

## CONTENTS

Mission.....	2
CCA Tools & Resources.....	3
Account Management.....	4
Communication Tools.....	5
Gmail.....	5
Google Calendar.....	5
Google Drive.....	5
Zoom.....	5
Portal.....	5
Workday.....	6
Academic Affairs Resources.....	7
VAULT.....	7
Teaching, Learning & Making Tools.....	8
Moodle.....	8
Google Classroom.....	9
Voicethread.....	9
Creative Cloud.....	10
Libraries.....	11
Librarians.....	11
Locations.....	11
Faculty Library Privileges.....	12
Instructional Services & Technology Team.....	12
Library Collections & Resources.....	13
Computer Labs.....	14
Lab & Printer Maps.....	15
Printing.....	16
Software & Hardware.....	17
Equipment Rentals.....	18
ETS Help Desk.....	19
Glossary.....	20

This document is designed to be a comprehensive dynamic guide for faculty to learn about CCA systems, software, tools and resources.

## MISSION

Why we exist. Whom we serve.

LIBRARY & TECHNOLOGY SERVICES  
2020/21 GUIDE FOR FACULTY



California College of the Arts educates students to shape culture and society through the practice and critical study of art, architecture, design, and writing. Benefitting from its San Francisco Bay Area location, the college prepares students for lifelong creative work by cultivating innovation, community engagement, and social and environmental responsibility.

### LIBRARIES

[CCA Libraries](#) exist to enrich and empower our diverse communities through:

- free and open access to materials and resources
- intuitive digital tools for expanded scholarship
- instructional support for democratic learning & information competency
- dynamic spaces that foster serendipitous discovery

As a hub of critical and creative activity, CCA Libraries' vision is to foster spaces of inspired teaching and learning that generate interdisciplinary knowledge creation and passionate lifelong learning.

### EDUCATIONAL TECHNOLOGY SERVICES (ETS)

The [Educational Technology Services](#) (ETS) department supports CCA faculty, staff, and students in their use of information technology and technological resources. The educational mission at CCA is to educate those who shape culture through their work as artists, architects and designers. This mission governs the goals for the use of technology at CCA.

These fundamental goals, developed within the context of a strong history of exploration in traditional technologies, are to:

- establish strategic and productive methods for the use of new technologies
- encourage the exploration of new and innovative methods for the application of new media
- establish methods for determining fair and equitable distributions of limited resources
- promote ubiquitous accessibility and seamless integration of new technologies

This is a high-level list of the various systems, software, tools and resources that you will encounter. We have grouped them so you can quickly understand their general purpose. For a comprehensive list, see the [Glossary](#).

## ADMINISTRATIVE

[Workday](#)



## COMMUNICATION TOOLS

[Gmail](#)



[Google Drive](#)



[Google Calendar](#)



[Zoom](#)



## ACADEMIC ADMINISTRATION

[Academic Affairs webpage](#)

ACADEMIC AFFAIRS  
The mission of the Office of Academic Affairs is to support faculty and academic staff in their efforts to advance students to degree culture through the academic and ethical pursuit of the arts to develop responsible educational leaders who will change our world with their unique talents.  
Faculty Instructional Support Units and the Office of Student Affairs to enhance student learning.  
As the central academic office of the college, we seek to facilitate the growth and support of CCA's diverse programs. Please contact us regarding any questions or requests for support by faculty, staff, or students.



[Portal](#)



Includes [course section pages](#) with related resources for your course sections

[VAULT](#)



## TEACHING, LEARNING & MAKING TOOLS

[Google Classroom](#)



[VoiceThread](#)



[Artstor](#)



[Moodle](#)



[Jamboard](#)



[Library Collections](#)



Includes curriculum-based special collections, college archives, and digital scholarship platforms

[Google Sites](#)



[Tour Creator](#)



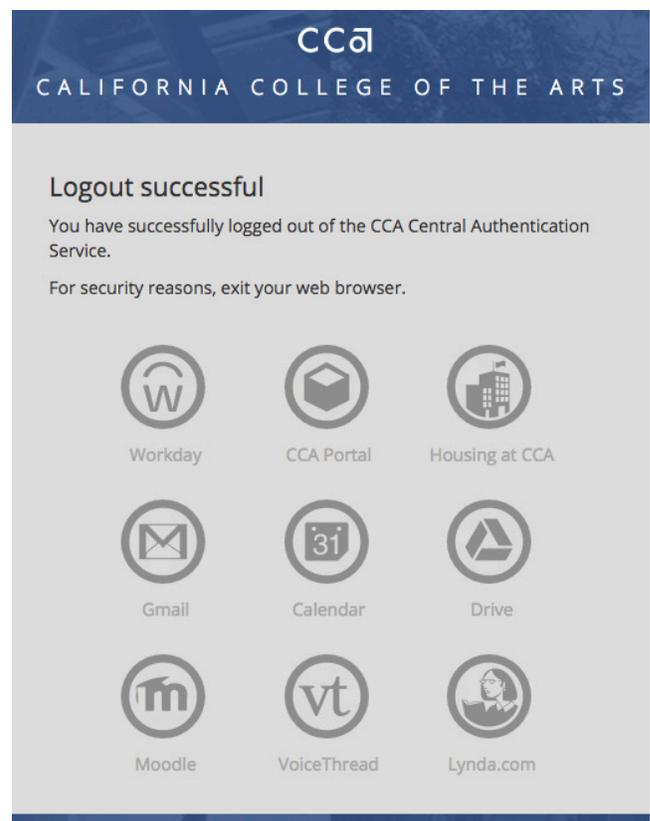
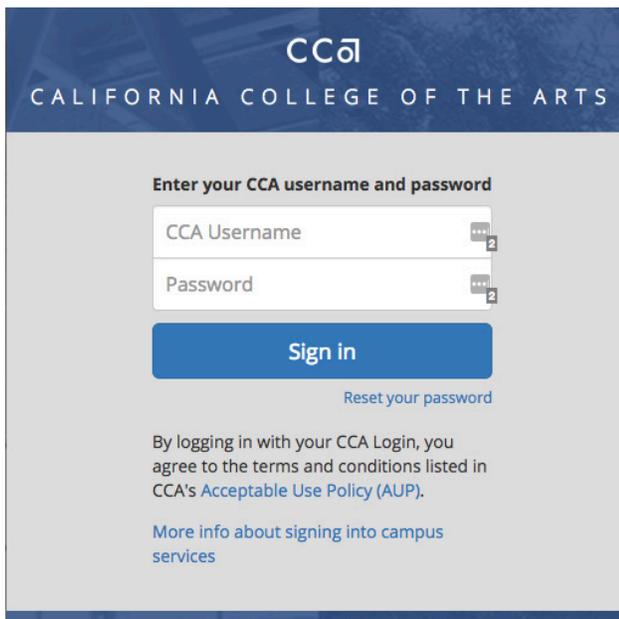
# ACCOUNT MANAGEMENT



If you do not already have a CCA email and login, please use the link below to activate your CCA account. This activation will enable you to access CCA systems and resources, such as email, Portal, and Workday, our human resources and payroll system.

[Activate CCA account now](#)

If you need assistance with any aspect of CCA account management, including account activation, please [contact the Help Desk](#) or call 510-594-5010 during regular business hours.



# COMMUNICATION TOOLS



CCA has a suite of tools for you to utilize when communicating with your colleagues and students.

**You are expected to use your CCA email address when interacting within the CCA community.**

CCA is a Google school. This means we use Google apps for email, calendar, file storage, and online collaboration. Please familiarize yourself with these applications and seek help if you need help making them work for you.

