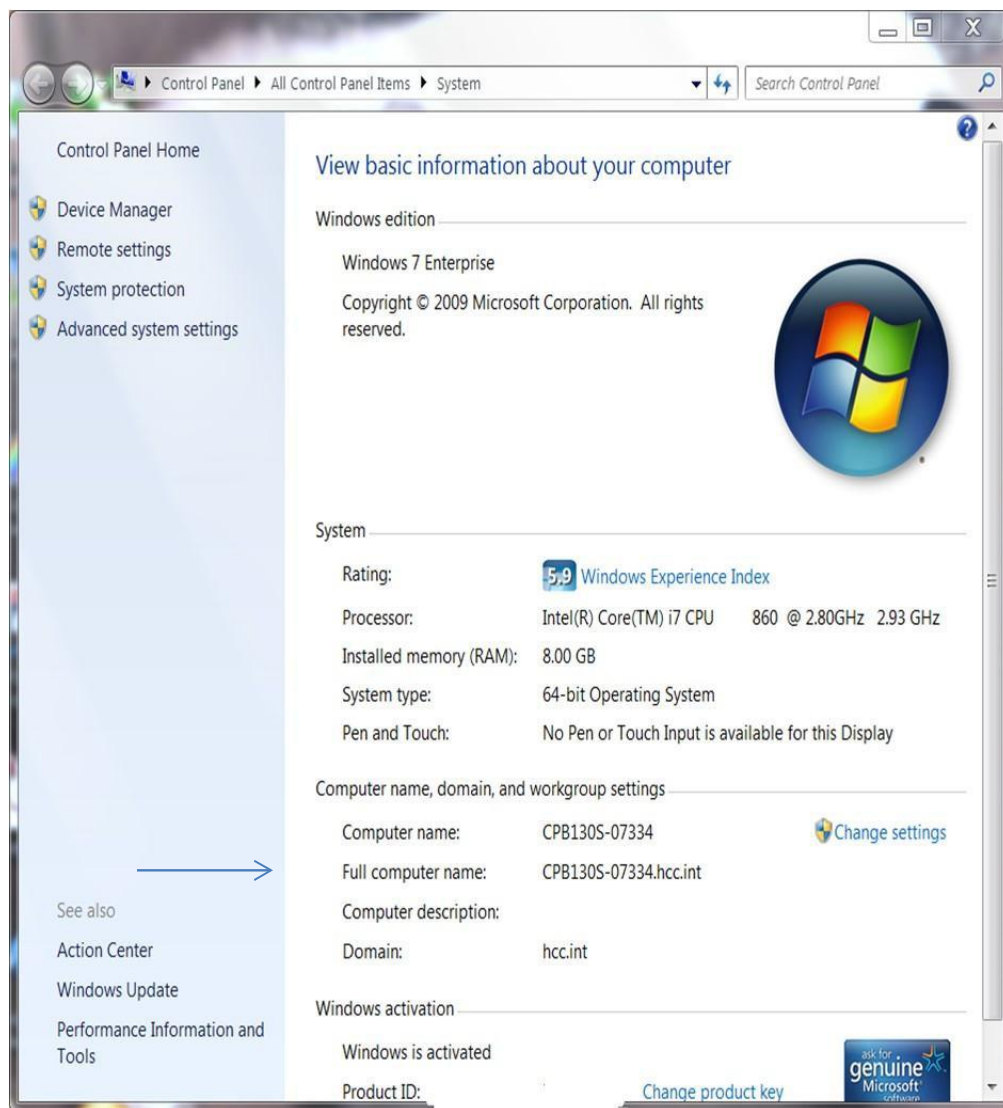
Under Computer name, domain, and workgroup settings, you can find your computer name, and its full computer name if your computer is on a domain.

How to Install the Cisco AnyConnect VPN Client

1. Navigate to **Control Panel** > **Programs and Features** and make sure you have a recent version of Java installed on your system. If you do not, go to *http://java.com/en/download/index.jsp*. Here you can download and install the latest version of Java on your system.

2. After you've made sure you have Java installed, open Internet Explorer and navigate to *https://hcc-vpn.hagerstowncc.edu/*. This will take you to the VPN client installation site.

3. Enter the user name and password you were previously given by Information Technology and click **Login**.

4. Click **AnyConnect** in the left-hand navigation pane.
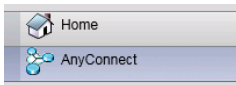
5. Click **Start AnyConnect** in the right-hand navigation pane. The VPN will start downloading the client software and install it. Once the VPN client has been installed, you can close your browser. You are now connected to HCC through the VPN client.

6. Take note of the AnyConnect icon in your system tray. There is a lock on the icon and you are connected to the VPN. Please remember that while you're connected to HCC through the VPN client, you will only be able to access HCC resources. You will not be able to use your internet connection until you disconnect from the VPN.

7. Click the tray icon as shown above. You will see a pop-up window appear. Click the **Disconnect** button and you will be disconnected from the VPN.

8. If you have successfully disconnected, your tray icon should look like the one below. You will now be able to access the internet.

How to Connect to the VPN and Use Remote Desktop

1. Click the Cisco AnyConnect icon in your system tray.

2. Log into the VPN client by clicking **Connect**.

3. After you've logged in the first time, you should only need your password. The VPN client will remember your name. Enter the password supplied to you by Information Technology and click **OK**.

4. After the VPN client connects, you will see a banner stating that you are now connected. You can now connect to your remote desktop. Click the **Start** icon, click **All Programs** > **Accessories > Remote Desktop Connection**. Enter your work computer name that you located from the instructions entitled *How to Locate the Computer Name* and click **Connect**.
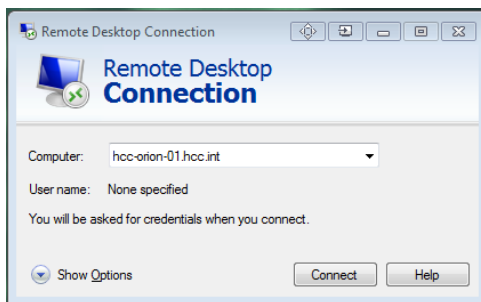
5. When you are asked for your user name and password, use your normal network credentials. It may be necessary to click **Use another account** to put in your user name and password. Type in your user name (if required) and password, then click **OK**.

6. Once you are connected, you may continue as though you were on campus.

7. When you are finished and wish to disconnect from your remote desktop, slide your mouse cursor to the top of the screen. When the status bar appears, click the **X** on the right side and disconnect.
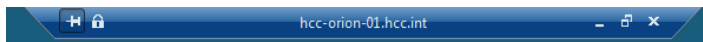
8. When you are ready to disconnect from the VPN, click the tray icon as shown below.

9. Click **Disconnect** to disconnect the VPN client.

10. When the VPN client is disconnected, your system tray icon will look like the one shown below.

11. You are finished using the VPN client and remote desktop.

How to add a Shared Mailbox to Outlook 2013

1. Log on as the user that needs to add the shared mailbox to Outlook 2013.

2. Open Outlook 2013.

3. Click the "File" button *(See Figure 1)* in the upper left-hand corner.

Figure 4
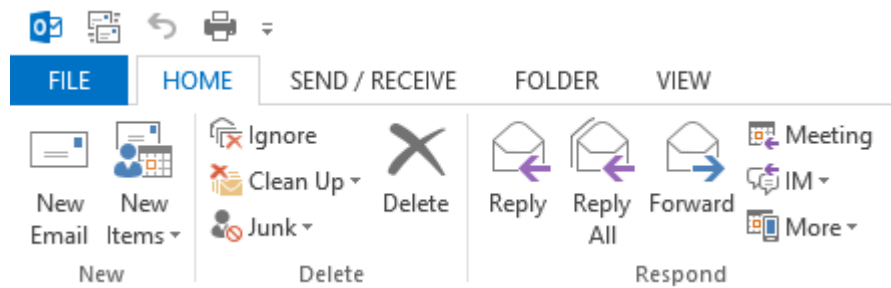
4. Click the "Account Settings" drop-down button *(See Figure 2)* and then click the "Account Settings" button *(See Figure 3)* from the list.

Figure 5
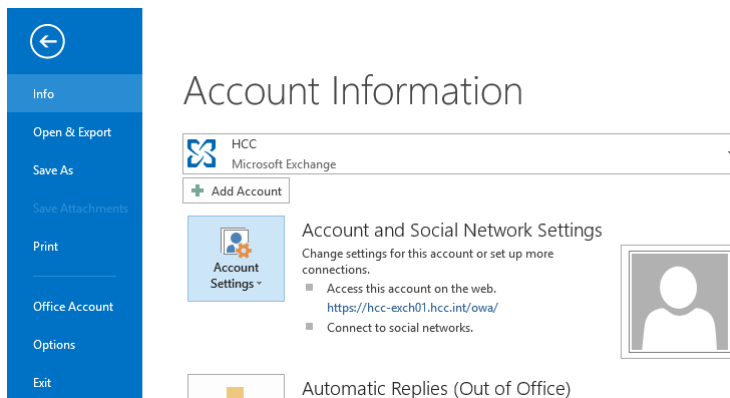
Figure 6
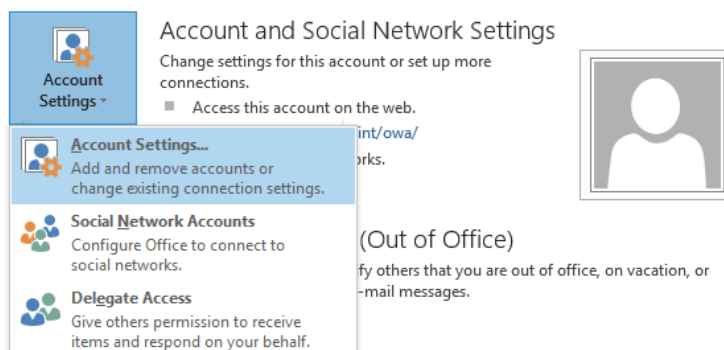
5. Click the "Change" button *(See Figure 4)* on the "Account Settings" window.

Figure 7
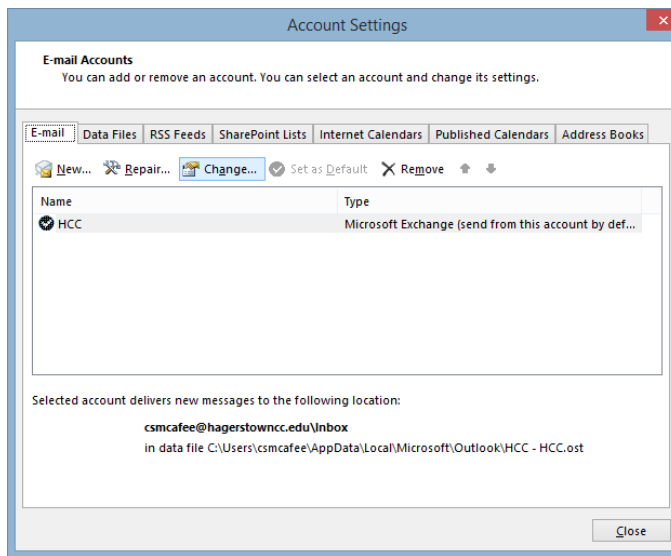
6. Click the "More Settings" button *(See Figure 5)* on the "Change Account" window.

Figure 8
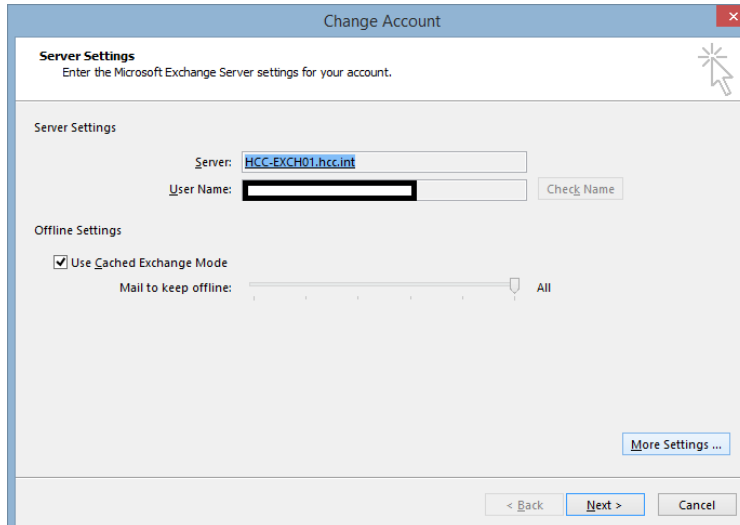
7. Click the "Advanced" tab on the "Microsoft Exchange" window. Click "Add" under the Mailbox section. Type the name of the shared Mailbox in the "Add Mailbox" textbox *(See Figure 6)*.

Figure 9
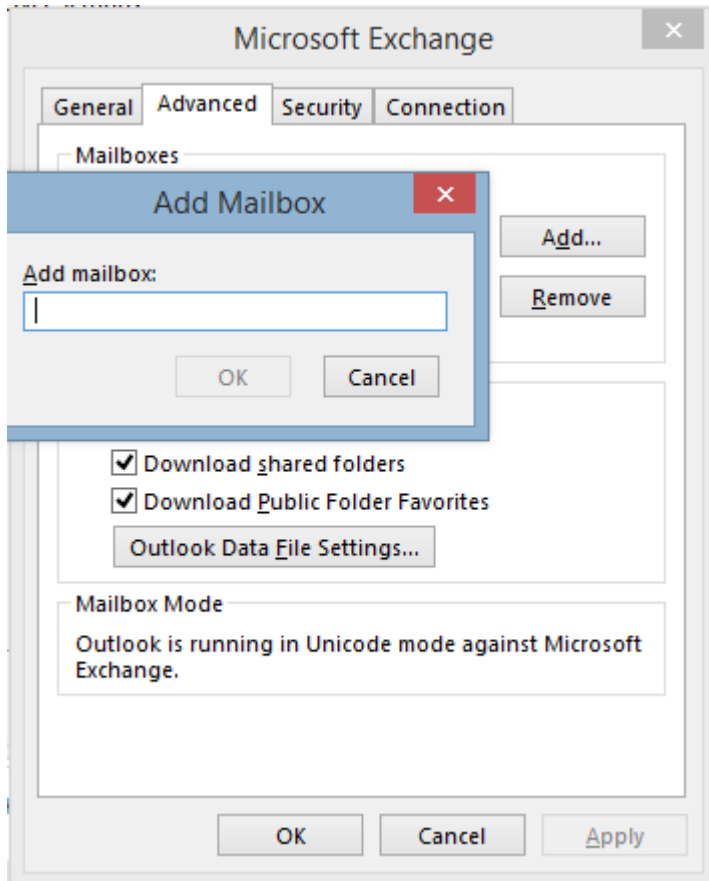
8. Click the "Ok" button on the "Add Mailbox" window.

9. Click the "Ok" button on the Microsoft Exchange" window.

10. Click the "Next" button on the "Account Settings" window.

11. Click the "Finish" button.

12. The shared mailbox should now be displayed in Outlook 2013 below your main email account.

How to Open a Shared Calendar

1) Open Outlook and click the **Calendar** bar in the left navigation pane.
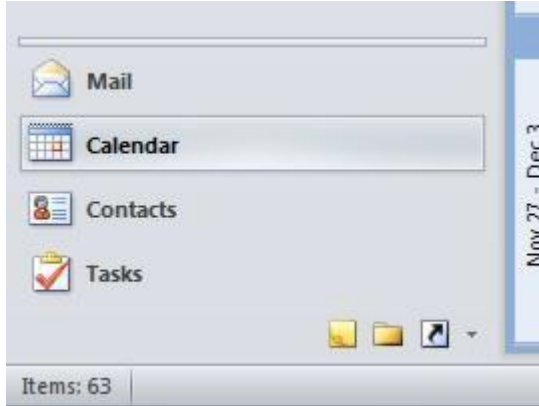
2) On the tool bar at the top of your Outlook screen click the down arrow on the **Open Calendar** button.
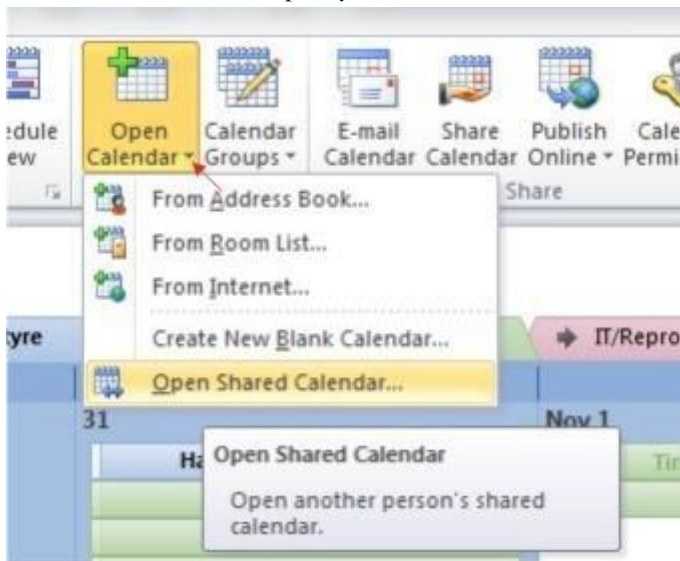
3) Click **Name…** on the Open a Shared Calendar window and select the desired calendar from the Outlook global address book.
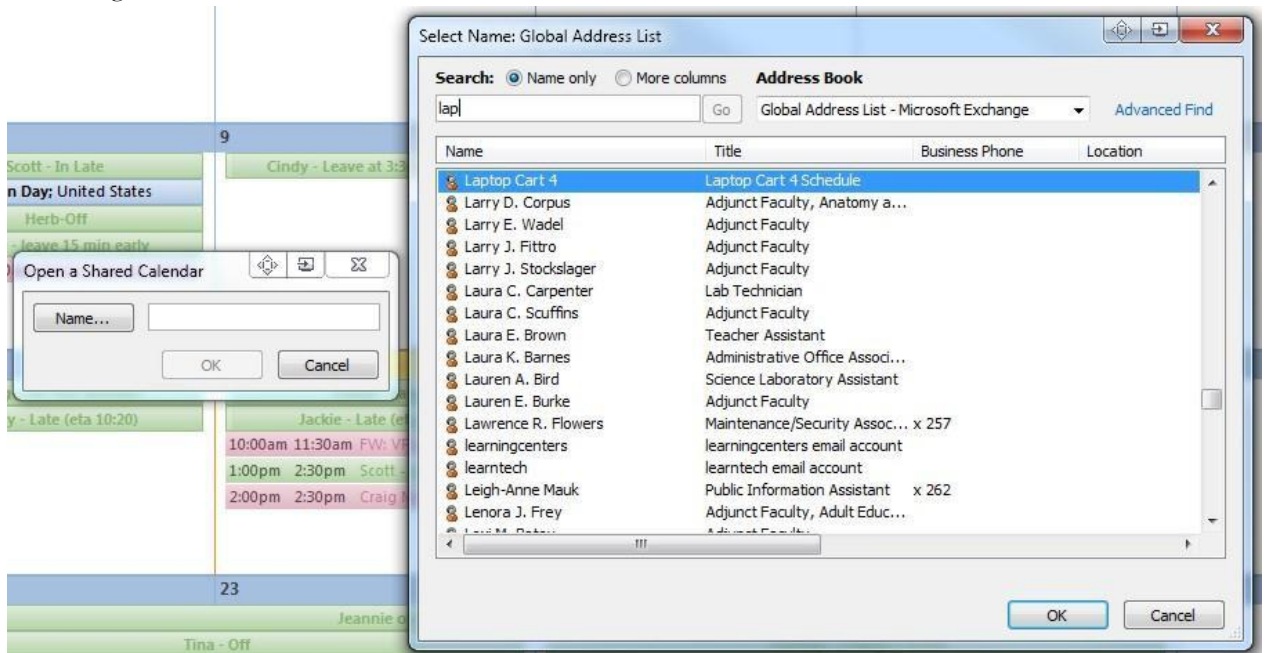
4) Click **OK** and the new shared calendar will appear in your shared calendar list.

The new shared calendar is now available for use. The functions available depend on the privileges set by the Exchange administrator.

How to Change Your Password in Exchange Webmail

1) Log into your Outlook account through the Exchange Webmail interface. Once you're logged in, click
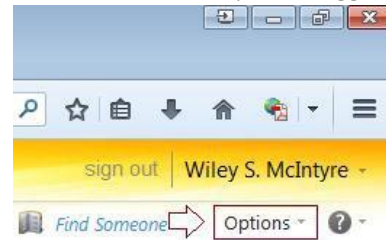
on "**Options**" in the upper-right hand corner of the window.

2) On the pop-up menu, click "**See All Options…**"

3) Look on the right side of the window under the section entitled "*Shortcuts to other things you can do*" and

click "**Change your password**".

4) In the boxes provided enter your current password, type your new password and then type it again. When you're finished, click "**Save**".
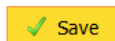
5) You have just changed your password.

Junk Email Filter List

While the Junk Email Filter checks your incoming messages automatically, the Junk Email Filter Lists give you more control over what is considered spam. You can add names, email addresses and domains to these lists so the Filter allows for messages from sources that you trust, or blocks messages that arrive from specific email addresses and domains that you don't know or trust.

Blocked Senders List - You can easily block messages from particular senders by adding their email addresses or domain names to the Blocked Senders List. When you add a name or email address to this list, Outlook moves any incoming message from that source to the **Junk E-mail** folder. Messages from people or domain names that appear in this list are always classified as junk, regardless of the content of the message.

To block a sender:

1. Select the email message from the sender that you want to block by single clicking the message to highlight it. (eBay example below)
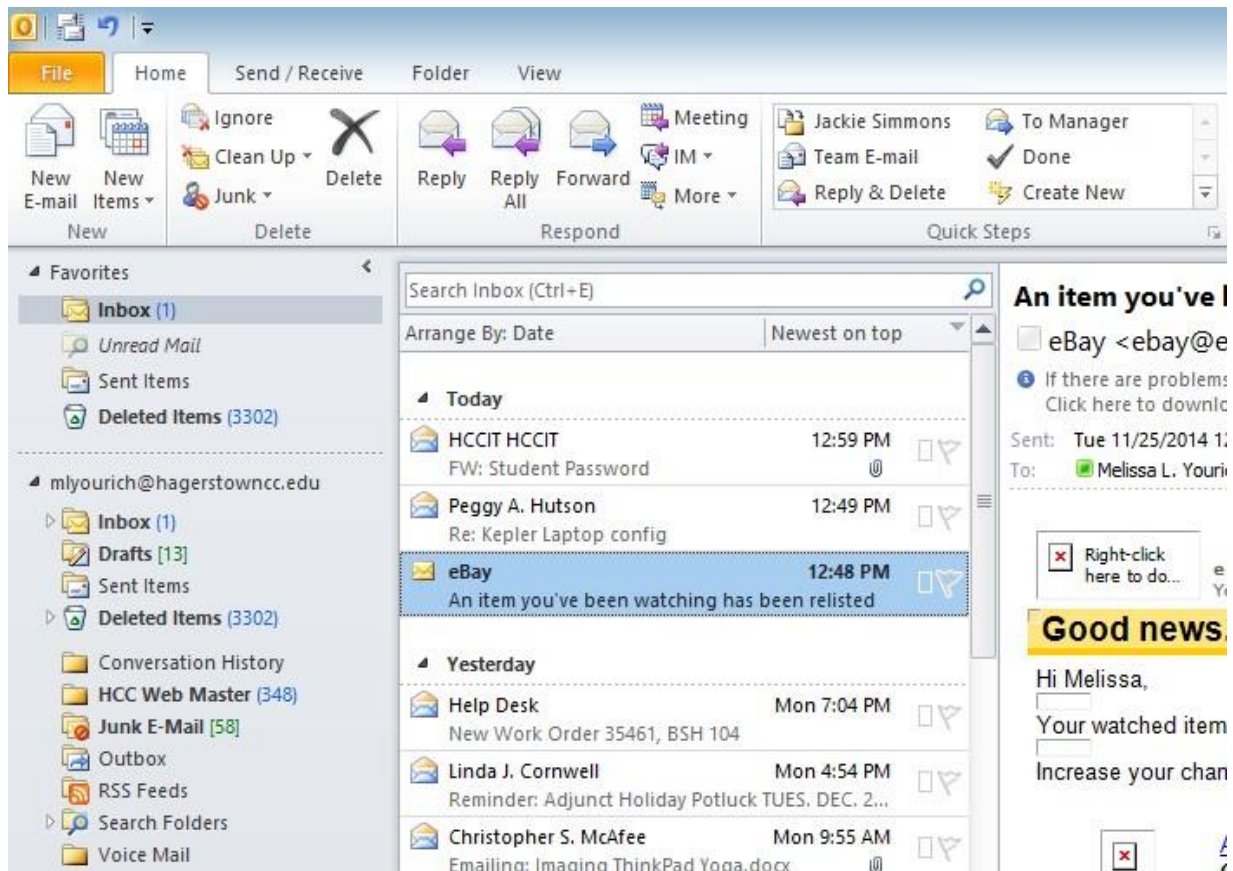
2. In the Delete group on the Ribbon bar click on the "Junk" drop down arrow and then click on "Block Sender".
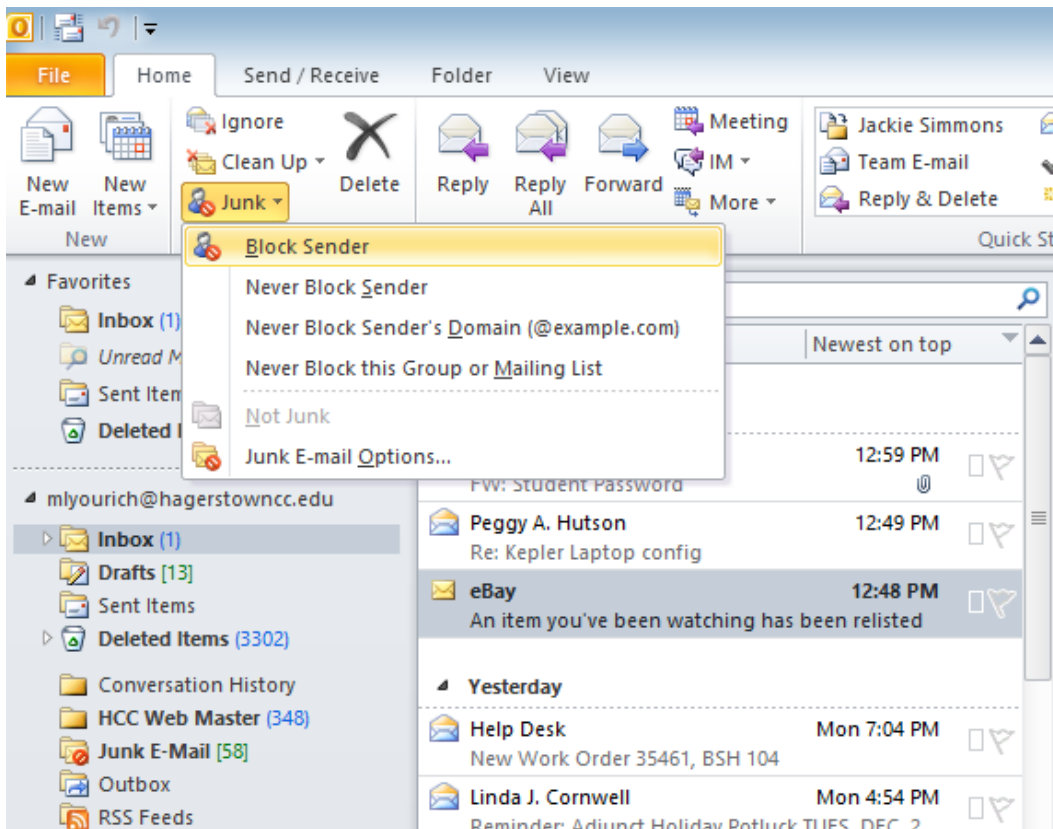
3. A message box will display, click OK if you are sure you want to send all messages from this sender to the Junk Mail folder.

ad pictures. To help protect your privacy, Outlook prevented automatic download of some pictu

2:46 PM

ch

Bay sent this message to Melissa Yourich (mlyourichsales).
our registered name is included to show this message originated from eBay. Learn more.

. You've got another chance to win item Apple iPhone 5

has been relisted. Don't let it slip away this time.

ces of winning! Get   ight from your ph

Apple iPhone 5s - 1(
Current price:
End time:
Go to My eBay | Vie

Microsoft Outlook

⚠ The sender of the selected message
has been added to your Blocked
Senders List, and the message has
been moved to the Junk E-mail folder.

☐ Do not show this message again

[OK]

I preferences
ive this email? Uns
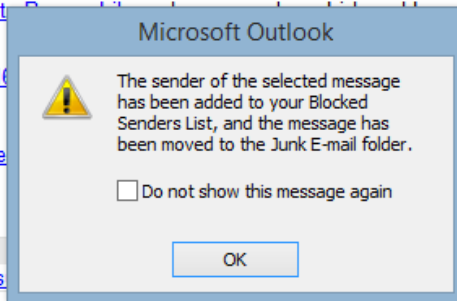
If you would like to know more about setting up email rules click on the "Help" button at the top right of the Outlook window or press "F1" on your keyboard. Then type in the search field "Filter Email".

How to Setup Exchange on your iPhone

These instructions will help you setup an HCC email account on your iPhone and sync it with the Exchange server.

