Department of Information Technology: Quick Tips

mySMC

mySMC is our portal system where you can access information related to your life at Saint Michael’s. With one log-in you can access your email, eCollege, KnightVision and more! Information on academics, Information Technology and campus announcements are also available. Visit my.smcvt.edu for access.

Classroom and lab services

- **Support and training**
  We offer scheduled hands-on student support in the multimedia labs and the Language Learning Resource Center (LLRC). Training is offered in workshops throughout the year. Students may also get assistance with software issues from the Helpdesk in SE 221. Requests can be submitted to: ithelp@smcvt.edu

- **Course content recording**
  Tegrity is a software system that allows faculty and students to record classroom presentations, along with digital content, for later review.

- **Pearson Learning Studio (eCollege) course management system**
  Faculty and students use eCollege’s course management system to communicate and share information. Students can access required documents, view their syllabus, submit homework, view grades and announcements, and communicate with peers through eCollege. All faculty are required to use eCollege to post their syllabus; most faculty use other features as well.

- **Classroom technology**
  All classrooms and labs on Main Campus are equipped with projection capabilities. At least a third of those classrooms are installed with interactive whiteboards as well. Other classroom technology includes document cameras, BluRay players, and sound systems.

- **Specialized labs**
  Several specialized labs are available for use by students in various disciplines. Four are digital multimedia labs, with priority given to Journalism students; a Linux lab for Computer Science majors; the Language Learning Resource Center is set up for language and ESL majors; and a Mac Lab for Fine Arts. Public PC and Mac computers are available in Jean Marie and the library for student work.

- **Campus wide wireless access**
  Wireless access in the classrooms and labs creates opportunities for student collaboration and allows the use of mobile devices for instruction.

Other resources

The LLRC circulates a variety of devices through the Voyager library system for students to use for classroom projects and individual learning. All that’s needed is a Knightcard to check out a webcam,
Kindle, iPad, MP3 player, video technology, or other device. In addition to circulating these items, the LLRC is also a support space for our Modern Languages and Applied Linguistics Department, equipped with language learning software in over 40 languages! Visit the following URL for a list of all available resources: [http://academics.smcvt.edu/llrc/](http://academics.smcvt.edu/llrc/)

**Computer services**

Saint Michael's students can buy a laptop that offers a standardized computing environment, including full-business-class hardware and software support at very reasonable academic discount pricing. These packages include:

- Business-class Dell or Apple laptop solutions
- Four year hardware repair services
- Four year accidental damage protection
- Pre-loaded with Microsoft Office
- Pre-loaded with anti-virus protection
- Loaner program
- Four years of software support

**Why buy a St. Mike's recommended laptop?**

- You'll get full laptop support on campus at no out-of-pocket expenses for four full years!
- You'll be protected from any accidents resulting from drops, spills, screen cracks, etc.
- Software related failures are included and if your computer gets a virus or nasty spyware, we've got you covered free of charge.
- Loaner laptops can be requested from the on-campus repair facility should your laptop need extensive repair.


Saint Michaels’ purchase program gives students a reduced price on the latest versions of Windows, Office, Adobe Photoshop and other software. ([http://smcbookstore.storesecured.com/software.asp](http://smcbookstore.storesecured.com/software.asp))

1. Saint Michael’s College has computer labs in every residence hall for students to use, in addition to the larger public and multimedia labs around campus.

2. Networked printers are available around campus for easy access for document printing at no charge. All you need is a KnightCard.

**Helpdesk**

The Helpdesk is open during the academic year from 7:30 a.m. to 7:30 p.m. Call, walk in, or email [ithelp@smcvt.edu](mailto:ithelp@smcvt.edu) if you need help with passwords, mobile device registration, or malware.
In addition to its regular full-time staff members, Information Technology provides employment for an average of 60 student employees per year, a wonderful way for students to gain valuable life skills that they can take to the job market when they graduate. IT work is one of the highest paid jobs on campus, doesn’t require any prior computer knowledge (we train on the job!), and offers lots of different areas to work in, depending on interest and skills. Internship opportunities are also available.