## Gmail



Email with integrated CCA contact list

## Google Drive



Create, share, and receive files with unlimited storage



Docs



Sheets



Slides



## Google Calendar



Schedule meetings, share calendars and post reminders

## Zoom



Meet virtually across campuses or remotely with your colleagues & students [more info...](#)

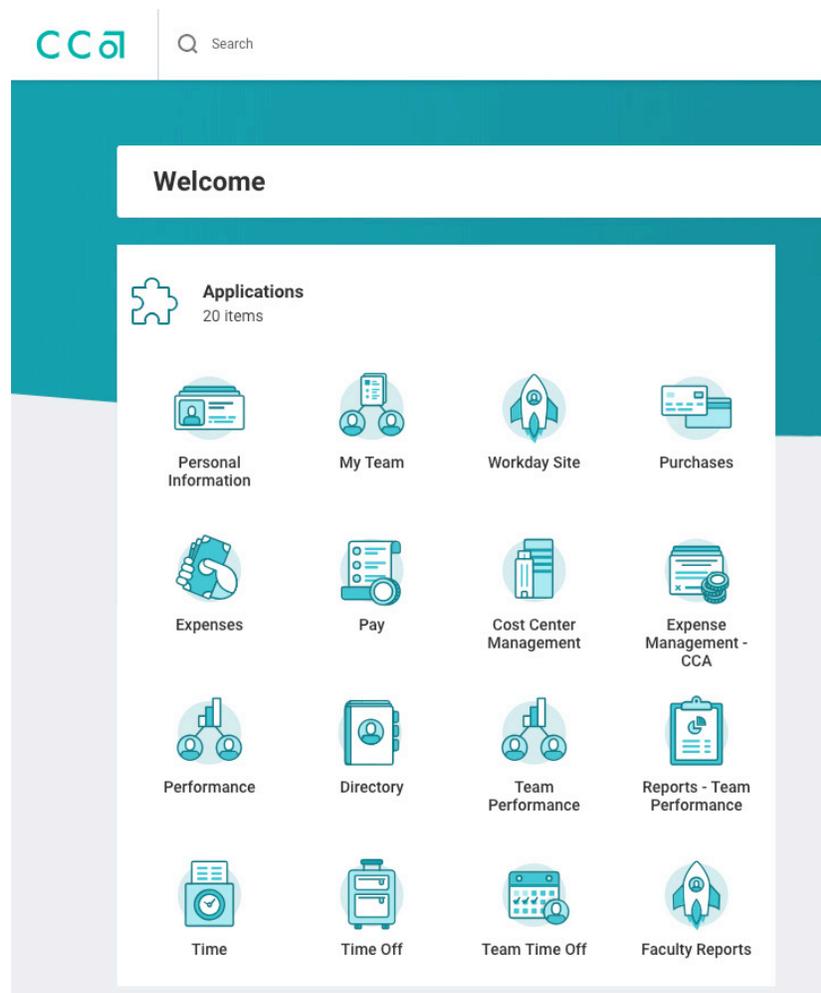
# PORTAL

The [Portal](#) is a platform for students, faculty, and staff, that helps you find tailored information and connects you to the sites, services, and people you need to be successful at CCA.

[Workday](#) is CCA's student information and business process management system. Students use it to search for, plan, and enroll in classes. As a faculty member, you have a dedicated dashboard in Workday, Teaching CCA, from which you can:

- View your teaching schedule and class rosters (historical, current, and upcoming)
- Enter interim (mid-term) and final grades
- Request course updates, such as changing your section's title or description, or entering course materials

In regards to business process management, you can review and input HR, Payroll, and Financial information in Workday. Find comprehensive guides and other tips from the [Workday Resources for Teaching Faculty page](#) in Portal.



# ACADEMIC AFFAIRS RESOURCES

## LIBRARY & TECHNOLOGY SERVICES 2020/21 GUIDE FOR FACULTY



The Academic Affairs section of Portal contains many helpful resources and links, including information about:

- Faculty Governance
- Union
- Teaching Lab
- Academic Administration

...and more!

**Faculty Resources**

Information and policies related to faculty promotions, service, position descriptions, and absences.

[Read More](#)

**Faculty Governance**

Faculty Senate, Executive Committee, Curriculum Committee, and Appointments, Promotion, and Tenure Committee descriptions, contact information, and meeting schedules

[Read More](#)

**Union**

Unranked faculty union information and resources

[Read More](#)

**Teaching Lab**

Information related to development, teaching, onboarding resources, promotion reviews, how-to resources, faculty week, absence policy, course proposals, and more.

[Read More](#)

**Provost's Newsletter** [View More](#)

**Provost's Newsletter: Fall 2019**  
September 30, 2019, 3:17 PM by Julian Wang-Nelson

Dear Faculty Colleagues,

Welcome to what promises to be an exciting and productive academic year!

Over the summer I have been thinking a lot about the many changes in progress for the CCA community. I kept returning to a comment ...

**Provost's Newsletter: Fall 2018**  
August 31, 2018, 3:21 PM by John Jenkins

Dear Colleagues,

Welcome to the 2018-19 academic year! Please read this newsletter for important updates and reports related to Faculty and Academic Affairs.

I am thrilled to begin the year with a full stellar team of staff and faculty leaders ...

**Provost's Newsletter: Fall 2017**  
August 14, 2018, 9:46 AM by Erin Meine

Dear Faculty,

**Welcome back!**

I am incredibly excited about this academic year and I am looking forward to working closely with faculty leaders and Academic Affairs staff on various key initiatives. We will be looking at pathways for transfer students ...

# VAULT

VAULT is CCA's digital archive for storing the creative and intellectual output of the college. Its mission is to support teaching & learning, accreditation & assessment, marketing & promotion endeavors as well as serve as an historical record of the college by collecting, preserving and sharing the digital resources created by the CCA community.



CALIFORNIA COLLEGE OF THE ARTS

- Dashboard
- Favorites
- My resources
- Search
- Contribute

---

- Info, Guides & FAQs
- Student Work
- Syllabus Collection
- Libraries' Collections
- More...

---

- Questions?
- WebAdvisor

Admin Console

[New? Take a tour](#)

Quick Search

Search for an item...

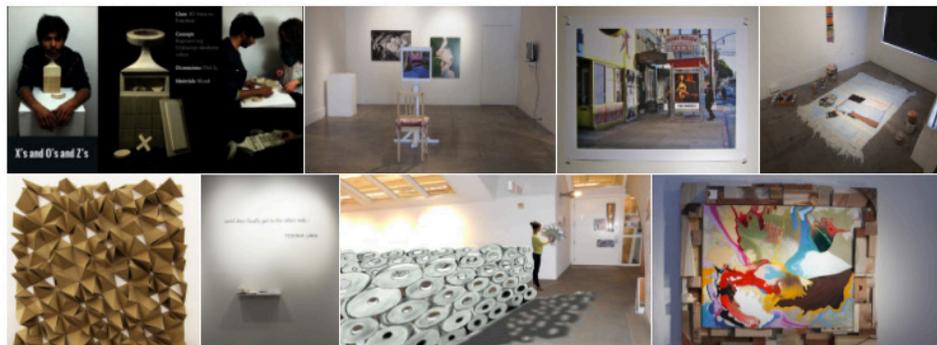


[Student Work](#)

[Library Collections](#)

[Campus Planning: Spatial Benchmarking](#)

[Browse All Collections](#)



CCA has a wide range of online tools to help you:

- manage your classes
- interact with your students
- collect assignments
- provide feedback
- facilitate student discussions

