

Resources

Godwin Memorial Library provides a shared catalog of more than one million learning resources. CCLINC gives access to the collections of fifty of the North Carolina Community College libraries and allows users to search, request materials, and check the status of their personal account.

NCLIVE (www.nclive.org) is a virtual library with full-text magazines, journals, newspapers, ebooks, audio books, business resources, and full length films. All are available on campus or remotely.

Electronic subscriptions to The Chronicle of Higher Education and The Teaching Professor are available. Access is through the library's web page.

Havelock Public Library

(252) 447-7509

For current hours check the library's webpage <http://havelocklibrary.org/>

The Havelock Public Library is located on the Havelock campus and serves as the library for the Havelock campus. The public collection is supplemented with academic titles suggested by faculty or chosen by the Craven Community College librarians.

Faculty and students using the Havelock Public Library should apply for a Craven Community College library card in order to request materials through CCLINC.

Marine Warrior Library MCAS Cherry Point

(252) 466-3552

For current hours check the library's webpage
http://library.usmc-mccs.org/cgi-bin/get_data.pl?library=Cherry%20Point

Students enrolled in classes on the Base have access to the Base library.

Mail

Physical mailboxes are assigned to all full-time faculty or mail is delivered from the Facilities Support mailroom to faculty offices. See your Dean for the location of your mailbox and delivery method. Mail for instructors teaching at the Havelock campus will be delivered to instructor mailboxes in the Workroom 101E in the Redd Building.

Parking

Each motor vehicle parked on campus by students, faculty, and other College staff members must be registered with the College and display a current official parking permit on the left side of the rear window. Full-Time Faculty/Staff parking permits can be obtained from the Security Office Monday through Thursday 9:00-10:00 a.m.; 1:00-2:00 p.m.; 5:00-6:00 p.m. and Friday 9:00-10:00 a.m. and 1:00-2:00 p.m. Part-Time Faculty/Staff parking permits can be obtained through One-Stop Monday through Friday 8:00 a.m. to 5:00 p.m.

Technical Assistance

For telephone, computers, and other technical assistance, submit a request for service using the Help Desk. Faculty should send an email to helpdesk@cravencc.edu with detailed information about the problem. Adjunct faculty should contact their supervisor to issue a help desk request.



Technology Resources Faculty and Staff 2016 - 2017

Resources	Contact Information
Emergency Classroom Support through Soft Phones - IT	Phone: 638-1222 helpdesk@cravencc.edu
Emergency Classroom Support through Soft Phones - Facilities	Phone: 638-1315 facilities@cravencc.edu
Instructions for Accessing Office 365 Products FREE for Faculty/Staff/Students	http://cravencc.edu/wp-content/uploads/2014/07/Accessing-Office-365-Products.pdf
Work Related Microsoft Office and other software installation for office/lab use	helpdesk@cravencc.edu
Jabber Instant Messaging	helpdesk@cravencc.edu
Skype conferencing (one-on-one)	helpdesk@cravencc.edu
Technology assistance, PC security consulting, online help desk, and remote desktop assistance available during office hours	helpdesk@cravencc.edu
Consultation on projects throughout the college including software purchases	Dean of Technology & Facilities edwardsb@cravencc.edu
Training on any IT topics	Director of DL & Prof Development marquisj@cravencc.edu

Classroom needs include PC, projector, and DVD support	for additional needs helpdesk@cravenc.edu
Qomo Monitors to capture lectures information and video directions	http://cravenc.edu/wp-content/uploads/2014/04/Qomo-Monitors.pdf
Learning Platform (Moodle) & Web space for streaming media (Kaltura//)	Director of DL and Prof Development marquisj@cravenc.edu
Respondus and Respondus Lockdown	Director of DL and Prof Development marquisj@cravenc.edu
Accessibility needs	Academic Skills Center harriso@cravenc.edu
Reset passwords for Student Gmail accounts, Web Advisor, and Moodle	Academic Skills Center 1-877-982-2233, locally 638-7212, or 444-6117
Reset passwords for Faculty/Staff GroupWise, VOIP, Active Directory, E-procurement, Informer, NCID, Datatel, and Web Advisor	helpdesk@cravenc.edu
Reporting Spam– GroupWise and Gmail	spam@cravenc.edu
Antivirus software for home use – Microsoft Security Essentials	http://windows.microsoft.com/en-US/windows/products/security-essentials
Classroom Lab Management app issues - Net Control	helpdesk@cravenc.edu
Work issued mobile device support	helpdesk@cravenc.edu
Clickers (3 available)	NB Library
Headsets with Microphone (4 sets available) Headsets without microphone (7 sets available)	NB Library
Webcams (11 available)	NB Library
Flip Cameras (2 available)	NB Library
Sony Handy-cams and tripods (5 available)	NB Library
VHS to DVD Mobile Dubbing Devices (1 available)	NB Library
Laptop with case for short term loan (varies)	NB Library or helpdesk@cravenc.edu

Instructions/or helpful hints for Specific Topics	Link (Copy and Paste)
Change Web Advisor/Active Directory Password	https://reset.cravenc.edu/PasswordReset
New Employee/Work Study Enrollment Process Current Employee Move Process New or Returning Adjunct Employee	http://cravenc.edu/faculty-and-staff/new-employee-enrollment-current-employee-move/
Resignation Process	http://cravenc.edu/faculty-and-staff/employee-resignation-checklist/
Information Technology helpdesk	helpdesk@cravenc.edu
Facilities helpdesk	facilities@cravenc.edu

Moodle helpdesk link	http://goo.gl/forms/l5fcDmDOKf
Room reservation	http://cravencc.edu/faculty-and-staff/faculty-and-staff-room-reservation-form/
Craven Community College Directory	http://cravencc.edu/faculty-and-staff-directory/
Setting Up Your Voice Greeting and Pin on Your VOIP Phone	http://cravencc.edu/wp-content/uploads/2014/07/Setting-up-your-voice-greeting-and-password-on-your-VOIPPhone.pdf
VOIP Phone Quick Reference	http://cravencc.edu/wp-content/uploads/2014/04/MANUAL_VoIP-7945G-p3-4-quick-reference.pdf
Groupwise Basic Information	http://cravencc.edu/wp-content/uploads/2014/04/groupwise-basic-information.pdf
Setting up Groupwise on your Android Phone or Tablet	http://cravencc.edu/wp-content/uploads/2014/05/Setting-up-Groupwise-on-your-Android-Phone-or-Tablet.pdf

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