Information Technology Handbook

Resources

Guidelines and Procedures

OTC's Information Technology

Resources

Open Computer Lab

Open computer labs are available for currently enrolled OTC students to do homework, research, printing, and practice using software applications commonly found in the workplace. Open computer lab locations are as follows:

Springfield: ICE 223A, (417) 447-7548
Richwood Valley: LSC 216, (417) 447-7700
Lebanon: RMC 117, (417) 532-5044
Branson: BC 122, (417) 336-6239
Waynesville: WC 100, (573) 774-5061

Guidelines:

- The lab is for curriculum-based studies (programs, research, and papers), not for gaming and chatting.
- Children are not allowed.
- No food or drinks.
- To allow fellow students to concentrate, please do the following:
    - When listening to music, use headphones and keep the volume down.
    - Keep conversations to a minimum and quiet.
    - Cell phones should be kept on silent, vibrate, or turned off.
    - All cell phone calls should be conducted outside the computer lab.
- Save work regularly to avoid losing valuable documents.

Please call the location for hours of operation and additional information. Springfield and Richwood Valley hours are located at www.otc.edu/technology/computer-labs.php.

Printing

The IT Department implemented software allowing faculty and students **500 free pages each semester,** including wireless from laptops at designated locations. **Pages available at the end of the semester will not carry forward to the next semester.   Refunds will not be given for pages remaining on accounts.** For more information, call: 417-447-7548.

Free printing is tabulated as follows:

Black & white count as 1 page

Black & white duplex count as 1 page

Color counts as 10 pages

Color duplex counts as 10 pages

Printing over the 500 allotted pages must be paid for as follows:

Black & white 5¢

Color 50¢

Designated locations:

OTC Springfield Campus

Open Computer Lab - ICE 223A*****

Student Help Desk - IC Atrium*****

NKM Lobby*****

Graff 206 Hallway*****

LCN 112 Hallway*****

ITTC Vending Area*****

GLZ Student Area*****

LRC - IC 100*****

TLC – ICE 212*****

Writing Center – IC 200

ICE Atrium*****

ICW Atrium*****

OTC Richwood Valley

Open Computer Lab - LSC 216*****

Student Services Kiosk – LSC 122*****

LRC - LSC 203*****

OTC Branson Center

Open Computer Lab - 122*****

LRC - 123

Lobby Kiosk

OTC Lebanon Center

Open Computer Lab – RMC 117*****

OTC Waynesville Center

Open Computer Lab – 100*****

Denotes wireless printing available.

Wireless Printing:
- The wireless printing link is located at MyOTC, on the "Resources" tab, under "IT Resources".
- Pages printed wirelessly are deducted from the 500 free or paid pages.

Computer Kiosks

Computer kiosks are located in various areas on campus. Kiosks are available to current students for Internet access and use of Office 2010 for printing.

Helpdesk

OTC Computer Help Desk

The OTC Computer Help Desk assists with all technical-related issues, including: OTC computer and laptop problems, employee and student account issues, network access, software, etc.

If you have questions or are experiencing problems, email helpdesk@otc.edu or call (417.447.7548). When reporting a problem, please include: office location, computer (or equipment) number, detailed account of the problem and the content of error messages.

Student Computer Help Desk

The Student Computer Help Desk is located in the Information Commons building near the main switchboard and staffed by student workers. Students can find assistance with technology issues such as wireless Internet access, locations of computer kiosks, online registration and student account support. For hours of operation, visit www.otc.edu/helpdesk.

Intra

OTC employees have access to Intra, OTC's intranet (https://intra.otc.edu). Intra is an employee resource containing valuable information, newsletters, forms, training and publications.

MyOTC

MyOTC is a portal that offers fast and easy access to resources at OTC, with a secure single login. Information about MyOTC can be found on Intra, and through Online Help. MyOTC is an essential tool to the OTC community and contains the following resources:

Access OTC
Access OTC provides information to faculty, staff and students. Faculty can submit grades and attendance electronically, and obtain class rosters, student advisement, and personal information.