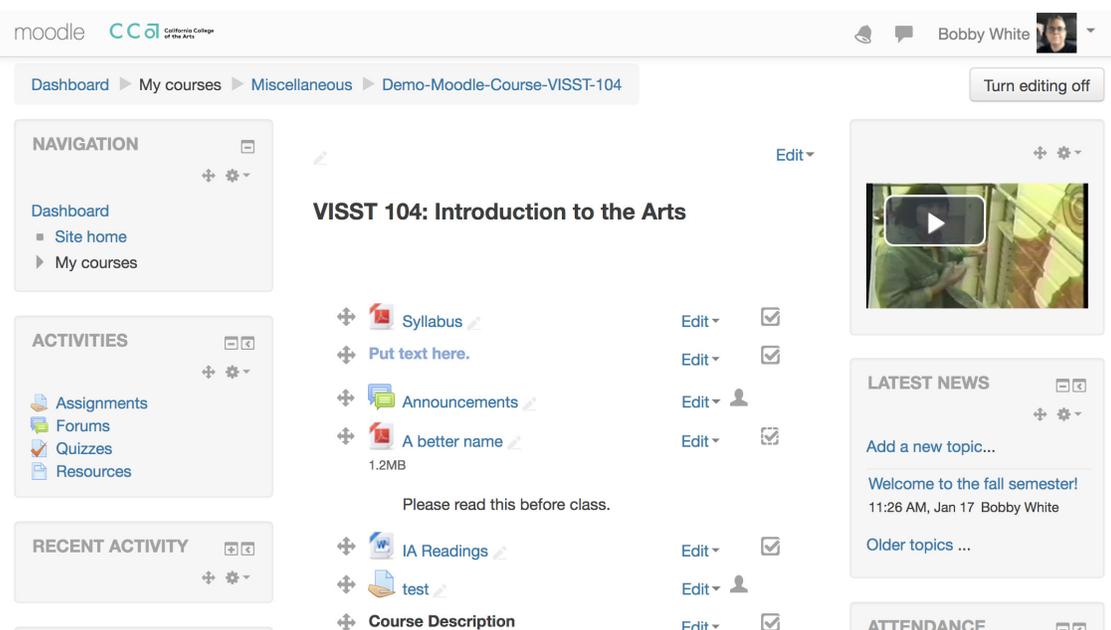
**Learning Management System (LMS):** Our official LMS is [Moodle](#) but we also support [Google Classroom](#).

**Flipping your classroom:** There are several tools available that enable you to provide content to your students online so that you can spend studio time with more hands-on activities. Please contact Bobby White, Instructional Designer ([bobbywhite@cca.edu](mailto:bobbywhite@cca.edu)), for more information.

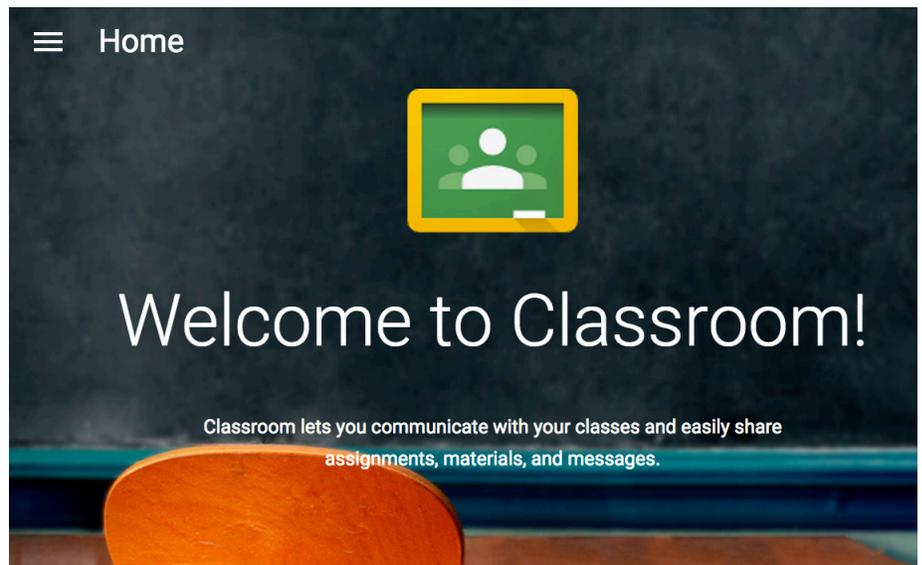
**Maker tools:** We have numerous maker tools, including the entire Adobe Creative Cloud suite, for you and your students. All of these tools can be installed on or accessed from your personal computer or one of the many computers in our labs.

## MOODLE

[Moodle](#) is CCA's official Learning Management System. Moodle can be used to share content with your students, make announcements to your class, collect assignments, provide feedback online, and enhance your students' engagement through an interactive forum.

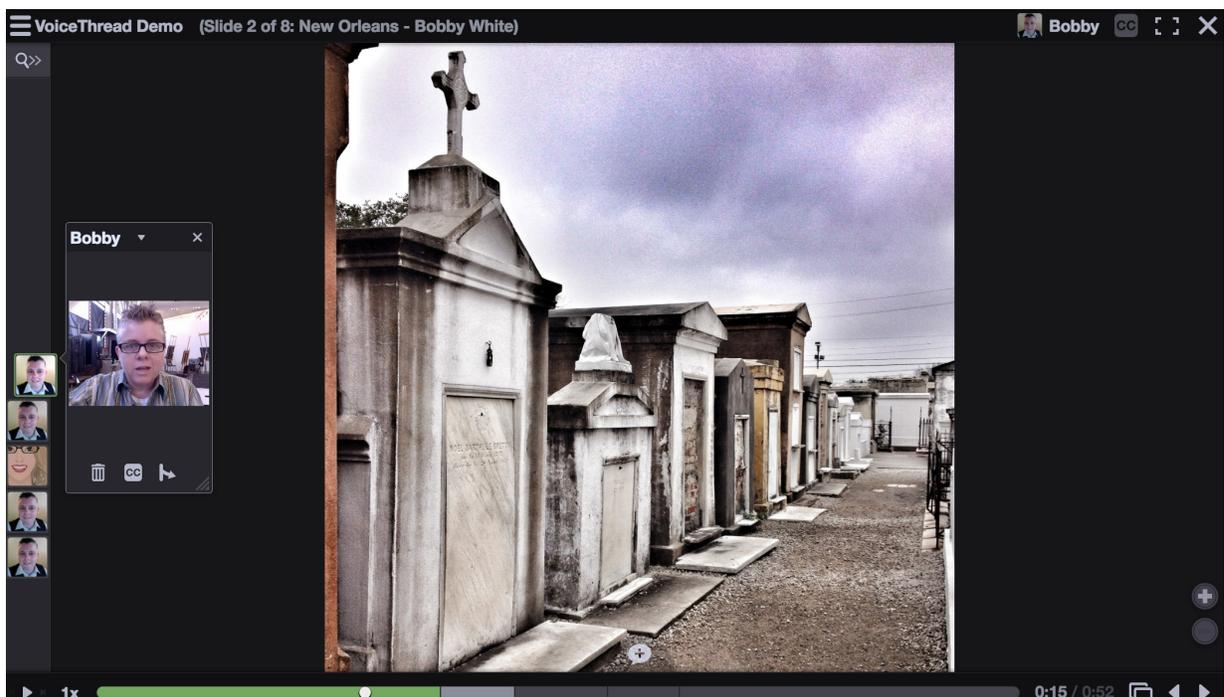


[Classroom](#) is a Learning Management System (LMS) that allows for uploading, collecting, and grading assignments through integration with Google Drive. You can engage your students in online discussions and create rich media posts. This is not intended to replace Moodle, but is an added resource for those proactively using Google Apps in their classrooms.



## VOICETHREAD

[Voicethread](#) is a web-based application that enables instructors and students to upload images, video, or documents and then record and add audio, video, or text comments. Comments create a timeline for each frame which becomes an engaging asynchronous conversation. Additionally you have the ability to draw on the images or videos while you leave your recorded annotation.

