<table>
<thead>
<tr>
<th><strong>IT HELPDESK SUPPORT</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Hours:</strong> 7am - 5pm, Monday thru Friday</td>
</tr>
<tr>
<td><strong>Phone:</strong> (760) 862-1300 (off-campus)  Ext. 1300 (on campus)</td>
</tr>
<tr>
<td><strong>Email:</strong> <a href="mailto:helpdeskis@collegeofthedesert.edu">helpdeskis@collegeofthedesert.edu</a></td>
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<thead>
<tr>
<th><strong>SCANTRON SUPPORT (Equipment Malfunctions)</strong></th>
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<tbody>
<tr>
<td>For Scantrons located in Faculty Resource Center (FRC)</td>
</tr>
<tr>
<td><strong>Contact:</strong> Valorie Stiff, ext. 7517</td>
</tr>
<tr>
<td>For programming issues, contact IT Helpdesk.</td>
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<tr>
<th><strong>LIBGUIDES SUPPORT</strong></th>
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<tbody>
<tr>
<td>Research guides created for students by COD librarians:</td>
</tr>
<tr>
<td><a href="http://library.collegeofthedesert.edu">http://library.collegeofthedesert.edu</a></td>
</tr>
<tr>
<td>⇒ Nursing, Early Childhood, Health, &amp; Kinesiology</td>
</tr>
<tr>
<td>Contact: Stella Baker, ext. 5659 / email: <a href="mailto:stbaker@collegeofthedesert.edu">stbaker@collegeofthedesert.edu</a></td>
</tr>
<tr>
<td>⇒ Business &amp; Economics</td>
</tr>
<tr>
<td>Contact: Deanna Rallo, ext. 5480 / email: <a href="mailto:drallo@collegeofthedesert.edu">drallo@collegeofthedesert.edu</a></td>
</tr>
<tr>
<td>⇒ Math, Computer Science, Biology, Chemistry, Environmental Science, Geology, &amp; Physics</td>
</tr>
<tr>
<td>Contact: Andrew Johnson, ext. 5910 / email: <a href="mailto:ajohnson@collegeofthedesert.edu">ajohnson@collegeofthedesert.edu</a></td>
</tr>
<tr>
<td>⇒ Social Sciences, Law, Art, Music, &amp; Theatre Arts</td>
</tr>
<tr>
<td>Contact: Jon Fernald, ext. 3775 / email: <a href="mailto:jferald@collegeofthedesert.edu">jferald@collegeofthedesert.edu</a></td>
</tr>
<tr>
<td>⇒ Career and Technical Education</td>
</tr>
<tr>
<td>Contact: Kerry Stern, ext. 5830 / email: <a href="mailto:kstern@collegeofthedesert.edu">kstern@collegeofthedesert.edu</a></td>
</tr>
<tr>
<td>⇒ Communication &amp; Humanities, &amp; Student Svcs.</td>
</tr>
<tr>
<td>Contact: Claudia Derum, ext. 7258 / email: <a href="mailto:cderum@collegeofthedesert.edu">cderum@collegeofthedesert.edu</a></td>
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<tr>
<th><strong>BERGER FACULTY INNOVATION CENTER</strong></th>
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<tbody>
<tr>
<td>For information and links to Training Calendar, Training Video, Lunch and Learn, and Dine and Design—Indio, go to the College of the Desert Home page, and click on:</td>
</tr>
<tr>
<td><strong>Faculty &amp; Staff</strong></td>
</tr>
<tr>
<td>&gt; Berger Faculty Innovation Center</td>
</tr>
<tr>
<td>OR</td>
</tr>
<tr>
<td>Use the link below:</td>
</tr>
<tr>
<td><a href="http://www.collegeofthedesert.edu/fs/BFIC/">http://www.collegeofthedesert.edu/fs/BFIC/</a></td>
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<tr>
<th><strong>Wi-Fi PASSWORD</strong></th>
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<tbody>
<tr>
<td>For password access to COD Employees WiFi, contact your department Admin. Assistant or call IT HelpDesk @ Ext. 1300</td>
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<tr>
<th><strong>CANVAS SUPPORT</strong></th>
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<tbody>
<tr>
<td><strong>FAQs:</strong></td>
</tr>
<tr>
<td><a href="http://www.collegeofthedesert.edu/fs/Canvas/">http://www.collegeofthedesert.edu/fs/Canvas/</a></td>
</tr>
<tr>
<td>More links are available on above website for:</td>
</tr>
<tr>
<td>• CANVAS TRAINING</td>
</tr>
<tr>
<td>• CANVAS Quick Tips</td>
</tr>
<tr>
<td>• CANVAS Help Options</td>
</tr>
<tr>
<td>• CANVAS FastTrack Video Series</td>
</tr>
<tr>
<td>There are many other help options to assist you with using CANVAS. You can locate information at:</td>
</tr>
<tr>
<td><strong>CANVAS GUIDES:</strong> <a href="https://guides.instructure.com/">https://guides.instructure.com/</a></td>
</tr>
<tr>
<td><strong>CANVAS COMMUNITY:</strong></td>
</tr>
<tr>
<td><a href="https://community.canvaslms.com/welcome">https://community.canvaslms.com/welcome</a></td>
</tr>
<tr>
<td>Instructional Support: Matt Calfín</td>
</tr>
<tr>
<td>Email: <a href="mailto:mcalfin@collegeofthedesert.edu">mcalfin@collegeofthedesert.edu</a></td>
</tr>
<tr>
<td>Phone: (760) 674-7821 (off-campus) ext. 7821 (on campus)</td>
</tr>
<tr>
<td><strong>Upload Support:</strong></td>
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<tr>
<td>Contact IT HelpDesk</td>
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INFORMATION TECHNOLOGY SERVICES

Media & Class Room Technology: Projectors, Sound, Video
Email & Phone: Access, Passwords, etc.
Computer Hardware & Software: Computers, Printers, Scantron (programming issues only), Phones, WebAdvisor, Colleague
Web and Portal Development and Support
Technology Training

WIFI

Network Name: COD-Employees
Password: The password is distributed at the beginning of fall and spring semesters.

TECHNOLOGY SERVICES AVAILABLE

Equipment Checkout  Equipment Repairs  Common Media Supplies
Equipment Specification  Media Production *  Video Conferencing
3C Media Video Streaming  Technology Training  Application/Software installation & Upgrades

EQUIPMENT AVAILABLE (Checkout maximum 3 days w/ 48 hr. advanced notice)

Laptop Computer  LCD Projector  Digital HD Camcorder
Overhead Projector  Slide Projector

TECHNOLOGY TRAINING

Onsite /Instructor led sessions in TLC (MSTC-106):
  Topic specific group trainings  Individualized training

Online/Self-directed training resources are available via the Campus Portal:
  (Departments > IT > Ed Tech & Web Services > Training)
  Online - Microsoft Office training  Online - SharePoint training

*MEDIA STUDIO includes:

- State of the art LED lighting
- Green screen technology (e.g., virtual backgrounds)
- Film editing station (Adobe Premier & Final Cut Pro X)
- DVD Duplication (VHS to DVD conversion)
- Audio and Video recording (Cassette to MP3)