

# I Need Help With: Table of Contents

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	More Specifically	Faculty Handbook	Web Links	Phone Numbers, Email Addresses, Resources and Guidance	
Accessibility	ADA Compliance, UDOIT, Closed Captioning, Alt Text, Headers, Color Contrast, Tables, Images, Hyperlinks, General Design Guidance, etc.	<a href="#">Accessibility and Technology</a>	<a href="#">UDOIT</a>  <a href="#">Rich Content Editor guides</a>  <a href="#">Canvas Guides</a>	ACOL Instructional Designer <b>Diana McCurtain-Talbert</b> 210-486-4253 Email: <a href="mailto:dmccurtain-talbe@alamo.edu">dmccurtain-talbe@alamo.edu</a> MZH 204F	<b>Canvas:</b> Click <b>HELP</b> in left, gray menu for 24/7/365 help  <b>Canvas</b> - 833-507-7244 or 210-485-0555, Option 2  General questions/Student Referrals; <b>NVC Disability Support Services</b> (Access Office) 210-486-4466 <a href="mailto:nvc-access@alamo.edu">nvc-access@alamo.edu</a>
ACES – Login and Passwords	<a href="#">ACES General Overview</a>  <a href="#">ACES Login page</a>  <a href="#">ACES Guides</a>			<b>NVC IT Helpdesk:</b> 210-486-4777 Option 1 <a href="mailto:helpdesk@alamo.edu">helpdesk@alamo.edu</a>	
ACES – My Courses		<a href="#">ACES Faculty tab</a>	<a href="#">ACES Employee tab</a>	<b>NVC IT Helpdesk:</b> 210-486-4777 Option 1 <a href="mailto:helpdesk@alamo.edu">helpdesk@alamo.edu</a>	

AlamoBOOKS+	Linking Materials, Student Access	<a href="#">AlamoBOOKS+</a> <a href="#">Help guide</a> <a href="#">Canvas Guides</a> – using AlamoBOOKS+ in Canvas		<a href="#">Chairs, Discipline Coordinators</a> , and <a href="#">Admin Service Specialists</a>  Bookstore Manager 210-486-2005 <a href="mailto:SM8424@bncollege.com">SM8424@bncollege.com</a>
AlamoTalent	Faculty development, employee development	<a href="#">Faculty Development</a>  <a href="#">AlamoTALENT Guides</a>	<a href="#">How to register for sessions</a>	NVC Interim Faculty Fellow <b>Bobbie Myatt:</b> 210-485-0241 <a href="mailto:bmyatt@alamo.edu">bmyatt@alamo.edu</a>  For Transcripts, questions about enrolled or completed sessions, etc., please contact the session facilitator.
Banner	<a href="#">Login</a>  <a href="#">Banner self-service overview</a>		210-485-0555, Option 4	<a href="mailto:banner@alamo.edu">banner@alamo.edu</a> <a href="#">Admin Service Specialists</a> (Department Administrative Assistants)
Canvas	<a href="#">Canvas LMS</a>  <a href="#">Canvas Help</a>	<a href="#">Help Guides</a>  <a href="#">Canvas Guides</a>  <a href="#">Canvas Instructor guides</a>  <a href="#">Canvas Instructor videos</a>	<b>Canvas:</b> Click <b>HELP</b> in left, gray menu for <b>24/7/365 help</b>  <b>Canvas</b> - 833-507-7244 or 210-485-0555, Option 2  District IT Canvas Support <a href="mailto:CanvasSupport@alamo.edu">CanvasSupport@alamo.edu</a>	

<b>Canvas – Advanced design tools</b>	DesignPlus (CidiLabs)  Canvas Studio	N/A	<a href="#">Accessing DesignPlus</a>  <a href="#">Help guides and Canvas Guides</a> (near the bottom of the lists)	<b>Diana McCurtain- Talbert</b> 210- 486-4253	ACOL Instructional Designer <b>Diana McCurtain-Talbert</b> <a href="mailto:dmccurtain-talbe@alamo.edu">dmccurtain-talbe@alamo.edu</a> Diana McCurtain-Talbert MZH 204F  <b>Canvas:</b> Click <b>HELP</b> in left, gray menu for <b>24/7/365 help</b>  <b>Canvas</b> - 833-507-7244 or 210-485-0555, Option 2  District IT Canvas Support <a href="mailto:CanvasSupport@alamo.edu">CanvasSupport@alamo.edu</a>
<b>Canvas – Course copy/import</b>	Importing Copying Previous Course Content	<a href="#">Copying a Canvas Course</a>  <a href="#">Course Import Tool</a>	<b>Canvas:</b> Click <b>HELP</b> in left, gray menu for <b>24/7/365 help</b>  <b>Canvas</b> - 833-507-7244 or 210-485-0555, Option 2  District IT Canvas Support <a href="mailto:CanvasSupport@alamo.edu">CanvasSupport@alamo.edu</a>		
<b>Canvas – Cross- listing</b>	<a href="#">Help Guides</a>			<b>Director of Teaching with Technology: Mallory Plummer:</b> <a href="mailto:mplummer4@alamo.edu">mplummer4@alamo.edu</a>	<b>Canvas:</b> Click <b>HELP</b> in left, gray menu for <b>24/7/365 help</b>  <b>Canvas</b> - 833-507-7244 or 210-485-0555, Option 2  District IT Canvas Support <a href="mailto:CanvasSupport@alamo.edu">CanvasSupport@alamo.edu</a>