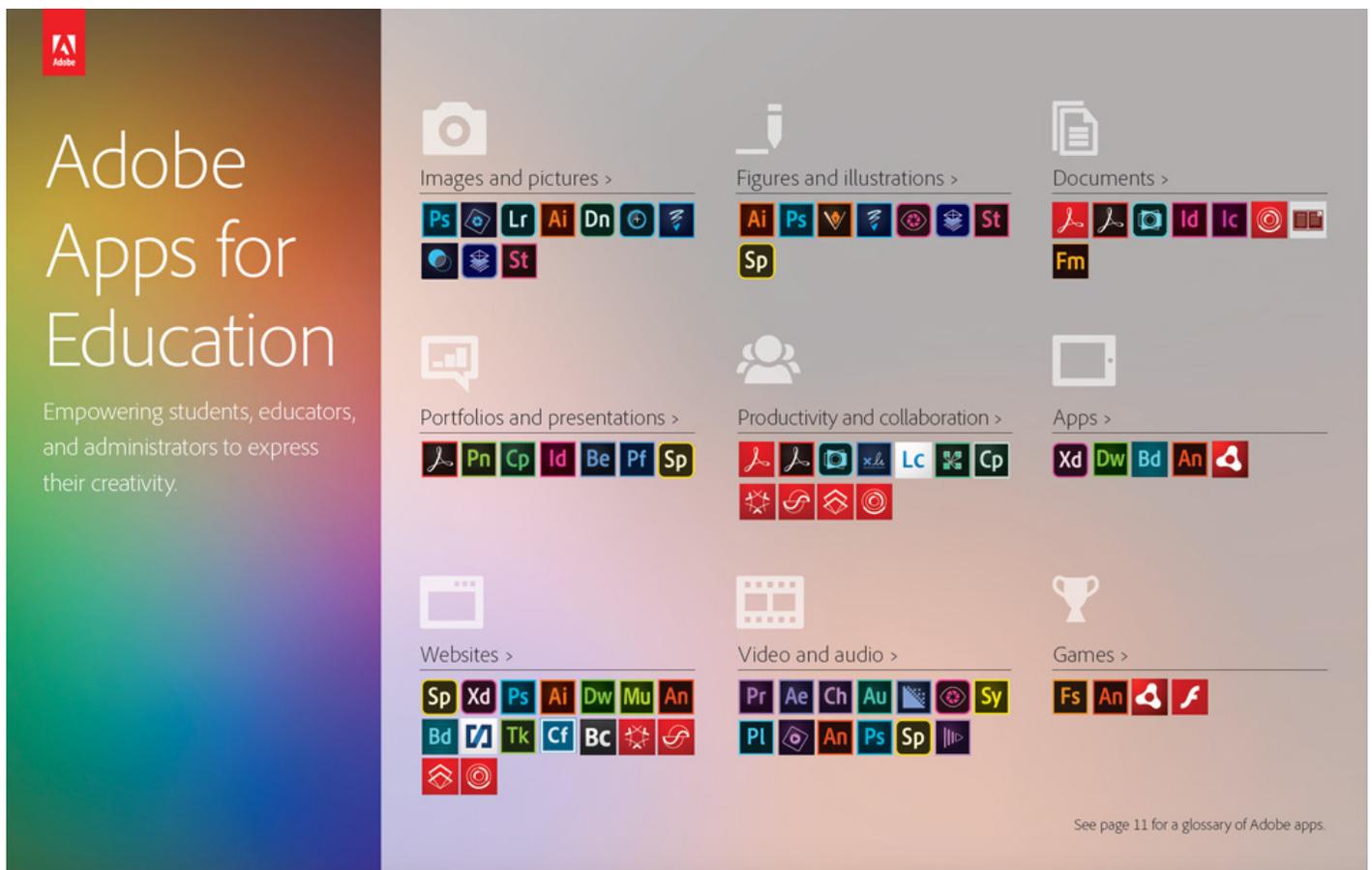


Students and Faculty have free subscriptions to [Adobe Creative Cloud](#). Adobe’s subscription model offers fast and frequent updates for Photoshop, InDesign, After Effects, and many other popular applications.

Check your CCA gmail account for a message from Adobe Systems Incorporated, with the subject:

“Access is granted. Enjoy All Apps plan now.”

If you can’t find this message, check your spam folder. If you are still unable to locate the message, [contact the Help Desk](#). Please visit our [ETS Adobe CC web page](#) for instructions on how to activate your Creative Cloud Account.



## Librarians



Annemarie Haar,  
AVP, Libraries &  
Creative Instructional  
Technologies  
*College-wide initiatives,  
academic technology  
leadership, archives,  
special collections*



Teri Dowling,  
Director of Library  
Operations  
*Acquisitions, ILL,  
critical studies,  
fine arts & design*



Eric Phetteplace,  
Systems Librarian  
*VAULT, libraries'  
website,  
library catalog &  
databases*



Bobby White,  
Instructional  
Designer  
*Teaching &  
learning tools,  
online student  
engagement*



Daniel Ransom,  
Instructional  
Services Librarian  
*Research methods,  
architecture,  
history, &  
social sciences*



Lisa Conrad,  
Digital Scholarship  
Librarian  
*Digital collections,  
library exhibits,  
literature  
collection*

[libraries.cca.edu/services](http://libraries.cca.edu/services)

## Locations

### San Francisco



M-Th 9a-8p  
Fri 9a-6p  
Sa+Su 2p-6p

**SF Main 1<sup>st</sup> floor, southern corner**

- Architecture, Design & Grad collections
- Science, Object & Blobject, Sinel collections
- Graphic Design, Typography, & Published Artist Books



M-Th 12-5p  
Check:  
[libraries.cca.edu](http://libraries.cca.edu)  
for semester specific hours

**SF Main 2<sup>nd</sup> floor, btwn DCC & S16**

- Material samples available for check out from 7 categories: Fibers, Natural, Ceramic, Composites, Glass, Metal, & Polymers

### Oakland



M-Th 8a-11p  
Fri 8a-5p  
Sa 2p-6p  
Su 2p-10p

**Founder's Building, southern corner of campus**

- Fine Arts, Visual & Critical Studies, Literature collections
- Handmade & Photography Artist Books
- CCA/C Archives



**Meyer Library, straight across from entrance**

- Faculty space that aggregates pedagogy & teaching support efforts college-wide
- Coffee & tea bar

# FACULTY LIBRARY PRIVILEGES

LIBRARY & TECHNOLOGY SERVICES  
2020/21 GUIDE FOR FACULTY



**Library Card:** Your CCA ID card is your library card. Obtain a library barcode for your ID card at either campus library's Circulation Desk.

**Loan period:** Faculty may check out most books for 4 weeks, films and current periodicals for 1 week.

**Maximum items:** 30 items at any one time.

**Renewals:** Items can be renewed up to 3 times, except when an item is recalled for use by another patron.

**Overdue fines:** Fines are not assessed for faculty, however lost or damaged books will be charged a replacement fee.

## Course Reserves

Required reading material may be placed on the Course Reserves Shelf at either Circulation Desk for your students.

The libraries do not keep items on "permanent reserve" from semester to semester; a request should be made each semester for the item(s) you would like to be placed on reserve for your class.

Allow 1 week for processing of materials in-hand and at least 1 month for ordering and processing of new acquisitions.

## INSTRUCTIONAL SERVICES & TECHNOLOGY TEAM

The Libraries' Instructional Services and Technology (InST) team supports and enhances the CCA community through a flourishing and extensive set of physical collections, and an ever-expanding network of digital tools and resources that support making, scholarship, and instruction. The InST team's priority is to provide critical and just-in-time pedagogical and instructional support. With an eye toward improving the teaching and learning experience, it influences and guides faculty in course design and effective applications of various technology and tools in their teaching, research, and scholarly activities.



