

# SAN JOSE CITY COLLEGE RESOURCE GUIDE

SANJOSECITYCOLLEGE



These pages were developed in an effort to provide support during this dynamic situation and have been compiled in an effort to reduce mail clutter

# ITSS/CTSS

- ITSS Help Desk Portal, [ITSS.Helpdesk@sjcc.edu](mailto:ITSS.Helpdesk@sjcc.edu) or (408) 270 - 6411
- [Work at Home - IT Toolbox](#)
- Request VPN for employees:
  - <https://services.sjcccd.edu/TDClient/1862/Portal/Requests/ServiceDet?ID=42491>
- Instruction to install VPN access:
  - **Windows:** <https://services.sjcccd.edu/TDClient/1862/Portal/KB/ArticleDet?ID=102440>
  - **Mac:** <https://services.sjcccd.edu/TDClient/1862/Portal/KB/ArticleDet?ID=102441>
- Colleague (VPN required): <https://webui.sjcccd.org/ui/home/index.html>
- CROA (VPN required): <https://croa.sjcccd.org/BOE/BI> (VPN required)
- Accessing your desk voicemail from off campus: 408-270-8545
- Soft Phone (MITEL) access to office main lines.: Contact supervisor to set up with ITSS support.
  - <https://www.sjcccd.edu/ITSS/Documents/Connect%20Client%20User%20Guide.pdf>
- Until further notice, all Xfinity WiFi Public Hotspots are open to everyone for free wireless access to the Internet.
  - <https://wifi.xfinity.com/>

# PHONE RESOURCES

- **Google Voice:** Soft phone for cell phone users (protect personal number)
  - <https://support.google.com/voice/answer/115061?co=GENIE.Platform%3DDesktop&hl=en>
- **How** do I block Caller ID for a specific call?
  - You have the option to block Caller ID either temporarily or permanently. To block your number from being displayed temporarily for a specific call:
    1. enter \*67
    2. Enter the number you wish to call (including area code).
    3. Tap Call. The words “Private,” “Anonymous,” or some other indicator will appear on the recipient’s phone instead of your mobile number.
    4. You’ve successfully blocked Caller ID for a specific call.
      - \* Note: Calls to 800 numbers and 911 won’t use Caller ID Blocking
- I have to call a number that doesn't allow blocked calls. How do I unblock Caller ID to a certain number?
- To deactivate Caller ID Blocking for a specific number:
  1. Enter \*82.
  2. Enter the number.
  3. Tap Call.
  4. You've successfully deactivated Caller ID Blocking for a specific number.

## ADDITIONAL INFORMATION

- SARS Anywhere: <https://appointments.sjcc.edu/SARSAnywhere>
- Zoom: all CCC employees may request a ConferZoom account from CCCConfer. A ConferZoom account is a Zoom Pro account that will enable you to schedule a Zoom meeting for up to 300 attendees with no time limit. To request this free account, go to [CCCConfer](#) and use your college/district email address to sign-up.

<https://www.conferzoom.org/>

- Adobe Creative Cloud: To learn more about Adobe CC, the various CC applications, and how to install Creative Cloud on a personal computer, go to the ITSS Adobe CC web page (emailed 1/29/20).

<https://www.sjcccd.edu/district-services/ITSS/adobe-creative-cloud>

- Office 365: Log-in to your email select the 9-dot square for the app to use in cloud. To locally install select Office 365, follow install instructions. Install in up to 5 devices.

<http://www.outlook.com/sjcc.edu>

- SJCC Faculty and Staff page:

<https://www.sjcc.edu/faculty-staff/faculty-and-staff-directory>

Listed below are an array of resources along with the drop-in training to continue our March focus on instructional continuity virtually. Also, the [Canvas for Instructional Continuity](#) course can be used as a one-stop repository for all that I am sharing with you. Please Add yourself to the course to see it in your Dashboard - Nasreen Rahim

### Tutorial and Resources in LinkedIn Learning (Free for SJCC students and employees)

[Learning to Teach Online](#)

[Teaching with Technology](#)

[Teaching Technical Skills Through Video](#)

[Teaching Online: Synchronous Classes](#)

[Microsoft Teams for Education](#)

[Google Hangouts Essential Training](#)

[Teaching Techniques: Creating Multimedia Learning](#)

[Teaching Techniques: Creative Effective Learning Assessments](#)

[Camtasia 2019 Essential Training 2019: Advanced Techniques](#)

[Camtasia Quick Tips](#)

[Office 365 for Educators](#)

[Learning Canvas](#)

[Camtasia 2019 Essential Training 2019: The Basics](#)

[Learning OneNote Online \(Office 365\)](#)

[Kurzweil](#)

## ONLINE PLATFORM

**Kurzweil:** Offering free 90 day trials to all during the Covid 19 crisis. If you know of anyone who would like to have kurzweil at their location or for their kids at home please help up spread the word. They can visit our main website [www.kurzweiledu.com](http://www.kurzweiledu.com) for a direct link.