Storage
Storage is an area where documents can be saved. Projects can be worked on anywhere there is Internet access and stored in this location. After uploading a file, it is important to remember; when making changes to that file, the file should be saved and then re-uploaded into the MyOTC Storage area to have the most recent copy stored.

Resources
This tab provides access to various Library Research Databases, and IT Resources (wireless printing, otc-wifi, and mobile phone instructions).

Emergency Notification
Emergency Notification is a messaging system to alert students, faculty and staff of school emergencies and closings. Participation in this system is voluntary but is highly recommended. To sign up go to "MyOTC" and click on the "Emergency Notification" tab. To complete the signup process, reply to the text message or email. OTC will not send spam or advertising through this system.

Webmail
Employee email can be accessed through the Webmail tab.

Blackboard
OTC's online learning platform.

Network Storage

Faculty, staff and students are granted network access that provides storage space to save work or school-related data. Documents saved to the network are backed up nightly and can be retrieved if accidentally deleted. There are three network drives:

- **H Drive** – Documents Folder or Home Drive.

- **S Drive** – Instructor and student curriculum storage. (Content is deleted seven days after the end of the semester)
- **R Drive** – Departmental storage and common area - available to all faculty and staff.

  Note: Documents saved on the OTC network are accessible from campus computers only. Remember that documents saved to the local computer's hard drive (C:drive) and desktop are not backed up.

Electronic Grading Systems

Pinnacle Gradebook
Instructors have access to Pinnacle Gradebook, an electronic grade maintenance application. Features include:

- Attendance
- Reporting
- Calculated Columns
- Grade Exporting
- Seating Chart (includes student photos)

To access Gradebook, visit gb.otc.edu, and login using OTC Username and Password. If there are questions about Gradebook:

- Visit Intra, https://intra.otc.edu/gradebook.php for a tutorial.
- Attend a training session (check the professional development schedule).
- Contact the OTC Computer Help Desk (helpdesk@otc.edu, 417-447-7548).

  Note: Students can access grades through MyOTC under the "Resources" tab. In the IT Resources area, select "View My Current Grades".

Blackboard Grade Center
Instructors have access to the Blackboard Grade Center, through OTC's online platform – Blackboard. Features include:

- Reporting
- Calculated Columns
- Grade Exporting
- Attendance

To access the Blackboard Grade Center, login to MyOTC using OTC Username and Password and click on the "Blackboard" tab. Once logged into Blackboard, and in desired class, click "Grade Center" in the "Control Panel" area. If there are questions

about Blackboard Grade Center:

- Visit http://www.otc.edu/online/10424.php.
- Contact OTC Online (online@otc.edu, 417-447-8198).

Anti-Virus Protection *(Home Computers)*

Information Technology recommends the use of the following anti-virus software for personal laptops and home computer use. The software is available at no cost for download through the following links:

For PC computers (Windows XP SP2 and higher), we recommend Microsoft Security Essentials:
http://www.microsoft.com/security/pc-security/mse.aspx

For MAC computers, we recommend Sophos:
http://www.sophos.com/products/free-tools/free-mac-anti-virus/

Wireless Internet Access

Wireless Internet access is available in the common areas of classroom buildings throughout campus. Staff, faculty, and current OTC students can access wireless from personal laptops or other wireless devices. *Note: Wireless Internet does not include access to OTC's internal network.*

To connect to the student wireless network the following is needed:

- Network Identification (ESID, SSID) SSID: **otc-wifi**
- Network Security Key (WPA2-PSK, Personal) Key: **otc-wifi**
- OTC Username and Password

Setup instructions and coverage area maps are available at the Help Desk (GRF 203), the Student Help Desk (IC Atrium) or on Intra.

