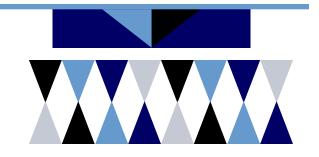The Information Technology departments comprise the branch of the college responsible for implementing and maintaining the District's technology resources. IT areas work together to contribute the unique skills and staffing requirements necessary to provide a complete level of technological support to the college community .

"Technology Which connects is Successfully Technology"

Author Unknown

COLLIN COLLEGE

Collin College

Collin Higher Education Center

3452 Spur 399

McKinney, Texas   75069

Information Technology

Keeping Collin Connected

COLLIN COLLEGE

Collin College Information Technology Services

Help Desk

972.548.6555-Metro 972-377-1055

helpdesk@collin.edu

Operating hours are 7:00 am—5:30 pm, Monday through Friday

The Help Desk is the first level of technology support and provides a central point of contact for all Information Technology Services. A call to the Help Desk ensures that each step of the process is scheduled until the request for support is satisfied. If Help Desk personnel cannot provide the assistance needed over the telephone, a work request is entered in the Help Desk System, or you will be pointed in the right direction. After-hours, evenings, weekend or holiday requests may be left on the office's voicemail. A technician will return the call promptly or generate a work request the very next business day.

- Answers questions on hardware/ software issues
- Generates requests for hardware/software Installation, repairs and upgrades
- Generates requests for telephone installation, moves and changes
- Creates and supports Network and GroupWise (e-mail) accounts
- Resets network passwords
- Routes maintenance requests to IT areas for resolution

Web Services

Contact-Heather Webb-Losh

hwebb@collin.edu

972-548-6826

Web Services maintains Collin's Web Based Systems by providing daily oversight of CougarWeb, Blackboard, LCMS, and Faculty Website systems. The Department works with Public Relations to maintain all public facing websites.

- Domain Names
- Intranet Web Space
- Blackboard
- CougarWeb

Academic Technology and Network Services

Contact-Shane Ammons

sammons@collin.edu

972-881-5769

ATNS is responsible for planning, implementing and maintaining the academic software and hardware. Network storage, the Local Area Network (LAN) and the Wide Area Network (WAN) are also supported. ANTS technicians provide hardware and software installation and hardware repair for all PC's and Macs. Lab managers provide instructional support and maintain the computer classrooms, labs, podiums, printers and lab supplies used in the instructional setting. ATNS also supports the library catalog and other systems used in the Libraries.

- Monitors site licenses and compliance policies
- Provides remote access
- Provides wireless access

Telecommunications

Contact-Shane Ammons

sammons@collin.edu

972-881-5769

Telecommunications supports and manages Collin's VOIP telephone system, local area network (LAN) wiring and wide area network (WAN) infrastructure. The telephone and data services operates around the clock, seven days a week.

- Telephone Installation, Service, and Billing
- Voice Mail and Automated Attendant Services
- Wide Area Network
- Voice and Data Cabling Infrastructure
- Long Distance Services

Media Services

cpc_media@collin.edu - 972-548-6871
scc_media@collin.edu - 972-881-5935
cyc_media@collin.edu - 972-758-3855
prc_media@collin.edu - 972-377-1577
chec_media@collin.edu - 972-599-3171

Media Services provides presentation equipment and instructional support to faculty, staff, administrators and patrons within the College. Each campus keeps current inventories, provides equipment maintenance, a cleaning schedule and statistical usage reports of the District's media technologies.

- Maintains a supply of lamps for data projectors, overhead and slide projectors, various audio, video and data cables, and connectors.
- Provides equipment training for media technology used in classrooms and conference centers.
- Provides media equipment research and specifications consultation to the District prior to purchase.

Administrative Programming Services

Contact-Kent Farr

kfarr@collin.edu

972-548-6643

Administrative Programming Services provides support for the District's administrative software systems (Banner). The department also creates applications for Collin in support of Banner and other administrative systems.

- Maintains programs for Student, Financial Aid, Finance, and Human Resource systems
- Develops programs to fill department or college-wide needs.

Chief Information Systems Officer David Hoyt

dhoyt@collin.edu

972-599-3133