1) Tap the **Settings** icon on your iPhone.
2) Scroll down the screen and tap **Mail, Contacts, Calendars**

3) If this is your first email account, tap **Exchange** on your screen. Otherwise, scroll down the screen and tap **Add Account** and then tap **Exchange**.
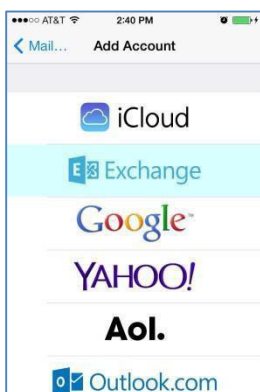
4) Now let's get started. Type in your full HCC email address, your network password and an optional description in the appropriate fields as shown below.
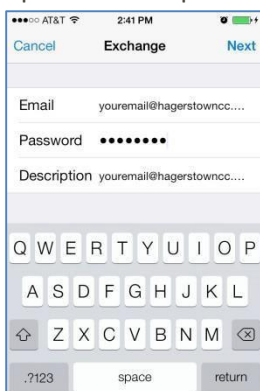
5) You may get an error message the first time your iPhone tries to connect to the Exchange server.
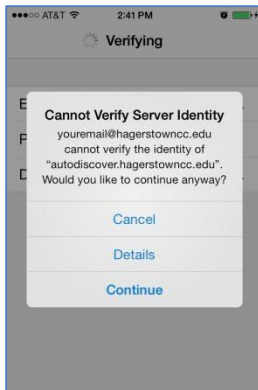
Tap **Details** to review your information and make sure it's correct.

6) Now we complete the setup. Type in *hcc-exch01.hagerstowncc.edu* for the **Server**, type in *hcc.int* for the **Domain** and type in your Exchange ID (*the first part of your email address*) for the **Username**. If you get a warning message, tap **OK**.
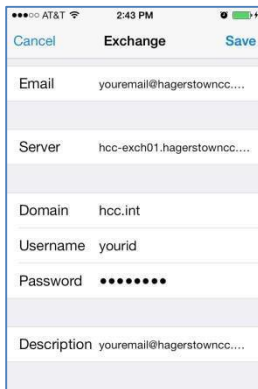
Tap **Save** or **Next** – if you get an error it's probably because there is a typing error.

7) You can now select which portions of your Exchange account you want to sync with your iPhone.
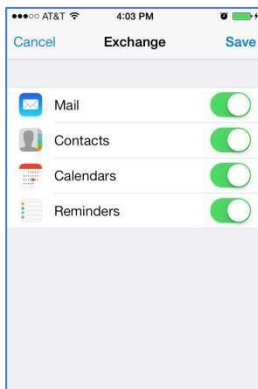
When you've made your selections, tape **Save**.

8) Now we have to make final adjustments to your account settings. Select your Exchange account on the **Mail, Contacts, Calendars** screen.

 Tap **Exchange**.

9) Tap your account information to go to the settings screen.
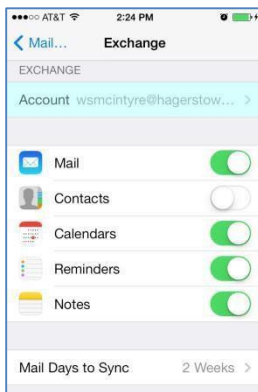
10) Scroll down to the bottom of the settings screen.
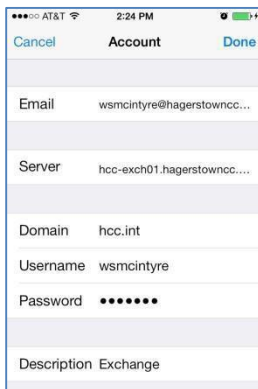
 Tap **Advanced Settings**.

11) Tap **Use SSL** to turn it off.

 Tap **< Account** to go back one screen.

12) Tap **Done** to save your changes.

13) Press the **Home** button to exit the Settings app. You should now be able to get Exchange email on your iPhone.

How to Access the Datatel Training Library

Login to the **ellucian.com** website and select **Forums** under the **Client Login** drop down at the top of the page:
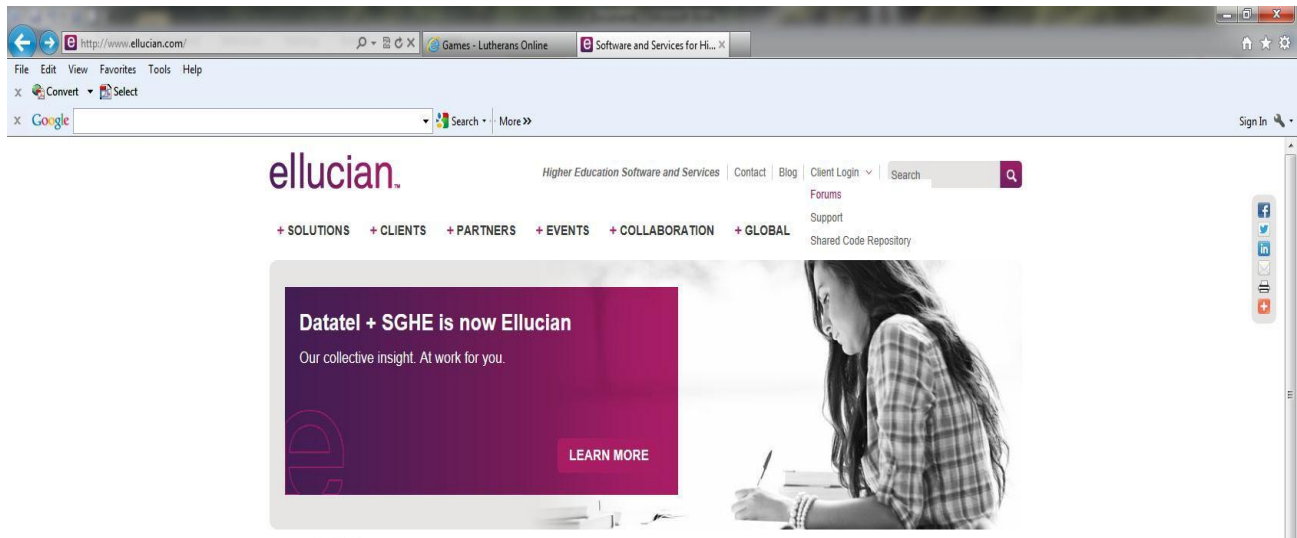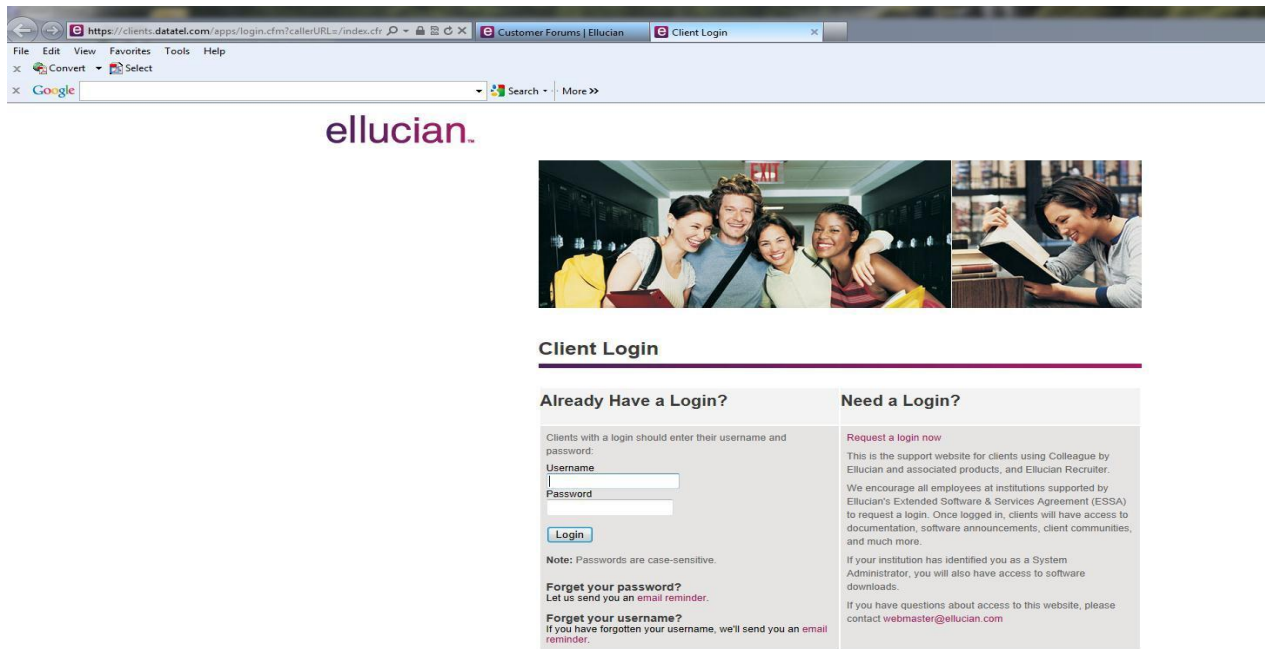
Click on **Colleague Customers:**
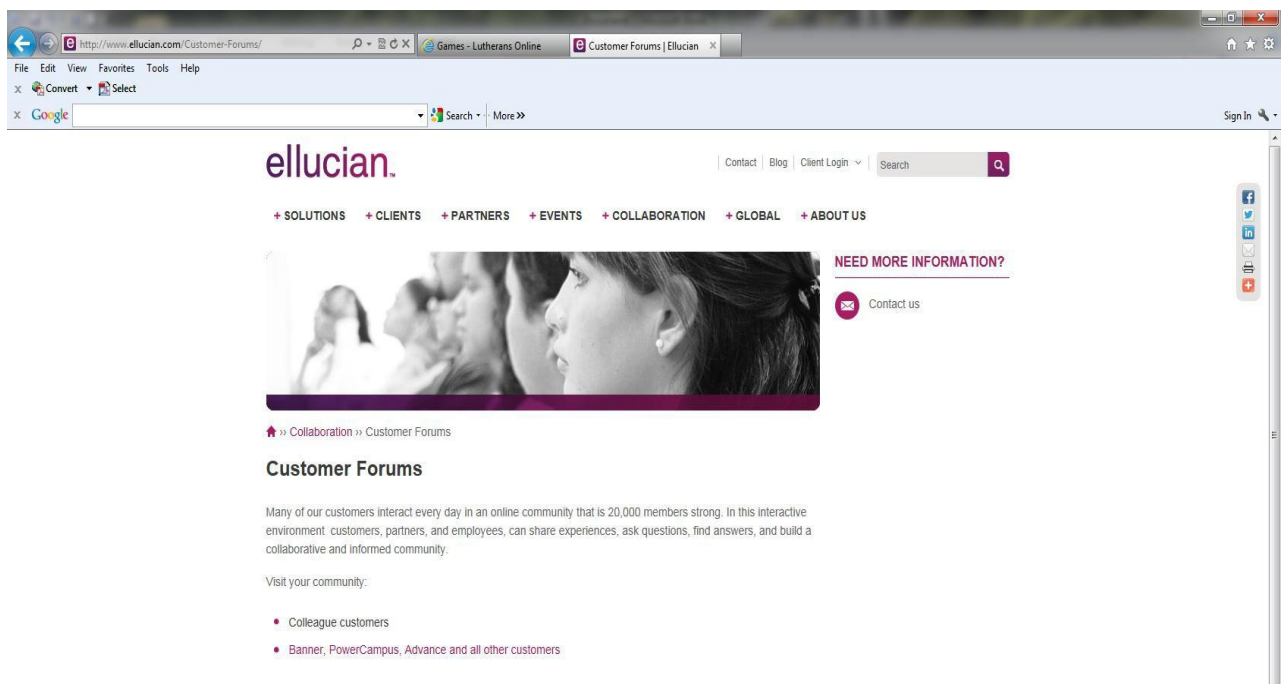
Login using your personal username and password:

If this is your first visit to this website, you will need to create a login by selecting Request a Login Now. For detailed instructions on how to request a login, please refer to the "Request a Datatel Login" section at the end of this document.

After you have logged in, select **Training & Education > My Subscription Library**:

On the My Subscription Library page, you will see a list of Course Collections that HCC has access to:

Select **Enroll** to gain access to a Course Collection. A one-time enrollment in each Course Collection is required to begin. Once enrolled, click **Start Now** to access your courses.

Request a Datatel Login

Enter your HCC email address and click on Apply:

Enter your information (our Client ID is H02) and click on Submit:

HCC's System Administrator will be contacted via email to confirm your employee status.

Once you are confirmed by the System Administrator, you will be sent a confirmation email with an activation link.

You must click on the activation link to activate your login.

Go into Control Panel (Change the view to small icons)
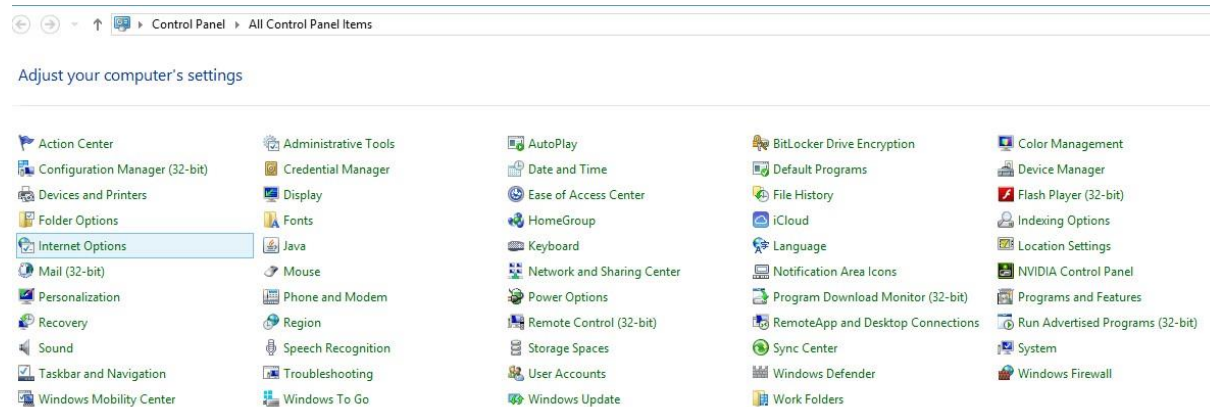
Click on Java

Go to Security Tab

Lower the security level to Medium
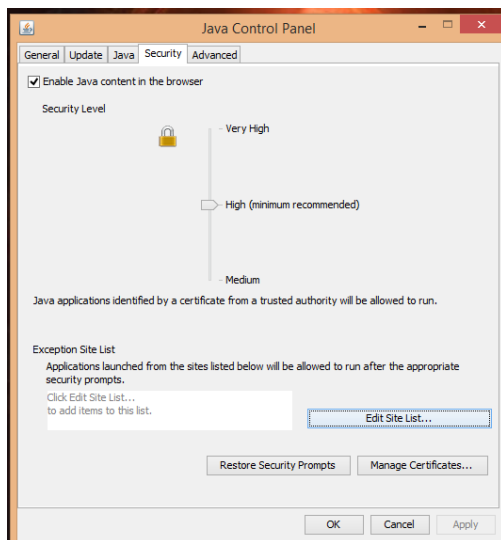
Edit Site List and add the WebNow URL (http://hcc-in2:8080/webnow/)

Not all Java versions have the "edit site list" option but lowering the security level should take care of the problem.

ImageNow 6.6

The reliable solution for all of your document management needs.

What is ImageNow?

- ImageNow a document imaging system that adapts to business processes.
- Ensures that all documents are secure, quickly retrievable, and tied to the files and applications you want, with comments and annotations as needed.
- ImageNow can also capture and manage data from e-mails, reports, and non-image file formats such as DOC and TXT.

Processing Documents

- Involves three essential tasks:
  - Capture the documents into ImageNow, which is typically done by scanning or importing them from a computer.
  - Review each document to ensure they were captured to the standards of quality that you need.
  - Link them to index keys so that they are grouped in a logical order and matched to records in your business application (Datatel).

ImageNow 6.6

Scanning

(Simplex + Duplex Documents)

Simplex = Single-Sided Documents ● Duplex = Double-Sided Documents

Load document(s) into scanner (Fujitsu fi-6130Z) face down.

Remove all paper clips and staples. Reduce the number of sheets if a multifeed or pick error occurs.

If needed, adjust the side guides to the width of the document(s). Do not leave space between the side guides and the document(s). Otherwise the document(s) may be fed skewed.

Side guide
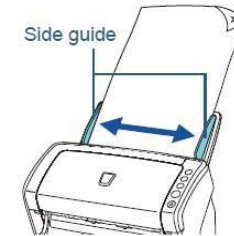
Log in to ImageNow by clicking the ImageNow icon on your desktop and using the username and password supplied to you. If you have already been given access to ImageNow or WebNow, use the standard username and password you always have.
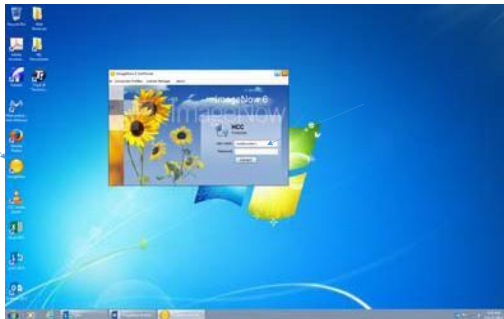
The username and password is typically the same as what you use to log in to your computer or access e-mail off site.

On the ImageNow toolbar click the Capture Profile button drop-down menu and choose *Documents (Simplex)*.
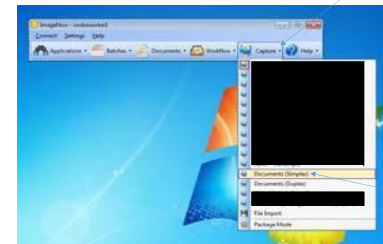
For documents with text on both the front and back choose *Documents (Duplex)*. You can mix both simplex and duplex documents with the *Documents (Duplex)* capture profile.

Once the document(s) have been scanned click the Batches button drop-down menu located on the ImageNow Toolbar and choose *Ready for QA*.
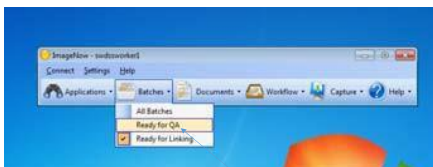
You should see the recently scanned documents listed as its own batch within the ImageNow Explorer window, as shown below. If nothing is there, press F5 to refresh the window until it appears. Make sure the State column is listed as "Completed."
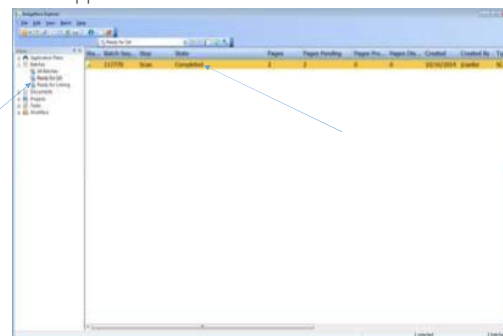
Double-click the newly created batch to open the scanned documents in ImageNow Viewer for a legibility check. You should see a window display that looks similar to the image below:

Optional: Annotation

- It is possible to add an annotation to your documents as you verify image quality.
  - An annotation is a mark or comment on a document that does not affect the image itself.
  - It is typically used to verify the document was reviewed and stamping it approved.
  - You can express your review of a document by stamping it approved, signing off on it using a pen, or adding a check mark.
  - You can also add sticky notes to add small notes to a document object, either inline or as a global comment on the document.
  - Customized annotations can be created, but only by an ImageNow administrator.
    - For example, a Stamp template can be created with the following text: "Received by Accounts Payable." Your ImageNow administrator can set the template security so that only users in the Accounts Payable group can use, modify, or delete annotations created using that Stamp template.
  - The following slides will give examples of the most commonly used annotations.

Where can I find these so-called "Annotations"? Annotation choices are located on the Annotation Toolbar.
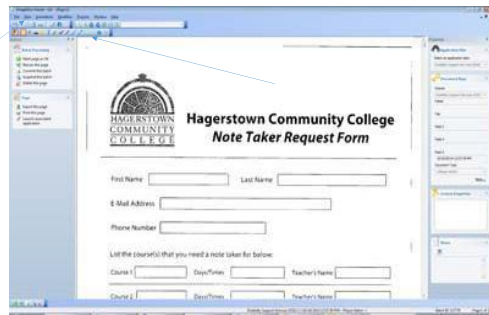
Note: If you do not see the Annotation toolbar, click View on the Menu bar, select Toolbars, and click Annotations.

Stamp Annotation – lets you stamp predefined (Approved, Confidential, Rejected, and so forth) or custom messages on document images.
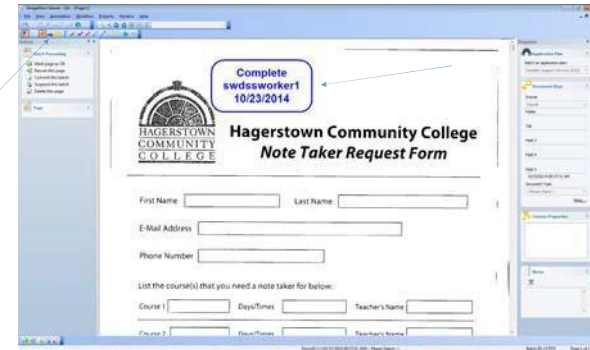
Sticky Note Annotation – lets you add small notes to document images.
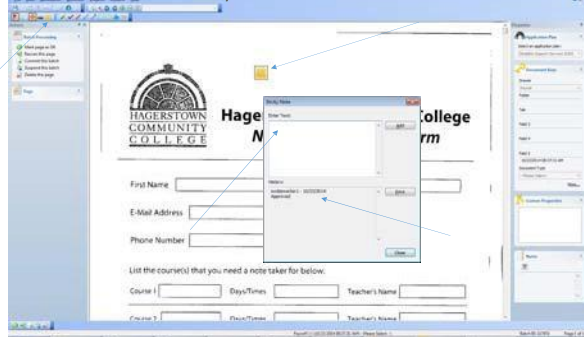
Text Annotation – lets you place text on document images.
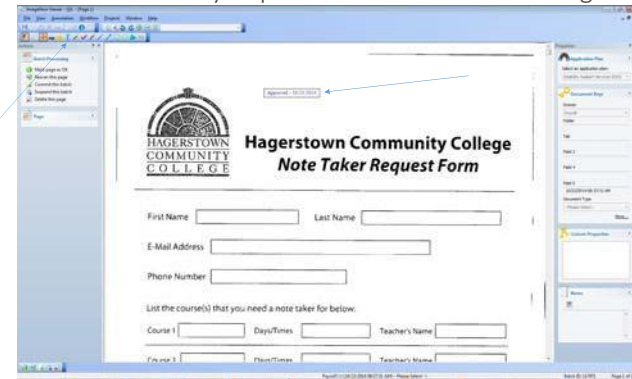
Highlight Annotation - lets you highlight an area on a document image.

Check Annotation - lets you place a check mark on a document image.
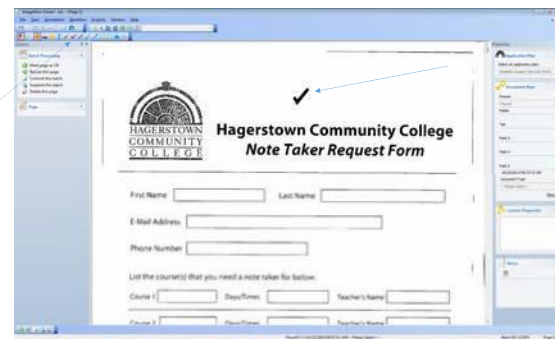
Pen Annotation - enables you to draw on a document image.

Each image will be its own page within the ImageNow Viewer window. Once you have determined the image quality is legible, and possibly added an annotation, click the "Mark page as OK" link under Batch Processing or click the "Mark Page OK" button on the bottom left hand side of the window.
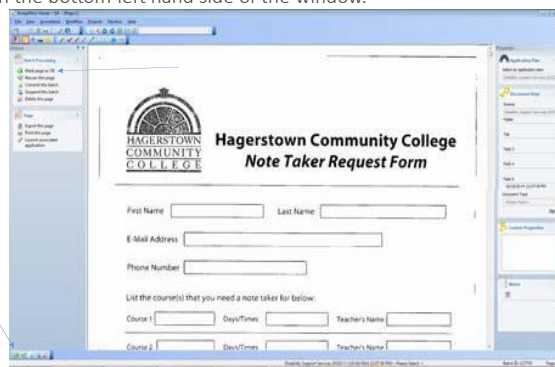
If the capture profile of *Documents (Duplex)* was chosen on slide 8 and the batch included both simplex and duplex documents, you may notice blank pages being a part of the batch. These pages should be deleted as you go through the *Ready for QA* process.
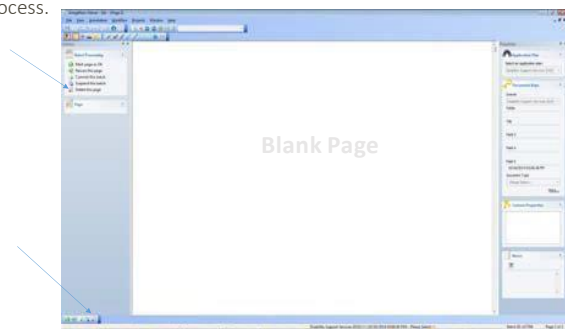
To do this click the "Delete this page" link under Batch Processing or click the "Delete Batch Page" button on the lower left hand corner of the window.

The *Documents (Duplex)* profile is set up to automatically delete blank pages, but pages with any type of markings on the back may show up as well. These pages should also be deleted as you go through the *Ready for QA* process.
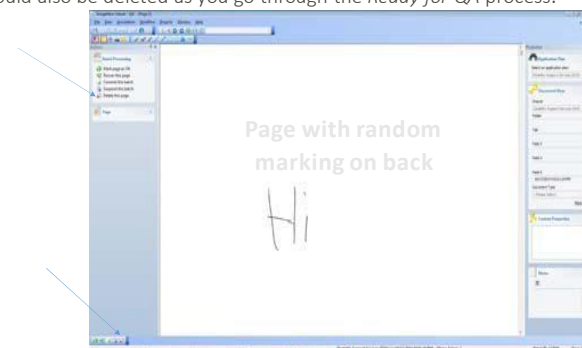
To do this click the "Delete this page" link under Batch Processing or click the "Delete Batch Page" button on the lower left hand corner of the window.

Once you have gone through each page and verified its quality the ImageNow Viewer window will automatically close and bring you back to the ImageNow Explorer window, as seen below.
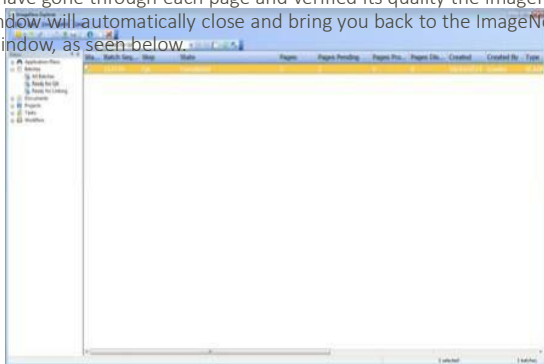
We are now ready to begin the process of linking student data from Datatel into ImageNow itself. Open Datatel 4.4 by using the link below and sign in using the ID and password supplied to you (if you have changed your password, use that one instead). **Due to certain setup criteria you will need to use Microsoft Internet Explorer when linking data between Datatel and ImageNow.**

    a. https://hcc- dui2.hagerstowncc.edu/production_ui44/sl/index.htm

    b. In order to ensure the linking process works properly, DO NOT PERFORM THE FOLLOWING ACTIONS:

        i. Within Microsoft Internet Explorer:

            1. Install toolbars (Google, Yahoo, etc.)

            2. Display the Menu, Favorites, or Command bar

            3. Adjust the Zoom settings (should be left at 100%)

        ii. Within Microsoft Windows

            1. Adjust the Display to either *Medium – 125%* or *Larger – 150%* (should remain at *Smaller – 100%(default)*)

We are now ready to begin the process of linking student data from Datatel into ImageNow itself. Open Datatel 4.4 by using the link below and sign in using the ID and password supplied to you (if you have changed your password, use that one instead). **Due to certain setup criteria you will need to use Microsoft Internet Explorer when linking data between Datatel and ImageNow.**

a. https://hcc- dui2.hagerstowncc.edu/production_ui44/sl/index.htm

Once you are signed in your window should look similar to the image below.
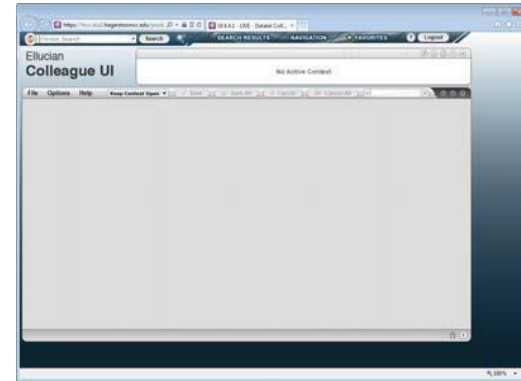
In order to ensure the linking process works properly, click the Compatibility View mode button within your browser's address bar.
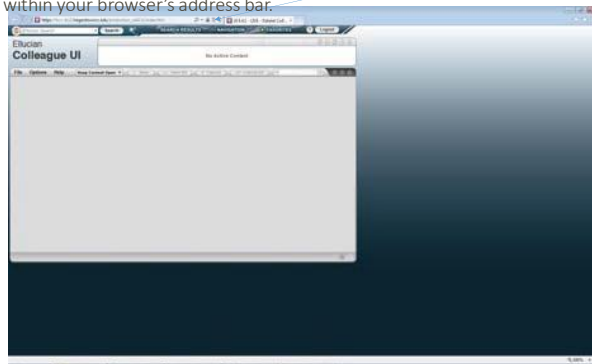
If the button is darkened, that indicates Compatibility View mode has successfully been enabled. The button will look similar to the picture below:

Pay attention to the search area in the upper left hand corner of the window. It should say "Person Search" within the white space. If it says "Form Search," click the button to the left to switch it to "Person Search."