Warning**:** *Wireless Networks are not secure. Actions that should not be conducted on a Wireless Network include transferring credit card information and using a password to log onto a site or computer. Such information can be captured and used by other people. OTC assumes no responsibility for data or personal information compromised through use of its wireless network.*

Guidelines and Procedures

Security Guidelines

Faculty and Staff are required to change the OTC login password about every 120 days. Notifications are sent out as a reminder.
General guidelines:

- You are responsible for what happens when logged into the OTC network.
    - Keep passwords secure, and use a "good" password.
        - Combine upper and lower-case letters and numbers.
        - Use a "Passphrase":
            Phrase: This may be one way to remember
            Passphrase: Th1sMAyB1Way2R3mEMbeR
            Password: TmB1w2R
    - Lock the computer or log off when you leave a workstation. (Win+L, or Ctrl+Alt+Del)

Computer Use Agreement

Ozarks Technical Community College provides students, faculty, staff, and members of the public with access to campus and global information resources through networked computing technology to enhance its educational, social, cultural, and economic missions and in service to its many constituencies. The primary function of information technology resources at OTC is to support instruction and administration; other activities are secondary and may be subject to limitations. The OTC Computer Use Agreement for all information technology resources at OTC is based on common sense, common decency, and civility applied to a networked computing environment. Use of OTC information technology resources is a privilege and assumes responsible, ethical, and legal conduct by the user. Users are required to use computers in compliance with proper course assignments/activities. Any fraudulent use of college owned or operated computers will result in appropriate disciplinary action and in flagrant cases could result in dismissal.

All users should read this information before they use the computers and the computer network at OTC. Use of the college's computer resources is subject to all college policies and all local, state, and federal laws including but not limited to the guidelines listed below. Registering for any class at OTC signifies that you have agreed to these guidelines.

1. There will be no food or drink in the classroom and lab.
2. Users are to run or access only those programs specifically assigned or permitted by the instructor.
3. There are to be no games or similar software played on the College's computers.
4. Users are not to submit, publish, view, or display on the network any defamatory, abusive, obscene, profane, sexually oriented, or illegal material, nor shall the user

encourage the use of controlled substances as proscribed in state and federal laws.
5. Classroom users may use email only as assigned or permitted by the instructor. Network Administrators reserve the right to inspect email as required by law or the policies of the college and to investigate complaints regarding email that contain abusive, obscene, profane, sexually oriented, threatening, racially offensive, or illegal material.
6. Commercial use of the network is strictly prohibited.
7. Users may not use computer equipment to copy, store or otherwise reproduce software or material covered by the copyright laws. This is not limited to software. It also covers music, movies and written material such as books.
8. Users are responsible for any charges, surcharges, or fees incurred while accessing the network.
9. Users are not to intentionally harm data, software, or equipment that is part of the College network. Users are not to harm data or equipment belonging to another user. Users are held liable for any such software or equipment damaged.

