C. Technology

a. Aviso

Aviso, a tool within Watermark Student Success and Engagement, is the system students use to connect with their advisors, instructors, and other services such as Tutoring and Counseling. Faculty can use Aviso to:

- manage and engage your advising caseload by sending messages and scheduling advising appointments (as well as sharing information about drop-in advising hours);
- make appointments for students with other student support areas, like tutoring;
- send alerts to other student support areas on behalf of students for warm hand-offs;
- help students plan their courses so they complete their degrees on schedule;
- view real-time updates on your students' information;
- follow, filter, and pull reports on your students and others.

ITS provides [information on how to use Aviso](#).

b. [Canvas](#)

[Section A.n.iv](#).

c. [ctcLink](#)

[Section A.n.iv](#).

d. E-mail/Outlook

Unlike students who have their student emails through Gmail, employees of Highline have access to [workplace emails through Microsoft Outlook](#). Username and passwords are the same as the Highline credentials. For assistance with Outlook, [contact ITS](#).

e. Google Drive

Highline utilizes [Google Drive](#) to collaborate with others on campus. ITS has provided instructions on how to log into your [personal work Google Drive and the Highline shared Google Drive](#). By using Google Drive to store files, we have access

to the documents we need regardless of which device we're using. Many departments and committees use Google Drive to work together on drafting proposals, common assessments, and reports. Some shared drives are repositories of information.

f. Laptops and other Hardware

Faculty are provided with a computer in their office; part-time faculty may have a shared computer. If you would like to request a laptop or other hardware for work, contact ITS.

g. Microsoft Products

Highline has free access to Microsoft Office 365. Both employees and students have access to these tools. Once registered, you can choose which programs you'd like to have. If there is a program that you would like access to but aren't able to get, contact ITS.

h. Phone/Voicemail

Section A.a.a. ITS provides directions for setting up and accessing voicemail.

i. Resources on the Web

Various departments provide support for other types of resources such as:

- **Remote Desktop Protocol (RDP)**. RDP can connect faculty to their on-campus computer so that they can make use of software and files that they may not have at home. However, faculty should store files in their Highline Google Drive so they can access documents from home. RDP should be reserved for accessing software faculty may not have access to from home. In order to connect toRDP, your on-campus computer must be powered on and you must be on Highline's Virtual Private Network (VPN) in order to connect.
- **Website Support**. If faculty have permission to edit Highline webpages, they should consult with the Highline web developer/designer.
- **Multimedia Production**. EdTech's production team can develop video and audio for your class or program, including:
    - Instructional Videos
    - Event recordings
    - Marketing your program
    - Class and program support
- **Software**. If faculty need software for their work at Highline, they can submit a request to ITS by completing a Help Desk ticket.

- **Equipment Checkout**. [Contact ITS](#) with requests for checking out technology equipment.

j. VPN

Highline has a Virtual Private Network (VPN) so that we have a private network to conduct business. It's best to log into VPN to ensure you are working in a safe and secure environment. There are some sites and services that can only be accessed from Highline's network. You will need to [log into VPN daily and logout](#) when you are done with work.

k. Zoom

Zoom is used for virtual classes and other student interactions with faculty. Faculty have access to a basic Zoom license. After you [go to the Zoom login screen](#), click on SSO in the lower left corner of the login screen, then log in with your myHighline information.

Zoom can also be integrated with Canvas, so your students will have easy access to the Zoom rooms you are using. Canvas can also be integrated with Panopto, so that Zoom recordings will automatically be posted to your Canvas course as well.

You will need access to a Pro license for Zoom if you plan to hold meetings longer than 40 minutes. When you were hired, your coordinator received a request from ITS for information about the resources you needed to teach. They can [contact the Help Desk](#) to request Zoom Pro.

l. Panopto

Panopto is the college's tool for recording lectures for students. It can be used in any instruction mode, and is installed on the computers on each classroom podium. Panopto is integrated with Canvas so that recordings are automatically posted to your courses.

All recordings are captioned using voice recognition tools built into Panopto. Make sure to review those captions and correct any material errors.

m. Other Tools

Some other tools have been licensed and/or integrated into [Canvas](#). [Contact EdTech](#) if there is a tool you're interested in using. Note that not all tools are supported at the college.