[California Community Colleges' Success Network \(3CSN\)](#)

[3CSN Community Workshops & Resources for Online Engagement padlet](#) featuring resources gathered for employees and students.

We are also working on a [resource padlet specifically for students](#). Please feel free to share with colleagues, add any resources you feel would be useful, and/or recommend new categories.

**Canvas Phone Help:** support 24 hours a day

Hotline: (844) 303 - 5595

### Resources from CVC-OEI:

CVC-OEI/@ONE has just published three instructional continuity resources on the @ONE website. All three can be accessed via Instructional Continuity in our main [website](#) menu and will also be linked from the main [CVC-OEI Emergency Preparedness](#) site soon.

[How to Keep Teaching During an Emergency](#)

[Canvas for Instructional Continuity](#)

[Resources Shared by California Community Colleges](#)

### Instructional Online Resources: (Nasreen)

[Canvas 101 3CSN](#)

[Proctorio](#)

[How to Set Quizzes for Special Needs Students Requiring More Time](#)

[On Demand Webinars from Pearson: Support for Moving Courses Fully Online](#)

### California Community Colleges Chancellor's Office:

The Chancellor's Office continues to support colleges as they work to protect students, and employees. Please visit the [Chancellor's Office COVID-19](#) webpage for a comprehensive list of resources, answers to frequently asked questions and collateral materials.

California Community Colleges employees can also find COVID-19 resources and information within the [Vision Resource Center](#). Create an account or log in. Under the "Connect" menu, visit "All Communities" and look for the "CCC | COVID-19 Resources, Tools and Discussion" section. Click "Join Community" to access the content within. For online instruction support requests, please contact [CVC-OEI](#).

### Online instruction:

Chancellor Oakley on Wednesday, March 11, held a webinar with college presidents about transitioning face-to-face course instruction. Resources available to help employees and students during this transition include:

[CVC-OEI Emergency Preparedness Resources](#)

[Instructional, Student Services and Shared College Resource Information](#)

[Student Online Readiness Modules](#)

**Dreamers Support Network:**

Webinar on the Public Charge and Higher Education: What Colleges Need to Know.

You can find a copy of the webinar recording [here](#).<sup>↗</sup> [Here](#)<sup>↗</sup>

**Webinar: Taking Student Services Online**

Here is the link to the Google Drive folder that contains the webinar slides and other materials.

<https://drive.google.com/drive/folders/1SZO3jhxwGUjJqZbTnCc2Cul2GYofCusb><sup>↗</sup>

**3CSN Webinars:**

3CSN Wayfinding Online Zoom Series: Navigating the Virtual Landscape Together

Thursday, March 26th

\* All Sections are one hour in length

Date	Time(s)	Session	Zoom Link
Thursday, 3/26	9:00 A.M	Creating Feedback Through Online Tools	<a href="https://cccconfer.zoom.us/j/150691666">https://cccconfer.zoom.us/j/150691666</a> <sup>↗</sup>
Thursday, 3/26	10:30 A.M	Canvas 101	<a href="https://cccconfer.zoom.us/j/538744973">https://cccconfer.zoom.us/j/538744973</a> <sup>↗</sup>
Thursday, 3/26	12:00 P.M	Virtual Community “Brown Bag” Hour - Care Webs	<a href="https://cccconfer.zoom.us/j/639048890">https://cccconfer.zoom.us/j/639048890</a> <sup>↗</sup>
Thursday, 3/26	1:30 P.M	Zoom 101	<a href="https://cccconfer.zoom.us/j/359444505">https://cccconfer.zoom.us/j/359444505</a> <sup>↗</sup>
Thursday, 3/26	3:30 P.M	Peer Feedback Online	<a href="https://cccconfer.zoom.us/j/853483922">https://cccconfer.zoom.us/j/853483922</a> <sup>↗</sup>
Thursday, 3/26	4:00 P.M	Virtual Community Student Hour (Support for Students)	<a href="https://cccconfer.zoom.us/j/876207341">https://cccconfer.zoom.us/j/876207341</a> <sup>↗</sup>
Thursday, 3/26	4:30 P.M	Virtual Community Coaching Hour	<a href="https://zoom.us/j/685960952">https://zoom.us/j/685960952</a> <sup>↗</sup>
Thursday, 3/26	5:00 P.M	Virtual Mindfulness Daily: A space for Heart Sharing	<a href="https://cccconfer.zoom.us/j/195476869">https://cccconfer.zoom.us/j/195476869</a> <sup>↗</sup>