Violation of any of the above guidelines may result in disciplinary action by the appropriate administrator and suspension or termination of the user's computer privileges. Any use of computing resources for any illegal purpose is prohibited, and will result in a forfeiture of use and may also be reported to the appropriate authorities. The user may also face further disciplinary action. The user may appeal the suspension of privileges in accordance with College policy.
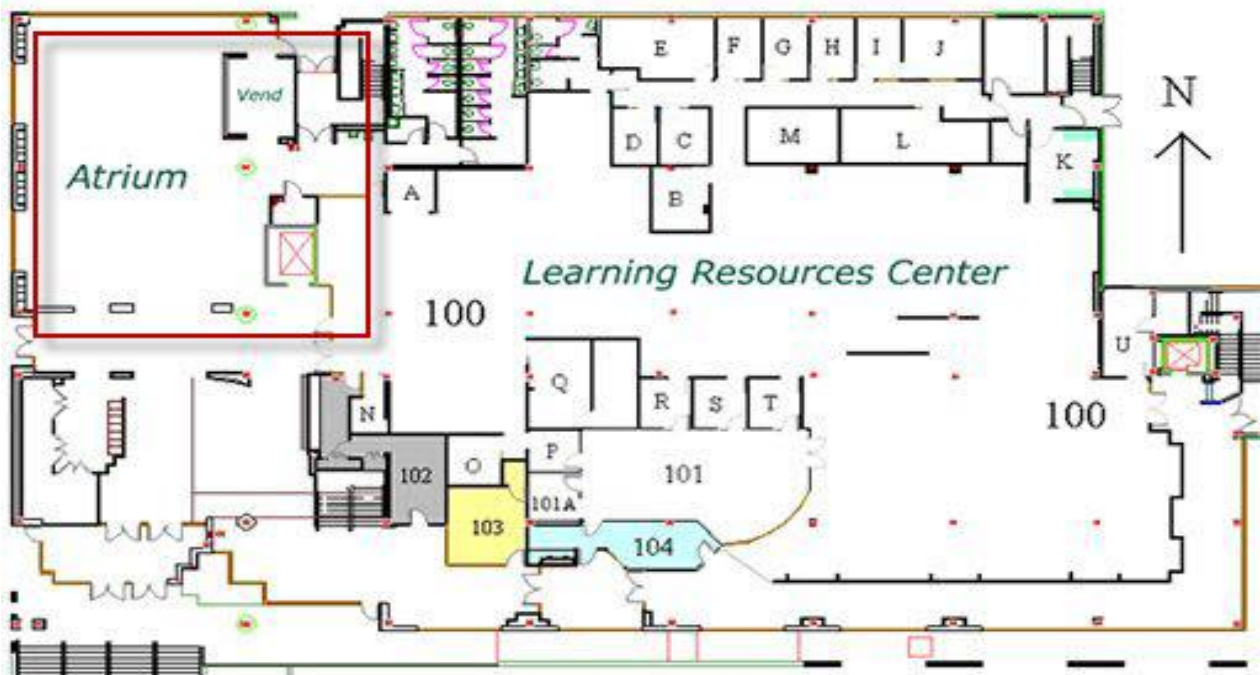
Users have a lessened expectation of privacy when using computer resources owned by public institutions. Issuance of a password or other means of access is not a guarantee of privacy or license for abuse or improper use of OTC's computing resources and facilities. In order to ensure adherence to the terms and conditions, the network administrators reserve the right to inspect all files, including mail stored on the system. Further, permission is given to the network administrators to access, inspect, and copy all files, disks and diskettes of users that have been utilized in any way on the network at any time without notice.