Type the student ID you want to link with your documents within the search area and press Enter to bring up the student's Datatel account.

Name searches are possible as well, if a student ID is not available.
i. Ensure the correct student is selected by verifying other demographic information such as date of birth, address etc. if only searching by name.

Go back to ImageNow Explorer and choose "Ready for Linking" under the Views pane.

Double-click the document batch you just verified on slide 20 (or slide 21 if there are duplex documents in the batch). The window that opens should look similar to the image below.

Before you perform the linking process make sure Datatel is still open and the appropriate student information you want to link is still displayed. Also, if you have more than one tab open within Microsoft Internet Explorer, make sure the Datatel tab is the one selected and in view.
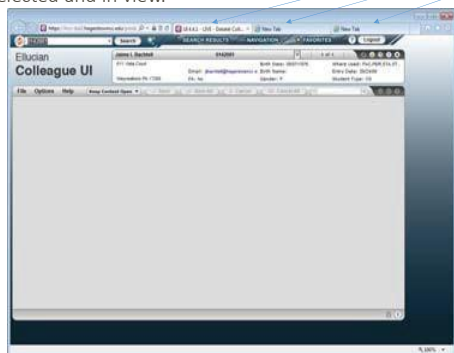
Within ImageNow Viewer click "Link this page" under Batch Processing in the Actions pane or the button with a picture of a key on it on the bottom left hand side of the window.
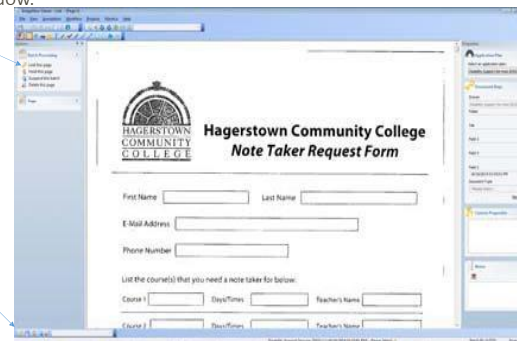
Note: If you do not see the Actions pane on the left hand side of the window, click View on the menu bar and select Actions.

After linking the document between Datatel and ImageNow you should see the fields automatically populate under the Document Keys area on the right hand portion of the ImageNow Viewer window.

If one of the documents in the batch is the Student Accommodation Form, please manually type the class section within the Class Section area under Document Keys. Otherwise make sure the area is blank. The format used for the class section should look similar to the example below:
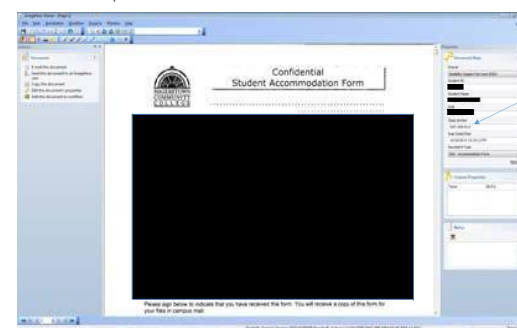
Example: MAT-098-M14

Select the appropriate document type using the drop-down menu under Document Keys. The example below is an image of the Note Taker Request Form, so that particular form should be selected under Document Type.

Be sure to adjust any **Custom Properties** that may be associated with a particular document type.

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Verify the correct student information has been linked and the correct document type has been selected.

If the wrong student data was populated in the document keys, navigate back to Datatel, pull up the correct student, and perform the linking process again (slide 34). Performing this action will repopulate the document keys with the correct data.

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If the Student Accommodation Form is the document currently being worked on, make sure the class section is entered and in the appropriate format, as the example on slide 36 shows.

Once you have verified the data is correct click the "Save this page" link under Batch Processing or the "Save this batch page" button on the lower left hand corner.

Once you save the image it will automatically close out and display the next image in the batch. If only one document was originally scanned, skip to slide 45.

Be careful when working with the following document type:

- DSS – Accommodation Form

You may have instances where the same document type is associated with the same student/employee within a batch. If so, you may receive an error message similar to the image below when trying to save the document (slide 40) (be sure to click Cancel if you do). This message will result if the class section has not been entered (see slides 36 and 39):

- Payroll – Community Health Donation
- Payroll – HCC Exempt Time Sheet
- Payroll – HCC Foundation Donation
- Payroll – HCC Non-Exempt Time Sheet
- Payroll – HCC Student Worker Time Sheet
- Payroll – United Way Donation

You may have instances where the same document type is associated with the same student/employee within a batch. If so, you may receive an error message similar to the image below when trying to save the document (slide 40). Be sure to click Cancel:
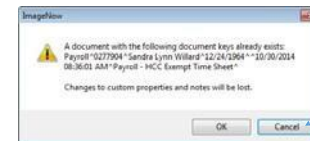
If you receive the error message mentioned on the previous slide, click "Link this page" under Batch Processing or the "Link this page" button on the lower left hand portion of the window again. This will prevent the error message from presenting itself and let you continue through the rest of the recently scanned/imported batch.
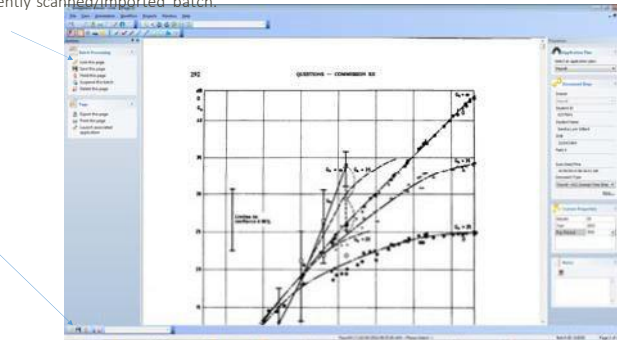
Next page: Typically the linking process is only performed once within a batch as long as the same student is being utilized for the document(s) displayed. If different students are a part of the batch you are working with, make sure to pull the appropriate student up in Datatel before linking the document (slide 34).

Note: When the "Link this page" action is performed multiple times within a multiple page document, and the same student is being utilized, it will separate each page into its own line item within your drawer. If you want to keep the multiple page document together, be sure to only perform the linking process once. Different document types and documents with additional unique identifiers will still be separated, regardless of whether or not you perform the linking process multiple times within the same batch.

Make sure the data between the image and the document keys from the linking process performed match and choose a new document type (if needed).

Again, if the document being reviewed is the Student Accommodation Form, be sure to include the Class Section (see slide 36). Otherwise leave that area blank.
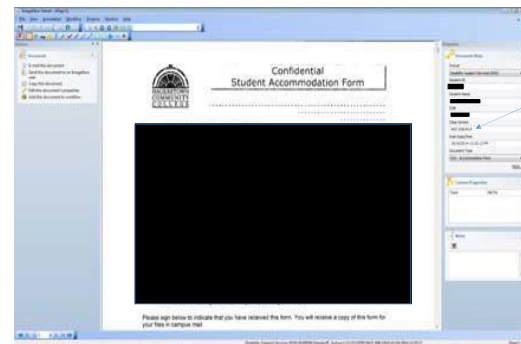
Once you have verified the data click either the "Save this page" link located underneath Batch Processing or click the "Save this batch page" button on the bottom left hand side of the window.

Repeat slides 44-47 until you have linked and chosen the appropriate document type for each page within the batch.

After you have saved each page the batch will automatically close and be filed under the document drawer you are assigned to. To navigate to your assigned document drawer return to ImageNow Explorer by clicking the Documents button on the ImageNow toolbar.
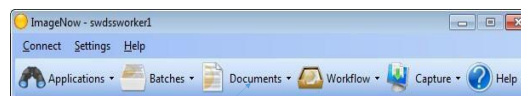
Within your assigned drawer you should now see the recently reviewed, linked, and saved documents, each one separated by document type.
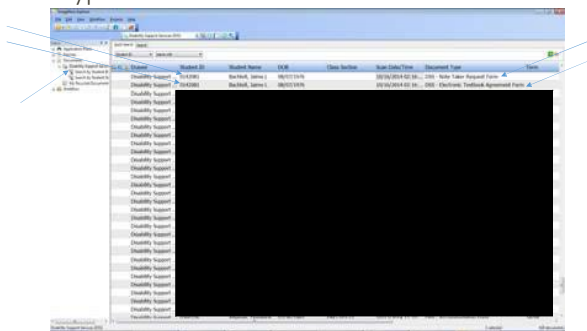
ImageNow 6.6

File Importing

- The File Import process is the act of selecting one or multiple files, be it PDF, Word, Excel, etc., and sending them to ImageNow.
- With this method the files you import are stored in their original file format, making the ability to annotate more difficult.
  - For example, if importing a Microsoft Word document, the ability to view is available, but annotation is not.
  - The table below is a list of file formats and an indication of whether annotation is possible:

Format	Annotate in ImageNow
BMP (24 bit, or lower)	Yes
GIF	No
JPG	Yes
Microsoft Office documents	No
PNG	No
TIFF	Yes
LZW	No
PDF	No

On the ImageNow toolbar click the Capture Profile button drop-down menu and choose *File Import*.
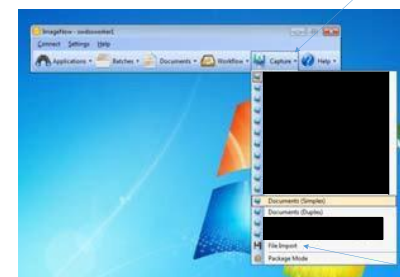
Once you choose the *File Import* capture profile you will be prompted to navigate to the file(s) you want to import into ImageNow. The prompt should look similar to the image below.
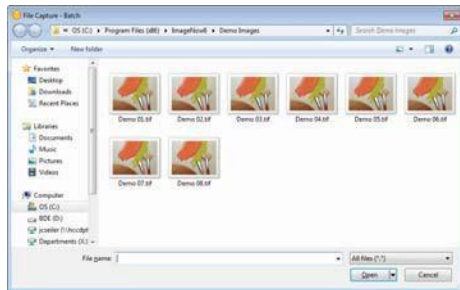
With the *File Import* capture profile you can import more than one file into the ImageNow system.

When importing more than one file, each file will be its own page within a document batch.

Within the File Capture – Batch prompt, navigate to the file(s) you would like to import into ImageNow. Select the file(s) within the directory chosen and click Open.
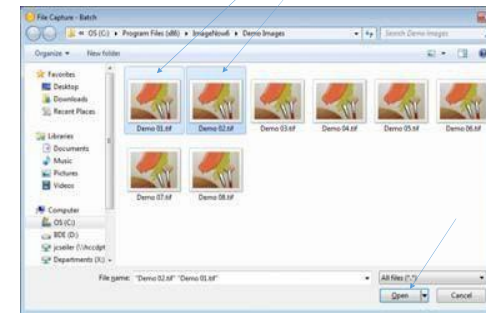
After clicking Open the file(s) selected will be imported into ImageNow.

Click the Batches button drop-down menu located on the ImageNow Toolbar and choose *Ready for QA*.
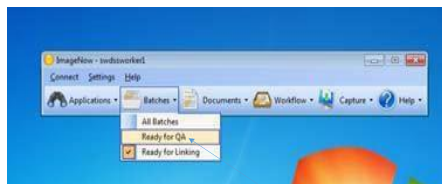
You should see the recently imported file(s) listed as its own batch within the ImageNow Explorer window, as shown below. If nothing is there, press F5 to refresh the window until it appears. Make sure the State column is listed as "Completed."

Navigate to slide 9 and continue through the process as if you have just recently scanned hard copies through a physical scanner.

ImageNow 6.6

ImageNow Printer

- ImageNow Printer can be used from any software that has a print option.
- For example, it allows you to import a Microsoft Word document, Microsoft Excel workbook, or an e-mail without having to print and scan it first.
- ImageNow Printer is its own printer object and works similar to how one would typically create an Adobe PDF file.
- Annotation is possible with any document/file you send through ImageNow printer since the file is automatically converted to a TIF format.
  - This is important to know in case you have files that are not possible to annotate through the File Import process.

To send an e-mail to ImageNow open the e-mail and click File.
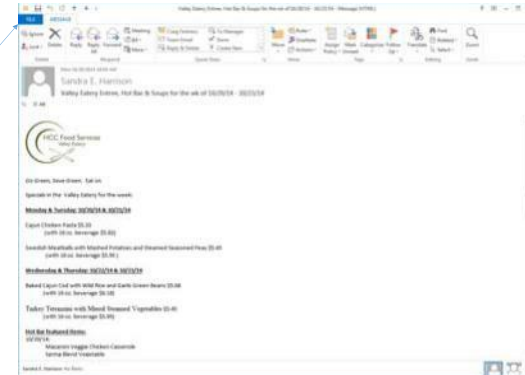
Click Print on the left hand side of the window.

Click the drop-down menu under Printer and choose "ImageNow Printer."
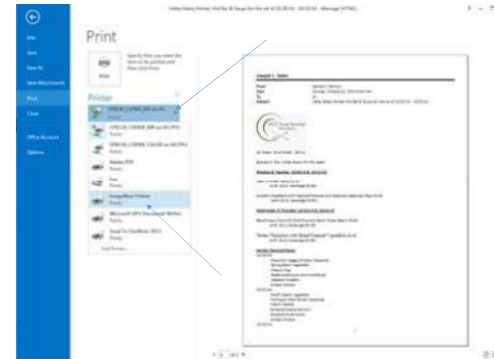
Once you have selected "ImageNow Printer" from the drop-down menu click the Print button.
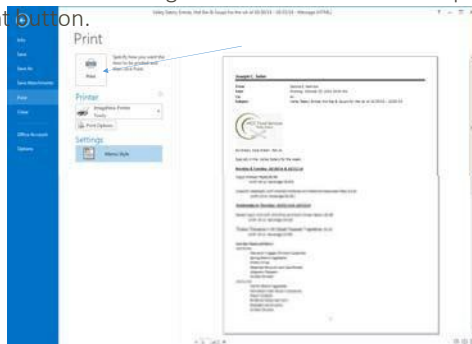
Note: Make sure you are logged in to ImageNow before clicking Print, otherwise you will receive an error message.

You should see the following window after clicking Print.
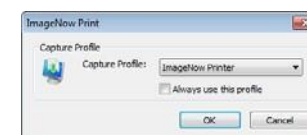
If ImageNow Printer is not the selected Capture Profile, click the drop-down menu and choose it. If you already have it selected, click OK.

Once the e-mail has "printed" click the Batches button drop-down menu located on the ImageNow Toolbar and choose *Ready for QA*.
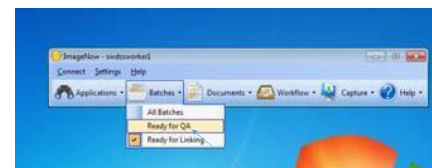
You should see the recently "printed" e-mail listed as its own batch within the ImageNow Explorer window, as shown below. If nothing is there, press F5 to refresh the window until it appears. Make sure the State column is listed as "Completed."
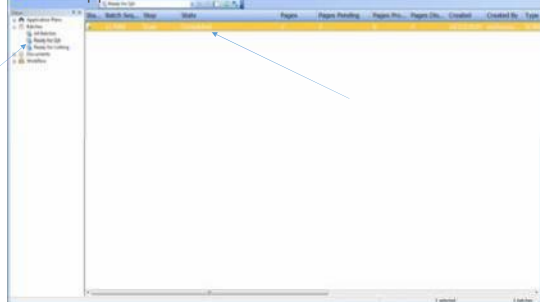
Navigate to slide 9 and continue through the process as if you have just recently scanned hard copies through a physical scanner.

Click to navigate to Slide 9

To send a Microsoft Word document to ImageNow open the file and click File.

This document will be sent to ImageNow Printer.

Click Print on the left hand side of the window.

Info

Click the drop-down menu under Printer and choose "ImageNow Printer."

Print

Once you have selected "ImageNow Printer" from the drop-down menu click the Print button.
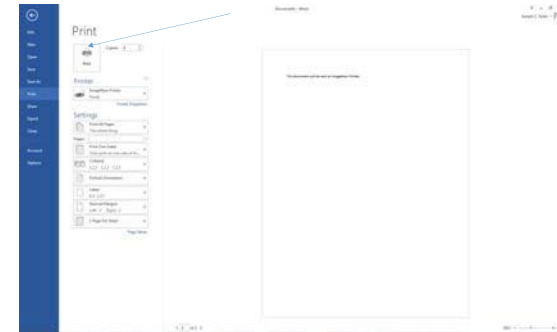
Print

Note: Make sure you are logged into ImageNow before clicking Print, otherwise you will receive an error message.

You should see the following window after clicking Print.

If ImageNow Printer is not the selected Capture Profile, click the drop-down menu and choose it. If you already have it selected, click OK.

Once the Word document has "printed" click the Batches button drop-down menu located on the ImageNow Toolbar and choose *Ready for QA*.
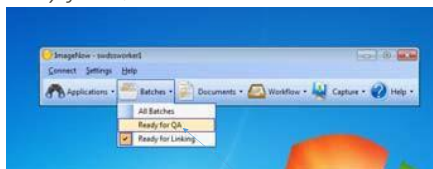
You should see the recently "printed" Microsoft Word document listed as its own batch within the ImageNow Explorer window, as shown below. If nothing is there, press F5 to refresh the window until it appears. Make sure the State column is listed as "Completed."

Navigate to slide 9 and continue through the process as if you have just recently scanned hard copies through a physical scanner.

Telephone Models

Models 4018 / 4019 (6 buttons)

The Instrument

1   1x20 character
    display

2   Navigation Keys

3   Feature Keys

4   6 Programmable
    keys

Feature Keys

Messaging Button - to access various mail services: if the button flashes, new voice or text messages have been received

Speakerphone: Button to make a call without lifting the handset

Guide Button – to obtain information on the pre-programmed keys

To adjust the speaker or handset volume up or down
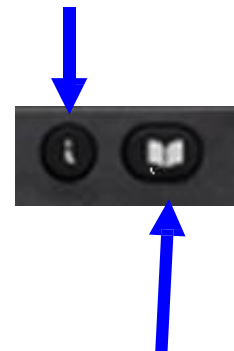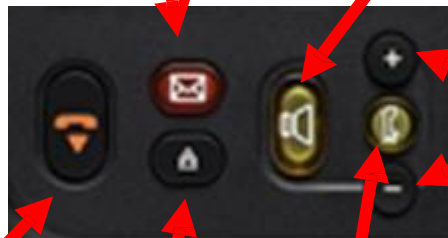
End Button

Terminates a call in progress Or completes a programming activity

Redial Button

Redials the last number you dialed

Interphone / MUTE Key: During a call, press button so that the called party cannot hear you. **When terminal idle**, press this button to that all incoming calls will be automatically answered, without lifting the receiver

Phone Book Button – to access your personal phone book

Making a Call

1   **Dial by Phone Number**

2   **Programmable Keys**

3   **Personal Phonebook**

Answering a Call

While the set is ringing you will see:

- In the display the name of the caller if it is an internal call or if an external call you will see the caller id (i.e. 321-259-8469)

- The 1: tells you which line it is

- The green light next to the ringing line will be flashing.

To Answer the call Simply pickup the handset

Answering Multiple Calls

While on a call and a second call comes in:

- For a brief couple of seconds you will see 2: (for the second line) and the callers name (if internal) or caller id (if external)

- The green light next to the 2nd line will be flashing.

To answer the second call:

- Press the line key next to the flashing green light. This will automatically place your first caller on hold.

- To switch between the 2 calls press the line key next to the line you want

Transfer a Call

While in conversation:

- Press an available line key
- Dial the number you want (if external, dial 9 first)
- Using the Navigation keys, Press the down arrow until you see **Transfer** in the display. Press the **OK** button.

Note:

UnSupervised Transfer – You transfer the call before the caller answers.

Supervised Transfer – You wait until the caller answers and announce the call before you press transfer.

Smith John   00:04

3151
3151
3151

Hold

3 Party Conference Call

While in conversation:

- Using the Navigation keys, Press the down arrow until you see **Conference** in the display. Press the **OK** button. This will place the first caller on hold automatically

- Dial the number you want (if external, dial 9 first)

- Once the 2nd caller answers, use the navigation keys again to arrow down until you see **Conference** in the display then press the **OK** button. All three parties are now on the line.

Group Call Pickup

- You do not need to know the ext. number that is ringing to use the Group Call Pickup feature, you just need to be in the same Pickup Group. Pickup Groups were identified during the initial telephone interviews

- When a phone is ringing and it is in your pickup group simply press ***73** to answer the call.

- For Directed Call Pickup, press *72, then the ringing set.

Call Forward

With the Set Idle:

- Using the Navigation keys, Press the down arrow until you see **Forward** in the display. Press the **OK** button.

- Press the down arrow until you see **Immediate forward** in the display then press the **OK** button.

- Dial the number where you want your calls to go then press the **End** Button

- Your display will show that your calls are forwarded to the ext number you entered.

First Time Access

Press the MWI **button.**
Then press OK

> No new voice messa

Listen to the Voice guide :

- **Listen to the greeting message**

- **Dial your temporary password (this is 0000)**

- **Dial your new password. Press #**

- **Record your first and last name. Press #**
- **Record your Personal Greeting message. Press #**

Telephone Models

Models 4028 / 4029
(6 buttons)

Models 4038/4039/4068
(10 buttons)

The Instrument

1   Handset

2   Number Pad

3   Alphabetic Keypad

4   Feature and Navigation Keys

5   LCD Screen & Programmable Key

LCD Display
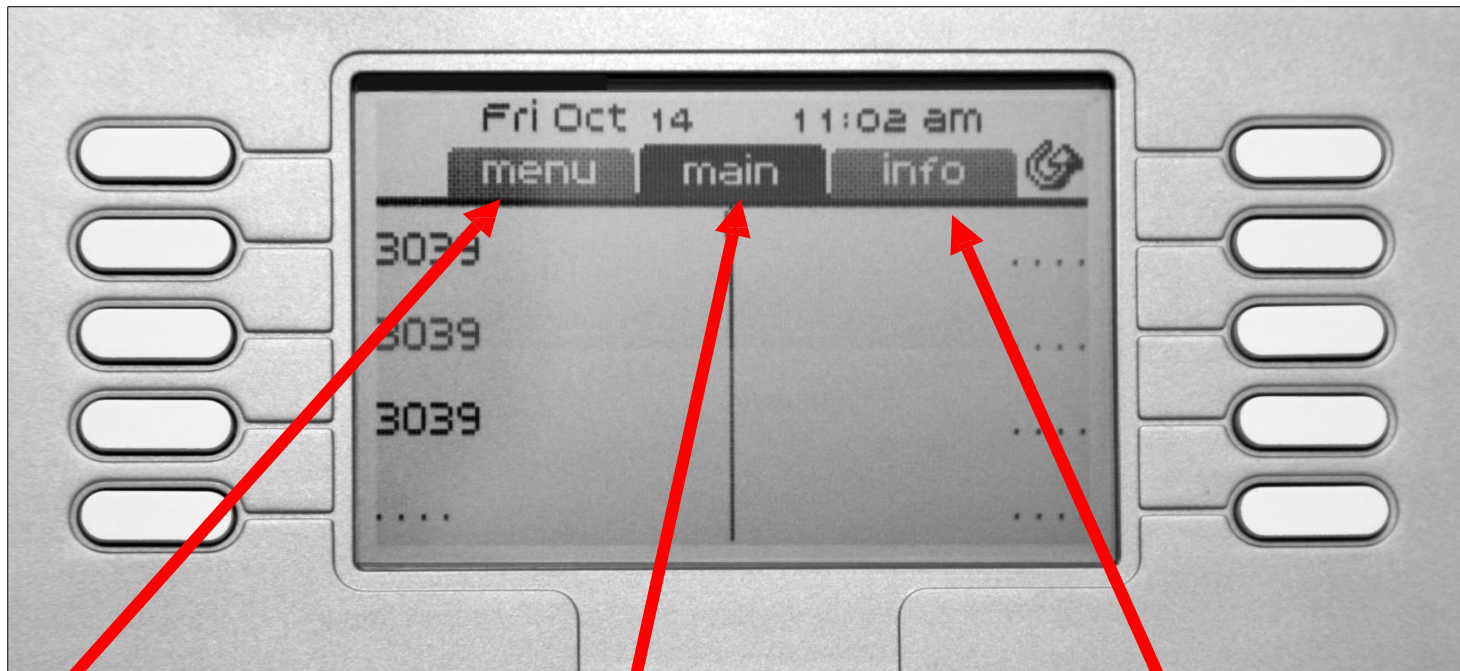
Menu page: contains all features and applications accessible via the buttons associated with the words on the screen	Main page: contains call line buttons (allowing supervision of calls) and programmable call buttons	Info page: contains information on the telephone & the status of its features: name, telephone number, number of msgs, activation of forward feature, Appointment Reminder, etc.

LCD Display
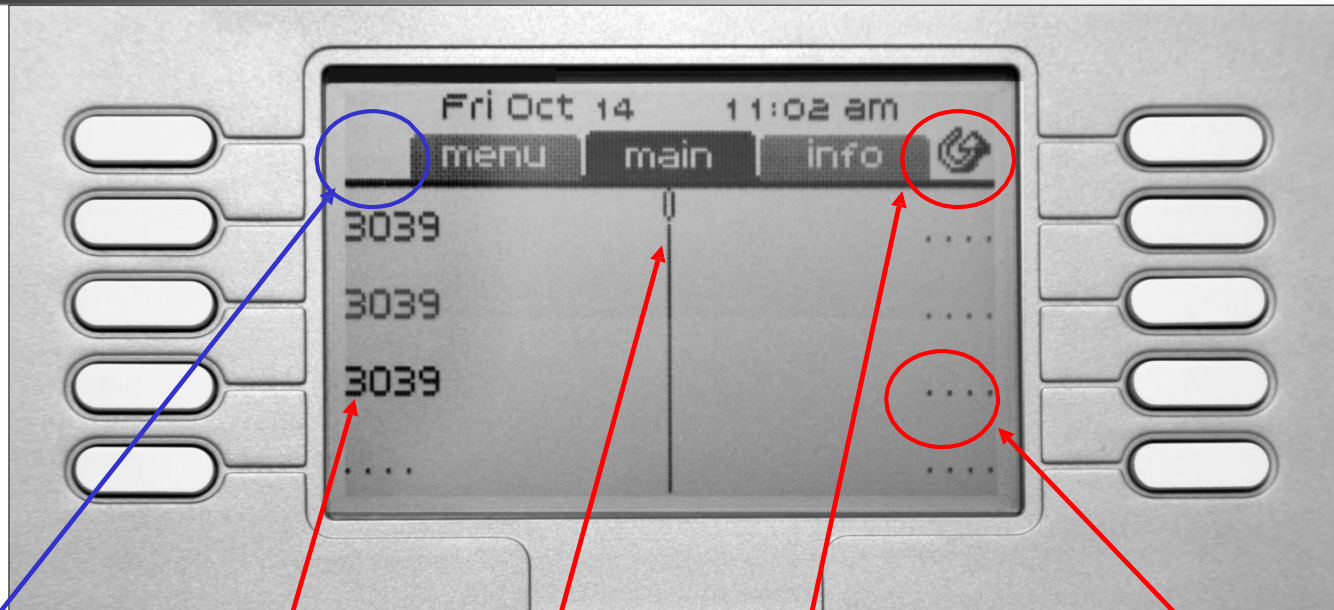
Secondary Display ICON: ICON will be displayed, when multiple calls are active at one time.	**Line or Extension Number of Instrument:** Multi-Line instrument, allows for up to 3 calls simultaneously	**Slide Bar Control.** Allows you to scroll down to additional information and speed dial locations displayed off the first screen.	**Display ICON:** Will change ICONS, with activity of instrument.	**Programmable Keys Area:** May program up to 72 Speed Dial Numbers.

Call Display Icons

Incoming call

Forward icon: pressing the button next to this icon allows you to program or change the Forward feature
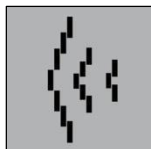
Call in progress or outgoing call

Receiver connected
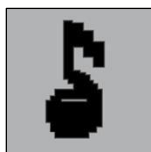
Call on hold
If you get two calls at the same time, you can switch from one call to the other by pressing the display button associated with each call

Appointment programmed

Silent mode enabled

Display buttons: pressing a display button activates the feature shown associated with it on the screen

Feature Keys

Speakerphone: Button to make or answer a call without lifting the handset

Up-Down navigator keys: used to scroll through the content of a page on the display screen

To adjust the speaker or handset volume up or down

OK: Used to validate your choices and options while programming or configuring instrument

End Button

Terminates a call in progress Or completes a programming activity

Interphone / MUTE Key: During a call, press button so that the called party cannot hear you. **When terminal idle**, press this button to that all incoming calls will be automatically answered, without lifting the receiver
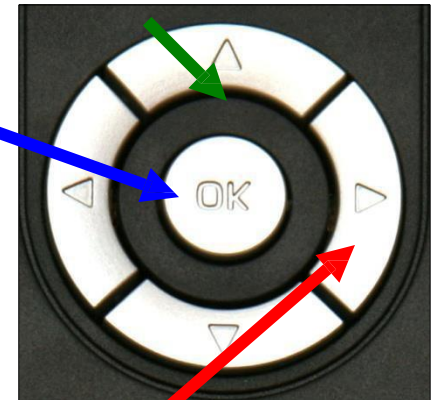
Left-Right navigator keys: Used to move from one page to another

Back / Exit button: To return to previous menu (short press) or return to first screen (long press); During a conversation provides access to welcome screens and returns to conversation Icon screens.