Canvas – Display Names	Name Change Requests	Director of Teaching with Technology: Mallory Plummer: <a href="mailto:mplummer4@alamo.edu">mplummer4@alamo.edu</a>	<a href="mailto:CanvasSupport@alamo.edu">CanvasSupport@alamo.edu</a>
Canvas – External and Supplemental Tools	<a href="#">Help Guides</a>	Canvas: Click <b>HELP</b> in left, gray menu for <b>24/7/365 help</b>  Canvas - 833-507-7244 or 210-485-0555, Option 2  District IT Canvas Support <a href="mailto:CanvasSupport@alamo.edu">CanvasSupport@alamo.edu</a>	
Canvas - Grading	Gradebook/ SpeedGrade r	<a href="#">Help Guides</a>  <a href="#">Gradebook video</a>  <a href="#">SpeedGrader video</a>	Director of Teaching with Technology: Mallory Plummer: <a href="mailto:mplummer4@alamo.edu">mplummer4@alamo.edu</a>  Canvas: Click <b>HELP</b> in left, gray menu for <b>24/7/365 help</b>  Canvas - 833-507-7244 or 210-485-0555, Option 2  District IT Canvas Support <a href="mailto:CanvasSupport@alamo.edu">CanvasSupport@alamo.edu</a>
Canvas – NVC Course Templates	Course Templates Orientation Modules, 8- Week, and 16-Week, Full Courses	Canvas: Click <b>HELP</b> in left, gray menu for <b>24/7/365 help</b>  Canvas - 833-507-7244 or 210-485-0555, Option 2  District IT Canvas Support <a href="mailto:CanvasSupport@alamo.edu">CanvasSupport@alamo.edu</a>	Click <b>Commons</b> in left, gray menu in Canvas and search.

Canvas – People Tab	Adding people to a Canvas course	<a href="#">Help Guides</a> <a href="#">People tool</a> <a href="#">People Overview Video</a> <a href="#">Canvas Groups Overview Video</a>	Director of Teaching with Technology: Mallory Plummer: <a href="mailto:mplummer4@alamo.edu">mplummer4@alamo.edu</a>	Canvas: Click <b>HELP</b> in left, gray menu for 24/7/365 help  Canvas - 833-507-7244 or 210-485-0555, Option 2  District IT Canvas Support <a href="mailto:CanvasSupport@alamo.edu">CanvasSupport@alamo.edu</a>
Canvas – Sandboxes	Requesting Sandboxes (Canvas Shells)		Director of Teaching with Technology: Mallory Plummer: <a href="mailto:mplummer4@alamo.edu">mplummer4@alamo.edu</a>	<a href="mailto:CanvasSupport@alamo.edu">CanvasSupport@alamo.edu</a>
Canvas - Special	Assistance for chairs and coordinators – student complaints, grade challenges, faculty reviews, login verification		Director of Teaching with Technology: Mallory Plummer: <a href="mailto:mplummer4@alamo.edu">mplummer4@alamo.edu</a>	<a href="mailto:CanvasSupport@alamo.edu">CanvasSupport@alamo.edu</a>
Canvas Status	Canvas Status (general and events processing)	<a href="#">Canvas (Instructure) Status</a> – real time updates	833-507-7244	<a href="mailto:CanvasSupport@alamo.edu">CanvasSupport@alamo.edu</a>

