A number of technology resources are available for your use at COM. Follow this quick start guide to get started today.
# ITS QUICK START GUIDE FOR EMPLOYEES

## Table Of Contents

**Table of Contents**

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>WELCOME</td>
<td>1</td>
</tr>
<tr>
<td>ABOUT US</td>
<td>1</td>
</tr>
<tr>
<td>MEET THE STAFF</td>
<td>2</td>
</tr>
<tr>
<td>NETWORK ACCOUNT</td>
<td>3</td>
</tr>
<tr>
<td>ACTIVATING YOUR ACCOUNT</td>
<td>3</td>
</tr>
<tr>
<td>DESKTOP SECURITY</td>
<td>3</td>
</tr>
<tr>
<td>LOGGING IN</td>
<td>3</td>
</tr>
<tr>
<td>FINDING YOUR USER ID</td>
<td>3</td>
</tr>
<tr>
<td>PASSWORD RESET SELF-SERVICE</td>
<td>4</td>
</tr>
<tr>
<td>NAME CHANGES</td>
<td>4</td>
</tr>
<tr>
<td>PHONES</td>
<td>4</td>
</tr>
<tr>
<td>VOICEMAIL</td>
<td>4</td>
</tr>
<tr>
<td>SHARED NETWORK DRIVES</td>
<td>5</td>
</tr>
<tr>
<td>AVAILABLE SHARED NETWORK DRIVES</td>
<td>5</td>
</tr>
<tr>
<td>EMAIL</td>
<td>5</td>
</tr>
<tr>
<td>EMAIL QUOTAS</td>
<td>6</td>
</tr>
<tr>
<td>EMAIL SPAM - BARRACUDA</td>
<td>6</td>
</tr>
<tr>
<td>EMAIL WEB ACCESS</td>
<td>6</td>
</tr>
<tr>
<td>EMPLOYEE DISCOUNTS</td>
<td>6</td>
</tr>
<tr>
<td>SOFTWARE STORE</td>
<td>6</td>
</tr>
<tr>
<td>MICROSOFT OFFICE PRO PLUS - FREE</td>
<td>7</td>
</tr>
<tr>
<td>DELL EDUCATIONAL PURCHASE PROGRAM</td>
<td>7</td>
</tr>
<tr>
<td>NEED HELP? END USER SUPPORT</td>
<td>8</td>
</tr>
<tr>
<td>ONLINE FORM</td>
<td>8</td>
</tr>
<tr>
<td>SELF-SERVICE</td>
<td>8</td>
</tr>
<tr>
<td>IN-PERSON</td>
<td>8</td>
</tr>
<tr>
<td>VIA EMAIL</td>
<td>8</td>
</tr>
<tr>
<td>Section</td>
<td>Page</td>
</tr>
<tr>
<td>----------------------------------------------</td>
<td>------</td>
</tr>
<tr>
<td>PHONE</td>
<td>9</td>
</tr>
<tr>
<td>HOME SUPPORT</td>
<td>9</td>
</tr>
<tr>
<td>HELP DESK HOURS OF OPERATION</td>
<td>9</td>
</tr>
<tr>
<td>OFF-HOURS ITS SUPPORT</td>
<td>9</td>
</tr>
<tr>
<td>SOFTWARE INSTALLATION</td>
<td>10</td>
</tr>
<tr>
<td>LANDesk Portal - SOFTWARE INSTALLATION</td>
<td>10</td>
</tr>
<tr>
<td>WEBADVISOR</td>
<td>10</td>
</tr>
<tr>
<td>WebAdvisor Log In</td>
<td>10</td>
</tr>
<tr>
<td>WebAdvisor Main Menu</td>
<td>11</td>
</tr>
<tr>
<td>WebAdvisor Training</td>
<td>11</td>
</tr>
<tr>
<td>DATATEL COLLEAGUE</td>
<td>11</td>
</tr>
<tr>
<td>Datatel Colleague Training</td>
<td>11</td>
</tr>
<tr>
<td>WIRELESS NETWORK</td>
<td>11</td>
</tr>
<tr>
<td>5G High Speed Gigabit Wireless – COMING SOON</td>
<td>11</td>
</tr>
<tr>
<td>Outdoor Wireless</td>
<td>11</td>
</tr>
<tr>
<td>Bring Your Own Device - BYOD</td>
<td>12</td>
</tr>
<tr>
<td>TECHNOLOGY TRAINING</td>
<td>12</td>
</tr>
<tr>
<td>In Class Technology Training</td>
<td>12</td>
</tr>
<tr>
<td>Online Learning - Atomic Learning</td>
<td>12</td>
</tr>
<tr>
<td>ITS Training / Procedures / Forms</td>
<td>12</td>
</tr>
<tr>
<td>ITS PURCHASING</td>
<td>13</td>
</tr>
<tr>
<td>Purchasing Policy</td>
<td>13</td>
</tr>
<tr>
<td>Purchase of Toner / Ink Cartridges</td>
<td>13</td>
</tr>
<tr>
<td>INSTITUTIONAL RESEARCH</td>
<td>14</td>
</tr>
<tr>
<td>Reporting</td>
<td>14</td>
</tr>
<tr>
<td>Surveys</td>
<td>14</td>
</tr>
<tr>
<td>Assessment Support</td>
<td>14</td>
</tr>
<tr>
<td>Institutional Review Board - IRB</td>
<td>14</td>
</tr>
<tr>
<td>WHAT YOU NEED TO KNOW ABOUT REPORTING</td>
<td>15</td>
</tr>
<tr>
<td>WHAT YOU NEED TO KNOW ABOUT SURVEYS</td>
<td>15</td>
</tr>
<tr>
<td>FAQ</td>
<td>16</td>
</tr>
<tr>
<td>HOW MUCH SPACE DOES AN E-MAIL ACCOUNT HAVE?</td>
<td>16</td>
</tr>
<tr>
<td>CAN I BLOCK UNWANTED E-MAIL?</td>
<td>16</td>
</tr>
<tr>
<td>HOW DO I ARCHIVE MY EMAILS</td>
<td>16</td>
</tr>
<tr>
<td>HOW OFTEN SHOULD I CLEAN MY EMAIL BOX?</td>
<td>16</td>
</tr>
<tr>
<td>CAN I INSTALL APPLICATIONS &amp; GAMES ON MY PC?</td>
<td>16</td>
</tr>
<tr>
<td>HOW DO I ACCESS WIRELESS ON CAMPUS?</td>
<td>17</td>
</tr>
<tr>
<td>THANKS FOR TAKING TIME TO READ THE ITS DOCUMENT</td>
<td>17</td>
</tr>
</tbody>
</table>
**WELCOME**