Feature Keys

Guide button: used to obtain information on features of the **Menu** page and to program key of the **Main** page. For a brief description of each feature, press and release the (i) button, then press and release a white button next to any topic: Setting, Appointment, Text mail, Events, Outside calls, or Forward

M**essaging** button to access various mail services: if the button flashes, new voice or text message(s) have been received

Redial button: to activate the redial function

Hold button: the call is placed on hold

Transfer button: transfer the call to another number

Making a Call

1 Dial by Phone Number

2 Programmable Keys

3 Call by Name

Call By Name

Use the Alphabetic keypad to dial by name. Enter at least 2 characters of the last name of the person you want to call, then press the button next to Name on the display.   When more than one name meets the entered criteria, use the Navigator Down Arrow key to scroll thru the names. Press the button next to the person's name you wish to call.

You may enter part of the last name, a space, then the first initial, then select Name&First. This may be helpful searching for persons with a common last name. **smi d** will present Smith Dan

Answering a Call
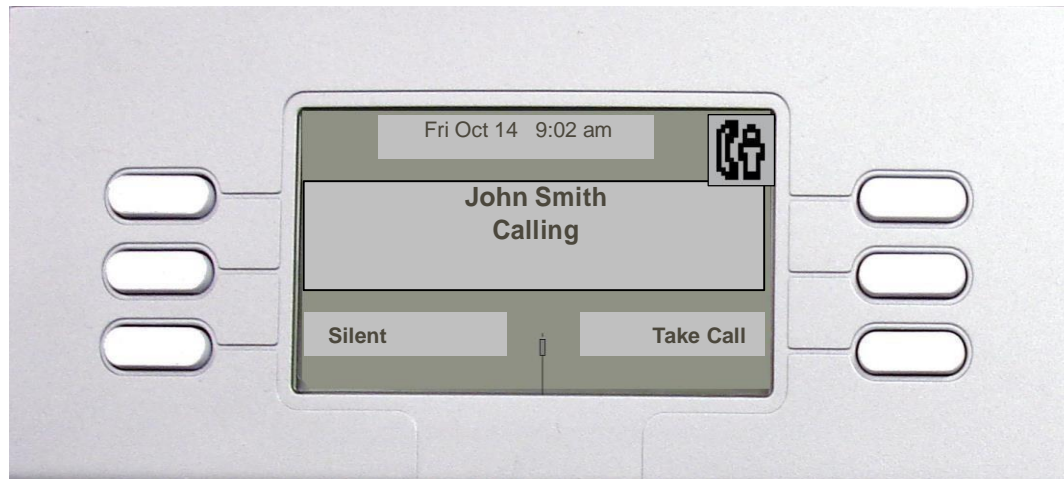
To answer a call simply pick up the handset or press the speaker button

In this example the incoming call is an internal caller, if the call was an external call you would see the callers caller id (ie 321-259-8469 Morse Communications)

Answering Multiple Calls
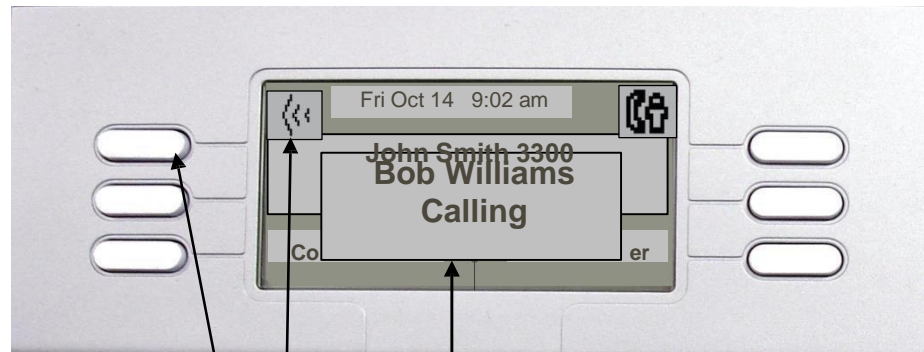
When a 2nd call comes in you will briefly see a small window that tells you the callers name or caller id. This window will only be displayed for approx 5 seconds.

To answer this 2nd call simply press the first white button on the left next to the incoming call icon 〈〈〈 Your first caller will automatically be placed on hold

Answering Multiple Calls

To switch between calls press the 1st white button on the left or the right. The button on the right is your 1st caller and the button on the left is the 2nd caller. Each time you press one of the buttons your current caller is automatically placed on hold. See the musical note.

Transfer a Call

Press the **New Call key** (1st caller will automatically be placed on hold), Dial the number where the call will be transferred.
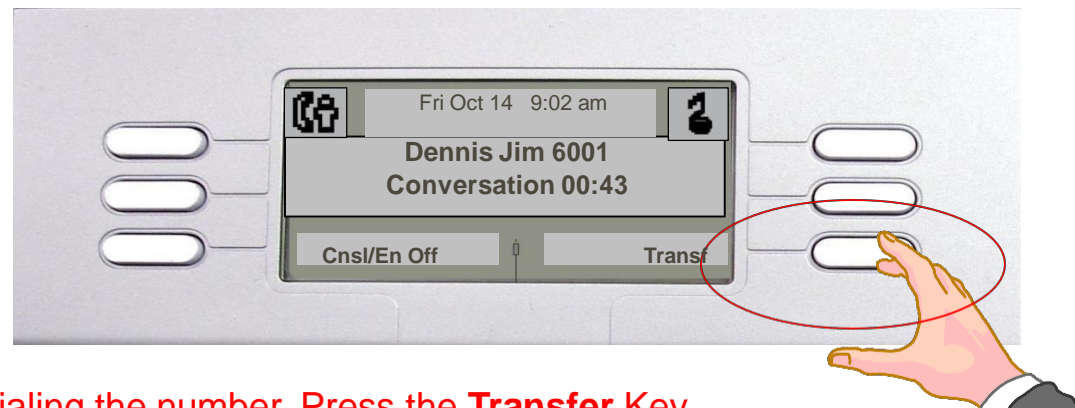
After dialing the number, Press the **Transfer** Key**.**

3 Party Conference Call
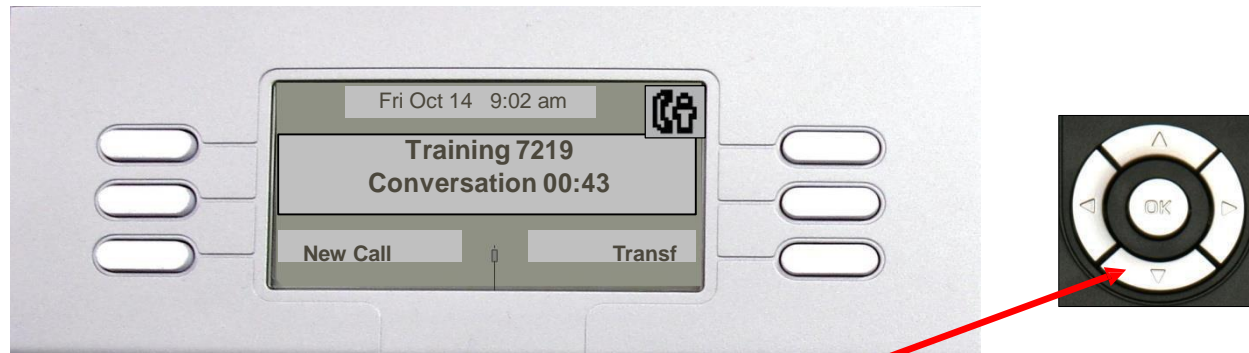
When in conversation, Using the Navigator Control, scroll down and Press the Conf Key.

Dial the number of the person you wish to add to the conference, then **wait** for the call to be answered. Once the caller has answered, press the Conf key a second time. All three parties will now be in the conference

Group Call Pickup

- You do not need to know the ext. number that is ringing to use the Group Call Pickup feature, you just need to be in the same Pickup Group. Pickup Groups were identified during the initial telephone interviews

- When a phone is ringing and it is in your pickup group simply press ***73** to answer the call.

- For Directed Call Pickup, press *72, then the ringing set.
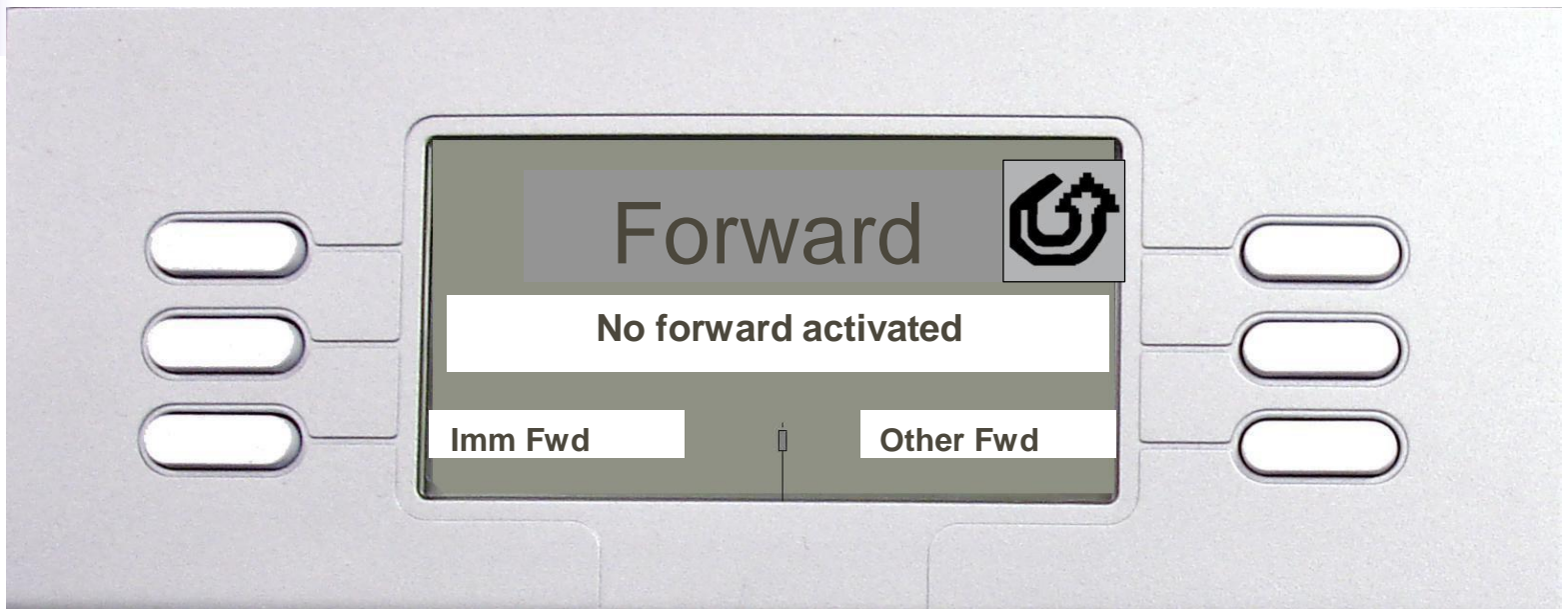
Call Forward

Fwd to text

Press the **button. The Display will change and provide options for the Various forwarding capabilities.**

Call Forward

- Imm Fwd (Immediate Forward): Forwards all calls to designated number you enter. Instrument does not ring

- Other Fwd: Other forward allows you to select different forwarding options such as

    - Fwd on Busy, No Answer

    - Fwd on Ring, No Answer

First Time Access

Press * # #

Listen to the Voice guide :

- Listen to the greeting message
- Dial your temporary password (this is 0000)
- Dial your new password. Press #
- Record your first and last name. Press #
- Record your Personal Greeting message. Press #

Welcome!

Your organization's new CallXpress unified messaging system is designed to provide you with the same convenient access to your voice, fax, and email messages whether you are at your desk or calling in over the telephone. When you call in, our Avaya Intuity AUDIX emulation saves you the effort of relearning most of the keystroke commands you use to send, retrieve, and manage messages.

Before You Start

To set up CallXpress, your system administrator will give you the following information.

CallXpress internal number:

_____

CallXpress external number:

_____

Your subscriber mailbox number:

_____

Your system administrator may also give you a default security code to use when you log on to CallXpress for the first time.

Gaining Access to Your Mailbox

Follow these simple steps to start using CallXpress.

1. Call the CallXpress internal or external number.
2. If necessary, press # or any other key that your CallXpress system requires.
3. If prompted, enter your subscriber mailbox number.
4. Enter a security code (or the default code, if your administrator has given you one).

Performing Common Tasks

If you're looking for a quick hint on how to perform a specific task, read on.

Getting Started

If you want to …	Then enter …
Record and send a message	1
Review all new messages	2

After Recording and Approving a Message

If you want to …	Then enter …
Mark the message private	# 1
Mark the message urgent	# 2
Request future delivery	# 3
Address the message to the first subscriber and to each additional subscriber	destination #
Review or modify your list of recipients	∗ 1
Look up a recipient in the subscriber directory	∗ 2
Delete the last mailbox number you entered	∗ 3
Send the message	# #

After Listening to a Message

If you want to …	Then enter …
Forward the message to another subscriber	1 2
Delete the message	∗ 3
Reply (with a new voice message)	1 1
Send the message to your default fax number (if it is a fax)	∗ 1 1
Send the message to a fax number you specify (if it is a fax)	∗ 1 2

Setting Up Your Mailbox

If you want to …	Then enter …
Change your busy greeting	5 5 or 5 1 3 1
Change your name recording	5 1 5
Change your out-of-office greeting	5 6 or 5 1 3 3
Change your password	5 1 4
Change your standard greeting	5 4 or 5 1 3 2
Create or update a personal distribution list	5 2 3
Set automatic message forwarding	5 2 4
Set Immediate Message Notification	5 1 1

Ê1081-50118-004Š

www.avst.com

CallXpress® Quick Reference Card

for Avaya Intuity AUDIX Emulation

Activity Menu

Record and send a message	1
Get and respond to messages	2
Change user options	5
Exit	✱ ✱ 7

Record Messages Menu

Pause or continue recording	1
Replay	2 3
Delete	✱ 3
Approve for sending	#

Address Messages Menu

Enter destinations	*number*, then #
Review or modify list of destinations	✱ 1
Address by name	✱ 2
Delete last destination	✱ 3
Add personal distribution list	✱ 5
Finish addressing	#

Playback Options

Rewind to beginning of message	2
Pause or continue playback	3
Increase volume†	4
Go back 5 seconds	5
Advance 5 seconds	6
Decrease volume†	7
Decrease speed†	8
Increase speed†	9

Send Options Menu

Set or clear Private status	1
Set or clear Urgent status	2
Set or clear Future Delivery	3
Send	#

Message Type

(optional)

Voice messages	1
Fax messages	2
Email messages	3

Get Messages Menu

(while or after message header plays)

Listen to the message	0
Respond or forward	1
Print a fax	✱ 1
Replay header†	2 3
Delete	✱ 3
Recover	✱ ✱ 8
Skip to the next message	#

Response and Forwarding Menu

Reply by voice message	1
Forward with comment	2
Return to Get Messages menu	#

User Options (PhoneManager™)

Personal options	1
Messaging options	2
Automated attendant options	3
Record your standard greeting	4
Record your busy greeting	5
Record your out-of-office greeting	6

Personal Options

Change message notification	1
Change daily message reminder	2
Record personal greeting	3
Change security code	4
Record your name	5
Record an announcement for a mailbox you sponsor	6
Change language selection	7
Change SMS notification	8

Messaging Options

Record a name for a sponsored mailbox	2
Change a personal distribution list	3
Change message forwarding	4
Change message presentation ordering	5
Change message envelope settings	6

Automated Attendant Options

Change call screening	1
Change call blocking	2
Change extension-specific processing	3

Busy greeting	1
Standard greeting	2
Out-of-office greeting	3

APPENDIX C

LT Handbook

Learning Technology Handbook

Table of Contents

Department Information

Learning Technology Overview

The Learning Technology (LT) unit provides support to faculty, staff, and students in the use of technology equipment in the classroom, Moodle course management software, and other instructional technologies. The unit is responsible for all of the audio-visual equipment on campus and at remote locations. LT also provides technical and videography support for numerous HCC events.

Location

LRC-134, Learning Technology Specialist, LT Technician, LT Technician (part-time)
LRC-136, Learning Technology Manager
LRC-138, Learning Technology System Specialist

Hours of Operation

Fall & Spring semesters: Monday – Thursday, 8 a.m. to 8 p.m. and Friday, 8 a.m. to 4 p.m.
Summer semester: Monday – Thursday, 8 a.m. to 7 p.m. and Friday, 8 a.m. to 4 p.m.

Learning Technology Staff

Peggy Hutson
Learning Technology Manager
Phone: 240-500-2385
Office: LRC-136
E-mail: pahutson@hagerstowncc.edu

Brenda Huffman
Learning Technology System Specialist
Phone: 240-500-2378
Office: LRC-138

E-mail: bkhuffman@hagerstowncc.edu

Peter Mathews
Learning Technology Specialist
Phone: 240-500-2222
Office: LRC-134
E-mail: pdmathews@hagerstowncc.edu

Aaron Kilmer
Learning Technology Technician
Phone: 240-500-2224
Office: LRC-134
E-mail: alkilmer@hagerstowncc.edu

Erin Murray
Learning Technology Technician, Part-time evenings
Phone: 240-500-2699
Office: LRC-134
E-mail: elmurray@hagerstowncc.edu

Learning Technology Services

<div align="center">Requesting Help from LT</div>

If you are having issues with classroom equipment (projector, DVD/VCR unit, document camera, wireless tablet connectivity, audio, etc.), please notify LT staff immediately.

You can reach LT by e-mailing learntech@hagerstowncc.edu or calling the LT Help Desk at 240-500-2587.

Please include:
- Your contact information, including phone and e-mail address.
- A detailed description of the problem.
- The location of the equipment.
- Date and time the repair must be completed.

<div align="center">Equipment Reservations</div>

Please email **learntech@hagerstowncc.edu** for equipment reservations.

Include:
- Date(s) requested.
- Times (drop-off and pick-up),
- Location
- Equipment/services needed.
- Contact information.

Reservations are available only to HCC faculty and staff. Students must have faculty sign out equipment for class-related use.

Reservations must be made at least 1 business day in advance.

<div align="center">Training</div>

LT offers training in the use of classroom equipment, Moodle and LT supported technology tools. Training is available for one-on-one sessions or in small groups. Training sessions should be held two to three days in advance of using classroom technology. Please email **learntech@hagerstowncc.edu** or call the LT Help Desk at **240-500-2587** to schedule training.

Moodle

Moodle is a course management system/e-learning program used by HCC for the majority of online and hybrid classes and as a Web-enhancement for some face-to-face courses.

Who uses Moodle at HCC?

Not all instructors or courses use Moodle. Instructors who wish to use Moodle for their courses should be sure to communicate with their division Office Associate before the semester starts that they want Moodle sites associated with their sections in Datatel, our student information system.

Empty Moodle sites will then be created for the sections with the appropriate learning provider selection when the creation workflows are pushed through. This typically happens at least 60 days prior to the start of a new semester and periodically thereafter. Look for email communications from the Moodle administrator regarding when the next semester's sites start getting added.

I want to use Moodle – what next?

Once you have decided to use Moodle and your empty course site sites are available, here are the next steps:

- Access Moodle at http://hccjoule2.mrooms.net or using the Quick Link to Moodle from the top left of the HCC Home Page. Log in using the same network credentials you use for your HCC email. If you are not familiar with those credentials, contact our IT Department for assistance at HCCIT@hagerstowncc.edu or 240-500-2457.
- Once logged in to Moodle, note that you are enrolled in the *Moodle Joule 2 Instructor Resources* course site which contains lessons and tutorials on how to use the system. You may also reference the Moodlerooms Knowledge base at http://kb.moodlerooms.com/. Communicate with the Moodle administrator regarding any additional group or individual training options.
- Student enrollment in Moodle course sites is managed via the integration with Datatel/WebAdvisor. Enrollment updates are typically processed within 1 business day of the registration activity. Instructors are not permitted to manually enroll student users in their course sites. Report any enrollment discrepancies to the Moodle administrator to investigate.
- Once you have added materials to your sites, you control when you want to make each site available to students. You can make a site available from the course Administration block by clicking on Edit Settings under Course Administration. Near the top under the General section, locate the Visible setting. Select Show from the drop-down menu, and Save Changes at the bottom of the page. For more information refer to this video demo - http://youtu.be/QYDP6V9_AG8.

Since not all instructors or courses use Moodle, be sure to tell your students that you have a Moodle course site for them to access. Note that the email address associated with a user's Moodle account is his/her HCC email address. Refer your students to the Student Guidebook for help getting started with Moodle.

How do I get Moodle Assistance?

Email: distlearn@hagerstowncc.edu
Phone: 240-500-2378
Joule 2 Teacher Manual: http://kb.moodlerooms.com/manuals/joule2/teacher
Joule 2 How to Guides: http://kb.moodlerooms.com/how-to-guides

Joule 2 Video Guides: http://kb.moodlerooms.com/video-guides

Classroom Technology

LT offers complete audiovisual services and access to support of technology-enhanced rooms to HCC faculty and staff, as well as visiting organizations. We support a wide range of equipment to classrooms, conference rooms and auditoriums, such as:

- Technology-enhanced rooms typically have a podium with projector, desktop computer, DVD/VHS player, document camera, Internet access, installed speakers and pull down screen and/or whiteboard in room
- Computer Carts
- PA systems
- Video camcorders
- Video conferencing

1. https://portal.hagerstowncc.edu/Pages/default.aspx
2. Log-in using your HCC Network Log-in Account.
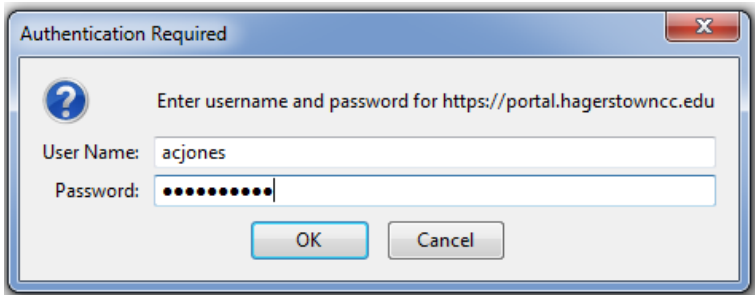
3. Click on the **Employees** drop-down menu.
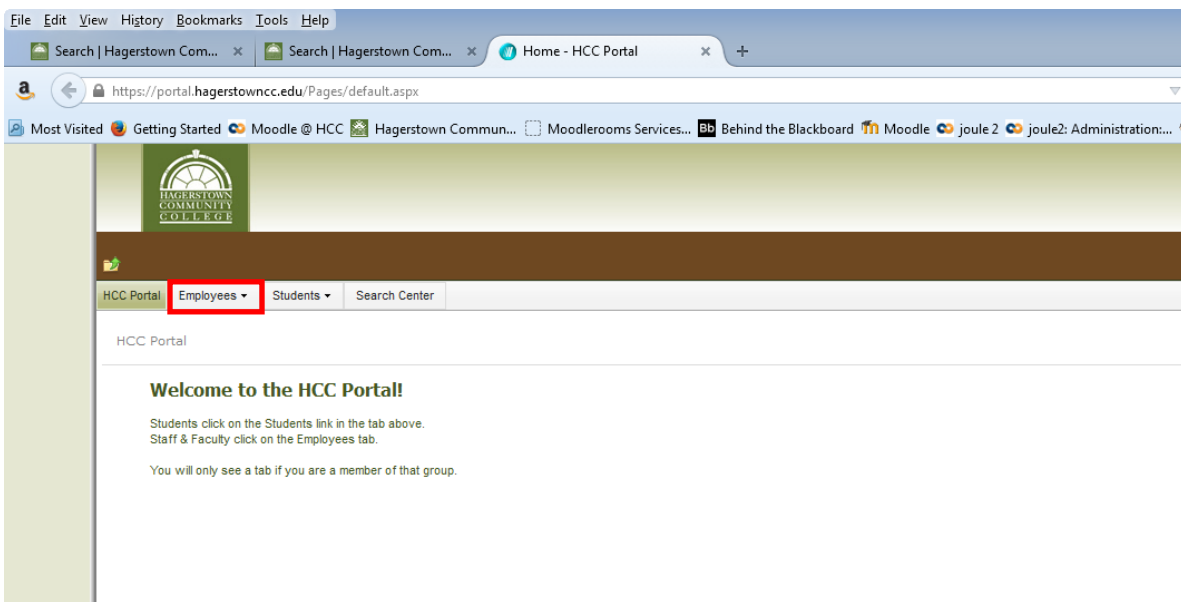
4. Click on **Departments**.
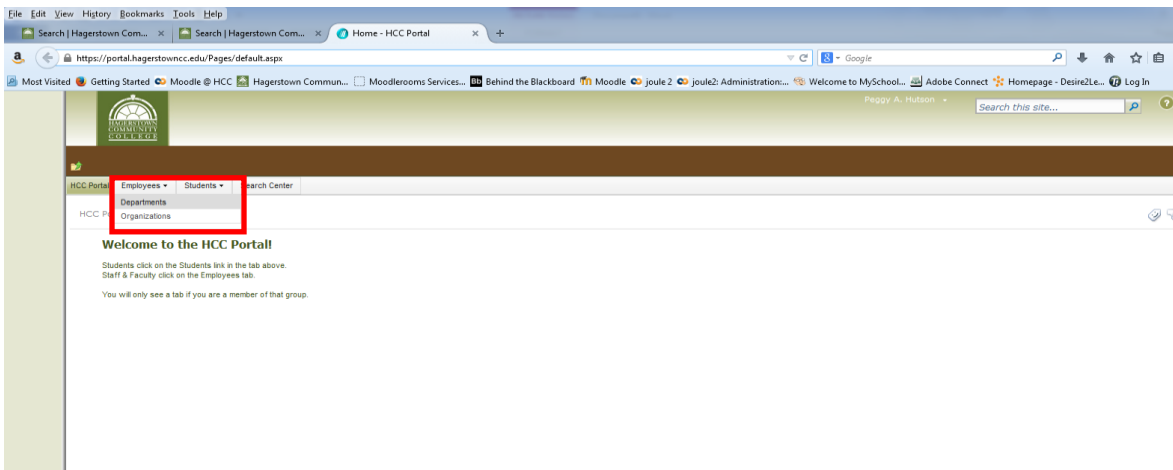
5. Click on **Instructional Tech & Online Ed**.

6. Click on **Classroom Instructional Sheets**.

7. **Click on the Building Folder to find a specific classroom**.

Shared Documents

Type	Name
📁	STEM
📁	LSC
📁	BSH
📁	Kepler
📁	LRC
📁	CPB
📁	ATC
📁	ARCC

(More Documents...)

8. **Click on the Classroom Instruction Sheet**.

Shared Documents

Type	Name
📄	LRC-346 Audio Visual Instruction Sheet
📄	LRC-319 Audio Visual Instruction Sheet
📄	LRC-133 Audio Visual Instruction Sheet
📄	LRC-122 Audio Visual Instruction Sheet
📄	LRC-102 Audio Visual Instruction Sheet
📄	LRC-116 Audio Visual Instruction Sheet
📄	LRC-108 Audio Visual Instruction Sheet
📄	LRC-141 Audio Visual Instruction Sheet
📄	LRC-121 Audio Visual Instruction Sheet

(More Documents...)

9. Once opened, you can save the document to your computer.

LRC-108 Classroom A-V Instructions
Page 1 of 2

Press Power button to turn computer on.

To turn data projector on, press the DISPLAY ON button. To turn the projector off, press DISPLAY OFF.

PC

PC is currently selected.

There are No Controls for this Input

Thursday, January 17, 2013

Extron

Select which input you want to display: PC, DVD/Video, DOC CAM, or LAPTOP.

If the Keyspan Remote is not functioning, please check the back of the remote to make sure the button is switched to "ON"

When Log In screen appears it should prompt you to enter your user name. Enter your HCC user ID. Bottom box should read password which should be your 7 digit HCC ID number. Click the arrow to log on.
*For password help, please contact the IT help desk at 240-500-2457.

If you have questions or problems with the presentation or audiovisual equipment, you can contact Learning Technology at 240-500-2587 or email learntech@hagerstowncc.edu.

LRC-108 Classroom A-V Instructions
Page 2 of 2

The DVD drive and USB ports are located on the right side of the monitor.

Press the power button to turn on the document camera.

Press the Focus button to automatically focus your document.

VCR

View VHS

Thursday, January 17, 2013

If you select the DVD/VHS combo player, it's controls will appear on the touch panel screen.

EJECT/STOP button on VCR

Slide the lamp switch to illuminate the document.

To zoom in (or out) on part of the image, press the Zoom button(s).

Please DO NOT TOUCH the switcher box inside of the podium.

If you have questions or problems with the presentation or audiovisual equipment, you can contact Learning Technology at 240-500-2587 or email learntech@hagerstowncc.edu.