**Bobby White**  
Instructional Designer

Bobby supports instructors & students in using online teaching and learning tools.



**Daniel Ransom**  
Instructional Services Librarian

Daniel assists and instructs students both in the library and the classroom.



**Lisa Conrad**  
Digital Scholarship Librarian

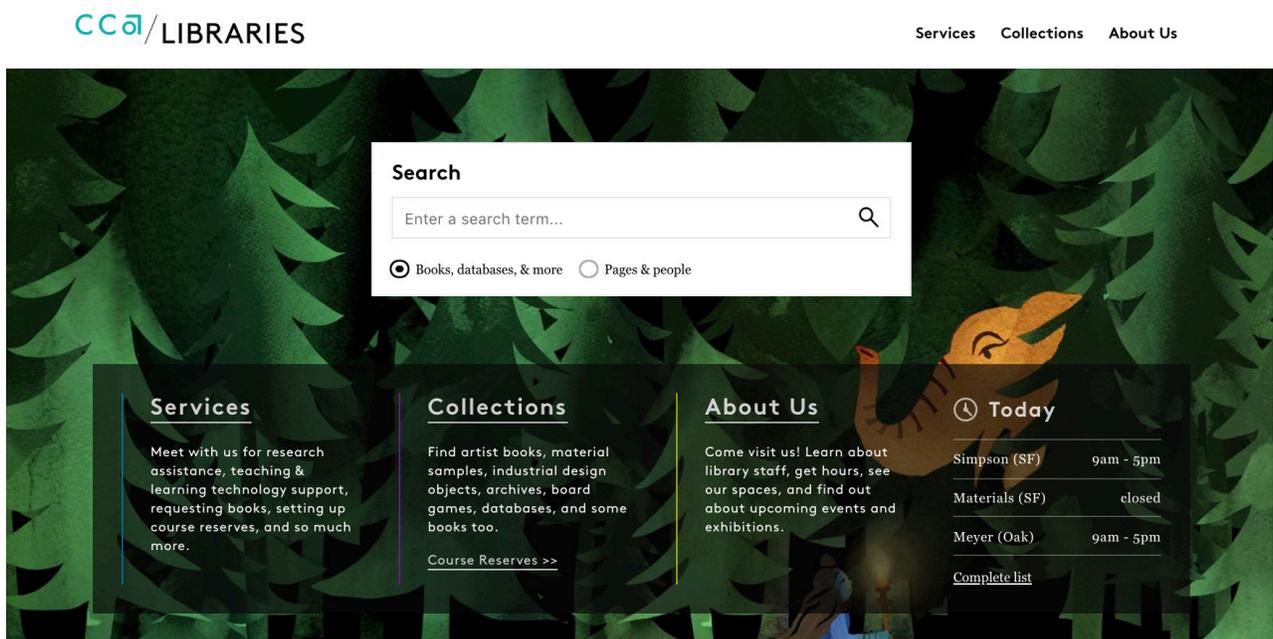
Lisa collaborates with faculty and students to explore new technologies and digital collections for scholarship.

CCA Libraries exist to enrich and empower our diverse communities through:

- free and open access to materials and resources
- intuitive digital tools for expanded scholarship
- instructional support for democratic learning & information competency
- dynamic spaces that foster serendipitous discovery

Navigate to [libraries.cca.edu](http://libraries.cca.edu) to search across library collections in one convenient place. CCA Libraries' Search offers reading lists, sophisticated filters, and timelines as well as access to:

- books
- journals and articles
- Materials Library
- CCA/C Archives & special collections
- research guides
- open access repositories



How Ganesha Got His Head by Erin Bates (@erinbatesart\_)

Jan. 16, 2020

**VAULT maintenance on Friday, January 17th**

The Libraries will be taking VAULT offline around 11am PT on Friday, January 17th for software upgrades. We expect the process to last at least an hour. During this time, you will not be able to upload to VAULT nor submit syllabi through your [Portal course section pages](#) if you're ...

Dec. 1, 2019

**Winter Break 2019 - Checkouts and Hours**

CCA Libraries will be open during Winter Break! Find informa-

Instagram

[Computer Lab Map - San Francisco Campus](#)

[Computer Lab Map - Oakland Campus](#)

## Open Computer Labs

High-end computer labs available to all CCA students and faculty, dedicated for graphic-intensive work. These labs have between 18–24 workstations, scanners, black-and-white and color laser printers. Some stations are equipped with Cintiq Pros.

## Computer Lab Classrooms

The lab classrooms are dedicated for a variety of digital-based classes and can be used as open labs when classes are not being held. These labs have between 18–20 workstations, LCD projectors, speaker systems, and various peripherals.

## Departmental Computer Labs

The departmental labs typically have fewer workstations and are outfitted to serve a specific department's computing needs. These labs are generally open to all students, with priority given to students within the specific department.

## Casual-Use Computer Stations

Casual-use computer stations are dedicated for word processing, Internet and email access. Students are encouraged to use these computers (or their personal computers) for these activities. Casual-use stations are located in the libraries and student lounge.

All computer workstations have this general hardware configuration. This list may vary slightly in each lab.

- Dual Boot (Mac OS X/Windows 10) iMac Workstations (18- 24 per lab)
- HP LaserJet 700 M712 (2)
- Xerox Phaser 7800GX (2)
- Wacom Cintiq tablets
- Epson Scanners

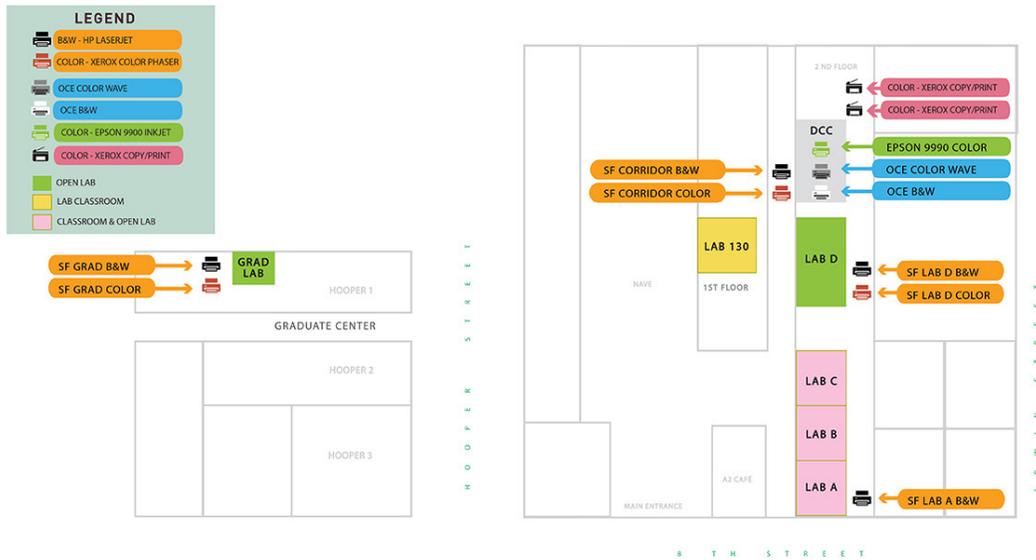
Software installed on all workstations include:

- Mac OS X
- Windows 10
- Adobe Creative Cloud
- Autodesk (various)
- Rhino
- Maya

For a full list of our available software, please see the [Computer Lab Software page](#) in Portal.