Information Technology Services (ITS) would like to welcome you and take the time to provide you with this booklet that contains some helpful information.

The focus of IT is to address technology infusion in a manner that supports the instructional and organizational goals of faculty, staff, and students and to encourage and assist faculty in adopting appropriate technology into the curriculum. Our activities are guided by the belief that technology literacy is a critical component of education in the 21st century.

James Tagliareni
Chief Information Officer

**ABOUT US**

**What we believe…**

Integrity and transparency in all that we do, accountability to our customers and stakeholders, and respect for each other and their contributions.

**Why we’re here…**

Information Technology Services is here to enable the effective integration of advanced information technology in support of the teaching, learning and administrative needs of the college.

**What we strive for…**

• To provide the highest quality of customer service to our students, faculty and staff.
• To be a trendsetter in the utilization of cutting edge technology to tackle issues in new ways and at new scales, serving both scholarly and regulatory objectives, and upgrading the notoriety of the college.
• To be a vehicle for transformational change at the organization through best practices in the utilization of instructive and data advancements, cutting edge network, and better approaches for corresponding with and captivating our students, staff and faculty.
• To collaborate with the departments in the utilization of data innovation to create savvy and inventive ways to propel the college forward.
**MEET THE STAFF**

Our dedicated ITS staff is here to SERVE YOU! Information Technology Services has four different departments under its umbrella with the following staff:

<table>
<thead>
<tr>
<th>END USER SUPPORT</th>
<th>NETWORK SYSTEMS</th>
<th>ENTERPRISE SYSTEMS</th>
<th>INSTITUTIONAL RESEARCH</th>
</tr>
</thead>
</table>
| ![Dan Lapinski](image1.jpg)  
Dan Lapinski  
Director of End User Support | ![Ron Levick](image2.jpg)  
Ron Levick  
Network Operations Manager | ![Vacant](image3.jpg)  
Vacant  
Director of Enterprise Systems | ![Vacant](image4.jpg)  
Vacant  
Director of Institutional Research |
| ![Kristen McClendon](image5.jpg)  
Kristen McClendon  
Computer Support Specialist | ![Aaron Hensley](image6.jpg)  
Aaron Hensley  
Senior Network Engineer | ![Courtney Moore](image7.jpg)  
Courtney Moore  
Senior Programmer /Analyst | ![Amber Lummus](image8.jpg)  
Amber Lummus  
Research Analyst |
| ![Ryan Montazari](image9.jpg)  
Ryan Montazari  
Computer Support Specialist | ![Giao Nguyen](image10.jpg)  
Giao Nguyen  
Systems Administrator I | ![Martha Willis](image11.jpg)  
Martha Willis  
Technology Trainer | ![Deborah Korn](image12.jpg)  
Deborah Korn  
Telecommunications Operator |
| ![Sarah Flores](image13.jpg)  
Sarah Flores  
Research Analyst |
**NETWORK ACCOUNT**

Information Technology Services provides network accounts to all employees.

**ACTIVATING YOUR ACCOUNT**

Once Human Resources have entered your information, a network account is automatically created. Always complete the initial login with your UserID from a campus networked computer; the action will register your account & password within the college system.

**DESKTOP SECURITY**

It is important to secure your computer station when you are away from the desk.

Lock your computer, when left unattended, by using the keystroke combination of Ctrl + Alt+ Delete and from the menu select **Lock this Computer**.

Network computers are set to ‘Time Out’ and lock when the keyboard has not been activated for 15 minutes.

Both actions can be reversed by typing the password associated with the active UserID. If that individual or password are not available and the computer MUST be unlocked please call the Help Desk at ext. 8302.

**LOGGING IN**

Your User ID, is assigned by ITS and will be unique in the College of the Mainland system. The naming convention is the first letter of the first name followed by the entire last name. If the particular iteration is already in place a series of numbers will be added to ensure individuality.

For example if Anne Willis has already been established as AWillis, than Angela Willis may become AWillis7215.

The department administrative assistant will have your Login ID and initial Password.

**FINDING YOUR USER ID**

Go to [https://webadvisor.com.edu](https://webadvisor.com.edu), the bottom right hand side of the screen click on **What’s My UserID / COM ID?** Enter your last name and your Social Security Number or COM ID and click the **SUBMIT** button.
**PASSWORD RESET SELF-SERVICE**

Information Technology Services has implemented a secure solution enabling end-users to reset their forgotten network passwords without requiring helpdesk intervention. The process uses the question-and-answer security system for user authentication. **First, users enroll by creating their profiles.** Set your profile up today at [https://password.com.edu/](https://password.com.edu/). Once the profile is established, the user can manage the password and account manually by simply supplying the answers from their profile. For additional information and instructions visit: [http://www.com.edu/its/training](http://www.com.edu/its/training).

**PLEASE NOTE:** You must enroll in PortalGuard for the reset mechanism to work properly. Once installed, there will be a prompt to setup the Portal Guard account. If it is necessary, **you will be able to skip enrollment 5 times before the program will force enrollment.**

**NAME CHANGES**

If a faculty or staff member has had a name change, notify Human Resources first. After HR has completed the necessary paperwork, ITS can help change email addresses, phone display, and other associated electronic instances of the old name. Please be advised, changing a username in the middle of the fall or spring semester will not be allowed.

Please submit a new Network Account form found at [http://com.edu/its](http://com.edu/its). Please note: your passwords may change as a result.