Bring Your Own Device (BYOD) – Wireless Connectivity

Please refer to the Instructional Spaces document on the HCC Instructional Tech & Online Ed Portal site for a complete list of classroom capabilities.

Apple TV (if installed)

Here are a few simple steps to connect your iPad in a room **with** a touch panel.
1.   Turn the projector on, select **source**, and then select **HDMI** for the Apple TV signal.
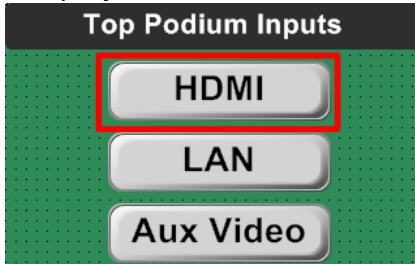
2.   Slide your finger quickly from the base of your iPad to bring up AirPlay
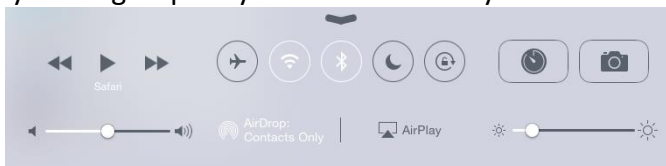
3.   Click on AirPlay, then select apple TV to connect. Mirroring must be turned on.

4.   Type in your password. This will be the room name and number.
     For example: cpb 164 (lower case)
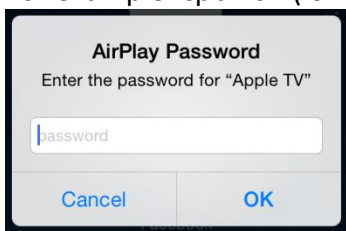
5.   Use the touch panel volume buttons to adjust the volume.
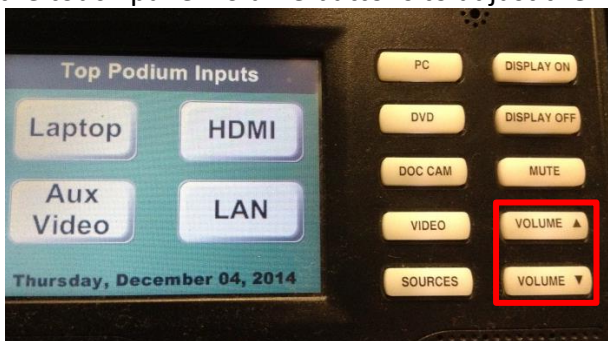
iPad

Wireless connection to an Epson projector using iPad/ iPhone or Android device

1. You will need to download the App from either

2.

   On the Touch panel select Sources, then tap on LAN

   Classrooms that have a Epson projector but no touch panel, please use the remote to access LAN (currently LRC 121 AND LRC 335)
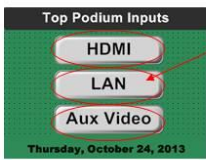
   HDMI: Displays the source connected by HDMI
   LAN: Displays tablet or smartphone when accessed through Epson's iProjection app. Enter the **4-digit keyword** displayed by the projector.
   Aux Video: Displays a DVD/VCR combo unit

   1

3. When you open the Epson App this screen will appear. Click on Other.

6. Click OK. You will be asked to also type in a keyword, this four digit number will appear on the screen. This code is to ensure, only YOU can access the projector and will change each time you connect.

4. The following window will open. Type the IP address which will be displayed on the Projector screen and is also on top of the touch panel at the podium.

7. Click OK. You are now connected wirelessly to the Epson projector! Click here to Disconnect.

5. The following window will open. You will see the Room name, click on the room name. Then click Connect.

8. You only need to type in the IP address one time. The software will store it under History, the next time you teach in the room, simply access your history and the room will be listed, click on it to connect.

   2
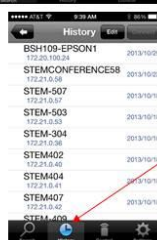
Download available here: EasyMP Network Projection
Select your appropriate operating system.

Wireless connection to an Epson projector using a Microsoft Surface tablet

1. Install the Epson MP Network Projection software. Be sure to select the correct operating system.

2. When open you will see this box, click OK.
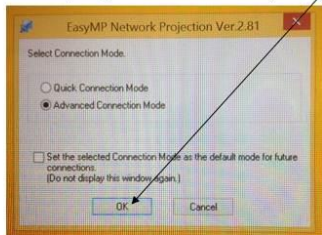
3. You will then see this box open. Click on MANUAL SEARCH.
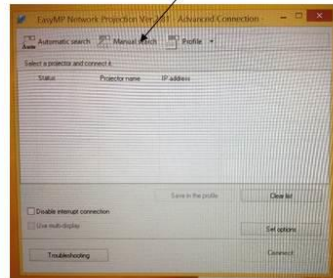
4. With projector set to LAN *(on touch panel under "sources")*. The blue screen will show you the IP address.
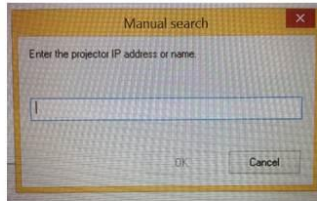
1

5. Type in IP address and click OK.

172.21.0.56
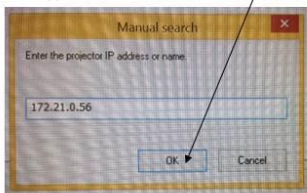
6. The software will find the projector. Click on the box and click connect.
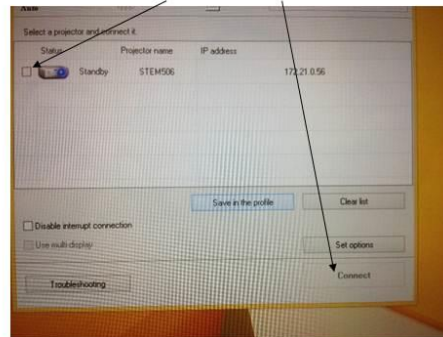
7. You are now projecting wirelessly. To disconnect, click disconnect from the software bar menu.
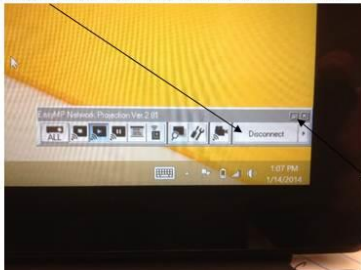
8. The software menu can be sent to the taskbar by clicking here.

2

Technology Tools

Adobe Connect

Adobe Connect allows you to host, join, collaborate, and share in Adobe Connect meetings, webinars, and training - for true collaboration and mobile learning from anywhere, anytime. HCC pays for a yearly subscription fee for a specific number of accounts. To request an account, please e-mail Dr. Julie Horton at jkhorton@hagerstowncc.edu.

For information on setting-up your Meeting room, please view the Adobe Connect PowerPoint on the HCC Portal, under the Instructional Tech & Online Ed link.

Adobe also provides a daily live training series. To register, please visit http://www.adobe.com/cfusion/event/index.cfm?event=detail&id=655249

Training topics include:

1. Getting Started
2. Beyond the Basics
3. 15 Tips and Tricks
4. Event Module Made Easy
5. Reporting and Analytics

Camtasia/Snagit

Camtasia and Snagit are screen-capturing software.

Camtasia is a screen recording software that you can use to record your onscreen activity, audio, and webcam video and narrate existing PowerPoint presentations. You can record, edit, produce and share course content.

Snagit is a screen capture software that allows you to record an image or video of what you see on your computer screen, add effects, and share with anyone.

HCC has a specific number of Camtasia and Snagit licenses.

Full-time staff or faculty, please submit a Track-it to IT trackit@hagerstowncc.edu **.**

Adjunct instructors, please submit a request to learntech@hagerstowncc.edu **.**

TechSmith offers free training tutorials:

Camtasia Studio: http://www.techsmith.com/tutorial-camtasia-current.html

Snagit: http://www.techsmith.com/tutorial-snagit.html

You can use Screencast.com to upload your Camtasia and Snagit presentations for future viewing. Here's the URL to set-up a free 2GB account http://www.screencast.com/. If you need more space, TechSmith offers additional hosting options.

Instructors that will be uploading many videos may choose to host their videos on YouTube. Please see page 19 for instructions on creating a YouTube account.

Epson Document Camera

Using a Document Camera connected to a PC

1. Click on the Epson Document Camera icon on the desktop.

2. Click the button for Full Screen. You may also use the keyboard shortcut Ctrl + F. Press Esc to exit Full Screen mode.

3. The computer screen will show what is being displayed on the projector.

If you have questions or problems, you may contact **Learning Technology** at **240-500-2587**, or email **learntech@hagerstowncc.edu**.

Using a Document Camera to capture images and video

Start the software. From Programs or All Programs (Windows) or the Applications folder (Mac OS X), select **ArcSoft Application Software for Epson Document Camera**.

Use the application's capture buttons to record a still image, photo burst, time-lapse movie, or video.

For additional information, see the Epson DC12 Document Camera User Manual (https://files.support.epson.com/pdf/elpdc12/elpdc12ug.pdf).

Interactive Whiteboard

eBeam (if installed)

An interactive tool for use on any whiteboard.

For a quick guide, please visit: http://www.e-beam.com/support/ebeam-product-tutorials.html#c4420

Epson Interactive Whiteboard Pens

In classrooms that have the wall-mounted projectors displaying on the whiteboard, you can use the interactive pens to write or draw on the whiteboard projection surface.

For a quick guide, please visit: https://files.support.epson.com/pdf/bl455wi/bl455wiwugs.pdf

Respondus

Hagerstown Community College has a campus-wide license for the Respondus test authoring software. Respondus is a Windows application that can be used to enhance the functionality and usability of Moodle's quiz tool.

Information about the Respondus software and the Respondus Test Bank Network (a free service that allows instructors to access Respondus-compatible publisher test banks for the textbooks they have adopted) is available at http://www.respondus.com/

You can obtain a copy of the Respondus software by downloading it from the Instructor Resources site on Moodle or from the Interdepartmental (Z:) drive, in the LTDeploy folder, in the Respondus folder (Z:\LTDeploy\Respondus). Installation instructions including the installation password are also available in that folder. These files can also be found on the LT Portal site and in the Instructor Resources site on Moodle.

Context-sensitive help is available throughout the Respondus software by pressing the F1 key. It is also available by selecting "Help" from the pull-down menu on the toolbar. Respondus User Guides (MS Word format) can be downloaded from http://www.respondus.com/products/userguide.shtml. Quick Start Guides with essential information for getting started with Respondus can be found at http://www.respondus.com/quickstart and demonstration movies are available at http://www.respondus.com/demo .

If you have questions or problems using the Respondus software, you should first consult the online help or Respondus User Guide. If you are still unable to resolve your problem, direct your questions to the following person(s) here at Hagerstown Community College:

Brenda Huffman, Learning Technology, email: bkhuffman@hagerstowncc.edu
Peggy Hutson, Learning Technology, e-mail: pahutson@hagerstowncc.edu

Our license with Respondus, Inc. does NOT permit instructors to obtain support directly from Respondus, Inc. If our staff is unable to solve a particular question or problem, we will contact Respondus, Inc. on your behalf.

Our license DOES permit you to install a copy of the Respondus software on a home computer. However, please note that you are not permitted to provide the Respondus software or the password information to anyone who is not affiliated with our institution. Such an action is a violation of our licensing agreement with Respondus and is also illegal.

Skype

This videoconferencing tool is primarily used for meetings, seminars, instruction, and interviews.

To create a Skype account, please visit: https://login.skype.com/account/signup-form

For more information, please visit:
https://portal.hagerstowncc.edu/teamsites/social/depto/org-itoed

TurningPoint5

Turning Technologies' easy-to-use, comprehensive product offering meets the needs of all learning environments. Instructors can deliver self-paced summative assessments and poll students from any Mac or PC. Give students the option to respond with ResponseCard clickers or through ResponseWare via any web-enabled device.

For more information and training guides, please visit: http://www.turningtechnologies.com/training-documents.

YouTube

YouTube is used for uploading videos for instructional purposes.

If you create a YouTube Channel, please inform HCC's Public Information and Government Relations.

https://support.google.com/youtube/answer/69961?hl=en

Using your Google Account for YouTube

You need a Google Account to sign into YouTube. A Google Account works across all Google products (e.g. Gmail, Blogger, Maps, YouTube, and more).

If you've signed into any of these products before, you already have a Google Account. To sign in, enter the email address you entered on those products (if you use Gmail, it's your Gmail username). If you don't have a Google Account, you can create one on YouTube.

Here are a few important things to remember about Google Accounts and YouTube:

- **You sign into YouTube with your Google Account**. To sign in to YouTube, enter your Google Account email and password. After signing up for YouTube, if you sign in to your Google Account on another Google service, you'll be automatically signed in when you visit YouTube.

- **Deleting your Google Account will delete your YouTube data**, including all videos, comments, and subscriptions. Before you can delete your Google Account, you will have to confirm that you understand that you're permanently deleting your data on all Google services, including YouTube.

Some older, unused YouTube accounts (created before May 2009) might not be part of a Google Account. They need to be added to one before they can be used.

Signing up

- Using your Google Account for YouTube

- Create an account on YouTube

- Use YouTube with your Google Account

- Create a new channel

- Verify your account by phone
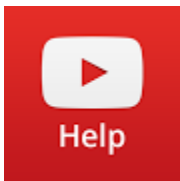
YouTube help videos

Subscribe to the YouTube Help channel for video tips, tricks, and how-to documentation.

Miscellaneous

PC to Duplicate View

Duplicate Display on PC and Projector

If only the Windows logo is displaying on projection screen or there is a static slide, the PC is in Extend view.

**To change the
view to Duplicate view:**

1. Press Win key + p

2. Choose "Duplicate" from options.
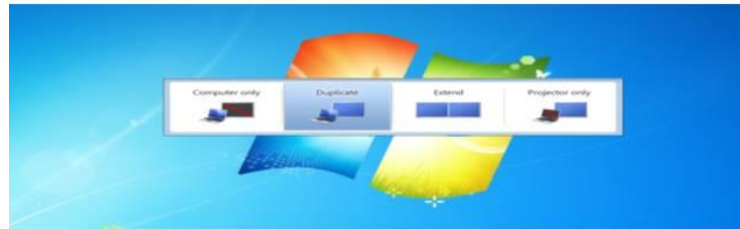
PowerPoint in Presenter View

Powerpoint 2013 may automatically choose to go into **Extend** view when it senses two monitors (PC and Projector). To manually stop this, when you open your Powerpoint, click on the Slide Show Tab and uncheck Use Presenter view.
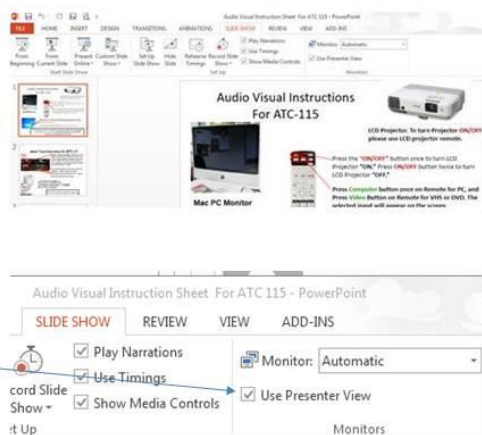
You may still need to switch back to Duplicate view.

APPENDIX D

Cellular/Smartphone Policy

Hagerstown Community College

Cellular/Smart Phone Guidelines

<u>Purpose and Scope</u>

Hagerstown Community College wishes to provide the most responsible, reliable and cost effective cellular/smart phone services possible to employees who have jobs that require these tools. The objectives of this document are to:

1. Provide guidelines to employees who hold jobs or assignments that require a cellular/smart phone and/or data service plan to conduct college business;

2. Ensure that the college's acquisition of cellular/smart phone and data services is cost-effective;

3. Provide a system for monitoring cellular/smart telephone and data plan usage patterns so that plans can be routinely modified to better meet the needs of the college; and

4. Establish a system for monitoring future developments in cellular/smart phone and data plan services and equipment and selecting those that meet the needs of the college.

These guidelines apply to all college employees with jobs requiring cellular / smart phone use.

<u>Service Vendors</u>

To facilitate the above objectives, the college administration may at its discretion enter into contracts with telephone and data service providers. During the period when one or more of these contracts is in force, the college will only purchase cellular telephones or cellular telephone and data service agreements for employee use on the basis of these contracts, unless a specific exception is granted by the Vice President of Administration and Finance in consultation with the Director of Information Technology.

<u>Eligibility</u>

College cellular/smart phones may be an appropriate tool to conduct college business when it is demonstrated that an employee's communication needs cannot be met with other available alternatives.

The following criteria are provided in order to determine an employee's need for a cellular phone, smart phone, and/or data plan:

1. **Institutional, time-sensitive decision making**: An employee whose responsibility includes making critical decisions with widespread impact for the college and is required on a <u>regular</u> basis to be available during non-business hours.

2. **Frequent job-related travel**: An employee who travels on a routine basis in the course of performing job-related responsibilities and their duties requires frequent cellular or smart phone connectivity.

3. **Need for mobility**: An employee who typically works in the field or at job sites where access to a telephone is not readily available and is deemed necessary for work responsibilities.

4. **Emergency response**: An employee who is a member of the Emergency Operations Team and has duties requiring cellular or smart phone connectivity.

5. **Smart phone and data plan**: Some combination of the above reasons PLUS the employee's job requires that they check e- mail and/or calendar constantly when away from her/his office.

Approval

Requests for cellular/smart phones must be approved by the employee's supervisor, area Executive Officer, and Vice President of Administration and Finance or President. The Director of Information Technology is responsible for providing advice on the most appropriate equipment and plans to meet the job responsibility of an employee being considered for a cellular / smart phone.

Use of Cell Phones

Hagerstown Community College provides cellular/smart phones to employees for the purpose of conducting college business. The use of Hagerstown Community College owned cellular/smart phone equipment to make or receive personal calls is discouraged, although it is understood that usage for personal reasons may be necessary in certain situations.   It is expected that the plan chosen will provide adequate coverage for all normal business needs. Any abuse of the college plan resulting in additional costs including long distance, roaming or other charges for personal calls shall be the responsibility of the employee. Users are responsible for the costs associated with applications (apps) and media not originally included with a device.

Use of a college cellular/smart phone is a privilege that may be revoked at any time for inappropriate conduct. Any abuse of these policies may result in revocation of cellular access and disciplinary action. All equipment will be returned to IT upon leaving employment.

Cellular/smart phones should not be used while driving unless a hands free device is used. Please be aware that in many states the use of a cellular/smart phone while driving is prohibited. Use of cell phones during international travel will not be supported.

Use of Data Plans

Hagerstown Community College provides data plans to some employees for the purpose of conducting college business.

Due to excessive costs associated with data plans as well as job requirements, not all cell phones will require a data plan. Employees must realize that although personal use of data plans may not result in additional charges, they do count toward the overall limits established under the service agreement. The plan chosen will provide adequate coverage for all normal business needs and any overage or other charges realized by the employee for personal use shall be the responsibility of the employee.

Billing Statements and Reconciliation

IT will receive a monthly activity statement showing the usage and call detail. Users who have high phone and/or data plan utilization may be reviewed by IT in collaboration with the user's supervisor to determine appropriate use. This statement will be analyzed for any plan changes that may be necessary. The college will pay the monthly cellular/smart phone bill from a consolidated invoice.

Cellular/smart phone and data plan bills are not private. The college has the right to monitor all bills. When personal calls are charged in excess they are to be reimbursed to the college at the current per minute charge. Data plan overages are to be reimbursed to the college at the current overage charge. Whenever possible, WiFi connections should be used and cellular data plans reserved for special needs while traveling and WiFi networks are not available.

<u>Program</u>
<u>Management</u>

The relationship with cellular/smart phone and data plan providers shall be managed through IT. IT staff will place all orders for cellular/smart phone telephones and services with the contracted vendor and take delivery of the equipment. IT will negotiate all data plan services and will contact employees when it arrives. Employees should expect to become familiar with their phones and other mobile computing devices through vendor documentation and assistance. IT support staff will assist with enabling access to College email and calendar services as necessary. IT staff will monitor plans and overall usage and suggest changes in service agreements to provide the most convenient and economical plan.   The most economical plan in regard to the user's business demands and the college's contract options shall be utilized.

<u>Mobile Communication Devices</u>

Mobile Communication Devices which meet the essential business needs of the College are funded by the college. These devices will be replaced as needed to ensure proper operation. There will be no automatic upgrades of telephones to newer models. All telephone replacements will be done through IT. In some cases, a replacement phone may come from existing inventory and not be identical to the phone being replaced. IT will insure the ability to make calls and receive email but may not be able to get an exact replacement until allowed by contract.

Equipment that is damaged should be brought to IT, which will contact the vendor for replacement or repair. An employee may be charged for the replacement cost of equipment if a pattern of neglect is apparent. Lost or stolen equipment should be reported immediately to IT so that service can be cancelled. IT will inform Campus Police of lost or stolen equipment.

IT will also monitor changes in cellular/smart phone and mobile technologies and make recommendations for improvements in the college's equipment on an as needed basis.

<u>Implementation</u>

The supervisor shall complete a cellular/smart phone or data plan request form and determine in consultation with IT the appropriate phone and plan. See Cellular/Smart Phone Application.

It is the responsibility of each supervisor who requests a cellular/smart phone for an employee to inform them of these guidelines. Employees who are making application to receive must sign the official request form. See guidelines Attachment A.

Hagerstown Community College

Cellular/Smart Phone or Data Plan
Application

Date: _____

Employee Name: _____

Title: _____

Department: _____

The application form below must be completed and signed by the applicant and then submitted to the immediate supervisor. The supervisor will submit the application to the area Executive Officer for approval. Please allow thirty days for adequate time for completion of this process.

A cell phone is justified for these reasons (mark all that apply) - *how the cell phone will support the college's business and improve the employee's ability to do his/her job.*

☐ This employee is involved in institutional, time-sensitive decision making that includes making critical decisions with widespread impact for the college or is required on a <u>regular</u> basis to be available during non-business hours.

☐ This employee has frequent job-related travel.

☐ This employee typically works in the field or at job sites where access to a telephone is not readily available and is deemed necessary for work responsibilities.

☐ This employee is a member of the Emergency Operations Team.

☐ Other:

A data plan (optional) is justified for these reasons (mark all that apply) - *how the plan will support the college's business and improve the employee's ability to do his/her job.*

☐ This employee has frequent job-related travel requiring access to email and other content on mobile computing devices.

☐ This employee frequently works in the field away from access to traditional land-based data equipment and services and requires frequent access to email and other content on mobile computing devices.

☐ Other: _____

The type of plan requested to meeting the above obligations is:

☐	☐	

Type of plan needed:　　voice only plan　　voice and data plan

I have read and agree to all the current Hagerstown Community College cellular/smart phone guidelines and had the opportunity to discuss any usage questions with my supervisor and the Director of Information Technology. I understand that my cell phone number may be published and that the main intent of a cell phone is for business.

_____　　　_____
Employee signature　　　　　　　　　　　　　　Date

<u>Approval signatures</u>

_____　　　_____
Immediate Supervisor　　　　　　　　　　　　President or

　　　　　　　　　　　　　　　　　　　　　　　　　Vice President of Administration and Finance

_____　　_____
Area Executive Officer　　　　　　　　　　　Director, Information Technology

Attachment A

Acknowledgement of Receipt of College Cellular/Smart Phone Guidelines

I acknowledge that I have read, understood and received a copy of the college's guidelines on cellular/smart phone usage.

I understand that in accepting a cellular/smart phone that I am knowingly and willingly agreeing to comply with the college's guidelines.

_____
Employee Name (Print & Sign)

_____
Date Signed

Acknowledgement of Receipt of College Cellular/Smart Phone Equipment

I acknowledge that I have received cellular/smart phone equipment as described below:

_____
Employee Name (Print)

_____
Date Signed

APPENDIX E

Remote Access Policy

Hagerstown Community College
Remote Access Guidelines

Purpose and Scope

The purpose of this document is to provide guidelines for Remote Access connections to the Hagerstown Community College trusted administrative network. These standards are designed to minimize the potential exposure to Hagerstown Community College from damages, which may result from unauthorized use of Hagerstown Community College resources. Damages include the loss of sensitive or College confidential data, intellectual property, damage to public image, damage to critical Hagerstown Community College internal systems, etc.

These guidelines apply to all Hagerstown Community College employees, contractors, consultants, temporaries, and other workers including all personnel affiliated with third parties utilizing remote access to access the Hagerstown Community College network. To secure access for students in advanced courses, special approval is required from the Associate Dean of Instructional Technology and the Vice President of Academic Affairs. These guidelines apply to the implementation of all remote access. The objectives of this document are to:

1. Provide guidelines to employees who hold jobs or have assignments that regularly require work to be completed outside of normal business hours;
2. Ensure that all labor laws are strictly adhered to in order to protect employees;
3. Provide a system for monitoring and routinely regulating remote access usage to better meet the needs of the college.

Approved Hagerstown Community College employees and authorized third parties (customers, vendors, etc.) may utilize the benefits of remote access, which are a "user managed" service. This means that the user is responsible for selecting an Internet Service Provider (ISP), coordinating installation, installing any required software, and paying associated fees.

Additionally,

1. It is the responsibility of employees with remote access privileges to ensure that unauthorized users are not allowed access to Hagerstown Community College internal networks via their remote access.
2. Remote access use is to be controlled using password authentication. When actively connected to the administrative network, remote access will force all traffic to and from the PC over the remote access tunnel: all other traffic will be dropped.
3. Dual (split) tunneling is NOT permitted; only one network connection is allowed.
4. Remote access gateways will be set up and managed by the Hagerstown Community College Information Technology (IT) Department.
5. All computers connected to Hagerstown Community College internal networks via remote access or any other technology must use the most up-to-date anti-virus software that is the administrative standard. Information on this software can be obtained from HCC's IT Department.
6. All computers connected to Hagerstown Community College internal networks via remote access must have the latest operating system security patches applied. Information on these patches can be obtained from HCC's IT Department.

7. Users of computers that are not Hagerstown Community College-owned equipment must configure the equipment to comply with Hagerstown Community College's Remote Access and Network guidelines.
8. Only IT approved remote access clients may be used.
9. By using remote access technology with personal equipment, users must understand that their machines are a de facto extension of Hagerstown Community College's network, and as such are subject to the same rules and regulations that apply to Hagerstown Community College-owned equipment, i.e., their machines must be configured to comply with all Hagerstown Community College Security Policies.
10. Peer-to-peer software is not allowed over remote access.
11. Individuals with remote access privileges are expected to abide by HCC's policy on the Use of Computing, Network and Communications Resources, all other pertinent HCC's policies and guidelines, and applicable federal laws such as FERPA and HIPPA.
12. Computer with multiple user accounts (ie true multiuser hosts) are not allowed to create remote access connections to the trusted network for the entire host and its users. Note: At this time we know of no way to allow single user VPN connections on multiuser computers.
13. Remote access is NOT intended to provide an ongoing telework arrangement.

Eligibility

Utilizing remote access may be an appropriate tool to conduct college business when it is demonstrated that an employee's work can only be enhanced in this way. These guidelines include all full-time faculty and exempt employees. Non-exempt employees are not granted access unless there are special circumstances and require additional permissions. Remote access does not constitute a work from home schedule. The following criteria are provided in order to determine an employee's need for VPN access:

1. **Institutional, time-sensitive decision making**: An employee whose responsibility includes making critical decisions with widespread impact for the college and is required on a regular basis to be available during non-business hours.
2. **Frequent job-related travel**: An employee who travels on a routine basis in the course of performing job-related responsibilities and their duties require frequent connectivity to HCC.
3. **Emergency response**: An employee who is a member of the Emergency Operations Team and has duties requiring connectivity to HCC's networks.
4. **Serious accumulation of work flow**: An employee whose inability to connect to HCC will cause a serious backlog of work flow and negatively impact HCC business.
5. **Require access to specialized software**: An employee who utilizes specialized software only available through HCC.

Approval

Requests for VPN access must be approved by the employee's supervisor, area Executive Officer, and Vice President of Administration and Finance and President. The Director of Information Technology is responsible for providing advice on the most appropriate equipment to meet the job responsibility of an employee being considered for remote access. Anyone found to violate these guidelines may have their network access privileges temporarily or permanently revoked and may be subject to disciplinary action. Employees' remote access will also terminate at an appropriate time at the end of their employment with the College. Generally this privilege is only offered to HCC full-time employees. Consultants, non-exempt, and part-time employees will need additional approval from the President.

Hagerstown
Community
College
Remote
Access
Reques
t

Date: _____   Employee Name: _____

Title: _____   Department: _____

This application form below must be completed and signed by the applicant, then submitted to the appropriate supervisor. The supervisor will submit the application to the area Executive Officer, and additional administrators as required for approval. Remote access does not constitute a work from home schedule. Please allow thirty days to complete this process.

Remote access is justified for these reasons (mark all that apply) - *how the remote access will support the college's*
business and improve the employee's ability
to do his/her job.

☐   This employee is involved in institutional, time-sensitive decision making that includes making critical decisions with widespread impact for the college or is required on a <u>regular</u> basis to be available during non-business hours.

☐   This employee travels on a routine basis in the course of performing job-related responsibilities and their duties require frequent connectivity to HCC.

☐   This employee is a member of the Emergency Operations Team and has duties requiring connectivity to
HCC's networks.

☐   This employee's inability to connect to HCC will cause a serious backlog of work flow and negatively
impact HCC business.