Canvas Syncs - courses	Courses not showing up			Director of Teaching with Technology: Mallory Plummer: <a href="mailto:mplummer4@alamo.edu">mplummer4@alamo.edu</a>	<a href="mailto:AlamoInstTech@alamo.edu">AlamoInstTech@alamo.edu</a>	
Canvas – Syncs - people	Extra or Missing Students or Faculty			Director of Teaching with Technology: Mallory Plummer: <a href="mailto:mplummer4@alamo.edu">mplummer4@alamo.edu</a>	<a href="mailto:AlamoInstTech@alamo.edu">AlamoInstTech@alamo.edu</a>	
Canvas Training	New Faculty	<a href="#">Canvas Training for Faculty</a>	<a href="#">Help Guides</a>  <a href="#">Canvas Instructor guides</a>  <a href="#">Canvas Instructor videos</a>	Director of Teaching with Technology: Mallory Plummer: <a href="mailto:mplummer4@alamo.edu">mplummer4@alamo.edu</a>	ACOL Instructional Designer Diana McCurtain-Talbert <a href="mailto:dmccurtain-talbe@alamo.edu">dmccurtain-talbe@alamo.edu</a>	Canvas: Click <b>HELP</b> in left, gray menu for 24/7/365 help
Classroom support	Projectors and Workstations	<a href="#">Classrooms and Support Technology Help</a>  <a href="#">NVC ITC page</a>	<a href="#">Footprints – Technology Request guide</a>  <a href="#">Facilities Service Request</a>	NVC IT Helpdesk: 210-486-4777 Option 1 <a href="mailto:helpdesk@alamo.edu">helpdesk@alamo.edu</a>		



DigiTex (VCT)	Teaching one or more non-Alamo students to earn revenue for your academic department	<a href="#">DigiTex</a>	Director of Teaching with Technology: Mallory Plummer: <a href="mailto:mplummer4@alamo.edu">mplummer4@alamo.edu</a>	Program on hold for Fall 2023; resume date TBA.
End of course surveys (Course Evaluations)	<a href="#">End of Course Evaluations (Surveys)</a>		<a href="mailto:Dst-academic.success@alamo.edu">Dst-academic success@alamo.edu</a>	
Faculty Development/ Adjunct Faculty Certification Program (AFCP)	<a href="#">Alamo Colleges District Faculty Development page</a>		NVC Interim Faculty Fellow <b>Bobbie Myatt:</b> 210-485-0241 <a href="mailto:bmyatt@alamo.edu">bmyatt@alamo.edu</a>	
Faculty Handbook	Updates or Corrections	<a href="#">NVC All Faculty Handbook</a>	Also available from NVC home page, <a href="#">employee tab</a> , right column	Director of Teaching with Technology: Mallory Plummer: <a href="mailto:mplummer4@alamo.edu">mplummer4@alamo.edu</a>

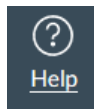
Instructional Design	ACOL Instructional Designer Diana McCurtain-Talbert <a href="mailto:dmccurtain-talbe@alamo.edu">dmccurtain-talbe@alamo.edu</a>		
IT Help	Browser questions, hardware/equipment, software installations, phones, etc.	<a href="#">Technology Email/VPN/WiFi</a>	NVC IT Helpdesk: 210-486-4777 Please Select Applicable Option <a href="mailto:helpdesk@alamo.edu">helpdesk@alamo.edu</a>
Office 365 – Microsoft Word, Excel, PowerPoint	Login Help Guide	<a href="#">ACES Employee tab Login Help Guide</a>  Microsoft Office Guides	NVC IT Helpdesk: 210-486-4777 Please Select Applicable Option <a href="mailto:helpdesk@alamo.edu">helpdesk@alamo.edu</a>
Outlook/Alamo Email		<a href="#">Technology Email/VPN/WiFi</a>  <a href="#">Technology Guides</a>	NVC IT Helpdesk: 210-486-4777 Please Select Applicable Option <a href="mailto:helpdesk@alamo.edu">helpdesk@alamo.edu</a>

Online Teaching Certification (OTC)	General Information or Requests to Join	Director of Teaching with Technology: Mallory Plummer: <a href="mailto:mplummer4@alamo.edu">mplummer4@alamo.edu</a>
Online Teaching Certification Verification	Already Certified: In Need of Verification	Director of Teaching with Technology: Mallory Plummer: <a href="mailto:mplummer4@alamo.edu">mplummer4@alamo.edu</a>
Orientation to Online Learning (OLRN)	For Students	Director of Teaching with Technology: Mallory Plummer: <a href="mailto:mplummer4@alamo.edu">mplummer4@alamo.edu</a> Fall 2023 courses are published and available for student registration. Facilitator(s) TBA.
Quality Matters (QM)	<p>Dr. Adrianna Sherman 210-486-4496 <a href="mailto:aguardia@alamo.edu">aguardia@alamo.edu</a></p> <p>ACOL Instructional Designer Diana McCurtain-Talbert <a href="mailto:dmccurtain-talbe@alamo.edu">dmccurtain-talbe@alamo.edu</a></p> <p>Also look for upcoming training sessions in AlamoTalent.</p> <p>Also a good resource: NVC Interim Faculty Fellow Bobbie Myatt: <a href="mailto:bmyatt@alamo.edu">bmyatt@alamo.edu</a></p>	