**PHONES**

ITS will provide an IP telephone, assign a phone number, and pin code to access the voice mailbox.

**VOICEMAIL**

If there is already a phone in your office, please submit a ticket to ITS HelpDesk to have the name and voicemail updated.

On-Campus: To access your voicemail messages hit the message button and enter your 4-digit pin.

Off-Campus: To access your voicemail messages dial 409-938-1211 and press *, enter your seven digit com ID number, and then enter your pin number.

Note: Please don’t forget to customize your outgoing greeting.
**Shared Network Drives**

Employees may utilize shared network drives to share information between faculty and staff. In addition to sharing capabilities, these drives are backed up every night to ensure data continuity. Any important information should be saved to a shared drive to protect from computer hardware failures.

**Available Shared Network Drives**

Your primary computer is recognized as Local Disk (C:) and will have an established directory with storage available for work product. The additional drives network drives are mapped and managed by ITS.

We have various types of shared drives for your sharing needs.

<table>
<thead>
<tr>
<th>Drive Name</th>
<th>Access</th>
<th>Functionality</th>
</tr>
</thead>
<tbody>
<tr>
<td>H</td>
<td>Individual established with your User Name.</td>
<td>Save work product.</td>
</tr>
<tr>
<td>G</td>
<td>Group access established upon request. Generally limited to the ability to read and write to a specific sub-directory.</td>
<td>Save and share work product with a group of people.</td>
</tr>
<tr>
<td>I</td>
<td>Every user access established upon creation of User Name.</td>
<td>Campus-wide information as well as Campus forms. Generally this is a read only drive.</td>
</tr>
<tr>
<td>M</td>
<td>Applications.</td>
<td>Reference materials and historic data.</td>
</tr>
<tr>
<td>P</td>
<td>Applications and data.</td>
<td>Reference materials and historic data.</td>
</tr>
</tbody>
</table>

**Email**

Email is provided to employees for the instructional and administrative needs of the college. COM email address is composed of a username and a domain with the @ between the two: username@com.edu.

COM currently uses Microsoft Outlook as our email client. Microsoft Outlook is a personal information manager from Microsoft, available as a part of the Microsoft Office suite. Although often used mainly as an email application, it also includes a calendar, task manager, contact manager, note taking, journal, and web browsing.
EMAIL QUOTAS

Currently employees have 500 MB limit on email mailboxes. As of August 2015 the email quota will be 75Gb.

EMAIL SPAM - BARRACUDA

A spam firewall keeps our network environment safe by scanning all incoming e-mail, filtering out spam, only delivering legitimate mail. Every evening at approximately 4:00 pm the Barracuda Spam Firewall sends out e-mail notifications to all users who have messages being held in their Quarantine Inbox. This message contains a list of all e-mail identified as spam and placed in the quarantine during the past 24 hours. For more information and instructions visit www.com.edu/its/training.

EMAIL WEB ACCESS

You can access your email via the web at https://webmail.com.edu

EMPLOYEE DISCOUNTS

Information Technology has partnered with several organizations to bring special discounts on technology for our employees.

SOFTWARE STORE

Information Technology Services is pleased to announce the availability of an online store, which you may purchase software suites such as Microsoft Windows, SPSS, Adobe, antivirus and other software for personal use at discounted prices. It is necessary to create an account the first time you sign in. Visit http://ducks.onthehub.com to view the available software.
MICROSOFT OFFICE PRO PLUS - FREE

Through our partnership with Microsoft, all current students, faculty and staff are eligible to receive Office 365 Pro Plus on their Windows or Mac OS X computers, smartphones and tablets for free. There’s no catch, and it will remain active as long as you are a current student, faculty or staff!

For more information or instructions visit http://www.com.edu/its/purchasing-software

DELL EDUCATIONAL PURCHASE PROGRAM

College of the Mainland is part of the Dell Education Purchase Program (EPP) that gives COM employees and students discounts for Dell purchases.

For the best deal on a Dell PC, log in to www.Dell.com/CollegeofMainland.