☐   This employee utilizes specialized software only available through

☐   HCC. Please list: Other:

I have read, understand and agree to the current Hagerstown Community College Remote Access guidelines and have had the opportunity to discuss any usage questions with my supervisor, Human Resources, the Director of Information Technology and the Associate Dean of Instructional Technology and Online Education.

_____   _____
Employee   signature
Date

Approval Signatures

125

_____
Date

_____

_____
   Immediate Supervisor

_____
   Area Executive Officer

_____
   President or Vice President of Administration and Finance

_____   _____
   Human Resources   Date

_____   _____
   Director, Information Technology or Associate Dean of   Date
   Instructional Technology and Online Education

APPENDIX F

Use of Computing, Network and Communications Resources Policy

Policy No.: 5093

Board Approved: September 21, 2004

Revised: April 22, 2014

Use of Computing, Network and Communications Resources Policy

Hagerstown Community College will provide access to students, faculty, staff, and others by special arrangement and ensure that College computing, network and communication resources are used appropriately in the conduct of College-related business and activities. The College encourages users to utilize available technologies to explore educational topics, conduct research, and contact others in the context of their professional duties.

All users are expected to utilize these resources in a responsible, respectable and ethical manner. Use is governed by all federal, state, and local laws and any related College policies, guidelines and procedures.

Any unauthorized, deliberate action, which damages or disrupts a computing system or network, alters its normal performance, or causes it to malfunction, is not permitted. Maintenance of computer and network systems by anyone other than authorized Information Technology staff is prohibited.

Computer resources are the property of the College. All files and electronic communications created or stored on equipment or media covered under this policy are the property of the College. As a general practice, the administration does not review information stored on College systems and networks for the purpose of inspecting the work of individual employees. However, for appropriate operational, investigative, or legal reasons the administration reserves the authority to access information on its systems with or without an employee's consent or prior knowledge. Except in emergencies, College access to information without the consent of the employee requires the approval of the Executive Director of Human Resources and the employee's area Associate Dean, Dean, Vice President or President. In emergency situations,

approval is required by the President or the Vice President of Administration and Finance in the President's absence.

The College reserves the right to monitor, audit, and review files, directories, Internet logs and communications to maintain system integrity and to ensure that employees are using the College systems in accordance with policies and procedures and applicable federal and state laws.

HCC will establish formal procedures and guidelines to ensure that only authorized users access information systems. The proper management and use of computing, network and communications resources are basic requirements for protecting HCC information assets. These procedures and subsequent procedures/standards/controls will cover the entire "lifecycle" of user access; including, initial account provisioning to revocation.

Hagerstown Community College considers any violation of this policy and related procedures to be a serious offense. Failure to abide by this policy and related procedures and guidelines may result in temporary or permanent denial of access to HCC computing systems. Inappropriate use may warrant disciplinary action up to and including termination

APPENDIX G

Social Media Policy

Hagerstown Community College Social Media Policy

Draft

<u>Philosophy</u>

Social media is a powerful communication tool and one that Hagerstown Community College (HCC) actively uses to educate, inform, and collaborate with its students, staff, faculty, and alumni, as well as members of the community. Social media provides college staff and faculty with the ability to reach students outside the classroom and a way to better inform the public about college news and events.

<u>Purpose</u>

The Social Media Policy is intended to ensure that any and all social media interactions on behalf of Hagerstown Community College (HCC) represent HCC's best interests and to better assist college employees in effective online communication.

This policy governs social media usage by employees and students at HCC on behalf of the institution and applies only to social media accounts created to represent college groups, departments, programs, entities, etc., and does not apply to private, personal, or individual accounts.

Definition

This policy is designed to provide guidelines and best practices for employees posting online material on behalf of HCC. For the purposes of this policy, the term "social media" refers to any website or Web-based tool used for online publication and commentary including, but not limited to, blogs, wikis, and social networking sites such as Facebook and Twitter. This policy complements and is part of any existing or future policies regarding the use of technology, computers, mobile devices, email, and the Internet.

Employees and students are subject to the same laws, professional expectations, and guidelines when interacting online with students, parents, alumni, donors, and the media as they are in person. Fans and followers of official college accounts agree to respect the terms of individual social networking sites and understand that HCC officials have the right to remove any content that is deemed to be offensive, inappropriate, of a harassing or threatening nature, or can be construed as defamation of character. Profane language will also be removed. HCC has the right to block posts from fans or followers who violate these guidelines. HCC is not responsible for posts or comments made by fans, followers, or visitors to HCC's social media accounts.

These guidelines are broad in nature as social media technology is constantly evolving and no one policy or procedure can address all the particular situations and circumstances that may arise.

Related College Polices

I.   Acceptable Computer Usage (Policy No. 5093)
II.   Code of Trust (Policy No. 2030)
III.   Code of Student Conduct (Policy No. 4040)
IV.   Free Speech & Anti-Discrimination (Policy No. 4042)
V.   Solicitation Policy (Policy No. 8069)

APPENDIX H

IT Inventory

APPENDIX I

Classroom Instructional Technology Inventory

2013-2014 HCC Instructional Spaces

BLDG	ROOM	TYPE/CONTACT PERSON	CAP	SEATING	INSTRUCTIONAL EQUIPMENT	Technology Tiers: High, Medium, Low, Lab
Athletic, Recreation and Community Center						
ARCC	201	Dance Studio *Amy Sterner/Jane Duff*	30		Mirrored Wall, Spin Cycle, Dumbbells, Floor Mats, Jump Ropes, Exercise Bar and Large Exercise Ropes	Low
ARCC	220	Lecture *Jane Duff*	32	32 chairs	1 Instructor Computer, LCD Projector, Amplifier, DVD/VCR Combo Unit, Wall Screen - Manual, 2 Blackboards, A/V Cart, Presentation Remote	Medium
ARCC	224	Lecture *Jane Duff*	28	30 chairs	1 Instructor Computer, LCD Projector, Amplifier, DVD/VCR Combo Unit, Television, Wall Screen – Manual, Blackboard, A/V Cart, 3 Overhead Projectors, Presentation Remote	Medium
ARCC	225	Lecture *Jane Duff*	26	28 chairs	1 Instruction Computer, LCD Projector, Amplifier, DVD/VCR Combo Unit, 3 Televisions, Wall Screen – Manual, Blackboard, A/V Cart, Presentation Remote	Medium
ARCC	WC	Wellness/Fitness Center *Jane Duff*	30		Weights, Cycles, Ellipticals, Treadmills, Weight Training Machines, Rowing Machines, Dumbbells, 2 Wall Mounted TV's	Low
Advanced Technology Center						
ATC	105	Microscopy Lab *Robin Thomas*	22	16 chairs	6 Computer Stations, LCD Projector, Amplifier, DVD/VCR Combo Unit, Whiteboard/Easel, Overhead Projector	Medium
ATC	109					
ATC	110	CLOSED FOR RENOVATION				
ATC	115	Computer Lab (MAC) *Sherry Plank*	20	20 chairs	20 Student Computers, 1 Instructor Computer, LCD Projector, Amplifier, DVD/VCR Combo Unit, Wall Screen – Manual, Printer, Presentation Remote	Computer Lab/Medium
ATC	116	Computer Lab *Sherry Plank*	22	22 chairs	22 Student Computers, 1 Instructor Computer, LCD Projector, Amplifier, DVD/VCR Combo Unit, VGA Multiplier, Color Printer, Presentation Remote	Computer Lab/Medium
ATC	121	CLOSED FOR RENOVATION				Medium
ATC	132	Lecture *Rita Arch*	32	Stadium Seating	1 Instructor Computer, LCD Projector, Amplifier, Videoconferencing System, Document Camera, DVD/VCR Combo Unit, VCR, Wall Screen – Manual, Stadium Seating	Medium
ATC	139	CLOSED FOR RENOVATION				Medium
ATC	140	Interactive Video Classroom *Brenda Huffman*	28	29 chairs	1 Instructor Computer, LCD Projector, Video Presentation Camera, Document Camera, DVD/VCR Combo Unit, Wall Screen – Mounted, Whiteboard, Chalkboard, Speaker Phone, Slide Projector	Medium
ATC	200	Computer Systems Repair Lab *Sherry Plank*	20	20 chairs	20 Student Computers, 1 Instructor Computer, LCD Projector, VGA Multiplier, Wall Screen - Electric	Computer Repair Lab/Medium
ATC	201	Computer Lab *Sherry Plank*	30	30 chairs	30 Student Computers, 1 Instructor Computer, LCD Projector, Amplifier, DVD/VCR Combo Unit, Wall Screen - Manual	Computer Lab/Medium
ATC	202	Computer Lab *Sherry Plank*	19	19 chairs	19 Student Computers, 1 Instructor Computer, LCD Projector, DVD/VCR Combo Unit, Wall Screen – Manual, A/V Cart, Printer, Scanner	Computer Lab/Medium
ATC	211	CLOSED FOR RENOVATION				
ATC	212	CLOSED FOR RENOVATION				
ATC	213A	CLOSED FOR RENOVATION			LCD Projector, Amplifier, DVD/VCR Combo Unit, Wall Screen – Manual, Printer, Presentation Remote	Medium
ATC	213B	CLOSED FOR RENOVATION				
Behavioral and Social Sciences Building						
BSH	101	Lecture Room *Jackie Taylor*	30	32 chairs	1 Instructor Computer, Touch Panel, Processor, LCD Projector, Switcher, Document Camera, DVD/VCR Combo Unit, A/V Cart, Presentation Remote	High
BSH	102	Lecture Room *Jackie Taylor*	30	32 chairs	1 Instructor Computer, Touch Panel, Processor, LCD Projector, Switcher, Document Camera, DVD/VCR Combo Unit, A/V Cart, Presentation Remote	High
BSH	103	Lecture Room *Jackie Taylor*	30	30 chairs	1 Instructor Computer, Touch Panel, Processor, LCD Projector, Switcher, Document Camera, DVD/VCR Combo Unit, A/V Cart, Presentation Remote	High
BSH	104	Lecture Room *Jackie Taylor*	30	34 chairs	1 Instructor Computer, Touch Panel, Processor, LCD Projector, Switcher, Document Camera, DVD/VCR Combo Unit, A/V Cart, Presentation Remote	High
BSH	109	Lecture Room *Jackie Taylor*	30	31 chairs	1 Instructor Computer, Touch Panel, Processor, LCD Projector, Switcher, Document Camera, DVD/VCR Combo Unit, AV Cart, Presentation Remote	High
BSH	110	Lecture Room *Rita Arch*	30	33 chairs	1 Instructor Computer, Touch Panel, Processor, LCD Projector, Switcher, Document Camera, DVD/VCR Combo Unit, A/V Cart, Presentation Remote	High
BSH	111	Lecture Room *Rita Arch*	30	31 chairs	1 Instructor Computer, Touch Panel, Processor, LCD Projector, Switcher, Document Camera, DVD/VCR Combo Unit, A/V Cart, Presentation Remote	High
BSH	112	Language Classroom *Rita Arch*	30	27 chairs	1 Instructor Computer, Touch Panel, Processor, LCD Projector, Switcher, Document Camera, DVD/VCR Combo Unit, A/V Cart, Presentation Remote	High
BSH	114	Large Lecture Room *Jackie Taylor*	100+	Stadium Seating	1 Instructor Computer, Touch Panel, Processor, LCD Projector, Switcher, Document Camera, DVD/VCR Combo Unit, Microphone Receiver, A/V Cart, Presentation Remote	High
BSH	150	Conference Room *Jackie Taylor*	12	12 chairs	TV with USB Ports, Wireless Keyboard and Mouse	Low (TV w/PC connected)
Career Programs Building						
CPB	121	Lecture *Helen/Jan*	22	22 chairs	1 Instructor Computer, LCD Projector, Amplifier, Document Camera, DVD/VCR Combo Unit, Wall Screen - Manual, A/V Cart, Presentation Remote	Medium
CPB	122	Lecture *Helen/Jan*	28	28 chairs	1 Instructor Computer, LCD Projector, Amplifier, DVD/VCR Combo Unit, Wall Screen – Manual, A/V Cart, Presentation Remote	Medium
CPB	123	Lecture *Jan McLaughlin*	24	24 chairs	1 Instructor Computer, LCD Projector, Amplifier, 2 DVD/VCR Combo Units, Television, Wall Screen – Manual, A/V Cart, Presentation Remote	Medium
CPB	124	Lecture *Helen Sweeney*	28	28 chairs	1 Instructor Computer, LCD Projector, Amplifier, Document Camera, DVD/VCR Combo Unit, Wall Screen - Manual, A/V Cart, Presentation Remote	Medium
CPB	125	Lecture Hall *Jan McLaughlin*	66	Tiered Seating	1 Instructor Computer, Touch Panel, Processor, LCD Projector, Amplifier, Document Camera, DVD/VCR Combo Unit, Wall Screen – Electric, Whiteboard, A/V Cart	High
CPB	128A	Dental Assisting Lab *Helen Sweeney*	18	18 Dental Chairs	1 Instructor Computer, Dental Lab Equipment, 18 Operatories	Medium
CPB	128C	Dental Assisting Lecture *Helen Sweeney*	24	24 chairs	Dental Equipment	High
CPB	131	Lecture *Jan McLaughlin*	35	35 chairs	9 Student Computers, 1 Instructor Computer, Touch Panel, Processor, 2 LCD Projectors, Switcher, Document Camera, DVD/VCR Combo Unit, Wall Screen – Manual (laying on table), Whiteboard, A/V Cart	High
CPB	141	Art Instruction Lab *Rita Arch*	12	12 chairs	LCD Projector, VCR/DVD Combo Unit, Wall Screen - Manual	Medium
CPB	142	INT Instruction Room *Sherry Plank*	18	18 chairs	1 Instructor Computer, LCD Projector, Amplifier, Document Camera, DVD/VCR Combo Unit	Medium
CPB	142A	INT Lab/Workshop *Sherry Plank*	18	18 chairs (Shop)	Laptop Cart, Amplifier, Document Camera, LCD Projector, VCR/DVD Combo, Wall Screen - Manual	Medium
CPB	143	INT Lab *Sherry Plank*	18	18 chairs	LCD Projector, Wall Screen – Manual, Document Camera	Medium

CPB	151	RN Skills Lab *Jan McLaughlin*	24	24 chairs	LCD Projector, Amplifier, Document Camera, DVD/VCR Combo Unit, Wall Screen – Manual	Medium
CPB	152	CAN/GNA/MAP Skills Lab *Jan McLaughlin*	24	24 chairs	LCD Projector, Amplifier, Document Camera, DVD/VCR Combo Unit, Wall Screen – Manual	Medium
CPB	154	PN Skills Lab *Jan McLaughlin*	24	24 chairs	LCD Projector, Amplifier, Document Camera, DVD/VCR Combo Unit, Wall Screen – Manual	Medium
CPB	155	RN Skills Lab *Jan McLaughlin*	24	24 chairs	LCD Projector, Amplifier, Document Camera, DVD/VCR Combo Unit, Wall Screen – Manual	Medium
CPB	158A	RAD Imaging Lab *Helen Sweeney*	18	18 chairs	LCD Projector, Amplifier, Document Camera, DVD/VCR Combo Unit, Wall Screen – Manual	Medium
CPB	158C	RAD Positioning Lab *Helen Sweeney*	18	18 chairs	LCD Projector, Amplifier, Document Camera, DVD/VCR Combo Unit, Wall Screen – Manual	Medium
CPB	159	Mammography Lab *Helen Sweeney*	18	18 chairs		N/A
CPB	160	RAD Instruction *Helen Sweeney*	50	50 chairs	1 Instructor Computer, Touch Panel, Processor, LCD Projector, Switcher, DVD/VCR Combo Unit, Wall Screen - Manual, Whiteboard, A/V Cart	High
CPB	161	Medical Assisting *Helen Sweeney*	20	20 chairs	LCD Projector, Amplifier, Document Camera, DVD/VCR Combo Unit, Wall Screen – Manual	Medium
CPB	162	RAD Classroom *Helen Sweeney*	20	20 chairs	LCD Projector, Amplifier, Document Camera, DVD/VCR Combo Unit, Wall Screen – Manual	Medium
CPB	163	RAD Lab *Helen Sweeney*	20	20 chairs	LCD Projector, Amplifier, Document Camera, DVD/VCR Combo Unit, Wall Screen – Manual	Medium
CPB	164	EMT Instruction Room *Helen Sweeney*	22	22 chairs	1 Instructor Computer, Touch Panel, Processor, LCD Projector, Switcher, DVD/VCR Combo Unit, Television, Wall Screen - Manual, Whiteboard, A/V Cart	High
CPB	170E	Seminar Room *Helen Sweeney*	10	10 chairs	LCD Projector, Amplifier, Document Camera, DVD/VCR Combo Unit, Wall Screen – Manual	Medium
CPB	171	Computer Lab *Helen Sweeney*	19	19 chairs	18 Student Computers, 1 Instructor Computer, LCD Projector, Amplifier, Document Camera, DVD/VCR Combo Unit, Wall Screen – Manual	Computer Lab/Medium
CPB	172	Phlebotomy Lab *Helen Sweeney*	12	12 chairs	LCD Projector, Amplifier, Document Camera, DVD/VCR Combo Unit, Wall Screen – Manual	Medium
CPB	173	Bio Tech Lab *Robin Thomas*	24	24 chairs	LCD Projector, Amplifier, Document Camera, DVD/VCR Combo Unit, Wall Screen – Manual, A/V Cart	Medium
CPB	175	Micro Biology Lab *Helen Sweeney*	24	24 chairs	LCD Projector, Amplifier, Document Camera, DVD/VCR Combo Unit, Wall Screen – Manual, A/V Cart	Medium
CPB	210	Elliott Center Conference Room *Mida Clipp*	40	40 chairs	1 Instructor Computer, Touch Panel, Processor, LCD Projector, Switcher, DVD/VCR Combo Unit, Wall Screen - Electric, Whiteboard, A/V Cart	High
CPB	211	Elliott Center Conference Room *Mida Clipp*	48	48 chairs	1 Instructor Computer, Touch Panel, Processor, LCD Projector, Switcher, DVD/VCR Combo Unit, Wall Screen - Electric, Whiteboard, A/V Cart	High
CPB	212	Elliott Center Conference Room *Mida Clipp*	40	40 chairs	1 Instructor Computer, Touch Panel, Processor, LCD Projector, Switcher, Document Camera, DVD/VCR Combo Unit, Wall Screen - Electric, Whiteboard, A/V Cart	High
CPB	213	Elliott Center Conference Room *Mida Clipp*	48	48 chairs	1 Instructor Computer, Touch Panel, Processor, LCD Projector, Switcher, Document Camera, DVD/VCR Combo Unit, Wall Screen - Electric, Whiteboard, A/V Cart	High
CPB	214	Elliott Center Conference Room *Mida Clipp*	40	40 chairs	1 Instructor Computer, Touch Panel, Processor, LCD Projector, Switcher, DVD/VCR Combo Unit, Wall Screen - Electric, Whiteboard, A/V Cart	High
CPB	230	Lecture Classroom *Mida Clipp*	20	20 chairs	1 Instructor Computer, LCD Projector, Amplifier, DVD/VCR Combo Unit, Wall Screen - Manual, Whiteboard, A/V Cart	Medium
CPB	232	Lecture Classroom *Mida Clipp*	20	20 chairs	1 Instructor Computer, LCD Projector, Amplifier, Document Camera, DVD/VCR Combo Unit, Wall Screen - Manual, Whiteboard, A/V Cart	Medium
Kepler						
KEP	100	Kepler Theater *Jason Buhrman*	491	Theater Seating	LCD Projector, Sound Board, TV/DVD/VCR Combo Unit, CD/Cassette Player, Minidisc Player, AV Cart, Wall Screen - Electric	Medium
AMPH		Amphitheater *Jason Buhrman*	200	Theater Seating		Low
KEP	101	Dance/Drama Studio *Rita Arch*	18	18 chairs	LCD Projector, Blu-ray Player	Low
KEP	103	Art Classroom *Rita Arch*	18	18 chairs	1 Instructor Computer, Touch Panel, Processor, LCD Projector, Swticher, Document Camera, Blu-ray Player, DVD/VCR Combo Unit, Whiteboard, Speakers, A/V Cart, Presentation Remote	High
KEP	105	Art Studio *Rita Arch*	12	12 Easels & Stools	1 Instructor Computer, Touch Panel, Processor, LCD Projector, Switcher, Blu-ray Player, Document Camera, A/V Cart, Presentation Remote	High
KEP	106	Conference Room *Rita Arch*	10	10 chairs	1 Instructor Computer, Conference Table, Whiteboard	High
KEP	117	General Classroom *Rita Arch*	30	33 chairs	1 Instructor Computer, Touch Panel, Processor, LCD Projector, Switcher, Document Camera, Blu-ray Player, DVD/VCR Combo Unit, Whiteboard, Speakers, A/V Cart, Presentation Remote	High
KEP	128	Dressing Room *Robin Shaner/Jason Buhrman*	16	15 chairs	TVs connected to control room feed	Low (TV for viewing Theater)
KEP	201	Small Practice Room *Rita Arch*	4	4 chairs		N/A
KEP	202	Small Practice Room *Rita Arch*	4	4 chairs		N/A
KEP	203	Individual Practice Room *Rita Arch*	2	2 chairs		N/A
KEP	204	Music Ensemble Room *Rita Arch*	12	12 chairs	1 Instructor Computer, Baby Grand Piano, Electronic Keyboard, Drum Set, 2 Piano Benches, Whiteboard	Medium (on cart)
KEP	205	Individual Practice Room *Rita Arch*	2	2 chairs		N/A
KEP	206	Individual Practice Room *Rita Arch*	2	2 chairs		N/A
KEP	207	Individual Practice Room *Rita Arch*	2	2 chairs		N/A
KEP	209	General Classroom *Rita Arch*	30	30 chairs	1 Instructor Computer, Touch Panel, Processor, LCD Projector, Switcher, Document Camera, Blu-ray Player, DVD/VCR Combo Unit, Speakers, A/V Cart, Presentation Remote	High
KEP	210	Multimedia Lab *Rita Arch*	21	21 chairs	22 Student Apple Mac Computers, 1 Instructor Apple Mac Computer, Touch Panel, Processor, LCD Projector, Switcher, Document Camera, Blu-ray Player, A/V Cart, Electric Keyboard, Laser Printer, Epson Color Printer, Whiteboard, 2 Storage Cabinets, Presentation Remote	Computer Lab/High

Learning Resources Center						
LRC	102	Lecture (not wireless) *No Priority*	24	24 chairs	1 Instructor Computer, LCD Projector, Amplifier, Document Camera, DVD/VCR Combo Unit, Wall Screen – Electric, Whiteboard, A/V Cart, Presentation Remote	Medium
LRC	108	Lecture (not wireless) *Jackie Taylor*	48	48 chairs	1 Instructor Computer, Touch Panel, Processor, LCD Projector, Switcher, Document Camera, DVD/VCR Combo Unit, Wall Screen – Electric, Whiteboard, A/V Cart, Presentation Remote	High
LRC	116	Lecture (not wireless) *Rita Arch*	49	51 chairs	1 Instructor Computer, Touch Panel, Processor, LCD Projector, Switcher, Document Camera, DVD/VCR Combo Unit, Wall Screen – Electric, Whiteboard, A/V Cart, Presentation Remote	High
LRC	121	Lecture *Jackie Taylor*	30	32 chairs	1 Instructor Computer, LCD Projector, Amplifier, Document Camera, DVD/VCR Combo Unit, Wall Screen – Manual, Presentation Remote	Medium
LRC	122	Computer Lab *Cassie Taylor (day)* *Sherry Plank (eve)*	30	30 tables 32 chairs	1 Instructor Computer, 2 LCD Projectors, Wall Screen – Manual	Computer Lab/Medium
LRC	133	Lecture *Cassie Taylor*	18	18 chairs	1 Instructor Computer, LCD Projector, Amplifier, Document Camera, DVD/VCR Combo Unit, Wall Screen – Manual	Medium
LRC	135	Police Academy Only *Deedra Thomas*	32	32 chairs	1 Instructor Computer, LCD Projector, Amplifier, DVD/VCR Combo Unit, VGA Multiplier, Whiteboard, Respondus	Medium
LRC	141	Lecture *Cassie Taylor*	30	30 chairs	1 Instructor Computer, Touch Panel, Processor, 2 LCD Projectors, Switcher, Document Camera, DVD/VCR Combo Unit, Whiteboard	High
LRC	148	Movement/Dance Classroom *No furniture* *No Priority*	20	Open Floor Room (No Furniture)	1 Instructor Computer, LCD Projector, Document Camera, DVD/VCR Combo Unit, Whiteboard, A/V Cart	Medium
LRC	201	Conference Room *Library Staff*	13	13 chairs	1 Instructor Computer, LCD Projector, TV/VCR Combo Unit, Phone, Whiteboard	Low
LRC	208	Library Research Instruction Room *LuAnn Fisher*	27	27 chairs	23 Student Computers, 1 Instructor Computer, LCD Projector, Amplifier, DVD/VCR Combo Unit, Wall Screen - Manual, Printer	Medium
LRC	319	Lecture *Cassie Taylor*	25	11 tables	LCD Projector, VCR, Whiteboard	Medium
LRC	335	Computer Lab *Jackie Taylor*	33	33 chairs	33 Student Computers, 1 Instructor Computer, LCD Projector, Amplifier, Document Camera, DVD/VCR Combo Unit, Whiteboard, Printer	Medium
LRC	342	Adult Ed Classroom Only *Cassie Taylor*	30	30 chairs	LCD Projector, Amplifier, Document Camera, DVD/VCR Combo Unit, Whiteboard	Medium
LRC	344	Lecture *Cassie Taylor*	30	30 chairs	LCD Projector, A/V Cart	Medium
LRC	346	Lecture *Cassie Taylor*	40	40 chairs	LCD Projector, Amplifier, Document Camera, DVD/VCR Combo Unit, Whiteboard	Medium
Learning Support Center						
LSC	113	Lecture *Cassie Taylor*			1 Instructor Computer, Touch Panel, Processor, LCD Projector, Switcher, Document Camera, Blu-ray Player	
LSC	114	Lecture *Cassie Taylor & Robin Thomas*	60	59 chairs	1 Instructor Computer, Touch Panel, Processor, 2 LCD Projectors, Switcher, Document Camera, Blu-ray Player	High
LSC	122	Lecture *Cassie Taylor*	35	35 chairs	1 Instructor Computer, Touch Panel, Processor, LCD Projector, Switcher, Document Camera, Blu-ray Player	High
Science, Technology, Engineering and Math						
STEM	101	Mathematics Computer Lab *Robin Thomas*	40	40 chairs	39 Student Computers, 1 Instructor Computer, Touch Panel, Processor, LCD Projector, Switcher, Document Camera, Blu-ray Player	Computer Lab/High
STEM	102	Mathematics Computer Lab *Robin Thomas*	20	21 chairs	20 Student Computers, 1 Instructor Computer, Touch Panel, Processor, LCD Projector, Switcher, Blu-ray Player	Computer Lab/High
STEM	103	Mathematics Computer Lab *Robin Thomas*	20	21 chairs	20 Student Computers, 1 Instructor Computer, Touch Panel, Processor, LCD Projector, Switcher, Document Camera	Computer Lab/High
STEM	109	Cybersecurity Computer Lab *Robin Thomas*	18	18 chairs	17 Student Computers, 1 Instructor Computer, Touch Panel, Processor, LCD Projector, Switcher	Computer Lab/High
STEM	110	Cybersecurity Computer Lab *Robin Thomas*	15	15 chairs	15 Laptops, LCD Projector	Computer Lab/Medium
STEM	201	Physics/Gen Science Lab *Robin Thomas*	24	24 chairs (Lab Pods)	Touch Panel, Processor, LCD Projector, Switcher, Blu-ray Player	High
STEM	203	Engineering/Gen Science Lab *Robin Thomas*	24	24 chairs	7 computers, Touch Panel, Processor, LCD Projector, Switcher, Blu-ray Player	High
STEM	208	Alternative Energy & Instrumentation Lab *Sherry Plank*	24	24 chairs	Touch Panel, Processor, LCD Projector, Switcher, Blu-ray Player	High
STEM	301	Science Lecture Room *Robin Thomas*	36	36 chairs	Touch Panel, Processor, LCD Projector, Switcher, Blu-ray Player	High
STEM	302	Biotechnology Lab *Robin Thomas*	24	24 chairs (Lab Pods)	Touch Panel, Processor, LCD Projector, Switcher, Blu-ray Player	High
STEM	304	Microbiology Lab *Robin Thomas*	24	24 chairs (Lab Pods)	Touch Panel, Processor, LCD Projector, Switcher, Blu-ray Player	High
STEM	305	Lecture *Jackie Taylor & Robin Thomas*	36	36 chairs	Touch Panel, Processor, LCD Projector, Switcher, Blu-ray Player	High
STEM	307	Biology Lab *Robin Thomas*	24	24 chairs (Lab Pods)	Touch Panel, Processor, LCD Projector, Switcher, Blu-ray Player	High
STEM	308	Mathematics Classroom *Robin Thomas*	40	40 chairs	Touch Panel, Processor, LCD Projector, Switcher, Blu-ray Player	High
STEM	313	Instrumentation/Lecture *Sherry Plank*	24	24 chairs	Touch Panel, Processor, LCD Projector, Switcher, Blu-ray Player	High
STEM	401	Lecture *Robin Thomas*	30	33 chairs	Touch Panel, Processor, LCD Projector, Switcher, Document Camera, Blu-ray Player, Wall Screen – Manual, A/V Cart	High
STEM	402	Anatomy & Physiology Lab *Robin Thomas*	24	24 chairs (Lab Pods)	Touch Panel, Processor, LCD Projector, Switcher, Document Camera, Blu-ray Player, Wall Screen – Manual, A/V Cart, Printer	High
STEM	404	Anatomy & Physiology Lab *Robin Thomas*	24	24 chairs (Lab Pods)	Touch Panel, Processor, LCD Projector, Switcher, Document Camera, Blu-ray Player, DVD/VCR Combo Unit, Wall Screen – Manual, A/V Cart	High
STEM	405	Lecture *Rita Arch*	36	36 chairs	Touch Panel, Processor, LCD Projector, Switcher, Document Camera, Blu-ray Player, Wall Screen – Manual, A/V Cart	High
STEM	407	Science Classroom *Robin Thomas*	50	48 chairs	Touch Panel, Processor, LCD Projector, Switcher, Document Camera, Blu-ray Player, DVD/VCR Combo Unit, Wall Screen - Manual, A/V Cart	High
STEM	408	Lecture *Robin Thomas*	20	20 chairs	Touch Panel, Processor, LCD Projector, Switcher, Document Camera, Blu-ray Player	High
STEM	409	Mathematics Classroom *Robin Thomas & Jackie Taylor*	36	36 chairs	Touch Panel, Processor, LCD Projector, Switcher, Document Camera, Blu-ray Player, Wall Screen – Manual, A/V Cart	High
STEM	501	Chemistry Lab *Robin Thomas*	24	24 chairs (Lab Pods)	Touch Panel, Processor, LCD Projector, Switcher, Document Camera, Blu-ray Player, Wall Screen – Manual, A/V Cart, Printer	High
STEM	503	Organic Chemistry Lab *Robin Thomas*	24	24 chairs (Lab Pods)	Touch Panel, Processor, LCD Projector, Switcher, Document Camera, Blu-ray Player, Wall Screen – Manual	High
STEM	506	Science Classroom *Robin Thomas*	36	40 chairs	Touch Panel, Processor, LCD Projector, Switcher, Document Camera, Blu-ray Player, Wall Screen – Manual, A/V Cart	High
STEM	507	Lecture *Robin Thomas*	20	18 chairs	Touch Panel, Processor, LCD Projector, Switcher, Document Camera, Blu-ray Player, Wall Screen – Manual, A/V Cart	High
STEM	508	Conference Room/Classroom *Robin Thomas*	10	16 chairs	Touch Panel, Processor, LCD Projector, Switcher, Document Camera, Blu-ray Player, Wall Screen – Manual, A/V Cart	High

