An Introduction to Technology Resources at Cedar Crest College

Student Information

Information Technology
2015 - 2016
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Cedar Crest College Online Resources At-A-Glance

Important Websites to Remember

- [www.cedarcrest.edu](http://www.cedarcrest.edu) – Cedar Crest College home page
- [https://my.cedarcrest.edu](https://my.cedarcrest.edu) – My Cedarcrest (viewing/paying your bill, registering for classes (add), dropping classes, accessing your online courses, checking grades and grade point averages, etc).
- [http://email.cedarcrest.edu](http://email.cedarcrest.edu) – Web access to Cedar Crest College email account.
- [http://library.cedarcrest.edu/index.shtm](http://library.cedarcrest.edu/index.shtm) - Cressman Library home page. Access to many online journals on- and off-campus. Off-campus access requires login and password. For information, contact the library at (610) 606-4605.

Online Resources

- **Information Technology Website**: [http://www.cedarcrest.edu/ca/infotech/index.shtm](http://www.cedarcrest.edu/ca/infotech/index.shtm)
- **Information Technology Tab on My Cedar Crest**: [https://my.cedarcrest.edu/ics/IT/](https://my.cedarcrest.edu/ics/IT/) (must be logged in to access some features)

Where to Go for Help/Questions

**Information Technology Office**

- **Location**: Cressman Library, main floor
- **Call Center Hours**:
  - Monday-Thursday 8:30am - 8:00pm
  - Friday 8:30am – 8:00pm
  - Saturday-Sunday 9:00am - 5:00pm
- **Normal Walk-In Hours**:
  - Monday-Thursday 8:30am - 8:00pm
  - Friday 8:30am-5:00pm
  - Saturday 9:00am - 5:00pm
  - Sunday 12:00pm-5:00pm
- **Phone**: 610-606-4635 or ext. 3348.
- **Email**: helpdesk@cedarcrest.edu

In addition, the Information Technology online knowledgebase ([https://sites.google.com/site/cccithelpdeskwiki/](https://sites.google.com/site/cccithelpdeskwiki/)) contains tips and answers to frequently asked questions.

**Network Emergencies**

All network-related problems should be reported to the Information Technology Help Desk. To report a network emergency after hours, call Security at ext. 3522 or dial 0. The following constitute network emergencies: The entire network seems to be inaccessible. (You can verify this by trying to log on to more than one computer. If the entire network is down you may see the message “The server cannot be found.”)
Network and Computing Facilities

Cedar Crest’s Computer Network
When you use any of the computers in our computer labs and classrooms, you will need to connect to the campus network. For security reasons, anyone wishing to access the network needs a network account. Information on network accounts is found in the next section.

For specific information about the computer labs, including holiday hours, hardware and software availability, visit Information Technology’s website at http://www.cedarcrest.edu/ca/infotech/index.shtml.

Wireless Access Points
The majority of buildings on campus provide wireless connectivity throughout. The wireless network provides internet access to students’ personal laptops.

Exceptions/Additional Info:

- **All Residence Halls**: wireless throughout
  *Ethernet ports are also available per student in each room.
- **Alumnae Hall**: 1st Floor & Capstone Gallery
- **Blaney Hall**: Basement and First Floor
- **Cressman Library**: wireless throughout
- **Curtis Hall**: Psychology Lab & Lounge, Business Lounge, Social Work Lounge
- **Hartzel Hall**: First & Second floor
- **Lees Hall**: Gymnasium
- **Tompkins College Center**: wireless throughout public and dining areas

Printing Over the Wireless Network
Students can access their print quota account to print from their personal computer to several designated printers across campus, rather than logging onto a networked computer. Information on your print quota is found in the next section.

Web Print Locations:

- Cressman Library Main Floor
- Hamilton Boulevard Building, alcove printer near Nursing office
- Activities Lounge, basement of the Tompkins College Center
- Oberkotter Building Lounge
- All Residence Hall Lab Printers

For more information on using Web Print, visit: http://www.cedarcrest.edu/ca/infotech/webprint.shtml.
Computer Labs and Classrooms
Cedar Crest has a wide range of computing facilities available to our students. Computer classrooms enhance the in-class learning process and are available for general use when not scheduled for classes.

Hours and Availability
- Most computer labs on campus are open from 7AM to 2AM every day, with exceptions during vacation periods. However, building doors are locked between 10-11:00 PM so you need to be in the building before it closes. The Cressman Library lab is limited to building hours.
- HBB 10 Lab and the Cressman Library stations are solely reserved for students during open hours.
- Residence Hall labs are available 24/7 to building residents.
- The other labs are available to students when not being used for classes. A schedule of classes is posted outside each lab, and is updated weekly.