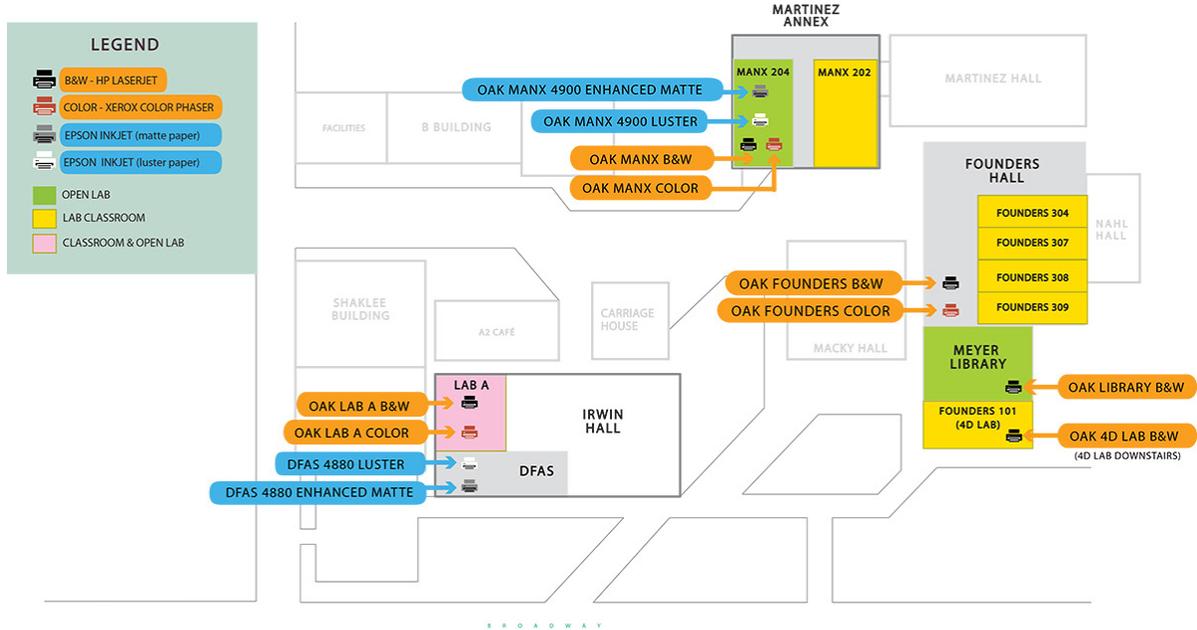
# LAB & PRINTER MAPS

LIBRARY & TECHNOLOGY SERVICES  
2020/21 GUIDE FOR FACULTY



## COMPUTER LAB & PRINTER LOCATIONS SAN FRANCISCO CAMPUS | CA COLLEGE OF THE ARTS

FOR MORE INFORMATION, PLEASE VISIT: [HTTP://TECHNOLOGY.CCA.EDU](http://technology.cca.edu) **ETS**



## COMPUTER LAB & PRINTER LOCATIONS OAKLAND CAMPUS | CA COLLEGE OF THE ARTS

FOR MORE INFORMATION, PLEASE VISIT: [HTTP://TECHNOLOGY.CCA.EDU](http://technology.cca.edu) **ETS**

CCA offers a variety of printing options in the computer labs and libraries on both the Oakland and San Francisco campuses. Most Lab printers are also accessible via laptop. If you would like to print to any of CCA's lab printers from your laptop, please follow the [Laptop Printing instructions](#) from our ETS web page.

For wide format and high quality output, please visit the [Digital Fine Art Studio \(DFAS\)](#) on the Oakland Campus or the [Digital Color Center \(DCC\)](#) on the San Francisco Campus.

In order to use all printers at CCA, you must have an active CCA print account, and this is done by [activating your CCA directory account](#). Visit the [Print Pricing page](#) for pricing information for the various print services at CCA. If you need to add funds to your account, please go to [PaperCut User page](#) and choose Add Credit to your PaperCut Account.

For assistance printing using PaperCut, please refer to [CCA's Printing How Tos](#).



# SOFTWARE & HARDWARE PURCHASING

LIBRARY & TECHNOLOGY SERVICES  
2020/21 GUIDE FOR FACULTY



CCA students and faculty are eligible to purchase popular software titles at discounted prices through our [Discounted and Free Software](#). Titles and versions change occasionally as new software is released.

Students, faculty and staff can purchase computers and computer equipment directly from [CCA's Apple Store](#) at an educational discount.

Lenovo offers a PC laptop recommendation specifically for Architecture Division students who are required to use Windows-only software as part of the program curriculum. Systems designed for DMBA students are also offered. All PC purchases are made directly via [GovConnection](#).

View [Student Computing recommendations and requirements](#).

Your go-to  
online campus store  
for Apple products.

[Shop now >](#)

CCA Apple Store

Do what you love.  
And the Beats are on us.

[Shop](#)

[Visit the Campus Store >](#)

For the video-editing, pixel-perfecting, code = "crushing" boundary-breaking, palette-picking, all-nighter-pulling, rough-drafting, beat-making, multi-tasking doers, we got you.

Apple Back to School Offer

## CCA Media Centers

The CCA Media Centers offer audio visual instructional support to students, faculty and to the college's broad curricular schedule and extracurricular events. For hours, contacts and equipment lists, please visit:

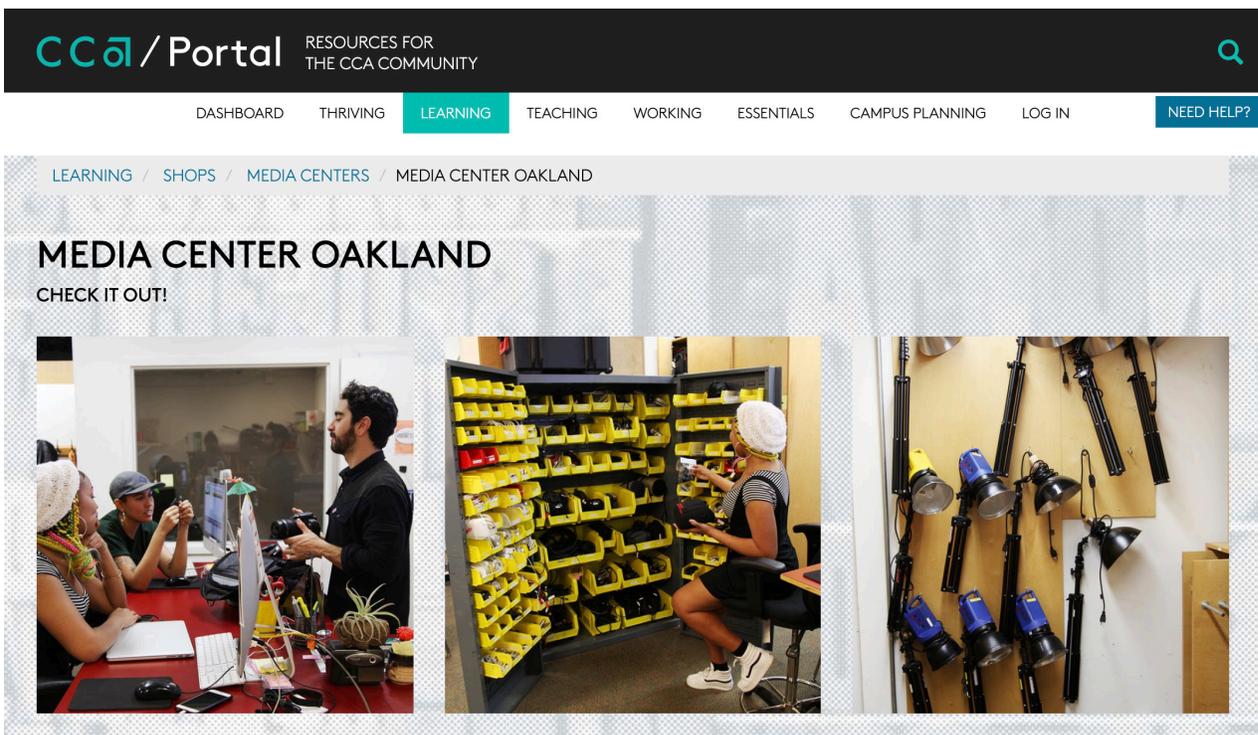
[Media Center - Oakland](#)

[Media Center - San Francisco](#)

You must read and agree to the Media Center User Agreement in-person before your first equipment checkout. A current CCA ID must be presented at each checkout. Large scale or long term equipment reservations, such as for end of year exhibitions, require approval from the Media Center staff and should be coordinated, whenever possible, via a Program Manager no later than two weeks in advance.