Student Center					
SC	1	Conference Room *Heather Barnhart*	24	24 chairs	1 Instructor Computer, LCD Projector, Wall Screen - Manual	Medium
Technical Innovation Center					
TIC	208	Conference Room *Mary Saum*	18	16 chairs 8 tables	1 Instructor Computer, LCD Projector, Videoconferencing System, Whiteboard	Medium
TIC	323	Video Conferencing *Mary Saum*	24	24 chairs	1 Instructor Computer, LCD Projector, Videoconferencing System, Whiteboard	Medium
Valley Mall Center					
VM	2	Computer Lab *Angela Kelley*	14	14 chairs	13 Student Computers, 1 Instructor Computer, LCD Projector, Wall Screen - Manual, Printer, Scanner	Computer Lab/Medium
VM	3	Lecture *Angela Kelley*	18	18 chairs	LCD Projector, DVD/VCR Combo Unit, Wall Screen – Manual, Overhead Projector, Presentation Remote	Medium
VM	4	Lecture *Angela Kelley*	18	18 chairs	LCD Projector, DVD/VCR Combo Unit, Television, Wall Screen – Manual, A/V Cart, Slide Projector, Presentation Remote	Medium
VM	5	Computer Lab *Angela Kelley*	10	10 chairs	9 Student Computers, 1 Instructor Computer	Computer Lab/Low?
VM	6	Conference Room *Angela Kelley*	40-60	60 chairs	LCD Projector, Amplifier, Wireless Microphone/Receiver Unit, VGA Multiplier, TV/DVD/VCR Combo Unit, Wall Screen – Manual, Overhead Projector, Slide Projector, Power Center, Presentation Remote	Medium
VM	7	Adult Ed Lecture - Credit *Cassie Taylor*	24	24 chairs	LCD Projector, Amplifier, DVD/VCR Combo Unit, A/V Cart, Presentation Remote, Power Strip	Medium
VM	8	Lecture - Credit *Cassie Taylor*	24	24 chairs	LCD Projector, Amplifier, TV/VCR/DVD Combo Unit, A/V Cart	Medium

Campus Computer Classrooms

BLDG	ROOM	USE	STUDENT STATIONS	TEACHER STATIONS	SOFTWARE
*ATC**	*109*	*Classroom/ In transition*	*14*	*1*	*In transition*
*ATC**	*110A*	*Classroom/ In transition*	*18*	*1*	*In transition*
ATC	115	Mac Computer Classroom *Sherry Plank*	16 pc's, 3 MACs		CS4 Master Collection, Music software
ATC	116	CAD/GDT *Sherry Plank*	20 PC's	1 pc	Adobe and Macromedia products, MS Office, Electronic Music Software
ATC	200	Computer Training Classroom *Sherry Plank*	20	1	A+ lab, MS Office
ATC	201	Computer Classroom *Sherry Plank*	30	1	MS Office
ATC	202	Computer Classroom *Sherry Plank*	15		
*ATC**	*212*	*Classroom/ In transition*	*?*	*?*	*In transition*
LRC	122	Computer Programming Classroom *Sherry Plank/Debbie Daley*	30	1	Matlab
LRC	141	Computer Classroom *Cassie Taylor*	16	1	MS Office
LRC	208	Student Computer Lab (do <u>not</u> schedule) Library Staff	25	1	
LRC	335	Computer Lab *Debbie Daley*	24	1	MS Office
CPB	171	Computer Lab Allied Health *Helen Sweeney*	18	1	
STEM	101	Math Computer Lab *Robin Thomas (Sherry Plank)*	40	1	
STEM	102	Computer Lab *Robin Thomas (Sherry Plank)*	20	1	(MLC incorporated in LSC)
STEM	103	Computer Lab *Robin Thomas (Sherry Plank)*	20	1	(MLC incorporated in LSC)
STEM	109	Computer Lab *Sherry Plank*	15	1	
STEM	110	Computer Lab *Sherry Plank*	15	1	
VM	2	Computer Classroom *Sharon Rhodes*	14	1	
VM	5	Computer Classroom *Sharon Rhodes*	10	1	

Key for Equipment
Need to add in identification numbers and warranty information and when installed

E – Eiki
C – Chalkboard
P – Projector
S - Screen
TV – TV
VCR
O – overhead
W – whiteboard
S – speakers
O – Other (grid whiteboard), not wireless

APPENDIX J

Unit Planning Summaries for FY16

Academic Testing Services

AREAS OF AGREEMENT:
- IT: Accuplacer scores into Datatel – Add to Tech Council agenda per GA (Craig and Julie)
  FOLLOW-UP ISSUES:
- Orientation checklist for boarding new adjuncts, including Fletcher Center, academic support, SLOA, etc.
- Incorporate online courses into final exam schedule (Dave) Verification of online students – What are reasonable exceptions? (Dave)

Behavioral and Social Sciences – Education, Human Services, History, Psychology & Sociology

NOTES:
- QM rubric related to faculty evaluating their online classes continuing
- HST hybrid being piloted this semester.
- "The Testing Center is outstanding!" "LT is amazing!"

Business, Accounting, and Economics

NOTES:
- Completers: Scheduling has a definite impact - Offering courses offered year round, online offerings, catalog more flexible
- GA: Credit for life experience not as high in BUS, MGT, ACC area is an area that needs to be pursued. Needs more visibility in business community. Lori: Kaplan's "Open College" might be good model and includes credit for life experience, MOOCs, traditional offerings as options are front and center on their website

Campus Police and Safety (CPS)

FOLLOW-UP ISSUES:
- Follow up: Status of flip charts for classrooms (Ad Hoc Safety Committee for review - Julie Horton)?

Continuing Education

NOTES:
- Online programming – How much does CE offer beyond Ed2Go? Approx. 12 in-house courses have not been successful. Adobe Connect offered through Carroll, FCC and HCC partnerships. Dearborn for real estate. Looking for other programs to offer. Still using Moodle and hybrid offerings.

Developmental Education (DE)

FOLLOW-UP ISSUES:
- Online courses offered except ENG 098. Need screening mechanism - Work with PIE to create profile and use it to create gateway to let students in (CTL form, # 3)

Disabilities Services

AREAS TO BE STUDIED:
- ADA Compliance in Online Courses – Julie Horton

NOTES:
- Offer workshops in Fletcher Center for faculty about disability services and ensuring ADA compliance in courses

English and Speech

NOTES:
- Implemented SPD 103 online - Should we consider making YouTube presentations available for public viewing beyond the faculty member and students – What are legal ramifications of public speaking YouTube presentations?

Information Systems Technology

FOLLOW-UP ISSUES:
- Academic Standards - FY14 summary requested study of TCS offerings (????) - Julie Horton
- Require a perquisite course (e.g. Success in online coursework), students must take before taking online IST courses.
- **Handicapped staying at Microsoft 7: IT may not understand teaching needs – Final version of MS 9 due in April 2015. Add to Tech Council agenda (Julie H): Need plan to go to 9 on July 1 – Craig: What will this cost?? This is IST's top resource need.

Information Technology

ATTENDEES:
Guy Altieri, Craig Fentress, Julie Horton, Barbara Macht, Robert Mitchell, Christina Kilduff, Chris McAfee, Brad Shepard, Jackie Simmons, Ryan Spurrier

AREAS OF AGREEMENT:
- New KPI: email to Help Desk
- New KPI: # work orders annually
- New KPI: # access points on campus – (FY12: 70; FY13:115; FY14:140)
- New KPI: # virtual servers (FY14:186)

- Internet bandwidth KPIs
- Eliminate "800" number unless executive officers have concern – Send concerns to GA, CK, BEM, and CF (Many companies moving away from 800 numbers. HCC very limited usage - $45-50/mo.)
- PIE – ODS: Brad Shepard to be set up as administrator (CF has created Sequel server for PIE.)
- Paper Cut (Student printing solution) - Need feedback from VP Kilduff – How much will we charge per page per student? CF recommends 5 cents/page - GA recommends 6-6.5 cents
- Move Educause to institutional memberships ($1500)
- TIC: Do upgrades office by office; only IT staff should do wiring and add it to contract – will require revised contracts, along with charges for additional IT support, vehicles, etc. CF send Christina revisions and she will work with Dean Shank and Janice Riley
- Margaret wants to move to Windows 10 – Not moving to that

AREAS TO BE STUDIED:
- Power users across campus by executive area (Colleague and PC) – Send list by early December
- Lap top carts – Scheduling critical here – What can be solved through scheduling in labs? (e.g., Police Academy, etc.) – need administrative guidelines, including grant funded equipment

FOLLOW-UP ISSUES:
- Hopkins partnership should give us exposure to world class experts that may help us with decisions with administrative IT and curriculum development.
- Middle States documents needed
- **ITSP: #618 probably at peak and expected decline to within next five years - need to address impact on academic development, mobile devices, land lines, etc. – need to address in ITSP.
- **Non-student usage: Cost of cell phones (data plans) from $3000 to $1700/mo. – addressed in ITSP descriptively, but need analysis – Mitch and Craig.
- **What are we going to invest in? Not invest in – what will we leave behind? Important for financial breakdown for ITSP (GA)
- **Add analysis of TrackIt to ITSP
- **Bandwidth solutions (redundancy could cost additional $60-80,000) Craig recommending waiting for Yale Drive extension. "Needs to be spelled out in plan." (GA)
- **Plan for VDI (GA) – What is the plan and cost over next five years? More going into LSC next year, limited for administrative offices (could be storage issues). MS agreement has VDI component
- **Report writing from PIE needs to be part of ITSP
- 47 cell phones issued to staff
- Access points will need to be upgraded every 3-5 years
- Executive retreat in January: Go through list of employees for those who can share a phone extension (Dawn Reed and Mitch) and Mitch to give guidelines
- IT Users' Guide – To be completed by Dec 1
- Security plan/policy needs to go to BOT (Dr. Altieri)

NOTES:
- Operating budget from FY 15 ($1m) compared to FY 16 ($1.6m) – excludes salaries
- More advance reporting features for Raiser's Edge (reporting tool was not purchased)
- Antietam Cable has been very responsive to our needs, per Craig. Can change bandwidth with "a flip of the switch."
- Not big enough to buy our own IP addresses
- Report writing – not covered in CTL form
- Enrollment Management and de-registration reports are responsibility of C Davis
- Jeannie will be retiring in January 2015 (handles SFA and HR reports)
- Cost of Ellucian keeps rising as we buy new products and maintenance agreements (e.g. Student Planning)
- $300-500,000 to upgrade from Unidata to Sequel (probably not for at least five years) – most using it are new clients

APPENDIX K

PCs by Building

PCs by building

Building	PCs
ATC	135
CPB	49
KEP	21
LRC	77
STEM	191
VM	26
Mobile	310
ASA	17
STC	3
LRC	195
TESTING	90
TOTAL	1114

APPENDIX L

Overview of Mobile/Tablet Assets

Count	Asset	Serial Number	MAC Address	Value		Name	
					Apple iPad Assets - P0023300		
1	09902	SDMPMVLAVFK11	78:FD:94:72:98:43	$	569.00		
2	09903	SDMPMVLSNFK11	78:FD:94:72:A2:78	$	569.00		
3	09904	SDMPMVL94FK11	78:FD:94:72:A0:C2	$	569.00		
4	09905	SDMPMVL8EFK11	78:FD:94:72:A2:C2	$	569.00		
5	09906	SDMPMVLQLFK11	78:FD:94:72:AB:F3	$	569.00		
6	09907	SDMPMVL85FK11	78:FD:94:72:AA:3F	$	569.00	Emma Sigler	
7	09908	SDMPMVLSGFK11	78:FD:94:72:9D:16	$	569.00	Andrew Sindaco	
8	09909	SDMPMVLSWFK11	78:FD:94:72:A0:18	$	569.00	Braelyn Starkey	
9	09910	SDMPMVLG0FK11	78:FD:94:72:7C:23	$	569.00	Jordyn Truax	
10	09911	SDMPMVL9NFK11	78:FD:94:72:9E:DF	$	569.00	Mikayla Weese	
11	09912	SDMPMVLDLFK11	78:FD:94:72:81:A8	$	569.00	Luke Draper	
12	09913	SDMPMVLC4FK11	78:FD:94:72:86:5E	$	569.00	Martin Elliott	
13	09914	SDMPMVL7TFK11	78:FD:94:72:A8:99	$	569.00	Thomas Coe	
14	09915	SDMPMVLBKFK11	78:FD:94:72:8F:0F	$	569.00	Briana Coulter	
15	09916	SDMPMVLX0FK11	78:FD:94:72:80:9E	$	569.00	Alec Cantner	
16	09917	SDMPMVLQZFK11	78:FD:94:72:A5:7C	$	569.00	Nathaniel Harrell	
17	09918	SDMPMVL9YFK11	78:FD:94:72:93:C9	$	569.00	Joseph Heavner	
18	09919	SDMPMVAUZFK11	78:FD:94:6B:27:D4	$	569.00	Ene Erekosima	DAMAGED
19	09920	SDMPMVLAYFK11	78:FD:94:72:8F:E0	$	569.00	Victoria Gossard	
20	09921	SDMPMVLSHFK11	78:FD:94:72:9C:D0	$	569.00	Kyleigh Flook	
21	09922	SDMPMVLTLFK11	78:FD:94:72:92:37	$	569.00		
22	09923	SDMPMVLTHFK11	78:FD:94:72:99:2B	$	569.00		
23	09924	SDMPMVL9SFK11	78:FD:94:72:99:B3	$	569.00		
24	09925	SDMPMVL74FK11	78:FD:94:72:AA:F1	$	569.00		
25	09926	SDMPMVLWCFK11	78:FD:94:72:8E:FD	$	569.00		
26	09927	SDMPMVLSBFK11	78:FD:94:72:A1:B8	$	569.00		
27	09928	SDMPMVLCYFK11	78:FD:94:72:91:40	$	569.00		
28	09929	SDMPMVLW3FK11	78:FD:94:72:84:95	$	569.00		
29	09930	SDMPMVL7RFK11	78:FD:94:72:A3:EE	$	569.00		
30	09931	SDMPMVLEJFK11	78:FD:94:72:6F:CC	$	569.00		
31	09932	SDMPMVL9RFK11	78:FD:94:72:9E:75	$	569.00		
32	09933	SDMPMVLRWFK11	78:FD:94:72:A7:B3	$	569.00	Natalie McHale	
33	09934	SDMPMVLC5FK11	78:FD:94:72:85:40	$	569.00	Amanda McPherson	
34	09935	SDMPMVLT5FK11	78:FD:94:72:9B:C7	$	569.00	Brandi Kidwell	
35	09936	SDMPMVLTJFK11	78:FD:94:72:99:12	$	569.00	Dana Lutz	
36	09937	SDMPMVLAZFK11	78:FD:94:72:87:1F	$	569.00		
37	09938	SDMPMVLREFK11	78:FD:94:72:A4:15	$	569.00	Connor Norton	
38	09939	SDMPMVL71FK11	78:FD:94:72:AC:0F	$	569.00	Temitope Moses	DAMAGED
39	09940	SDMPMVLBMFK11	78:FD:94:72:8C:69	$	569.00	Nichole Reel	
40	09941	SDMPMVLT4FK11	78:FD:94:72:9A:11	$	569.00		
41	09942	SDMPMVLBQFK11	78:FD:94:72:87:AA	$	569.00	Jacob Hoover	
42	09943	SDMPMVL7UFK11	78:FD:94:72:B4:48	$	569.00	Breanna Barnhart	
43	09944	SDMPMVLQXFK11	78:FD:94:72:B8:11	$	569.00		
44	09945	SDMPMVLS1FK11	78:FD:94:72:A2:E0	$	569.00		
45	09946	SDMPMVL9DFK11	78:FD:94:72:9A:49	$	569.00	Victoria Neal	
46	09947	SDMPMVLX8FK11	78:FD:94:72:8E:92	$	569.00		
47	09948	SDMPMVL9JFK11	78:FD:94:72:9B:39	$	569.00		
48	09949	SDMPMVLS8FK11	78:FD:94:72:A6:CF	$	569.00		
49	09950	SDMPMVL6SFK11	78:FD:94:72:AD:10	$	569.00		
50	09951	SDMPMVL83FK11	78:FD:94:72:A3:24	$	569.00		
51	09952	SDMPMVL9LFK11	78:FD:94:72:9D:04	$	569.00	Emma Seibert	
52	09953	SDMPMVL64FK11	78:FD:94:72:EA:63	$	569.00		
53	09954	SDMPMVLS4FK11	78:FD:94:72:A7:3E	$	569.00	Temitope Moses	
54	09955	SDMPMVL06FK11	78:FD:94:72:F5:C5	$	569.00	Ene Erekosima	
55	09956	SDMPMVAPVFK11	78:FD:94:6B:29:BA	$	569.00		
56	09957	SDMPMVLS6FK11	78:FD:94:72:A3:98	$	569.00		
57	09958	SDMPMVL9CFK11	78:FD:94:72:9A:68	$	569.00		
58	09959	SDMPMVLTMFK11	78:FD:94:72:A0:2F	$	569.00		
59	09960	SDMPMVLR1FK11	78:FD:94:72:B6:4C	$	569.00		
60	09961	SDMPMVL8SFK11	78:FD:94:72:A1:2E	$	569.00		

	Apple iPad Assets - P0023445				
Count	Asset	Serial Number	MAC Address	Value	
1	10139	SDLXN3BH7FK11	68:D9:3C:D1:BC:7A	$ 599.00	Brenda Butler
2	10140	SDLXN3BCQFK11	68:D9:3C:CF:ED:BE	$ 599.00	Veronica Stein
3	10141	SDLXN3BW6FK11	68:D9:3C:D8:6F:0E	$ 599.00	Theresa Shank
4	10142	SDMQMWC2AFK11	80:E6:50:3A:68:9F	$ 579.00	Casey McKnight
5	10143	SDMQMWCEAFK11	80:E6:50:3B:E8:84	$ 579.00	Christopher Kepler
6	10144	SDMQMWC48FK11	80:E6:50:3A:A4:15	$ 579.00	Ralph Huffman
7	10145	SDMQMWB11FK11	80:E6:50:3C:1B:DB	$ 579.00	Jennifer Hewett
8	10146	SDMQMW9ZXFK11	80:E6:50:3C:C9:88	$ 579.00	Cassandra Hershey
9	10147	SDMQMWBFVFK11	80:E6::50:3A:F3:93	$ 579.00	Conner Greenlee
10	10148	SDMQMWC54FK11	80:E6:50:34:A5:A4	$ 579.00	Charles Ford
11	10149	SDMQMWC02FK11	80:E6:50:3B:9D:4C	$ 579.00	Elizabeth Culp
12	10150	SDMQMWBWYFK11	80:E6:50:3A:2A:18	$ 579.00	LT
13	10151	SDMQMWD16FK11	80:E6:50:3C:59:E5	$ 579.00	LT
14	10152	SDMQMWD4BFK11	80:E6:50:2F:84:C8	$ 579.00	Wendy Roberts
15	10153	SDMQMWAZ1FK11	80:E6:50:3D:00:98	$ 579.00	Sarah Moore
16	10154	SDMQMWC5TFK11	80:E6:50:35:A4:E9	$ 579.00	Denise Howell Danzberger
17	10155	SDMQMWC27FK11	80:E6:50:3B:A9:CD	$ 579.00	Tina Welsh
18	10156	SDMQMWBA8FK11	80:E6:50:3A:F5::8E	$ 579.00	LD Keebaughter
19	10157	SDMQMWCTMFK11	80:E6:50:36:9A:68	$ 579.00	Kristin Zambrano
20	10158	SDMQMWCBFFK11	80:E6:50:36:90:38	$ 579.00	Patricia Wichser
21	10159	SDMQMWCCCFK11	80:E6:50:3C:BA:DE	$ 579.00	Richard Smith
22	10160	SDMQMWCYVFK11	80:E6:50:35:82:8D	$ 579.00	Rachel Rosebrock
23	10161	SDMQMWB3WFK11	80:E6:50:39:4B:CF	$ 579.00	Ciara Preston

	Apple iPad Assets - P0022853				
Count	Asset	Serial Number	MAC Address	Value	Assigned to
1	9744	DMPM65JLFK11	34:E2:FD:D8:33:F7	$599.00	Theresa Shank
2	9745	DMPM65DCFK11	34:E2:FD:D6:FD:B0	$599.00	Jeannine Stonestreet
3	9746	DMPM63VKFK11	34:E2:FD:DE:ED:E3	$599.00	Melinda Kowalsky
4	9747	DMPM63F6FK11	34:E2:FD:DE:EC:F3	$599.00	
5	9748	DMPM636EFK11	34:E2:FD:DF:49:93	$599.00	Louise Wine
6	9749	DMPM63BRFK11	34:E2:FD:DF:5E:4A	$599.00	Malissa Hudson
7	9750	DMPM6535FK11	34:E2:FD:D7:86:47	$599.00	Luanne Fisher

		Apple iPad Assets - P0022499					
Count	Asset	Serial Number	MAC Address	Value	Faculty Member	Office	
1	09608	SDMPLV0B0FK11	AC:CF:5C:29:A0:06	$ 599.00	Angela Stoops	CPB 166	
2	09609	SDMPLV0FQFK11	AC:CF:5C:2F:DF:F2	$ 599.00	Lori Olden	CPB 166	
3	09610	SDMPLV00PFK11	AC:CF:5C:31:BF:48	$ 599.00	Jess Monroe	CPB 166	
4	09611	SDMPLV0F2FK11	AC:CF:5C:34:43:D7	$ 599.00	Michelle McDaniel	CPB 166	
5	09612	SDMPLV00XFK11	AC:CF:5C:30:C3:4F	$ 599.00	Dave Warner	LRC 315	
6	09613	SDMRLT3X3FK11	AC:CF:5C:3A:3A:C6	$ 579.00	Jeannine Stonestreet	BSH 148	LOST Jeannine is repaying HCC
7	09614	SDMPLV0JUFK11	AC:CF:5C:37:7D:E0	$ 579.00	Mary Beth Chaney	BSH 147	
8	09615	SDMPLV0GJFK11	AC:CF:5C:30:E1:A9	$ 579.00	David Maruszewski	ATC 206	
9	09616	SDMPLV04GFK11	AC:CF:5C:31:92:16	$ 579.00	Erick Williams	BSH 136	
10	09617	SDMPLV01JFK11	AC:CF:5C:26:A9:C4	$ 579.00	Sean Maher	ATC 134	
11	09618	SDMPLV00CFK11	AC:CF:5C:23:F6:09	$ 579.00	Cynthia Dove	STEM 419	
12	09619	SDMPLV0PNFK11	AC:CF:5C:33:11:8F	$ 579.00	Bev Witmer	CPB 164	
13	09620	SDMPLV0SCFK11	AC:CF:5C:37:F6:4F	$ 579.00	Learning Technology	LRC 138	
14	09621	SDMPLV0QXFK11	AC:CF:5C:33:D7:F2	$ 579.00	Brenda Huffman	LRC 138	
15	09622	SDMPLV0B2FK11	AC:CF:5C:37:F4:9C	$ 579.00	Gina Yurek	CPB 1100	
16	09623	SDMPLV0VDFK11	AC:CF:5C:27:07:20	$ 579.00	Bev Witmer	CPB 165	
17	09624	SDMPLV0FUFK11	AC:CF:5C:33:7E:75	$ 579.00	Bev Witmer	CPB 165	
18	09625	SDMPLV015FK11	AC:CF:5C:26:AF:D9	$ 579.00	Fonda Franklin	HR	
19	09626	SDMRLT2GNFK11	AC:CF:5C:34:AE:20	$ 579.00	Daniel Ryan	BSH 139	
20	09627	SDMPLV0CSFK11	AC:CF:5C:28:7D:15	$ 579.00	Suzannah Moran	BSH 142	
21	09628	SDMRLT377FK11	AC:CF:5C:33:B9:DC	$ 579.00	DJ Madron	BSH 140	
22	09629	SDMPLV03DFK11	AC:CF:5C:32:BA:99	$ 579.00	Luann Fisher	Library	
23	09630	SDMPLV0HTFK11	AC:CF:5C:2E:71:FA	$ 579.00	Meredith Sumner	LRC 117	
24	09631	SDMPLV0F3FK11	AC:CF:5C:31:B9:4E	$ 579.00	Bev Witmer	CPB 165	
25	09632	SDMPLV0H8FK11	AC:CF:5C:25:82:7A	$ 579.00	HR	HR	

Middle College iPad Assets P0022293					
Asset	Serial Number	MAC Address	Value		
9460	DMPLH0LPF183	90:B2:1F:49:93:7A	$579.00	Nasu Conteh	
9461	DMPLGBJSF183	90:B2:1F:3B:CD:E0	$579.00	Nader Fawaz	
9462	DMPLGCHSF183	90:B2:1F:3C:B0:C2	$579.00	Matt Cumblidge	
9463	DMPLGBL6F183	90:B2:1F:3A:B8:3B	$579.00		No charger
9464	DMPLGBRMF183	90:B2:1F:3D:31:77	$579.00		No charger
9465	DMPLGCG5F183	90:B2:1F:3D:F2:32	$579.00	Lili Zheng	
9466	DMPLGBT5F183	90:B2:1F:39:D0:51	$579.00	Morgan Angle	
9467	DMPLGCLEF183	90:B2:1F:3B:CC:B6	$579.00	Olivia Lohman	
9468	DMPLGBZFF183	90:B2:1F:3B:CC:BF	$579.00	Klaire Williams	
9469	DMPLGBWVF183	90:B2:1F:3B:0B:1C	$579.00	James Coe	GRADUATED HCC
9470	DMPLJ02WF183	90:B2:1F:50:70:F4	$599.00	Nathanael Saunders	
9471	DMPLJ02BF183	90:B2:1F:4B:FD:57	$599.00	Bill Stewart	
9472	DMPLJ026F183	90:B2:1F:4C:0A:4A	$599.00	Julie Horton	
9473	DMPLJ045F183	90:B2:1F:50:71:93	$599.00		No charger
9474	DMPLJ03PF183	90:B2:1F:50:71:8D	$599.00	Teresa Thorn	

Microsoft Surface Pro Assets - P0023894					
Count	Asset	Serial Number	Value	Faculty Member	Office
1	10177	000280443353	$ 955.00	Theresa Shank	CPB 221E
2	10178	000308343353	$ 955.00	Lita Orner	CPB 138A
3	10179	058485543253	$ 955.00	Jennifer Felice	ASA 302
4	10180	063192743253	$ 955.00	Molly Carlson	LRC 313
5	10181	060055543253	$ 955.00	Lisa Stewart	LRC 303
6	10182	060365143253	$ 955.00	Joan Johnson	BSH 130
7	10183	056395743253	$ 955.00	Thomas Crawford	STEM 524
8	10184	060161743253	$ 955.00	Lori Manilla	
9	10185	066785343253	$ 955.00	Vennece Fowlkes	
10	10186	056344643253	$ 955.00	Margaret Spivey	ATC 119
11	10187	001764343353	$ 955.00	Jennifer Knight	HR
12	10188	000293743353	$ 955.00	Bonnie Saunders	ASA 801
13	10189	001899143353	$ 955.00	Adam Bridendolph	STEM 429
14	10190	074992443253	$ 955.00	Christy Kilduff	ATC 126
15	10191	062821243253	$ 955.00	Ann Shepard	ATC 125 F
16	10198	13004643653			
	10199	9892743653			

Microsoft Surface Pro Assets - P0022861						
Count	Asset	Serial Number	IAC Addres	Value	Faculty Member	Office
1	09751	035662632253		$ 582.99	Molly Carlson	LRC 313
2	09752	005217632253		$ 582.99	Teresa Weedon	CPB 110I
3	09753	028666732853		$ 582.99	LT	LRC 134
4	09754	008525132353		$ 582.99	Alicia Drumgoole	BSH 124
5	09755	011565330653		$ 582.99	Judy McDaniel	CPB 110P
6	09756	014715332253		$ 582.99	Jessica Chambers	STC129B
7	09757	008930132353		$ 582.99	IT	

Microsoft Surface Pro Assets - P0022515						
Count	Asset	Serial Number	IAC Addres	Value	Faculty Member	Office
1	09717	017337732353		$ 765.90	Lori Spessard	LRC 113
2	09718	011861432353		$ 765.90	Nancy Thorpe	STEM 518
3	09719	028223432353		$ 765.90	Learning Technology	LRC 134
4	09720	017268432353		$ 765.90	Barb Macht	ATC
5	09721	009323432353		$ 765.90	Melinda May	BSH
6	09722	034834632253		$ 765.90	Stacey McGee	LRC 107
7	09723	031186232253		$ 765.90	Sean Maher	
8	09724	036279132253		$ 765.90	Lore Kuehnert	
9	09725	019729732353		$ 765.90	Craig Fentress	CPB
10	09726	017167632353		$ 765.90	Dave Karn	LRC 107

APPENDIX M

2015 Mission, Vision and Strategic Goals

MISSION STATEMENT

The central purpose of Hagerstown Community College is to offer a diverse array of courses and programs designed to address the curricular functions of university transfer, career entry or advancement, adult basic skills enhancement, general and continuing education, as well as student and community service.