Please note that Information Technology Services does not support personally owned computers.
NEED HELP? END USER SUPPORT

End User Support is here to help you! We have created a formal helpdesk that has many methods for you to request support. Help Desk tickets are more than broken computers and questions!

The best and fastest way to resolve all technology issues or get a question answered is to create a help desk ticket.

ONLINE FORM

You can submit your help desk request at http://helpdesk.com.edu. Please fill out the form to the best of your ability. The more information provided will allow for a quicker response.

SELF-SERVICE

The self-service system is designed to allow the faculty and staff to easily and efficiently submit requests for service, review current and past tickets and search for information.

To access self-service go to https://helpdesk.com.edu and click Employee Login

IN-PERSON

The Information Technology Help Desk is located in the Technical Vocation Building: Room 1509

VIA EMAIL

Send your request with all the pertinent information to helpdesk@com.edu
**PHONE**

If your email and Internet service is unavailable you can contact the help desk at (409) 933-8302

**HOME SUPPORT**

ITS does not offer any support for issues regarding employee’s home computer(s).

**HELP DESK HOURS OF OPERATION**

Support is available Monday through Friday 8AM – 5PM

**OFF-HOURS ITS SUPPORT**

Off-hours support is available for severity level 1 problems only.

<table>
<thead>
<tr>
<th>Severity Level</th>
<th>Description of Problem</th>
<th>Response</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Campus Wide Power Outage</td>
<td>Call (910) 585-1260 and (832) 576-0524</td>
<td>A call will also need to be made to facilities.</td>
</tr>
<tr>
<td>1</td>
<td>Building Power Outage</td>
<td>Call (832) 576-0524</td>
<td>A call will also need to be made to facilities.</td>
</tr>
<tr>
<td>1</td>
<td>Phone System Outage</td>
<td>Call (832) 576-0524 and (361) 652-7875 also email: <a href="mailto:helpdesk@com.edu">helpdesk@com.edu</a></td>
<td>Calls may need to be made from a cellular phone or payphone.</td>
</tr>
<tr>
<td>1</td>
<td>Campus Wide Network Outage</td>
<td>Call (832) 576-0524 and (361) 652-7875</td>
<td>Call immediately</td>
</tr>
<tr>
<td>1</td>
<td>Building Network Outage</td>
<td>Call (832) 576-0524 and (361) 652-7875</td>
<td>Call immediately</td>
</tr>
<tr>
<td>2</td>
<td>Many (more than three) computers in the same section of a building are inoperable, or not able to connect to the network (not due to power outage)</td>
<td>Email <a href="mailto:helpdesk@com.edu">helpdesk@com.edu</a></td>
<td>Support is limited during off-hours.</td>
</tr>
<tr>
<td>2</td>
<td>Faculty Member is having difficulty with equipment (VCR, DVD, projector, etc.)</td>
<td>Email <a href="mailto:helpdesk@com.edu">helpdesk@com.edu</a></td>
<td>Support is limited during off-hours.</td>
</tr>
<tr>
<td>3</td>
<td>A computer in a classroom is not functioning.</td>
<td>Email <a href="mailto:helpdesk@com.edu">helpdesk@com.edu</a></td>
<td>Support is limited during off-hours.</td>
</tr>
</tbody>
</table>
SOFTWARE INSTALLATION

To have software installed submit helpdesk request at http://helpdesk.com.edu. The Help Desk will send you verification of your request via email. If you have any questions about your software request, the installation of your software, or need to modify your request, please email the Help Desk at helpdesk@com.edu.

LANDesk Portal - SOFTWARE INSTALLATION

LANDesk Portal allows you to install preconfigured software to your computer. To learn more about LANDesk Portal visit www.com.edu/its.

WEBADVISOR

WebAdvisor (WA) is a real-time comprehensive online tool allowing employees to access services and information contained in College of the Mainland’s integrated database. Employees will use WebAdvisor to view their Leave Plan Summary for the current balance on Vacation, Sick, and Personal Business.

Faculty will use WA for printing rosters, assigning grades and printing student schedules.