Campus Lab Locations

<table>
<thead>
<tr>
<th>Lab Name</th>
<th>Location</th>
<th>Student Stations</th>
<th>Black &amp; White Printing</th>
<th>Color Printing</th>
<th>Web-Print Available</th>
<th>Scanning Station</th>
</tr>
</thead>
<tbody>
<tr>
<td>BHA 4</td>
<td>Blaney Hall Basement</td>
<td>24</td>
<td>Y</td>
<td>N</td>
<td>N</td>
<td>N</td>
</tr>
<tr>
<td>BHA 8</td>
<td>Blaney Hall Basement</td>
<td>23</td>
<td>Y</td>
<td>N</td>
<td>N</td>
<td>Y</td>
</tr>
<tr>
<td>CUR 104</td>
<td>Curtis Hall First Floor</td>
<td>20</td>
<td>Y</td>
<td>N</td>
<td>N</td>
<td>Y</td>
</tr>
<tr>
<td>CUR 208</td>
<td>Curtis Hall Second Floor</td>
<td>30</td>
<td>Y</td>
<td>N</td>
<td>N</td>
<td>N</td>
</tr>
<tr>
<td>HBB 10</td>
<td>Hamilton Boulevard Building</td>
<td>10</td>
<td>Y</td>
<td>N</td>
<td>N</td>
<td>N</td>
</tr>
<tr>
<td>MIL 20</td>
<td>Miller Family Building</td>
<td>20</td>
<td>Y</td>
<td>N</td>
<td>N</td>
<td>Y</td>
</tr>
<tr>
<td>LIBRARY</td>
<td>Cressman Library, Main Floor</td>
<td>19</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>RES HALL LABS</td>
<td>Varies</td>
<td>2 per building</td>
<td>Y</td>
<td>N</td>
<td>Y</td>
<td>N</td>
</tr>
</tbody>
</table>

Departmental Computer Labs
A few computer labs are associated with particular academic departments.

- The Psychology/Neuroscience lab is located in Curtis Hall, used exclusively by psychology majors.
- The Foreign Language Lab is located in Hartzel Hall, used primarily by humanities students.
- The Convergence Lab is located in the Cressman Library, and is used exclusively by new media students, or students taking classes in the lab.

Getting Help in the Labs

Student Helpdesk Consultants
The student consultants, based in the Cressman Library, are the first line of help for students who encounter problems with software or hardware in the computer labs and can be reached by phone extension HELP (4357). There is a phone in each lab that is available for use to call the Helpdesk Consultant Station or Security ("0") if there are any problems. Student Lab Consultants are available 7 days a week for assistance in the labs. They are available to answer questions about network software applications and respond to general computer problems.
Your Campus Network Account

Why Do I Need a Network Account?

- You must have a valid login and password to access college computers and to print on campus.
- Each network user is allotted a limited amount of storage space, called the H: drive. This space can be invaluable when saving files from the Internet or working on and presenting class projects. Please refer to Your H: Drive later in this chapter for more information.
- Finally, many classes offered at Cedar Crest require students to have a network account to allow them to use campus computers for classwork.

Receiving a Network Account

You will be assigned a network login once you have enrolled for courses. Your login information will be sent to your personal email address within a week after registration. If you did not provide a personal email address, a letter with your login information will be mailed to you by the first week of classes. By using this account, you agree to and understand the Cedar Crest College Computer Use Policy and the Student Email Policy. A copy of both is available online at http://www.cedarcrest.edu/ca/infotech/policies.shtm.

Computer Use Policy

Cedar Crest College has established written policies to govern the use of computers, computing facilities, and email on campus. Please be sure to read this policy carefully. Your use of your network account constitutes your agreement to abide by this policy. A copy of the policy can be obtained from the Office of Information Technology online at http://www.cedarcrest.edu/ca/infotech/policies.shtm.

Virus Protection Policy

With the increased frequency and sophistication of computer viruses, computer users must engage in safe computing practices. Our position is in keeping with the agreement of responsible computing summarized in the Cedar Crest College Computer Use Policy. The policy can be found online at: http://www.cedarcrest.edu/ca/infotech/policies/virus_reshalls.shtm.

Information Technology provides FREE copies of Sophos Anti-Virus software to the entire Cedar Crest Community. Visit the IT tab on My CedarCrest for information on downloading a copy. If you have questions, contact the Help Desk for assistance at ext. 3348.

Changing Your Password

It’s a good idea to change your password once you are logged in, to make your account more secure. Directions can be found on the IT tab of My CedarCrest (no logon required): https://my.cedarcrest.edu/ICS/IT/.

