### IT SUPPORT & RESOURCE REFERENCE GUIDE FOR FACULTY/STAFF

**IT HELPDESK SUPPORT**

**HOURS:** 7am - 5pm, Monday thru Friday

**Phone:** (760) 862-1300 (off-campus)  
Ext. 1300 (on campus)

**Email:** helpdesks@collegeofthedesert.edu

### BLACKBOARD SUPPORT

**Technical Support 24/7:**  
(866) 321-7159

**Help with Blackboard:**  
[http://collegeofthedesert.edu/fs/BBH/ Pages/default.aspx](http://collegeofthedesert.edu/fs/BBH/ Pages/default.aspx)

**Instructional Support:** Kim Dozier  
**Email:** kdozier@collegeofthedesert.edu

**Phone:** (760) 776-7208 (off-campus)  
ext. 7208 (on campus)

**Upload Support:**  
Contact IT HelpDesk

### SCANTRON SUPPORT (Equipment Malfunctions)

For Scantrons located in Faculty Resource Center (FRC)  
**Contact:** Valorie Stiff, ext. 7515

For programming issues, contact IT Helpdesk.

### LIBGUIDES SUPPORT

Research guides created for students by COD librarians:  
[http://library.collegeofthedesert.edu](http://library.collegeofthedesert.edu)

- **Nursing, Early Childhood, Health, & Kinesiology**  
  **Contact:** Stella Baker, ext. 5659 /  
  **email:** stbaker@collegeofthedesert.edu

- **Business & Economics**  
  **Contact:** Deanna Rallo, ext. 5480 /  
  **email:** drallo@collegeofthedesert.edu

- **Math, Computer Science, Biology, Chemistry, Environmental Science, Geology, & Physics**  
  **Contact:** Andrew Johnson, ext. 5910 /  
  **email:** ajohnson@collegeofthedesert.edu

- **Social Sciences, Law, Art, Music, & Theatre Arts**  
  **Contact:** Jon Fernald, ext. 3775 /  
  **email:** jfernald@collegeofthedesert.edu

- **Career and Technical Education**  
  **Contact:** Kerry Stern, ext. 5830 /  
  **email:** kstern@collegeofthedesert.edu

- **Communication & Humanities, & Student Svcs.**  
  **Contact:** Michele Finn, ext. 5617 /  
  **email:** mfinn@collegeofthedesert.edu

### BERGER FACULTY INNOVATION CENTER (LA-10)

**STAFFING HOURS:**  
Monday—Friday 8:00am—5:00p  
Key fob access is required after hours.

For more information:  
[http://collegeofthedesert.edu/fs/BFIC/ Pages/default.aspx](http://collegeofthedesert.edu/fs/BFIC/ Pages/default.aspx)

### WiFi PASSWORD

For password access to COD Employees WiFi,  
contact your department Admin. Assistant.

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ext. 7208 (on campus)

**Upload Support:**  
Contact IT HelpDesk

### CANVAS SUPPORT

**FAQs:** [www.collegeofthedesert.edu/fs/pages/ canvas-faq](http://www.collegeofthedesert.edu/fs/pages/ canvas-faq)

**TRAINING CALENDAR:**  
[http://collegeofthedesert.edu/fs/Pages/ CanvasCalendar](http://collegeofthedesert.edu/fs/Pages/ CanvasCalendar)

To sign up for any course or find out more about training opportunities,  
**Contact:** Lynn York, ext. 7791 /  
(off-campus: 760/674-7791)  
**email:** LYork@collegeofthedesert.edu

**Location:** BFIC (LA-11)
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

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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)