



**Georgia Gwinnett**  
**COLLEGE**

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**Information Technology**

**Technology Resources for Faculty**



**Spring Semester 2022**

# Technology Resources for Faculty

Spring 2022 Edition

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## Welcome!

Hello Grizzlies!

This brief guide provides information about some of the most used technology services at Georgia Gwinnett College. If you need assistance with any of the services listed here, contact the GGC Help Desk.

- Visit online at [helpdesk.ggc.edu](https://helpdesk.ggc.edu) (login required)
  - Live chat is available during office hours
- Visit A-1040, walk-in or call for an appointment.
- Email [helpdesk@ggc.edu](mailto:helpdesk@ggc.edu)
- Phone 678.407.5611



## The Basics

### Your GGC Email Address and User Account

Your GGC email address is used to access almost all online services at GGC. You should have received your email address during the onboarding process.

In addition to email, your [GGC account](#) unlocks access to many tools and applications.

These include:

- [Claw Mail](#) (GGC email)
  - [MyCourses](#) (Brightspace by D2L)
  - [GGC's Zoom Account](#)
  - [Library Resources](#)
  - [Microsoft Teams](#)
- and many others.

Your GGC account also allows for viewing, sharing, and collaborating on files and documents using OneDrive.

## Multifactor Authentication

Multifactor Authentication (MFA) is required for all GGC accounts.

MFA protects your accounts in case someone hacks your password. GGC provides [several methods](#) to allow users to provide a second form of identification.

**For additional details on MFA visit:** <https://itservices.ggc.edu/security/mfa/>

After your initial MFA setup, you can change the preferred method, phone number, and other details by going to the security info page.

## Password Resets

After you have initially set up your password and multifactor authentication options you can use [self-service password reset to](#) change your password.

## GGC ClawCard

The [GGC Claw Card](#) is your official campus ID card. You should always keep it with you when you are on campus.

In addition to being your official college ID, the Claw Card makes it easy to use important services such as library check-out, and accessing secured areas such as the residence hall and fitness center. You can also place money on your Claw Card for purchasing items at vending machines and the bookstore.

If you didn't get your Claw Card during an onboarding session, you can stop by the Claw Card office in room D-1470 to get one. You will need a government-issued photo ID such as a driver's license or passport to prove your identity.

## Communications & Collaboration

### Wi-Fi – eduroam Wireless Service

GGC provides wireless connectivity through a service called [eduroam](#).

To access Wi-Fi through **eduroam**, simply select **eduroam** from your list of available connections. You will be required to enter your GGC email address and password.

## Web Conferencing Applications



GGC offers several options for virtual class meetings. With each, sessions may be recorded.

### Zoom

Zoom is a popular collaboration application for conducting virtual classroom meetings. Zoom works well when conducting presentations that include participants that are non-GGC (external) participants. GGC holds an academic license for Zoom. GGC authentication is required for meeting or webinar hosts but not required for participants invited to attend the Zoom meeting or webinar.

[Learn More About Zoom](#)

### Microsoft Teams

Teams is a secure online collaboration tool that provides options to chat, conduct calls, video conference meetings and documentation storage. This includes the ability to share screens or edit files in real time during meetings. GGC authentication is required.

[Learn More About Microsoft Teams](#)

## MyCourses

MyCourses (Brightspace by D2L) is the home of most of GGC's online course content. Whether your classes are virtual or in person, you can use MyCourses as your digital "home base" for class resources.

All courses have a course shell that you may use to:

- share your syllabus
- post course materials
- make announcements
- mail students

- manage assignment submissions
- assess students using online quizzes, test, or exams
- provide captioned videos
- check accessibility of course materials
- host virtual meetings or office hours
- and more

### Access MyCourses

<http://mycourses.ggc.edu>

## Tools for Teaching and Learning

### Accessible Syllabus Template

An accessible [Syllabus Template](#) is available to help you get a jump start on your course syllabi. This template is designed to structure class information in a way that is easily usable by students with a wide range of abilities, including those who must use screen reader technology. The template includes links to videos which show how to add content to the template without inadvertently undoing its accessible features.

[Get the Syllabus Template](#)

## Ally

Ally is a feature in MyCourses that allows students to access course files in alternative formats such as mp3, mobile-friendly versions, electronic Braille. This may make course content easier for students to use, depending upon their devices and learning preferences. Ally also helps instructors identify content that may need remediation to make it more accessible and provides recommendations and steps for making improvements. For more information about Ally, visit [Ally's Instructor Resources](#) page.

## Available Software

GGC provides a selection of free-to-use software for faculty.

- All instructors have access to download up to 5 copies of Microsoft Office for multiple devices. [Microsoft Office can be downloaded from your Office 365 account.](#)
- Adobe Creative Cloud Adobe CC apps, including Illustrator, Photoshop, and Dreamweaver, are available on the GGC campus in computer classrooms and the Info Commons.

Additional software may be available.

## The USG Technology Store

Faculty who wish to purchase software packages for use on their personal devices may wish to review the offerings from the USG Technology Store. Many popular applications can be purchased through the Technology Store at reduced cost.

Available software includes:

- Microsoft Office
- Adobe Creative Cloud Suite
- Autodesk Design Software
- SP Statistics Software
- SAS Accounting Software

[Access the USG Technology Store](#)

## Computers

Public computers are available at several locations across campus, and a small number of laptops are available for check out.





## Public Computers

Primary locations for public computers include:

- Kaufman Library & Learning Center – Building L
- Ground Floor - Building B
- Room A1510 – Building A

## Loaner Laptops

The GGC Help desk has a limited number of loaner laptops that will be made available on a first come, first served basis. If you have a student that needs to check out a laptop for coursework, have the student contact the Help Desk.

# Classroom Technology

## Rapid Classroom and Venue Technical Support



Classroom and Event support is available by calling 678-407-5555 (extension 5555 from a GGC network phone). A technician will attempt to solve the problem immediately by either providing phone support or by coming to the classroom or venue to provide assistance.

## Event Support

All major events must first have a venue reserved before planning audio/visual support. Venue spaces can be reserved by going to <http://25live.ggc.edu> and reserving a space and date.

After a space is reserved, request audio/visual assistance by completing a Help Desk request by sending an email to [helpdesk@ggc.edu](mailto:helpdesk@ggc.edu).

## Equipment Checkout

Equipment available for faculty checkout includes:

- portable projectors
- portable document cameras
- voice amplification devices

To check out any of these items, send a request to [helpdesk@ggc.edu](mailto:helpdesk@ggc.edu) with "Equipment Checkout Request" in the subject line. Information Technology will contact you to arrange for pickup.

Information Technology supports teaching and learning as an innovative and collaborative partner with the academic and operating units of Georgia Gwinnett College. If you have any questions regarding our services, please visit the Helpdesk in room A-1040, call 678.407.5611, or send an email to [helpdesk@ggc.edu](mailto:helpdesk@ggc.edu).