You should continue to change your passwords occasionally, to prevent unauthorized users from accessing your personal data, or from using your account to access other private information. Please review the College’s Password Security Policy for more information, located at http://www.cedarcrest.edu/ca/infotech/policies/policypassword.shtm.
Logging off the Network
It is very important that you restart or shut down the campus computer when you are done. If you do not restart the computer, the next user could gain access to your H: drive, campus print quota, and other online information.

Getting Help
If you forget your password, you will need to visit the Information Technology Help Desk in the Cressman Library, main floor, for assistance. For Security reasons, no information will be given over the phone. However, if you know your login name and Student ID number, you can call 610-606-4635, and have your password reset to your Student ID number.

Your Personal Network Space (H:/ Drive)
Every network user is allotted a limited amount of storage space on the network. This space is called your H: drive. Normally your H: drive allows you 50 MB for data storage. Students are given more space on a case by case basis as needed for school work. This drive can be accessed on any computer that it logged into the campus network. You cannot access your H: drive from off-campus, or on a computer that is connected to the campus wireless network.

To view your H: drive:

1. On a campus-owned computer, click on the Start button and then My Computer.
2. In the window, you will see several available drives. Your H: drive will contain your login name as part of its name. For example, Jane Abernathy’s H: drive is listed as Jqaberna on ‘CCCmain\Users’ (H:). Double-click on the H: drive to view its contents.

You can save files to this drive just as you would to your flash drive. Simply choose this drive in the Save window. To ask questions about or to report problems with your H: drive, contact the Information Technology Help Desk at ext. 3348.

Campus Print Quota
All students are given a printing allotment that is the equivalent of 800 black and white, single-sided pages per academic year. This print quota can be used in any of the campus computer labs, and at several Web Print stations located across campus. You can check your current quota at any time at http://cccprint3:9191/user.

If you have less than 100 pages remaining in your quota, you can purchase print cards at the Bookstore or the IT Helpdesk and Information Services Desk in the Cressman Library. Please note that only the Bookstore accepts checks or credit cards. The Library locations are cash only.

For more information on the campus print quota system, visit http://www.cedarcrest.edu/ca/infotech/printhome.shtm
Your Cedar Crest Email Account (Novell GroupWise)

Why Do I Need a Cedar Crest Email Account?

- For security purposes, all official electronic correspondence must go to a campus email account. Once a student is registered for courses, the college will no longer send email to an off-campus email address.

- Your college email address book contains the names of all students, faculty, and staff on campus. You can search by last name, so there is no need to remember any email addresses.

- Many campus events are announced via email. This will keep you up-to-date on what’s happening on campus, whether you want to attend the event, or simply want to arrive early for class in order to secure a parking space.

Receiving an Email Account

An email address will automatically be created for you at the same time your network account is created. You are responsible for maintaining your mailbox. You have a maximum storage limit of 500MB. Once this limit is reached, you will not be able to send any messages until you delete email. It is important that you check your campus email account in order to keep up-to-date with campus-wide announcements that may be important to you.

Student Email Policy

Before using your email account, please review the Student Email Policy, a copy of which is sent with your initial login information. You may also view it online at: http://www.cedarcrest.edu/ca/infotech/policies/policystudentemail.shtm.

Please note that the Computer Use Policy also expressly prohibits chain email.

Your Email Address

Anyone within the Cedar Crest network or anyone on the Internet can send you email. Your email address is yourloginname@cedarcrest.edu. For yourloginname, substitute—you guessed it—your login name on the Cedar Crest network. For example: Jane Q. Abernathy’s email address would be jqaberna@cedarcrest.edu.

Accessing Your Email

You can use GroupWise Web access to read your email from home, the office, or any place that has access to browse the Internet. To access it, look for the GroupWise WebAccess link on the Quick Links column of My CedarCrest, or visit it directly at http://mail.cedarcrest.edu.

Changing Your Email Password

Like your network password, you should change your email password once you login in for the first time. Please note that your Campus Network Password and your GroupWise Email Password are separate passwords; if you change one the other one DOES NOT change. Directions can be found on the IT tab of My CedarCrest (no logon required): https://my.cedarcrest.edu/ICS/IT/.

Remember: GroupWise Passwords are case-sensitive, so if you entered your password using capital letters, you will need to continue to enter it with a capitol letter.
Your My CedarCrest Account

Why Do I Need a My CedarCrest Account?
My Cedar Crest is an online service that allows students the functionality to:

- Register (Add) courses
- Drop courses
- Preview/print schedule
- Search for courses
- View a complete course-offering list
- Change their address and other personal information via e-mail
- View their unofficial transcript, view current and previous course catalogs, view their balances due in various accounts
- Calculate their GPA and the grade requirements for achieving or maintaining a GPA
- Access their online and hybrid courses.