WEBADVISOR LOG IN

Go to https://webadvisor.com.edu. Click on the Log In tab. The Log In page will require your User ID and Password; which are the same as your network user name and password. Click SUBMIT to complete the process.

WEBADVISOR MAIN MENU

This is the MAIN MENU and no matter where you have navigated to inside WebAdvisor, you will always have the menu guidelines at the top and bottom of your screen.
WEBADVISOR TRAINING

Training for WebAdvisor is available at http://www.com.edu/its/training

DATATEL COLLEAGUE

The COM’s primary database holds all the college’s data from the college’s origin in 1967. Information includes but is not limited to: student, employee, vendor information as well as all pieces information regarding classes, state reports, etc.

Access is restricted and only granted on, “needs only basis,” such as job description and/or supervisor request and subsequent approval.

Adjuncts will access everything they need by logging into WebAdvisor or requesting additional data from their program assistant.

DATATEL COLLEAGUE TRAINING

To learn more about Datatel Colleague visit this link http://vimeo.com/76532146 for a quick tour of Datatel Colleague.

WIRELESS NETWORK

The COM wireless network is available in all classrooms and all buildings on campus! All of these hotspots also include high-speed 802.11n access, with speeds up to 150Mbps!

Please note that employees should always connect to the COM-Private wireless SSID.

5G HIGH SPEED GIRGABIT WIRELESS – COMING SOON

Information Technology is installing high density / high speed Gigabit wireless coverage in all buildings on campus! All of these hotspots include high-speed 802.11ac access, with speeds up to 1300Mbps!

OUTDOOR WIRELESS

To help ensure an exceptional user experience on the wireless network, Information Technology Services has installed outdoor antennas to expand our wireless coverage on campus.
**Bring Your Own Device - BYOD**

Web access is pervasive across campus anywhere a signal reaches. Employees are able to connect to the COM Private Wi-Fi networks and access network resources. COM Private is accessible to COM employees and is the preferred network to connect to. Please connect to COM Private, open a web browser and log in using your COM username and password.

**Technology Training**

Are you stuck on a piece of software? Do you need a quick refresher on technology for yourself or your department? Information Technology Services offers over 100 in class training sessions per semester.

**In Class Technology Training**

The Office of Information Technology Services offers **over 100 training sessions** per semester to enhance the professional development of COM faculty and staff.

ITS now offers Software Support Office Hours in 45-minute sessions. Please locate a date and time from our calendar that best works with your schedule, briefly describe the level of support you're seeking, and one of our technology trainer will work with you here at our office.

Visit [www.com.edu/its/training](http://www.com.edu/its/training) for more information

**Online Learning - Atomic Learning**

An on-demand technology focused online training resource free to COM staff and students. Two and three minute video tutorials at your convenience 24/7 with comprehensive training on all office products as well as over 250 other applications like iPad, eBooks and the cloud. There is major new content rollout every 45 days.


**ITS Training / Procedures / Forms**

Information Technology forms, procedures, training classes and training guides are located on our website at [http://www.com.edu/its](http://www.com.edu/its)
**ITS PURCHASING**

The demand for technology and technology-related services at College of the Mainland is increasing dramatically. As technology becomes more sophisticated and faculty, staff, and students become more sophisticated users, the cost of obtaining, supporting, and servicing technology is also increasing.

In an effort to better service Information Technology, the ITS staff has developed a standard equipment list. Standardizing on our technology purchases allows the Information Technology Services department to better obtain, support and service technology across campus.

Our goal is to provide technology and technology support that enables faculty, staff, and students to do their work, research, teaching, and learning activities in the most effective and efficient manner. Given that the budget is not unlimited, we must attend to costs and attempt to limit the costs to available resources in the budget.

**PURCHASING POLICY**

All purchases, (except consumables like printer ink, USB devices, Disks, etc.), for technology will be made through Information Technology Services: this includes all purchases for software.

A purchase request signed by the appropriate personnel with the budget code you wish to use for the purchase and authorizing our department to make the purchase for you, should be sent to the Information Technology department.

A purchase request signed by the appropriate personnel with the budget code you wish to use for the purchase and authorizing our department to make the purchase for you, should be sent to the Information Technology Services department.