VISION STATEMENT

HCC will be a learner-centered, accessible, life-long learning institution dedicated to student and community success.

STRATEGIC GOALS – 2018 Update with 2018 Goals

- Strategic Goal 1 – Maintain Strategic Change and Continuous Quality Improvement Systems
- Strategic Goal 2 – Maintain a Responsive, Dynamic Curriculum and Teaching Excellence
- Strategic Goal 3 – Strengthen Enrollment Management Systems and Improve Student Retention and Program Completion
- Strategic Goal 4 – Expand Community and Business Services and Strategic Partnerships and Alliances
- Strategic Goal 5 – Expand and Enhance Online Programs and Services
- Strategic Goal 6 – Improve Human Resource Development Systems, Practices and Procedures
- Strategic Goal 7 – Align Technology Enhancements, Facilities Development, and Safety and Security Practices with Mission-Based Priorities
- Strategic Goal 8 – Enhance Financial Resource Development, Allocation, and Reallocation Strategies to Ensure the Efficient and Effective use of Available Funds and Resources

APPENDIX N

QM 2014 Rubric

QUALITY MATTERS

QM

Quality Matters™ Rubric Standards
Fifth Edition, 2014, with Assigned Point Values ■■■

Standards		Points
Course Overview and Introduction	1.1 Instructions make clear how to get started and where to find various course components.	3
	1.2 Learners are introduced to the purpose and structure of the course.	3
	1.3 Etiquette expectations (sometimes called "netiquette") for online discussions, email, and other forms of communication are clearly stated.	2
	1.4 Course and/or institutional policies with which the learner is expected to comply are clearly stated, or a link to current policies is provided.	2
	1.5 Minimum technology requirements are clearly stated and instructions for use provided.	2
	1.6 Prerequisite knowledge in the discipline and/or any required competencies are clearly stated.	1
	1.7 Minimum technical skills expected of the learner are clearly stated.	1
	1.8 The self-introduction by the instructor is appropriate and is available online.	1
	1.9 Learners are asked to introduce themselves to the class.	1
Learning Objectives (Competencies)	2.1 The course learning objectives, or course/program competencies, describe outcomes that are measurable.	3
	2.2 The module/unit learning objectives or competencies describe outcomes that are measurable and consistent with the course-level objectives or competencies.	3
	2.3 All learning objectives or competencies are stated clearly and written from the learner's perspective.	3
	2.4 The relationship between learning objectives or competencies and course activities is clearly stated.	3
	2.5 The learning objectives or competencies are suited to the level of the course.	3
Assessment and Measurement	3.1 The assessments measure the stated learning objectives or competencies.	3
	3.2 The course grading policy is stated clearly.	3
	3.3 Specific and descriptive criteria are provided for the evaluation of learners' work and are tied to the course grading policy.	3
	3.4 The assessment instruments selected are sequenced, varied, and suited to the learner work being assessed.	2
	3.5 The course provides learners with multiple opportunities to track their learning progress.	2
Instructional Materials	4.1 The instructional materials contribute to the achievement of the stated course and module/unit learning objectives or competencies.	3
	4.2 Both the purpose of instructional materials and how the materials are to be used for learning activities are clearly explained.	3
	4.3 All instructional materials used in the course are appropriately cited.	2
	4.4 The instructional materials are current.	2
	4.5 A variety of instructional materials is used in the course.	2
	4.6 The distinction between required and optional materials is clearly explained.	1
Learner Activities and Learner Interaction	5.1 The learning activities promote the achievement of the stated learning objectives or competencies.	3
	5.2 Learning activities provide opportunities for interaction that support active learning.	3
	5.3 The instructor's plan for classroom response time and feedback on assignments is clearly stated.	3
	5.4 The requirements for learner interaction are clearly stated.	2
Course Technology	6.1 The tools used in the course support the learning objectives and competencies.	3
	6.2 Course tools promote learner engagement and active learning.	3
	6.3 Technologies required in the course are readily obtainable.	2
	6.4 The course technologies are current.	1
	6.5 Links are provided to privacy policies for all external tools required in the course.	1
Learner Support	7.1 The course instructions articulate or link to a clear description of the technical support offered and how to obtain it.	3
	7.2 Course instructions articulate or link to the institution's accessibility policies and services.	3
	7.3 Course instructions articulate or link to an explanation of how the institution's academic support services and resources can help learners succeed in the course and how learners can obtain them.	2
	7.4 Course instructions articulate or link to an explanation of how the institution's student services and resources can help learners succeed and how learners can obtain them.	1
Accessibility and Usability	8.1 Course navigation facilitates ease of use.	3
	8.2 Information is provided about the accessibility of all technologies required in the course.	3
	8.3 The course provides alternative means of access to course materials in formats that meet the needs of diverse learners.	2
	8.4 The course design facilitates readability.	2
	8.5 Course multimedia facilitate ease of use.	2

APPENDIX O
Technology Security Policy

HAGERSTOWN COMMUNITY COLLEGE
Information Technology Security Policy

Hagerstown Community College acknowledges its obligation to ensure appropriate security for data and systems under its ownership and control. The College also recognizes its responsibility to promote awareness among faculty, staff and students. The Information Technology Security Policy provides the fundamental framework for ensuring the basic Information Technology security principles of confidentiality, integrity and availability are honored at Hagerstown Community College. The College will build and maintain a robust, adaptable and defensible security posture to address current and future needs and threats. The College's administration will develop guidelines for the design, implementation and maintenance of procedures for protecting the computer and data assets of the College. The guidelines will also provide guidance towards meeting compliance requirements as set forth in rules, standards, laws and regulations such as, but not limited to, the Family Educational Rights and Privacy Act, the Health Insurance Portability and Accountability Act and the Payment Card Industry Data Security Standard.

The guidelines will encompass a wide range of subjects including:

- Access Control
- System Operation and Administration
  - Separation of User and Administrative Functions
  - Back-up, Recovery and Archiving
  - System Standards and Documentation
  - Monitoring
  - Management Review of Access
- Security Management
  - Systems
  - Data
  - Data Center (Physical and Environmental)
  - Networks
  - Review, Testing and Compliancy
  - Monitoring and Reporting
- Information Systems Acquisition, Development and Maintenance
- Change Control Management

Every member of the College community is responsible for protecting the security of information and information systems by adhering all related policies and guidelines. Failure to comply with established policies and guidelines may result in the loss of computing privileges and / or disciplinary action.

The Director of Information Technology has the overall responsibility for the security of the College's information technologies. Implementation of security policies and guidelines is delegated throughout the College to various units.

The data steward is the College Office represented by the area administrator charged with the primary responsibility and authority to ensure that the College meets external and internal requirements for privacy and security of specific types of confidential and business data owned by the College. The data stewards, as a group, are responsible for recommending policy development, establishing standards and guidelines for College-wide data administration activities. They are also responsible for advising College groups, departments, units and individuals in security practices relating to these matters:

Financial information and transactions – Finance Office
Infrastructure, communications and security systems – Information Technology
Law enforcement information – Campus Police
Library circulation records – Library
Personnel information and security – Human Resources
Physical building security – Facilities Management and Planning
Regulated material information – Specific departments/units
Student loan, grants and scholarship information – Student Financial Aid
Student record information and confidentiality – Admissions, Records and Registration

APPENDIX P

Projections

Projections	FY09	FY10	FY11	FY12	FY13	FY14	FY15	FY16
Headcount (Credit)								
Faculty (Full-Time)								
Faculty – TCS* Division								
Support Staff (FTE)								
Support Staff – TCS, LT & IT								
Professional Staff								
Prof. Staff – TCS, LT & IT								
Instructional Computers								
IT Contracted Services								
IT Professional Development								
IT Capital Equipment								
IT & LT Operational Budget								

APPENDIX Q

COAT/QM Faculty Training

Online Instruction Training: Master List			COAT	Date	Moodle	Date	QM	Date
Bullett	Vicky	faculty	yes	FA/12				
Burge	Thomas	faculty	yes	FA/12				
Cameron	Shannon	faculty	yes	FA/12				
Eichelberge	Brian	adjunct						
Enyeart	Sarah	adjunct	yes	FA/12	yes	FA/12		
Heurich	Simone	adjunct						
Jennings	Scott	adjunct						
Ly	Tin	adjunct						
Moats	Marsha	adjunct						
Mortimer	Denny	adjunct						
Revercomb	Robert	adjunct	yes	SU/14				
Stewart	George	adjunct						
Sulchek	Ronald	adjunct						
Whitman	John	adjunct						
Cade	Frances	faculty			yes	SP/12		
Chaney	Mary Beth	faculty						
Jenness	Timothy	faculty	yes	SU/13	yes	FA/12		
Karn	David	faculty					yes	SU/13, FA/13
Kowalsky	Melinda	faculty	yes	SU/13				
Kuehnert	Loretta	faculty	yes	FA/13	yes	FA/12		
Madron	Daniel	faculty					Approved	SP14
McGee	Stacey	faculty			yes	SU/11		
Moran	Suzannah	faculty			yes	SP/12	yes	SP/10
Morgan	Jeff	faculty	yes	SU/13	yes	SP/12	yes	SP/08
Pierne	James	faculty	yes	SP/12	yes	SP/12		
Ryan	Daniel	faculty					yes	SP/10
Spessard†	Lori	faculty			yes	SU/11	yes	SU/08
Stonestreet	Jeannine	faculty						
Schwartz	Eric	faculty	yes	FA/13	yes	FA/12		
Thornhill	Loretta	faculty			yes	SP/12		
Williams	Erick	faculty						
Wine	Louise	faculty			yes	FA/12		
Bailey	Jeffrey	adjunct						
Bauer	Robert	adjunct	yes	SU/14				
Beachley	Donald	adjunct						
Callaham	Ruth	adjunct						
Creeden	Carl	adjunct						
Crowl	Vaughn	adjunct						

Dennis	Amy	adjunct			yes	SP/12		
Drabczyk	Matthew	adjunct						
Eberle	Kristin	adjunct						
Gift	Edward	adjunct						
Hayes	Michael	adjunct						
Hefner	Karrie	adjunct						
Horton	Julian	adjunct	yes	SU/13	yes	SU/13		
Keyser	Andrew	adjunct			yes	FA/11	yes	SP/08
Kitchen	Teresa	adjunct			yes	FA/12		
Leisher	Angela	adjunct			yes	SP/12	yes	SP/10
Lowans	Jerry	adjunct	enrolled	SU/14				
Marriott	Donna	adjunct			yes	FA/12		
Martin	Michael	adjunct						
Metz	Michael	adjunct	enrolled	SU/14				
Mussolino	Tina	adjunct						
Nastri	Frederick	adjunct						
Orendi	Jason	adjunct						
Renn	Jan	adjunct						
Sands-Kirki	Ellen	adjunct						
Schlosser	Lance	adjunct						
Shea	Michael	adjunct						
Sievers	Angela	adjunct			yes	FA/12		
Simmons	Jackie	adjunct			yes	SU/11		
Snyder	Richard	adjunct						
Stauch	Jason	adjunct						
Campbell	Richard	faculty	yes	SU/13				
Cross	Sonjurae	faculty	yes	SU/13	yes	SU/11		
Hawbecker	Carrie	faculty						
Kendrick	Rebecca	faculty	yes	SP/11	yes	SP/11		
Ketterling	Ardyce	faculty			yes	SP/11		
Niessner	James	faculty	approved	Jun-14				
Schoenenberger	Dawn	adjunct	yes	SU/12				
Adams	Jennifer							
Arnone	Nancy	adjunct						
Berger	Betty	adjunct	yes	SP/14			Approved	SP14
Berman	Kiah	adjunct	Incomplete	FA/14				
Bird	Lauren	adjunct						
Buhrman	Courtney	adjunct	enrolled	SU/14				
Carr	Kristina	adjunct	yes	SU/14				
Cuthbert	Elizabeth	adjunct						
Disbrow	Frank	adjunct						

Dopson	Jennifer	adjunct						
Fales	Sandra	adjunct	yes	SU/14				
Fornwalt	Jessica	adjunct						
Freeman	Jenna							
Frederick	Petra	adjunct						
Fulk	Paul	adjunct	yes	FA/12				
Geoffroy	Lynda	adjunct						
Grahl	Marti	adjunct	yes	FA/12	yes	FA/11		
Griffith	Matthew	adjunct						
Grimes	David	adjunct						
Henson	Deborah	adjunct	yes	FA/14				
Jackson	Sabine	adjunct	yes	SP/14				
Keely	Jeanette	adjunct						
Kemp	Joli	adjunct						
Kreps	Julie	adjunct	Incomplete	SU/14				
Kulusic	John	adjunct	yes	SU/14				
Lucas	Terasa	adjunct	enrolled	SU/14				
Malone	Charles	adjunct						
Mathers	David	adjunct						
Mitchell	Robert	adjunct						
Moore	James	adjunct	yes	FA/12				
Morris	Kathryn	adjunct						
Morris	Stephanie	adjunct						
Myers	Alicia	adjunct	yes	Jun-14				
Niessner	James	adjunct	yes	SU/14				
Rock	Caroline	adjunct						
Rubeck	Gerald	adjunct						
Scheppke	Alina	adjunct						
Seburn	Pamela	adjunct						
Stevens	Christopher	adjunct						
Sturniolo	Janice	adjunct						
Tilmans	Eric	adjunct						
Weber	Emma	adjunct						
Whitcraft	Jonathan	adjunct	yes	SU/14				
Wright	Rachel	adjunct						
Zaitova	Alfiya	adjunct						
Benchoff	Kate	faculty	yes	SP/12				
Bontempo	Joan	faculty			yes	SU/11	yes	SP/10
Drumgoole	Alicia	faculty	yes	SP/11	yes	FA/11		
Little	Alyssa	faculty	yes	FA/12	yes	FA/12		
Harsh	Michael	faculty			yes	SP/12	yes	SP/08

Johnson	Joan	faculty			yes	FA/12	yes	SP/10
Marschner	Joe	faculty			yes	SP/11	yes	SP/08
May	Melinda	faculty			yes	FA/12	yes	SP/10
Miller	Amanda	faculty					yes	SP/10
Seward	Thomas	faculty			yes	SU/12		
Webber	Daniel	faculty			yes	FA/12		
Aguado-Murray	Francesca	adjunct						
Alexander	Christopher	adjunct						
Avila	Jennette	adjunct						
Babylon	Michael	adjunct						
Bacchiocchi	Marie	adjunct	approved					
Barnhart	JoEllen	adjunct	yes	SP14	yes	FA/12		
Becker	Neil	adjunct						
Black	Thomas	adjunct						
Bock	Chelsea	adjunct						
Booth	Adam	adjunct						
Buhrman	Jason	adjunct						
Bushey	Nancy	adjunct						
Carey	Elizabeth	adjunct						
Carpenter	Karen	adjunct						
Curran	Stephanie	adjunct			yes	SU/11		
Dawson	Jonas	adjunct						
Dull	David	adjunct						
Fegan	Martina	adjunct						
Fisher	Benjamin	adjunct						
Ford	Jeanne	adjunct						
Gergely	Karen	adjunct	yes	FA/12	yes	FA/12		
Grimsley	Gloria Maria	adjunct	yes	SU/14				
Haddock-Martin	Audra	adjunct	yes	SP14			yes	SP/10
Hamme	Nora	adjunct						
Helmick	Arnold	adjunct						
Hershey	Robert	adjunct			yes	FA/12	yes	SP/08
Hurwitz	Tobias	adjunct						
Jenkins	Elizabeth	adjunct						
Jenkins Moreland	Kelly	adjunct						
Keller	Benita	adjunct	enrolled	SU/14				
Lawson	Jill	adjunct						
League	John	adjunct						
Moss-Sanders	Korby	adjunct			yes	FA/11		
Mowbray	Candice	adjunct						
Musser	Kathleen	adjunct						

Parks-Murphy	Lori	adjunct						
Prejean	Lisa	adjunct						
Reed-Young	Julia	adjunct						
Ritchick	Albert	adjunct						
Rotz	Duane	adjunct						
Rowe	James	adjunct						
Rupert	Gary	adjunct						
Scheerer	Anne	adjunct						
Shaner	Robin	adjunct			yes	FA/12		
Skrabak	Gwen	adjunct						
Spruill	R	adjunct						
Stevenson	Don	adjunct						
Stokes	Paula	adjunct						
Stotlemyer	Deborah	adjunct						
Thomas	Jennifer	adjunct	yes	SU/14	yes	FA/12		
Watson	Coleen	adjunct						
Wright	Stephen	adjunct						
Beirdneau	Jennifer	faculty	yes	FA/13	yes	SP/11		
Cissel	Paul	faculty	yes	FA/13				
Leonard	Rebecca	faculty						
Messenger	Heather	faculty						
Nally	Dawn	faculty			yes	FA/11		
Olden	Lori	faculty	approved	FA/13	yes	SP/12		
Rowland	Melanie	faculty			yes	SU/11		
Rowland	Tim	adjunct	yes	SP/13	yes	FA/12		
Skarzynski	Nancy	faculty			yes	FA/12		
Witmer	Beverly	faculty	Yes	FA/12	yes	FA/12	Approved	FA/13
Amos	Christopher	adjunct						
Cissel	Paul	adjunct						
Evans	April	adjunct	enrolled	SU/14				
Gargana	Timothy	adjunct						
Harper	Debra	adjunct	yes	SP14				
Lehman	Donald	adjunct						
McDaniel	Michelle	adjunct						
McIntire	Melinda	adjunct	yes	FA/10	yes	SU/12	yes	SP/10
Monroe	Jessie	adjunct						
Obitts	Melinda	adjunct						
Petre	Gail	adjunct						
Rice	Darren	adjunct						
Shetler	Dana	adjunct						
Weicht	Kelly	adjunct						

Stoops	Angela	adjunct	yes	SP/13			yes	SP/11
Ashby	Elaine	faculty			yes	FA/11		
Beecroft	Rebecca	faculty						
Bidle	Terry	faculty			yes	SU/11		
Crawford	Tom	faculty	approved	SP14			yes	SP/08
Dove	Cindy	faculty			yes	SU/11		
Jozik	Paul	faculty			yes	FA/12		
Karstaedt	David	faculty	yes	SP/13	yes	FA/12		
Kessler	Paula	faculty					yes	SP/08
Lewis	Christopher	faculty						
Manfre	Alicia	faculty	yes	SU/12	yes	FA/11		
Mason	Joe	faculty					Y	SP/08
Murphy	Bernie	faculty			yes	FA/11	yes	SP/08
Nickerson	Rosemary	faculty			yes	FA/11	yes	SP/08
Peisen	Judith	faculty			yes	SU/12		
Stein	Veronica	faculty	yes	SU/12	yes	SU/11		
Stover	Joshua	faculty						
Szczesniak	Jennifer	faculty						
Thorpe	Nancy	faculty	yes	SU/12	yes	SU/11	yes	SP/08
Biddinger	Theresa	adjunct	yes	SP14				
Bondoc	Flordeliza	adjunct						
Bowers	Linda	adjunct						
Burch	Christopher	adjunct						
Chace	Michael	adjunct	yes	SP/13				
Crawford	Carrie	adjunct	incomplete	SP/14				
Dockery	Anthony	adjunct						
Dogra	Anthony	adjunct						
Dogra	Gaurav	adjunct						
Dove	Stephen	adjunct						
Feeser	James	adjunct						
Garrett	Carol	adjunct						
Goetz	Sharon	adjunct						
Hose	Robert	adjunct						
Jozik	Maria	adjunct			yes	FA/12	yes	SP/08
Lindner	Jessie	adjunct	yes	SU/14				
Lindsay	Steven	adjunct						
Marquiss	Clayton	adjunct			yes	FA/11		
Mason	Gregg	adjunct						
Medaglia	Maxine	adjunct	yes	SU/13	yes	SP/12		
Mellott	Mathern	adjunct						
Naugle	Robert	adjunct						

Nelling	Chris	adjunct	yes	FA/12	yes	FA/11		
Nguyen	Mylynh	adjunct						
O'Brien	Andrew	adjunct						
O'Connor	Peter	adjunct	yes	SU/12	yes	SU/12		
Orkwiszewski	Terri	adjunct						
Roberts	Paula	adjunct						
Rouzer	Mindy	adjunct						
Shriver	Raymond	adjunct						
Sigler	Charles	adjunct						
Spanos	Annitsa	adjunct	yes	SU/12				
Stein	Eileen	adjunct	yes	SP/11				
Stouffer	Angela	adjunct						
Terlizzi	David	adjunct			yes	SU/11		
Trader	David	adjunct			yes	SP/12		
Wadel	Larry	adjunct						
Wilson	Karen	adjunct	yes	SU/14				
Blash	Michele	adjunct			yes	SU/11		
Hammond	Karen	adjunct			yes	FA/11		
Hudson	Malissa	faculty						
Kirchner	Sonja	faculty			yes	FA/11	yes	SP/08
Manilla	Lori	faculty	enrolled	SU/14	yes	SP/12		
McClain	Deb	faculty			yes	SP/12	yes	SP/08
Moorman	Sandra	adjunct			yes	SP/12		
Weedon	Teresa	faculty			yes	FA/12	yes	SP/10
Williams	Pat	faculty			yes	SU/11		
Yurek	Regina	faculty	yes	SP/14				
Andrews	Jamie	adjunct						
Baldassari	Sherry	adjunct						
Clutz	Susan	adjunct			yes	FA/11		
Coffman	Linda	adjunct						
Cosgrave	Donna	adjunct	approved	Jun-14				
Davis	Deborah	adjunct						
Drury	Barbara	adjunct						
Fedorczyk	Deanna	adjunct						
Garcia	Nicole	adjunct						
Guzman	Eliza	adjunct						
Huff	W.	adjunct						
Keyfauver	Kellin	adjunct						
Madikoto	Marjorie	adjunct						
McCleaf	Diane	adjunct						
Morrisey	Kathy	adjunct						

Last	First	Role						
Moser	Staci	adjunct						
Quaile	Kathleen	adjunct						
Rohrer	Patricia	adjunct						
Shaw	Arby	adjunct						
White	DeLaura	adjunct						
Yurek	Gina		yes	SP/14				
Bridendolph	Adam	faculty						
Gift	Trudy	faculty			yes	FA/12		
Fergeson	Robert	faculty	yes	SU/12				
Foth	Robert	adjunct			yes	FA/11		
Maher	Sean	faculty						
Maruszerski	David	faculty						
Shank	Stephen	faculty			yes	FA/12		
Smith	Ellen	faculty			yes	SP/12	yes	SP/10
Valente	Anthony	faculty						
Weil-Yates	Karen	faculty			yes	FA/12	yes	SU/11
Calhoun	Richard	adjunct						
Courter	Douglas	adjunct						
Crider	Seth	adjunct						
Dean	John	adjunct	approved	Jun-14				
Drooger	Jack	adjunct			yes	FA/11		
Errico	Bonnie	adjunct	yes	FA/12			yes	SP/10
Foth	Robert	adjunct						
Fox	Russel	adjunct						
Hanners	Anthony	adjunct			yes	FA/12		
Herzog	Clayton	adjunct						
Harold	John	adjunct						
Huffman	Raymond	staff			yes	FA/12		
Kope	Robert	adjunct						
Koziel	Robert	adjunct						
Mankoski	Edward	adjunct						
McHale	Stephen	adjunct						
McTighe	Patrick	adjunct						
Mummert	Daryl	adjunct						
O'Neal	Patrick	adjunct						
Paci-Funk	Thomas	adjunct						
Powell	Robert	adjunct						
Redding	Courtney	adjunct						
Rittler	Stephanie	adjunct	approved	Jun-14				
Sanders	Mark	adjunct						
Stoops	Kevin	adjunct						

Ward	Dennis	adjunct						
Weibley	Marcus	adjunct			yes	FA/12		
Winkler	Gerald	adjunct						
Zach	Larry	adjunct			yes	FA/12		

Aguado-Murray	Francesca	adjunct	yes	FA/12	yes	FA/12		
Bair	Jeff	adjunct	yes	SP/13	yes	FA/12		
Banfe	Robin	adjunct	yes	SU/12				
Barnes	Brian	adjunct			yes	FA/12		
Boyd	Tracy	adjunct			yes	FA/12		
Brown	Sarah	adjunct					yes	SP/08
Calimer	Rebecca	staff						
Campello	Tony	adjunct			yes	SU/11		
Castillo	Julie	staff			yes	SU/11		
Cooper	Paul	con ed			yes	FA/12		
Crawford	Janetta	adjunct	yes	SP/11				
Davis	Kristina	adjunct			yes	SP/12	yes	SP/10
DeMartino	Sal	staff						
Dorsey	Matt	staff			yes	FA/11		
Drury	Lynn	faculty			yes	SP/12		
Feagin	James	staff			yes	SU/11	yes	SP/11
Febres	Lindsay	staff			yes	FA/11		
Felice	Jennifer	adjunct	yes	SP/10				
Forte	Tamela	adjunct	yes	FA/10	yes	SU/11		
Fries	Sondra	staff						
Hadley	Liz	adjunct	yes	FA/12	yes	FA/11		
Harsch	Sonja	adjunct			yes	FA/12		
Hassinger	Brenda	adjunct			yes	SP/12		
Herbert	James	adjunct			yes	SP/12		
Huffman	Brenda	staff					yes	FA/09
Hutchins	Monica	adjunct	yes	SP/11				
Hutson	Peggy	staff			yes	ongoing	yes	FA/09
John	H. Pete	adjunct			yes	FA/12		
Kassman	Colleen	adjunct	yes	SP/11			yes	SP/10
Kilmer	Aaron	staff			yes	FA/11		
Kruger	Bev	staff			yes	FA/11		
Kuhna	Denise	adjunct			yes	FA/12		
Lackey	Summer	adjunct					yes	SP/08
Lee	Susan	staff			yes	SU/12		
Lloyd	Stephen	adjunct			yes	SP/12	yes	SP/10

Martin	Rod	adjunct	yes	SP11			yes	SP/08
Mathews	Peter	staff			yes	SU/11		
McLaughlin	Jan	staff			yes	SU/11		
Messersmith	Bettina	adjunct			yes	FA/12		
Miller	James	adjunct			yes	FA/12		
Miller	Faye	staff			yes	FA/12		
Miller	Wenona	staff						
Myers	Anne	staff			yes	FA/12		
Myers	Robert	faculty	yes	FA/12	yes	SU/12		
Paolini	Karen	adjunct	yes	FA 2012				
Podber	Alan	adjunct	yes	SP/10	yes	SU/11	yes	SP/10
Reed	Alexander	adjunct			yes	FA/12		
Salter	Janet	adjunct			yes	FA/12		
Scuffins	Laura	adjunct			yes	SP/12		
Smith	Andrew	staff						
Smith	Krista	adjunct			yes	FA/12		
Spurrier	Helen	staff			yes	SU/11		
Steinkamp	Lloyd	adjunct			yes	FA/12		
Stemmle	James	adjunct			yes	FA/12		
Stevenson	Michael	adjunct			yes	SP/12		
Taylor	Cassie	staff						
Thomas	Robin	staff			yes	FA/11		
Vancuren	Jennifer	adjunct					yes	SP/10
Ward	Spring	adjunct			yes	SU/11	yes	SP/08
Webb	Jackie	adjunct					yes	SP/10
Welling	Joyce	adjunct			yes	FA/11		
Yohman	David	adjunct			yes	FA/12	yes	SP/10