## Film Studios

The Film Studios feature specialized, industry standard audio/video equipment not available in the media centers. The Film Studio is available to students and faculty outside of the film program as long as the proper orientation is completed. To schedule an orientation, contact the Film Studio Manager: [film@cca.edu](mailto:film@cca.edu) or 415-551-9382.





CCA students, faculty, and staff are welcome to contact the Educational Technology Services (ETS) department for technology support, advice, and guidance. ETS staff are available during regular College hours, Monday through Friday, from 8:30AM–5:00PM.

The Helpdesk at CCA is here to help you!

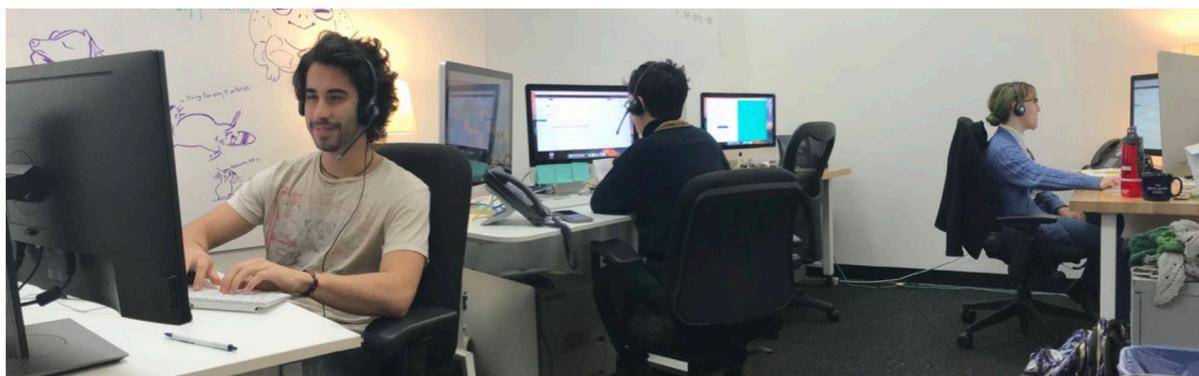
- [Submit a ticket online](#)

Helpdesk staff are available during regular College hours, Monday through Friday, from 9:00AM–5:00PM.

For further information including help documentation and frequently asked questions visit our [helpdesk webpage](#).



### HELP DESK



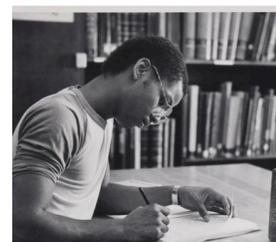
## Help Desk

### Welcome to the Help Desk!

The Help Desk at CCA is here to help you! CCA students, faculty, and staff are welcome to contact the ETS Help Desk any time.

If you are experiencing issues accessing your CCA gmail, or another CCA web service (Moodle, Workday, Portal), please call the Help Desk for immediate help at 510.594.5010, or make sure to include your contact info when submitting a ticket.

- [Submit a ticket online](#)
- Email [helpdesk@cca.edu](mailto:helpdesk@cca.edu)
- Phone 510.594.5010





**Accessibility:** Accessibility refers to the design of products, devices, services, or environments for people who experience disabilities. The concept of accessible design and practice of accessible development ensures both “direct access” (i.e. unassisted) and “indirect access” meaning compatibility with a person’s [assistive technology](#) (for example, computer [screen readers](#)).

“[Accessibility](#),” Wikipedia: The Free Encyclopedia. Accessed 2 Jan 2017.

**Browser:** “A web browser (commonly referred to as a browser) is a [software application](#) for retrieving, presenting and traversing information resources on the [World Wide Web](#). An information resource is identified by a [Uniform Resource Identifier \(URI/URL\)](#) that may be a [web page](#), image, video or other piece of content. [Hyperlinks](#) present in resources enable users easily to navigate their browsers to related resources.” This document uses hyperlinks to direct you to further information about any of these glossary items.

“[Web browser](#),” Wikipedia: The Free Encyclopedia. Accessed 2 Jan 2017.

**CAS:** The Central Authentication Service (CAS) is a single sign-on protocol for the web. Its purpose is to permit a user to access multiple applications while providing their log-in credentials only once.

**Creative Cloud:** The Adobe Creative Cloud is the entire collection of Adobe desktop and mobile apps, from essentials like Photoshop to innovative new tools like Adobe XD. You can get built-in templates to jumpstart your designs and step-by-step tutorials to sharpen your skills. This is available at no cost to faculty and staff and is now included with a student’s tuition. Please [activate your account](#) to make use of these resources.

**Educational Technology Services (ETS):** The Educational Technology Services department supports CCA faculty, staff, and students in their use of information technology and technological resources. The educational mission at CCA is to educate those who shape culture through their work as artists, architects and designers. This mission governs the goals for the use of technology at CCA.

**Firefox:** Firefox is a free, cross-platform web browser that can be downloaded and installed on your own computer. This is an open-source product not owned by either Apple or Microsoft.

**Gmail:** [Gmail](#) is a free email service developed by Google and is included in our Google suite of apps for education that we use at CCA. While you can set up your Mail or Outlook to use your Gmail account, using your email in a web browser helps you utilize other Google apps, such as Calendar and Drive. Log in using your Gmail account.

**Google Apps for Education:** CCA has partnered with Google Apps for Education to provide email, calendar, and document services for all CCA faculty, staff and students. Access services at [google.cca.edu](#).

**Google Calendar:** [Google Calendar](#) is a free web-based calendaring system used by the CCA community. The calendar is integrated with your Gmail account, other Google apps, and additional products like Zoom.

**Google Chrome:** Google [Chrome](#) is a free, cross-platform web browser that can be downloaded and installed on your own computer. This browser is owned by Google and will most easily work in conjunction with all of the other Google apps being used at CCA. Note that you can set up a Chrome profile which will follow you anytime you log into the browser - bringing along your bookmarks and other plug-ins. This can be very helpful and it can also be a privacy risk. Be sure to understand how logging into your Chrome will work best for you.

**Google Classroom:** [Classroom](#) is a Learning Management System (LMS) that allows for uploading, collecting, and grading assignments through integration with Google Drive. You can engage your students in online discussions and create rich media posts. This is not intended to replace Moodle, but is an added resource for those proactively using Google Apps in their classrooms.

**Google Docs:** Google [Docs](#) is a web-based document tool, similar to Microsoft Word, that is created in the cloud, shared with others, and used simultaneously with others in collaborations. You will not need to save versions of a document, as all changes are saved historically as you go. There are many available templates and these files can be downloaded as PDFs or Word Docs. Note that Google Docs is the recommended application for creating and sharing documents in the CCA community.

**Google Drive:** Google [Drive](#) allows you to store, organize, and share word processing documents, spreadsheets, and presentations online, and collaborate with others on group projects. Students and teachers can create documents using these productivity tools, then communicate and collaborate with each other in real time right inside a web browser window.

**Google Sites:** Google [Sites](#) allows you to collaboratively create simple, media-rich websites for your team, project, or course. Sites is integrated with Google Drive allowing you easy access to your Google Docs. You do not need to know any programming to use this simple platform and it will look great on the desktop browser or on a mobile device.

