Technology Help and Resources

This is a general list of resources to help you, when you have technology issues. As always, try to be a problem-solver first by utilizing all of your resources. If you have technology issues please contact the appropriate person and let your instructor know.

Remember that technology issues do not excuse you from completing your coursework in the appropriate manner.

Support for Moodle or Computer Issues

helpdesk@moore.edu

- Typical response time may be up 48 hours on business days.

- View the “Online Classes Tutorial for Students” in your Moodle “Campus Community”

Other resources

The Connelly Library: Library Staff are trained to help with basic navigation through Moodle. The library also provides students with a computer lab and an Audio Visual Department where you can borrow AV equipment, laptops and cameras.

http://library.moore.edu/

The Computer Labs at Moore: Students are able to use the computer labs and print center in the basement of Wilson Hall when available.

Lynda.com: Tutorials on many kinds of software applications and tools. Membership is required though they do have one-week trials.

tv.adobe.com: Video tutorials on Adobe products.

GCFLearnFree.org: Tutorials on basic computer skills, Microsoft Office programs such as PowerPoint, Word, and Excel, Google docs, and more.

Google It: Remember, it is perfectly fine begin investigating a technology problem by Googling it. Choosing your search words and phrases carefully will help. If you don’t get the answer you are looking for the first time, try rephrasing it. You may not find the right answer but it's a good start.

Connelly Library Resources

Connelly Library supports the educational curriculum and goals at the Moore College of Art & Design. The Library provides broad coverage of art history, theory, criticism and the practice of fine arts and design, while also supporting art education studies and the liberal arts.

Connelly Library provides access to materials and resources to assist Moore students in their academic studies and studio practices. The library also provides students with a computer lab and an Audio Visual Department where you can borrow AV equipment, laptops and cameras.
Purchasing Discounted Hardware and Software Online:

1. Once logged in to Moodle, you can navigate to “Campus Community” and select the “Computer Services” community.

2. Open the “Computer Purchase Program” document and follow the links to preferred pricing from Apple, Lenovo and JourneyEd.

About Netiquette

Be respectful of others' ideas. We show respect for the ideas of others by treating them with seriousness. When you simply dismiss a classmate's ideas without offering criticisms and challenges, you are insulting that classmate. You have an obligation to challenge each other's thinking. You shouldn't insult a class mate, so you'll want to use sound netiquette. (The netiquette home page can help you with this aspect of discussions.) Sometimes, using emoticons can help you clarify your tone. Here are some basic netiquette rules:

▪ You can be critical of another person’s views but do not be critical of the person himself/herself. For example, you can write ‘I disagree with your comment about …’ but not ‘You were wrong to say …’.
▪ Avoid personal discussion that is not relevant to others or to the learning topic.
▪ Use the message heading to indicate the content of your message.
▪ Using capitals is the same as YELLING.
▪ If tensions arise or you feel anxious about progress or tone of the discussion, e-mail or phone the instructor and discuss the matter privately.