Technology Services

Technology Services
Rhoades Science Center 117
Chief Information Officer

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Technology Service Desk

(Start here for all technical issues and service requests)

technology.services@vcsu.edu
(800) 532-8641
(701) 845-7340
onestop.vcsu.edu (https://onestop.vcsu.edu/support/home/)

Technical Support Services

The following components combine to provide technical support for all users:

Technology Service Desk

The VCSU Technology Service Desk, located in Rhoades Science Center 117, provides technical support for computers, computer networking, classroom presentation equipment, cameras, printers, telephones and online "enterprise" applications. The full-service VCSU Technology Service Desk is available for phone, chat, and walk-in support approximately 8 hours per day, Monday-Friday. A North Dakota University System Help Desk provides additional phone support 24 hours per day, 7 days per week.

VCSU One Stop

A virtual (online) One Stop environment provides coordinated, customer friendly support across the institution. A powerful search engine allows users to quickly find official VCSU forms, policies and how-to documents. Users can create "help tickets" or search the knowledge base for immediate support. With permission of an end-user, VCSU support staff can remotely control a laptop or mobile device for demonstrations and issue resolution. The system supports continuous service improvement through convenient user feedback and system reports. Reference onestop.vcsu.edu (https://onestop.vcsu.edu/support/home/)

MY>VCSU Web Portal and Mobile Device App

"MY>VCSU" provides information customized to each user such as GPA, advisor name, links to your courses, etc. The portal also provides convenient access to all major VCSU and NDUS applications by reducing the number of logins and authentications required to get to the applications; start with MY>VCSU each day and save time. There are two methods to access the portal and both methods are available to all users: a) use a web browser on any computer at my.vcsu.edu, and b) by downloading the "myVCSU" app available at Google Play or the Apple App Store.

Viking ID Card and Viking Mobile ID

Students choose either the Viking ID Card, or the Viking Mobile ID as their official means of identification and access to everything on campus. The Viking ID Card is a physical card that must be purchased, whereas the Viking Mobile ID is an electronic credential associated with a smart phone or Apple watch that is free to download. The Viking ID Card or Viking Mobile ID is not necessary for strictly off-campus and distance learners. The Viking ID Card or Viking Mobile ID is required on-campus to access events and selected doors; make photocopies; track meal plans and discretionary dining dollars; checkout library materials and technology items. It may be used to make purchases at the business office, bookstore and other locations. An associated website allows students and parents to add value to the ID Card or Mobile ID. Students can use the website to monitor balances and to immediately disable a lost or stolen card or mobile device. User identity must be verified by a VCSU employee before the Viking ID Card, or the Viking Mobile ID is issued.

Online Learning Management System

All VCSU classes use an LMS (Learning Management System) to enhance student learning. The LMS includes tools for course handouts, announcements, group and private discussions, test administration, internet links, and delivery of course content. The typical classroom course uses one or more of the tools, while totally online classes use all of the available tools. An internet link to each online course a student is registered for automatically appears within the student's personal web portal.

Web Conferencing

Faculty and students use a web conferencing system to allow guest speakers and students located at distant locations to participate in a live session. The system is occasionally used for general student advising and communication purposes. Users can collaborate via chat, voice, video, information

appearing on the computer screen, and an electronic whiteboard.

Class Recordings

Some classes use a recording system to capture voice, computer, and video information. The system is used by faculty to create reusable multimedia resources and store them in the online learning management system.

Software Licensing and Distribution

VCSU obtains institutional site licenses for a variety of professional software. Microsoft Office 365 is available to all employees and all registered students. Office 365 includes online file storage, email/calendar and free download of Microsoft software, including Word, PowerPoint, Excel and many other titles. Other software is distributed to users based on the unique needs of learners and courses. The software is professionally installed on University owned computers, or it may be accessed via an internet connection to special VCSU servers that host and execute the software.

Campus Connection for Administrative Computing

Campus Connection is a North Dakota University System administrative computing service that provides all students with internet access to class registration, class schedules, grades, fee statements, and financial aid award statements.

Notebook Computers

Depending on the amount of technology fee paid as part of normal course registration, some graduate students qualify to receive a notebook computer on a full time basis at no extra charge. If they do not qualify under the no-additional-fee provision, graduate students may elect to pay an additional fee in order to have a computer issued to them on a full-time basis. The rules and process for full-time computer access is available at the VCSU Technology Service Desk or online. Reference VCSU One Stop, Full-Time Access to VCSU Laptop Computers (https://onestop.vcsu.edu/support/solutions/articles/10000026708-v1901-02-01-full-time-access-to-vcsu-laptop-computers/).