**HelpDesk:** The [HelpDesk](#) is comprised of ETS staff and work-study who are here to help you! CCA students, faculty, and staff are welcome to contact the ETS Helpdesk any time. Helpdesk staff are available during regular College hours, Monday through Friday, from 8:30AM–5:00PM. You can submit a ticket online.

**Internet Explorer:** Internet Explorer (IE) is an outdated Microsoft internet browser that only works on the Windows platform and is **not recommended**. See Microsoft Edge.

**Keynote:** Keynote is a presentation software application developed as a part of the iWork productivity suite by Apple Inc. It is an alternative to PowerPoint but only works on Macs. While many feel Keynote has more flexibility and design options than PowerPoint, you are more likely to run into compatibility issues with your students. If using Keynote files, it is always best to save your file as a PDF.

**LDAP - Lightweight Directory Access Protocol:** LDAP is an open, vendor-neutral, industry standard [application protocol](#) for accessing and maintaining distributed directory information services over an [Internet Protocol \(IP\)](#) network. [Directory services](#) play an important role in developing intranet and Internet applications by allowing the sharing of information about users, systems, networks, services, and applications throughout the network.

"LDAP," Wikipedia: The Free Encyclopedia. Accessed 2 Jan 2017.

**Learning Management System (LMS):** A LMS is an online platform used in the administration and facilitation of classroom, blended, or online courses or training programs. LMSs can be complex, enabling and enhancing student engagement with rich-media content and their peers throughout the learning process.

**Learning Resource Center:** The mission of the CCA Learning Resource Center is to support the learning process of the CCA academic community. We believe individual attention and guided inquiry from competent and sympathetic coaches will nurture students' confidence, develop their ideas, and improve their competence in writing. CCA's coaching program consists of individual academic coaching, software coaching, and organizational assistance such as time management and study skills. Coaching is free for enrolled students. Coaching sessions are held on both campuses:

**Oakland campus** (Irwin Hall, room 213)

**San Francisco campus** (Simpson Library)

Learn more on the [LRC website](#).

**LibGuides:** (see Research Guides)

**Media Center:** The CCA Media Centers offer on-call troubleshooting for any issues related to classroom installs of projectors, podium computers, and room speakers. Please call the Media Center front desk (**SF: 415-551-9240 / Oak: 510-594-3731**) and we will send someone to help you in your classroom. The most effective and efficient way to reach us for technical troubleshooting is via phone. We can also be reached via email or a helpdesk ticket. We encourage faculty and staff to let us know of any issues in their classrooms in regards to the AV set-up. We offer checkout of audio visual equipment (including professional grade cameras and projectors) at no cost to all current CCA students, faculty, and staff. You can also schedule an appointment to learn how to use equipment or you can simply ask at checkout.

**Microsoft Edge:** Microsoft Edge (codename "Spartan") is a web browser developed by Microsoft and included in Windows 10, Windows 10 Mobile, Xbox One, and Windows Holographic, replacing Internet Explorer as the default web browser on all device classes. Microsoft says that it is designed to be a lightweight web browser with a layout engine built around web standards. Microsoft web browsers are generally not recommended at CCA.

*"Microsoft Edge," Wikipedia: The Free Encyclopedia. Accessed 2 Jan 2017.*

**Moodle:** Moodle is CCA's official Learning Management System. Moodle can be used to share content with your students, make announcements to your class, collect assignments, provide feedback online, and enhance your students' engagement through an interactive forum. Access Moodle using your CCA credentials at <http://moodle.cca.edu/>.

**PaperCut:** CCA uses PaperCut to manage print accounts. PaperCut offers the CCA community a flexibility, streamlined experience for the management of printing at CCA. If you need to add funds to your account, please go to [PaperCut User page](#) and choose Add Credit to your PaperCut Account. Visit [Printing How-To's help document](#) for more information about using printing services at CCA.

**PDF:** a Portable Document Format (PDF) is a file format used to present documents in a platform-agnostic way of presenting and sharing documents. A PDF file is a flat document, including the text, fonts, graphics, and other information needed to display it properly and almost everyone can open the document. Depending on how a PDF is created, it can be the best way to ensure that your document is accessible.

**Portal:** [Portal](#) is a platform for students, faculty, and staff, that helps you find tailored information and connects you to the sites, services, and people you need to be successful at CCA.

**PowerPoint:** A slide show presentation program included in the Microsoft Office Suite and available for use on Windows, Mac, iOS, and Android platforms. Available for free download with your CCA email account through [the Office 365 website](#).



**QR code:** “QR code (abbreviated from Quick Response Code) is the trademark for a type of matrix barcode (or two-dimensional barcode) first designed for the automotive industry in Japan. A barcode is a machine-readable optical label that contains information about the item to which it is attached. A QR code uses four standardized encoding modes (numeric, alphanumeric, byte/binary, and kanji) to efficiently store data; extensions may also be used.”

“[QR code](#),” Wikipedia: The Free Encyclopedia. Accessed 2 Jan 2017.

**Research Guides:** [LibGuides](#) are web pages containing useful information to support students and faculty in their research, teaching, and learning. These are usually created by librarians and are a curation of many resources into one place by subject, program, or discipline.

**Single Sign On (SSO):** Single Sign-On refers to the ability to be automatically logged into other connected but separate web services, once you have supplied your login credentials to one of these connected services. It is used to increase efficiency and security. Examples of Single Sign-On systems at CCA include Moodle, Lynda.com, and VoiceThread.

**Safari:** Default web browser available on Apple (Mac) computers and iOS devices.

**Slack:** Slack is a cloud-based communication tool developed by Slack Technologies. It is not available campus wide, but it is a third party tool that can be explored as a way of utilizing team based communication and collaboration.

**Sophos:** An anti-virus protection program that can be used on both Macs and Windows. All CCA computers are set up with Sophos. It is available as a free download from the [ETS website](#) for your other devices.

**Teamwork:** Teamwork is a suite of cloud based productivity software utilized by the staff at CCA to optimize organization, communication, and efficiency.

**Ticketing System:** CCA HelpDesk uses Teamwork Desk as its ticketing system to track all requests for technical support. If you submit a ticket to HelpDesk, a ticket will be generated in the ticketing system where the response to your question and any follow-up will be documented.

**VAULT:** CCA’s digital archive for storing the creative and intellectual output of the college. Its mission is to support teaching and learning, accreditation and assessment, marketing and promotion endeavors, as well as serve as a historical record of the college by collecting, preserving and sharing the digital resources created by the CCA community. Access [VAULT](#) by logging in with your CCA credentials.

**Voicethread:** A web-based application that enables instructors and students to upload images, video, or documents and then record and add audio, video, or text comments. Comments create a timeline for each frame which becomes an engaging asynchronous conversation. It’s perfect for peer interaction, collaborative projects, iterative online critiques, or “flipping” your classroom! Get started by logging in with your CCA credentials at [cca.voicethread.com](http://cca.voicethread.com).

**WordPress:** WordPress is a free and open-source content management system (CMS) and blogging platform. Features include a plugin architecture and a template system. "WordPress is reportedly the easiest and most popular website management or blogging system in use on the Web, supporting more than 60 million websites." CCA can provide you with a WordPress blog site at a CCA domain.

["WordPress,"](#) Wikipedia: The Free Encyclopedia. Accessed 2 Jan 2017.

**Workday:** [Workday](#) is CCA's student information and business process management system.

**Zoom:** Zoom is a video conferencing software that allows you to engage in web meetings and screen sharing. Zoom is available for Mac, Windows, iOS, and Android and is integrated with Google Calendar, making appointments appear and sync with your calendar. Visit [the Zoom Help page](#) to learn more.