Respondus – Lockdown Browser, Monitor, and StudyMate	Setup, logins, using within Canvas, reports, compatibility with other technology hardware, student help, ADA compliance.	<a href="#">Respondus LDB/Monitor /4.0</a>  <a href="#">Respondus 4.0 Help Guides</a>  <a href="#">Respondus Guides</a>	<a href="#">Respondus Lockdown Browser help guides</a>  <a href="#">Respondus Monitor help guides</a>  <a href="#">Respondus StudyMate</a>	210-486-4777 210-485-0555, opt. 4	<a href="mailto:AlamoInstTech@alamo.edu">AlamoInstTech@alamo.edu</a>	Call Canvas for help setting up and troubleshooting quizzes and assignments in Canvas that use Respondus. Check with other “super users” in your academic department. Have students contact IT for technology issues.
Simple Syllabus	Find your syllabi, copying content, template edits, what must be included.	<a href="#">Syllabus – Simple Syllabus</a>	<a href="#">Faculty Training Guide</a>  <a href="#">Help guides</a>  <a href="#">Simple Syllabus Guides</a>	<a href="mailto:Syllabus@alamo.edu">Syllabus@alamo.edu</a>		
SoftChalk	Access key to create account, using, embedding into Canvas	<a href="#">SoftChalk Guides</a>	<a href="#">Create an account</a>  <a href="#">Help guides</a>  <a href="#">Using SoftChalk in Canvas</a>			
Student Grades – Census, Adds, Drops	Census dates, Adds, Drops, Withdrawals	<a href="#">Grades</a>	<a href="#">2023-2024 Academic Calendar with Census Dates</a>	<a href="mailto:Dst-academic-success@alamo.edu">Dst-academic success@alamo.edu</a>		Contact your <a href="#">Chair</a> or <a href="#">Discipline Coordinator</a> for more guidance.

Student Grades – Smart Start and Early Alert	Required actions in the first few days of the semester.	<a href="#">Grades – Smart Start and Early Alert</a>	<a href="#">How to Edit Early Alert Progress Reports</a>	<a href="mailto:Dst-academic.success@alamo.edu">Dst-academic success@alamo.edu</a>	Contact your <a href="#">Chair</a> or <a href="#">Discipline Coordinator</a> for more guidance.
Student Grades – Midterm and Final grades	Mid-term and Final grades	<a href="#">Grades – Midterm and Final Grades</a>	<a href="#">Posting Grades in ACES</a>	<a href="mailto:Dst-academic.success@alamo.edu">Dst-academic success@alamo.edu</a>	Contact your <a href="#">Chair</a> or <a href="#">Discipline Coordinator</a> for more guidance.
Student Grades - Incompletes	Incompletes	<a href="#">Grades – Incomplete “I” Grades</a>	<a href="#">Posting Grades in ACES</a> <a href="#">Incomplete Grade Form</a>	<a href="mailto:Dst-academic.success@alamo.edu">Dst-academic success@alamo.edu</a>	Contact your <a href="#">Chair</a> or <a href="#">Discipline Coordinator</a> for more guidance.
Turnitin	<a href="#">Help guides</a> <a href="#">Turnitin Guides</a>			Call Canvas for help creating/editing a Turnitin assignment in Canvas, but not for help reading the reports, student logins, or creating an account outside Canvas.	
Zoom	Login, Accounts, Troubleshooting, Scheduling, Options, Recording, Cloud	<a href="#">Zoom and Zoom Help</a>	<a href="#">Help guides</a> <a href="#">Zoom guides</a>	<b>NVC IT Helpdesk:</b> 210-486-4777 Please Select Applicable Option <a href="mailto:helpdesk@alamo.edu">helpdesk@alamo.edu</a>	

**Canvas Faculty Help Line** – available 24/7/365 via phone or chat. Click the Help button in Canvas or call **833-507-7244**.



Please do not call Canvas Support for non-Canvas related issues or for non-campus specific needs.

[NVC All Faculty Handbook](#) – has information and links on almost anything you need! Available 24/7/365 without a login. Please bookmark it and refer to it often.

[ScreenSteps Guides](#) – Excellent guides for instructors, students, and staff with step-by-step instructions and screenshots on:

[ACES](#)

[Brainfuse \(online tutoring\)](#)

[Simple Syllabus](#)

[Ad Astra](#)

[Canvas](#)

[SoftChalk](#)

[Adobe](#)

[FootPrints](#)

[Technology Email/VPN/WiFi](#)

[Alamo Share](#)

[Mediasite](#)

[Turnitin](#)

[AlamoTALENT](#)

[Microsoft/Office 365](#)

[Zoom](#)

[Alertus \(desktop activator\)](#)

[My Media](#)

[Banner](#)

[Rave](#)

[BioSig](#)

[Respondus LDB/Monitor/4.0](#)