**PURCHASE OF TONER / INK CARTRIDGES**

In an effort to expedite service and achieve the highest level of quality, your department should purchase technology related consumables directly from the state contract vendors. ITS does not order and supply departments with consumables.
INSTITUTIONAL RESEARCH

Institutional Research is committed to providing accurate, timely and relevant information and data analysis to both internal and external constituents in support of all planning and decision-making activities of the college.

REPORTING

◆ Provide timely and accurate information and data to both internal and external constituents upon request.
◆ Complete all state and federal mandated reports, such as IPEDS and LBB Performance Measures.

SURVEYS

◆ Coordinate and track the development, administration, analysis and interpretation of results for all internal survey processes.
◆ Respond to external surveys/requests for information as needed.

ASSESSMENT SUPPORT

◆ Support the unit planning and instructional assessment process by maintaining and troubleshooting the planning and assessment modules of SPOL.
◆ Develop and produce standard IR Reports needed to support institutional planning and assessment activities.

INSTITUTIONAL REVIEW BOARD - IRB

◆ An IRB ensures that all research adheres to federal statues for the fair and ethical treatment of human subjects. This office provides for administrative coordination for the IRB for all external and internal requests to do research at the College of the Mainland.
**WHAT YOU NEED TO KNOW ABOUT REPORTING**

- All IR reports are published online at [http://www.com.edu/institutional-research/](http://www.com.edu/institutional-research/)
- Source for quick facts: **COMmon Fact Sheet**
- If you can’t find the data you need:
  - Be sure to provide detailed information regarding what you need.
  - Tell us what the data is needed for—this helps us to better help you.
  - **PLEASE GIVE US PLENTY OF ADVANCE NOTICE!!!** Typical turnaround is at least two weeks, usually four.
  - All requests for information should be directed to the IR office. We will work with other offices to get you what you need.

**WHAT YOU NEED TO KNOW ABOUT SURVEYS**

- The administration of all on campus surveys is coordinated through the IR office. This includes faculty evaluations.
- We have the tools to develop paper forms as well as online surveys.
- If you need to conduct a survey, please contact the Director.
- **Please note:** Typical turn-around on a survey is 8 to 12 weeks, depending on the type of survey and the target population. This includes development, administration, data-entry, analysis, and report generation.
FAQ

**How Much Space Does an E-mail Account Have?**

500mb

An email can run anywhere from 3KB to 1Mb depending on how much text is included and if there are any attachments involved. You can hold approximately 5000 emails (no attachments) without archiving, but this number will vary.

**Can I Block Unwanted E-mail?**

Yes!

Go to [http://barracuda.com.edu](http://barracuda.com.edu) and logging in as yourself with your network User ID and password. There you can block emails, mark emails as spam, un-mark spam and much more. For more information and instructions visit [www.com.edu/its/training](http://www.com.edu/its/training).

**How Do I Archive My Emails**

Refer to this guide:

[http://support.microsoft.com/kb/2720581?wa=wsignin1.0](http://support.microsoft.com/kb/2720581?wa=wsignin1.0)

**How Often Should I Clean My Email Box?**

Once a month.

We recommend setting auto archive to run at LEAST once a month. For more information about archiving with Outlook visit [http://support.microsoft.com/kb/2720581?wa=wsignin1.0](http://support.microsoft.com/kb/2720581?wa=wsignin1.0)

**Can I Install Applications & Games on My PC?**

No.

Don’t install any non-sanctioned ITS software – especially games. Games have all kinds of hidden malware and viruses. If your department has specific software needs please create a [help desk ticket](http://support.microsoft.com/kb/2720581?wa=wsignin1.0).
**How do I access Wireless on Campus?**

You must configure your laptop or phone before you can connect.

Employees should connect their device to COM-Private, a login page will appear and you will need to enter your network User ID and Password.

**Thanks for taking time to read the ITS document.**

We truly appreciate all of your suggestions on how we can improve our process to better serve your needs. Our goal is to truly surpass your expectations.