Receiving a My Cedar Crest Account
To access My Cedar Crest, you will need to use your student ID and PIN to access your personal data. This information is provided by SAGE or Admissions upon acceptance to the College.

WARNING! Your PIN is very valuable and should never be given to anyone. If someone knows it, they can see your grades, your account balance, add/drop your classes, or change your personal information!

Accessing My Cedar Crest
My Cedar Crest works best in Internet Explorer.

1. Open a browser window and go to https://my.cedarcrest.edu. This link can also be found on top of every page on the Cedar Crest College website.

2. Login with your Student ID as your User Name, and your Pin number as your password. If you do not have this information, you can view some of the features as a guest.

Changing Your Password
Once you login the first time, you can change your Pin number to a password of your choice by clicking on the "Personal Info" link in the Welcome toolbar.

Getting Help with My Cedar Crest
If you have forgotten your pin number or password, please contact Information Technology at 610-606-4635 or email helpdesk@cedarcrest.edu. A new pin number will be emailed to your Cedar Crest Email address. You may also come to the IT office in the Cressman Library, main floor, with a valid photo ID. No Login information will be given over the phone.

For more information on using My Cedar Crest, contact the IT Helpdesk at helpdesk@cedarcrest.edu.
Accessing Online Courses

Description
Students can access their online class material for Traditional, Hybrid or Online courses through My CedarCrest.

When you register for a course, you will receive an email from the Information Technology Helpdesk that contains information about accessing your course.

Accessing Cedar Crest Online
1. Login to My CedarCrest. Choose the Current Students Tab.
2. In the Cedar Crest Online Login Link section, click Display Cedar Crest Online Login Link.
3. The link will appear, click it and the Cedar Crest Online website will open and automatically log you in.

First Time Users
Before starting your class, be sure to go through the Getting Ready for Online Learning on the My CedarCrest page. These pages will go over the skills you will need to be a successful online student, and go over preparing your computer, and yourself, for the class.

Orientation Tutorial
You will find a section called Cedar Crest Online Tutorial in the Cedar Crest Online page. All students should view the Student Orientation Tutorial in the first few days of the semester.

This tutorial will show you how to do everything in your online class, submitting assignments, Discussion Groups, and completing Exams.

Getting Help
- For login and general questions, call Information Technology @ ext. 3348 or (610) 606-4635.
- For help using the Cedar Crest Online website, call ComCourse at Call 800-585-5257 (toll free) or email mCedarCrestTech@onlinestudentsupport.com. Technical support is available 24 hours a day, 7 days a week.
- If you need help while working in your course, click on the Technical Support link under the Course Tools section in the left column:
Audiovisual Services

AV Services main office is located on the main floor of the Cressman Library. Dial extension 3560 for more information.

Student Equipment Loan Policy
Cedar Crest students may check out camcorders, tripods, and cassette players from the Audio Visual Services department to be used for classroom or student organization projects. The following procedures must be followed so that all students needing this equipment will have equal opportunity and access.

Scheduling AV Equipment
Audio Visual equipment required for student assignments or projects must be requested through the class instructor or group advisor. However, camcorders, tripods, and cassette players may be checked out by a student. Students must contact Audio Visual Services in advance at avsvcs@cedarcrest.edu and arrange for a pickup and drop off time.

1. Students must reserve a date and time with the Audio Visual Services Department to pick up the equipment. Equipment must be picked up in the Audio Visual Office at that time and date.
2. Students must have their Student ID to check out equipment. If equipment is lost or damaged or if parts are missing students will be financially liable for replacement and repair costs.
3. Equipment may only be checked out overnight, except weekends. Weekend check out is Friday and the equipment is due back Monday morning.
4. Equipment must be returned to the Audio Visual Services Office on time.

Scheduling AV Media
The following Audio Visual formats are available to Cedar Crest Community:

- Videotapes
- Compact Discs
- Slides
- Laser Discs
- Filmstrips
- Transparencies
- CD-ROMs
- Cassette Tapes

Consult the online catalog for the titles located in Audio Visual Services. Media held in the Library's collection is available to faculty for classroom use. To ensure material availability, make reservations at least 7 days in advance.

Media not available in the Library's collection can be obtained for faculty use through Audio Visual Services. Rentals are funded through the film rental budget. To ensure receipt of materials, requests should be placed with Audio Visual Services at least 10 days before the material is needed.

Reservations should be submitted via the form under the IT Tab in My CedarCrest. For more information, visit http://www.cedarcrest.edu/ca/infotech/av/av.shtm.