Users will reimburse OTC for any losses or damages, including reasonable attorney's fees incurred by the College as a result of any breach of this agreement. For additional information contact the Information Technology Help Desk at 447-7548, or email helpdesk@otc.edu .
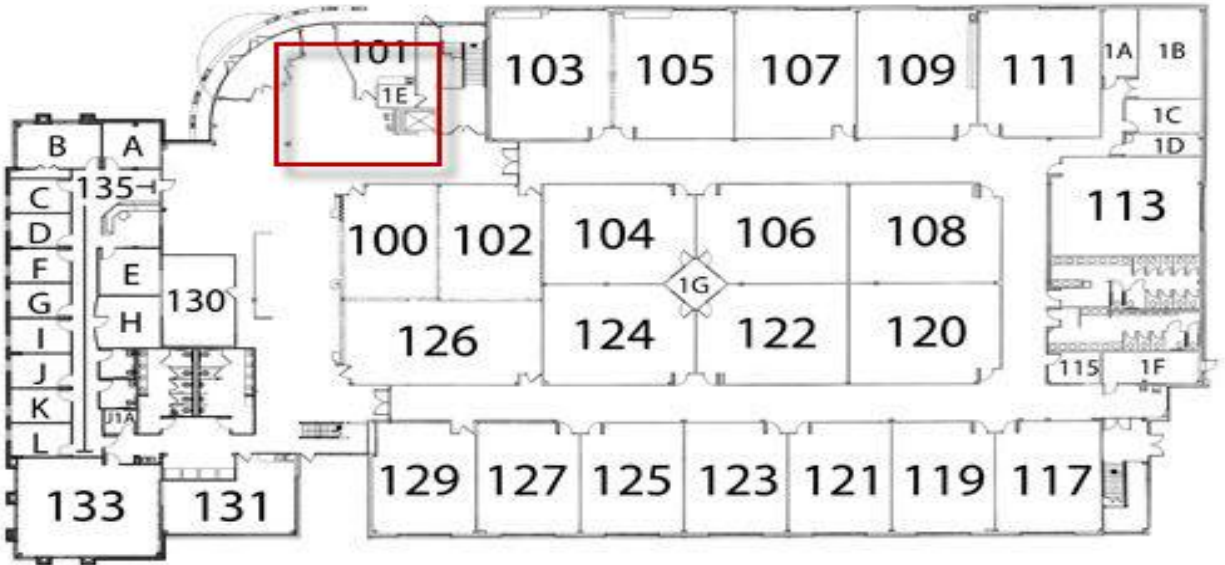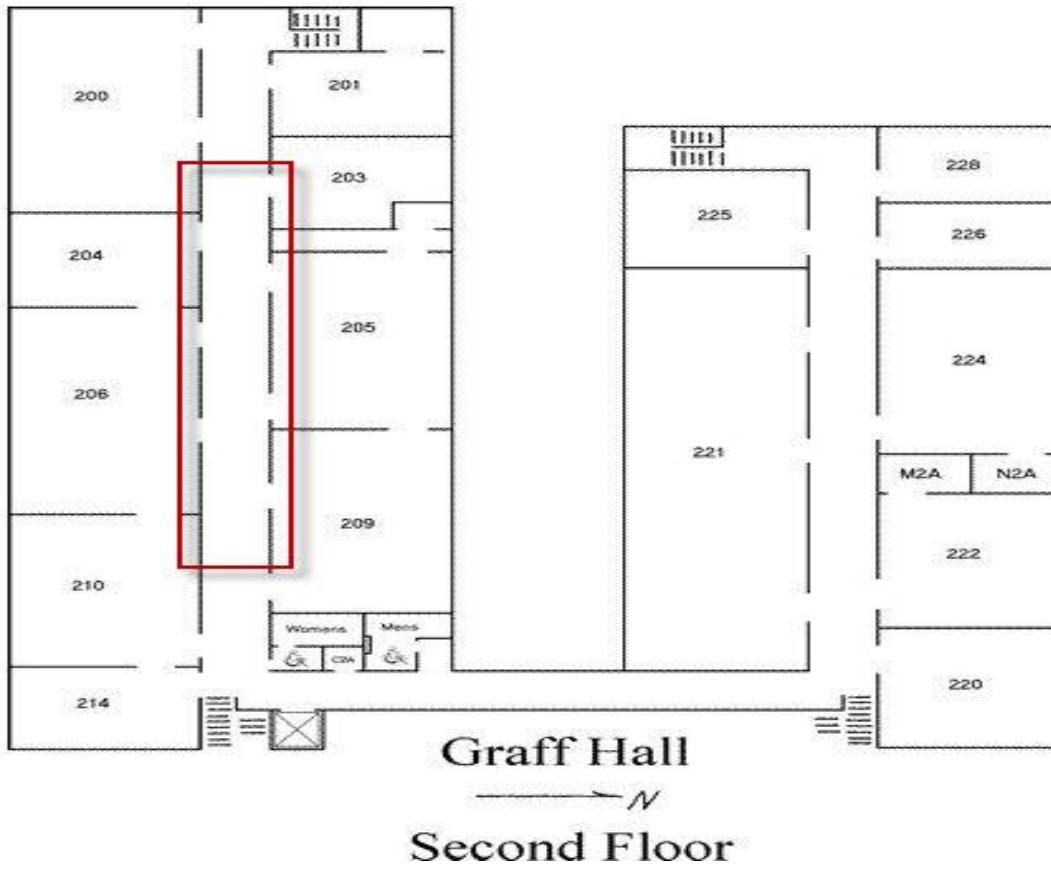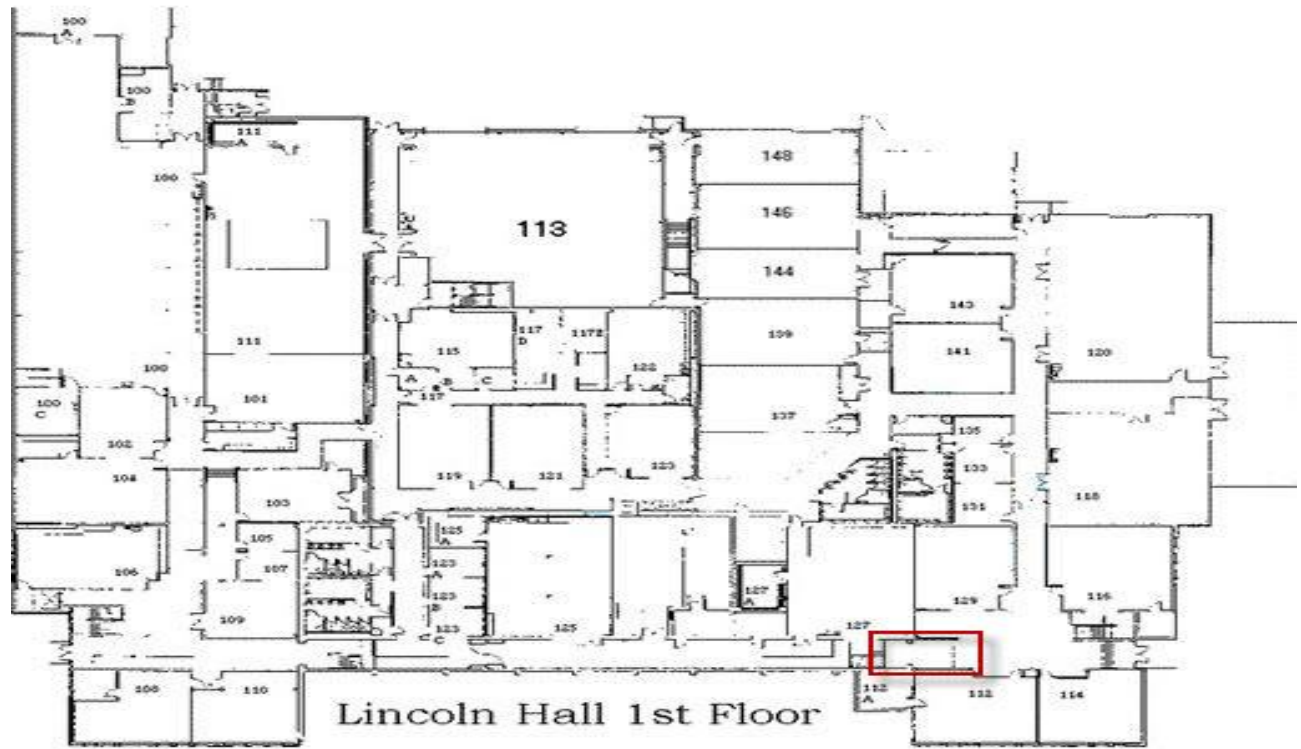
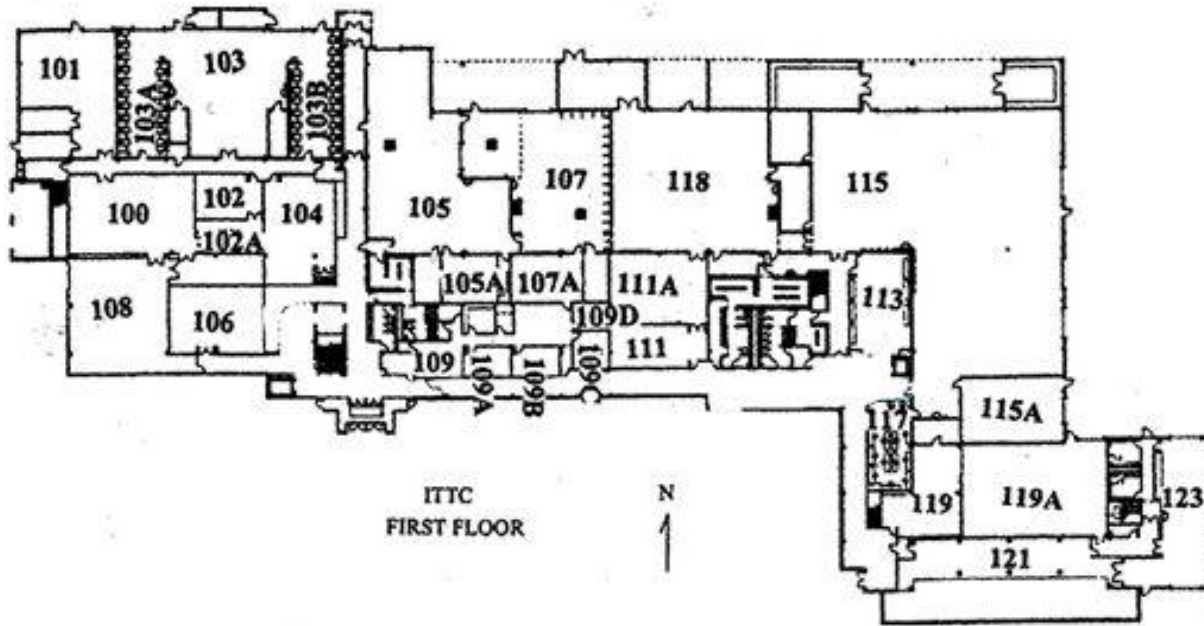## Information Commons East 2nd Floor