Friday, March 27th

\* All Sections are one hour in length

Date	Time(s)	Session	Zoom Link
Thursday, 3/27	10:00 A.M	Using TED-Ed and Other Multimedia to Deepen Learning Online	<a href="https://cccconfer.zoom.us/meeting/991498309">https://cccconfer.zoom.us/meeting/991498309</a> <sup>↗</sup>
Thursday, 3/27	11:30 A.M	Using Screencast-O-Matic as an Online Learning Tool	<a href="https://cccconfer.zoom.us/j/653086052">https://cccconfer.zoom.us/j/653086052</a> <sup>↗</sup>
Thursday, 3/27	12:00 P.M	Virtual Community “Brown Bag” Hour - Mindfulness	<a href="https://cccconfer.zoom.us/j/639048890">https://cccconfer.zoom.us/j/639048890</a> <sup>↗</sup>
Thursday, 3/27	1:00 P.M	Zoom 101	<a href="https://cccconfer.zoom.us/j/133753042">https://cccconfer.zoom.us/j/133753042</a> <sup>↗</sup>
Thursday, 3/27	2:30 P.M	Canvas 101	<a href="https://cccconfer.zoom.us/j/671716793">https://cccconfer.zoom.us/j/671716793</a> <sup>↗</sup>
Thursday, 3/27	3:00 P.M	Thought Partner Hour: Virtual Community Coaching	<a href="https://zoom.us/j/823238892">https://zoom.us/j/823238892</a> <sup>↗</sup>
Thursday, 3/27	4:00 P.M	Virtual Community Student Hour (Support for Students)	<a href="https://cccconfer.zoom.us/j/876207341">https://cccconfer.zoom.us/j/876207341</a> <sup>↗</sup>
Thursday, 3/27	5:00 P.M	Virtual Mindfulness Daily: A space for Heart Sharing	<a href="https://cccconfer.zoom.us/j/195476869">https://cccconfer.zoom.us/j/195476869</a> <sup>↗</sup>



## Drop in Schedule for Employees

Zoom Meeting ID link: <https://cccconfer.zoom.us/j/3562152576>

Topic	Date	Time	Virtual Location
Canvas and Zoom and Best Practices to offer course online	03/30/20	9:00 A.M - 12:00 P.M 1:00 P.M - 4:00 P.M	Zoom Meeting Please RSVP <a href="mailto:nasreen.rahim@evc.edu">nasreen.rahim@evc.edu</a>
Canvas and Zoom and Best Practices to offer course online	03/31/20	9:00 A.M - 12:00 P.M 1:00 P.M - 4:00 P.M	Zoom Meeting Please RSVP <a href="mailto:nasreen.rahim@evc.edu">nasreen.rahim@evc.edu</a>

- Thursday, March 26 | 1:00-2:00pm (Eastern): Innovative Educators Webinars:  
Advising & Counseling Online: Responding Effectively To Academic & Mental Health Issues
- Thursday, April 2 | 1:00-2:00pm (Eastern)  
Student Persistence: Critical & Holistic Support Strategies Responding To COVID-19

### San Jose Strong:

<https://www.sanjoseca.gov/your-government/departments-offices/mayor-and-city-council/mayor-s-office/san-jose-strong>

### Message from Legal Aid at Work:

We're happy to talk to anyone who is having work-related issues due to the coronavirus. They can call our Work and Family helpline at 800-880-8047 or our general helpline at 415-864-8848.

Available languages are English, Spanish, Chinese, Urdu, Vietnamese and Farsi.

Website: <https://legalaidthatwork.org>

Here is the link to the fact sheet: <https://legalaidthatwork.org/factsheet/coronavirus-faq/>

**Your Employee Assistance Program (EAP):** Your Employee Assistance Program (EAP) offers tips to cope with anxiety and stress during the COVID-19 (coronavirus) outbreak. Get the support you need by calling your EAP toll-free number. (800) 999-7222

[AnthemEAP.com](http://AnthemEAP.com)    Log in: SISC

**MD Live:** As a SISC member enrolled in the District's Anthem Blue Cross plan, you have 24/7 access to MDLive physicians, therapists, and psychiatrists with no co-pay! MDLive physicians treat a variety of routine medical and behavioral health conditions. On your smart phone, go to [mdlive.com/getapp](http://mdlive.com/getapp) or online at [mdlive.com/sisc](http://mdlive.com/sisc) or by phone at 888-632-2738.

