#### Contact the LIS Division Members

# INFORMATION TECHNOLOGY SERVICES

### TAMMY MCCRACKEN - tmccracken@vhcc.edu or 276-739-2495

### TAMMY provides the following services:

Monitors Help Desk requests and responds to requests for:

SIS/AIS Application and Technical Support |

SIS/AIS Security Officer

SIS User training

SIS: Plans budget

SIS: Prioritize, plan, and implement upgrades

Provides data to college personnel and VCCS

Reset passwords to MyVHCC

College Customer Service Liaison to the VCCS

Reset passwords to MyVHCC

Create and Maintain Queries/Reports for SIS SIS/AIS Application and Technical Support

Provide SIS Training for College Personnel

Backup SIS/AIS Security Officer

Export and Organize data from SIS for Class

Produce Reports for Faculty Evaluations

### ADAM RHEA - arhea@vhcc.edu or 276-739-2446

#### **ADAM** provides the following services:

Monitors Help Desk requests and responds to requests for:

Technical support for all office and lab computers and peripherals

Relocating computers and peripherals

Software installation on all lab and office computers

Distance Education Classroom technical support

Purchasing process for Computers, Printers, Scanners, and Projectors

Installation and maintenance of computer and peripherals

Preparing computers and peripherals for surplus, per state standards

### GLEN JOHNSON - gjohnson@vhcc.edu or 276-739-2467

Monitors Help Desk requests and responds to requests for:

**Email administration** 

Telephone system administration

GLEN provides the following services:

Network issues

Wireless services

Building door lock system administration

Server planning

Application support

Desktop support

System planning

# ALEXANDER WILSON - awilson@vhcc.edu or 276-739-2556

#### Provides nighttime IT support services.

If you need support and he is not at his desk in the Learning Lab the Evening Administrator can call him on the portable radio for you. Assist students with computer needs. Backup Support to Blackboard.

He is available from 4:30 p.m. until 9:00 p.m. Monday through Thursday evenings.

# SHANNON O'NEILL - soneill@vhcc.edu or 276-739-2443

# SHANNON provides the following services to the campus community:

Oversees development of and manages a college IT security program that meets or exceeds the requirements of VCCS and COV IT security policies and standards allowing for the lowest possible level of risk to data and IT equipment.

Develop and maintain an IT security awareness and training program for the college staff, including contractors and IT service providers.

Coordinate and provide IT security information to the VCCS ISO as required.

Implement and maintain the appropriate balance of protective, detective and corrective controls for college and VCCS IT systems commensurate with data sensitivity, risk and systems criticality.

Mitigate and report all IT security incidents in accordance with §2.2-603 of the Code of Virginia and related VCCS requirements and take appropriate actions to prevent recurrence.

Maintain liaison with the VCCS ISO.

### DISTANCE LEARNING & EDUCATIONAL TECHNOLOGY SERVICES

### CHARLES BOLING - cboling@vhcc.edu or 276-739-2514

#### See CHARLES for assistance with:

Distance Learning initiatives

Blackboard Training & Support

Instructional Software Training & Support

Instructional Design Services

**DE Evaluation Support** 

Distance Learning Webpage

Copyright Compliance

**VDEN Training & Support** 

Instructional Technology Training & Support

Monitors Help Desk requests and responds to request for assistance in these areas.

LIBRARY SI	ERVICES
JOEL RUDY - <u>jrudy@vhcc.edu</u> or 276-739- <b>2512</b>	SARA BETH WHITE – swhite@vhcc.edu or 276-739-2472
Ask JOEL for assistance with:	Ask SARA BETH for assistance with:
Provide library instruction sessions in a broad context as well for specific classes and disciplines in your classroom or in the library  Conduct research for your professional, classroom, or other needs  Design tutorials and instructional materials for research and information literacy concepts to meet the needs of your students  Provide professional growth opportunities for all faculty and staff in the use of information resources  Provide guidance in Information Literacy concepts of evaluating and understanding information sources, how to cite them, and ethics of information use – including plagiarism  Develop the library collection, both print and electronic to meet the needs of your program and students  Integrate library resources and services into distance learning classes through Blackboard  Answering questions and assisting with any information	Conducting research for your professional, classroom, or other needs  Answering questions and assisting with any information needs  Providing reference service  Providing guidance in using and understanding library resources.
needs  JOYCE CRUSENBERRY – <u>icrusenberry@vhcc.edu</u> or 276-739- <b>2470</b>	REVA RUSSELL – <u>rrussell@vhcc.edu</u> or 276-739- <b>2471</b>
Ask JOYCE for assistance with:	Ask REVA for assistance with:
Finding information for class or personal use Locating print magazines in the library Locating electronic articles from databases Locating books in our library or through Interlibrary Loan Services McNaughton book requests Periodical and newspaper subscriptions Library budget information  Evening and Weekend Library Ser	
Rebecca Austin – <u>raustin@vhcc.edu</u>	These staff members are available:
Diana Corns – dcorns@vhcc.edu	Monday – Thursday from 5 to 9 p.m.
Judy Netherland – <u>inetherland@vhcc.edu</u> Pam Smith – <u>psmith@vhcc.edu</u>	Saturday 11 a.m. to 3 p.m., Sunday CLOSED  Ask them for assistance using the VHCC library.
TESTING SI	
JERRY MUSICK jmusick@vhcc.edu or 276-739-2475	Testing Support Staff – call 276-739- <b>2476</b>
JERRY can help you and your students with: Computerized testing Hard copy testing Placement testing AV equipment delivery/repairs Making copies in DVD/CD/VHS formats Campus photography Set up LRC 605 for scheduled activities Testing passwords and test security VHS/DVD viewing area space Student information services Special needs room & equipment for students	CRYSTAL SHAVER – chsaver@vhcc.edu from 7:00 a.m. until 2:00 p.m. Monday – Friday Library Staff from 5:00 p.m. – 9:00 Monday – Thursday Saturday 11 a.m. to 3 p.m., Sunday CLOSED
ADMINISTRATION	
CHARLES BOLING – cboling@vhcc.edu or 276-739-2514  CHARLES is available to assist you with:  Integrating functions of the LIS Division into the mission and goals of VHCC and or VCCS  Any topic dealing with the rolls of the LIS Division that is not in the scope of the staff listed above.  Helping you help students succeed through the services provided by the departments of the LIS Division.	

helpdesk@vhcc.edu library@vhcc.edu