Information Commons 1st Floor

Atrium

Vend

Learning Resources Center

100

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Norman K. Myers Center
First Floor
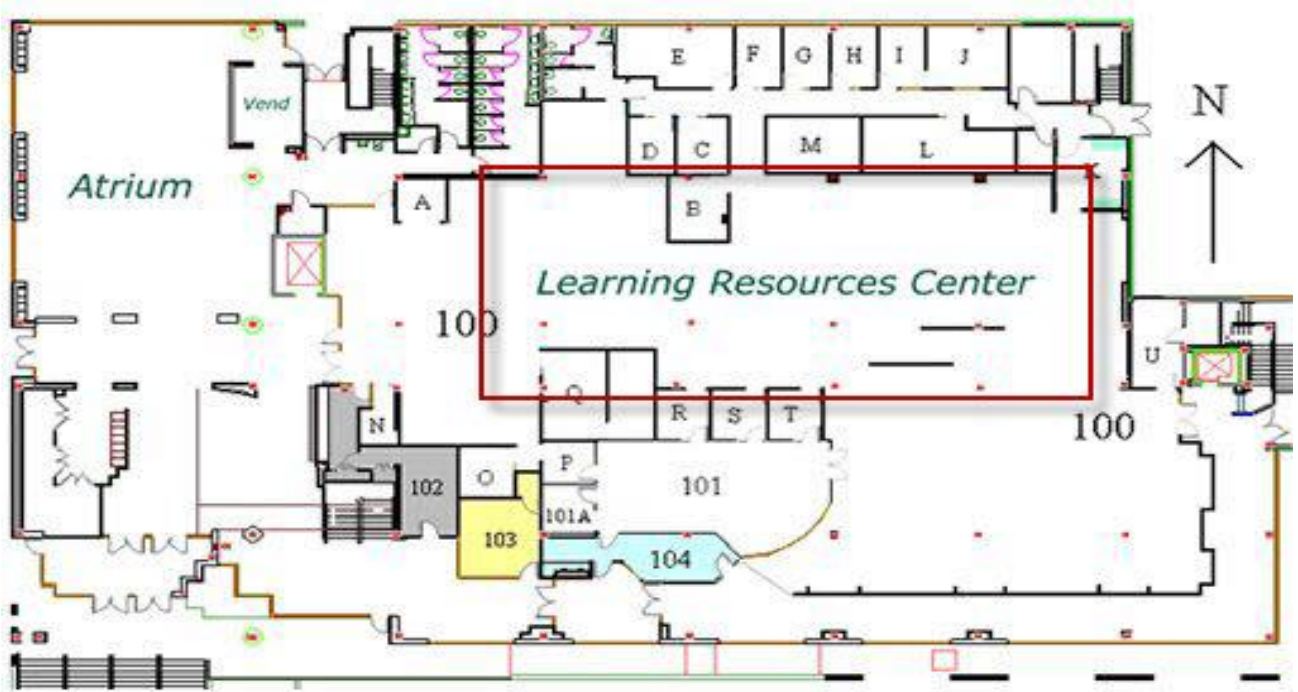
Graff Hall

⟶ N

Second Floor

Lincoln Hall 1st Floor

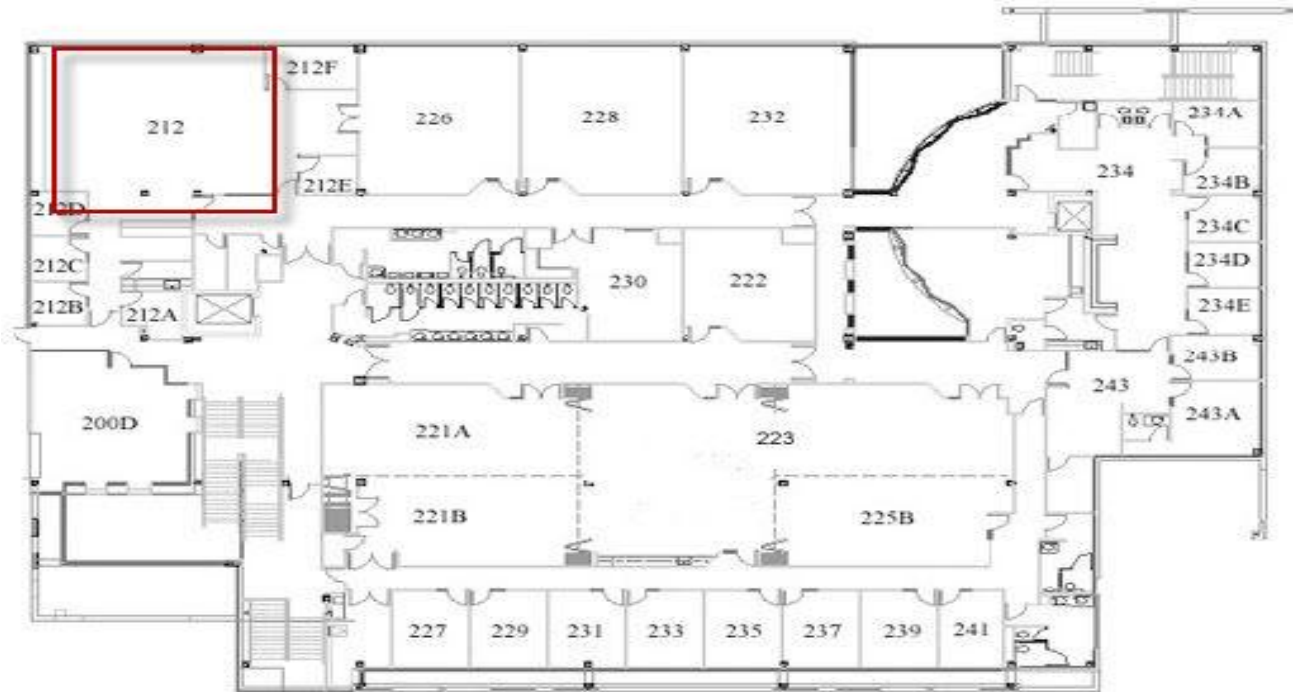## Industry and Transportation Technology Center
1st Floor

ITTC
FIRST FLOOR

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Information Commons 1st Floor

Information Commons East 2nd Floor

Information Commons East 2nd Floor