**MORE  
RESOURCES**

Recording of DocuSign Zoom Session: [shorturl.at/fyJ07](https://shorturl.at/fyJ07)

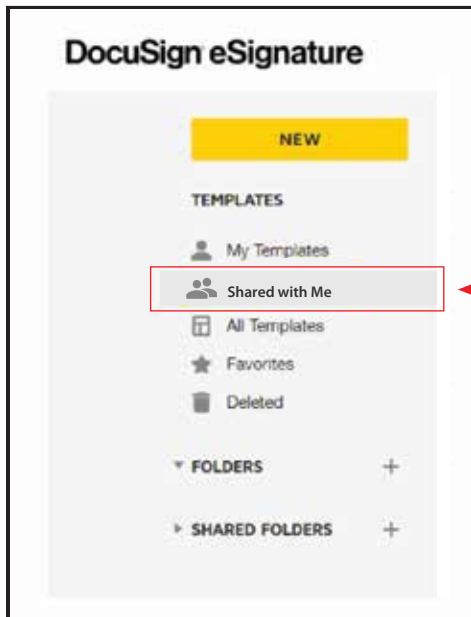
# BUSSINESS SERVICES

## How to Access District Request for Check in DocuSign

**Step 1:** Log into your DocuSign account and lick on “Templates” on the top menu bar.



**Step 2:** Choose the “Shared with Me” button on the left menu bar.



**Step 3:** Click on the blue USE button to the right of the document name to view the Affidavit of Missing Receipt.





**Step 4:** Fill in the name and email address for the Initiator (person filling in the form) and the Supervisor. The rest of the approvals are pre-filled:

The screenshot shows a web form titled "District Request for Check". Under the heading "Recipients", there are two numbered sections:

- 1 Initiator**: This section includes a "Name \*" field with a calendar icon on the right, and an "Email \*" field below it. To the right of the fields are the labels "NEEDS TO SIGN" and "MORE ▾".
- 2 Manager**: This section includes a "Name \*" field with a calendar icon on the right, and an "Email \*" field below it. To the right of the fields are the labels "NEEDS TO SIGN" and "MORE ▾".

When the recipients are complete, you can scroll down and you have the option to leave a message in the body of the email. You can choose to leave this blank. To start the form, hit "SEND". The form will route to the initiator that was identified and will follow the approval path.

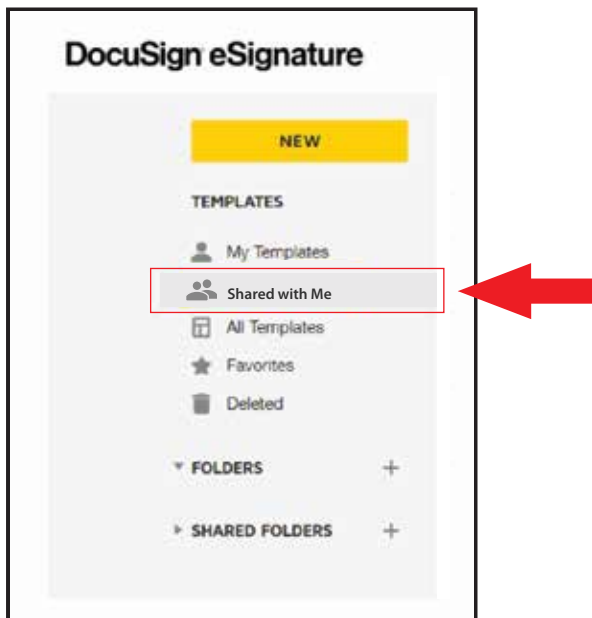
Once the form is complete (signed by all), everyone on the approval path will receive a copy of the completed form. This copy is for your own records. Business Services will be responsible for submitting this to the District Office, as is the current process.

## How to Access Procurement Card Monthly Report in DocuSign

**Step 1:** Log into your DocuSign account and lick on “Templates” on the top menu bar.



**Step 2:** Choose the “Shared with Me” button on the left menu bar.



**Step 3:** Click on the blue USE button to the right of the document name to view the Procurement Card Monthly Report.



**Step 4:** Fill in the name and email address for the Initiator (person filling in the form) and the Supervisor. The rest of the approvals are pre-filled:

The screenshot displays a web form titled "Procurement Card Monthly Purchase Report". Under the "Recipients" section, there are three rows, each with a number (1, 2, 3) on the left. Each row contains a title, a "Name" field with a red asterisk and a lock icon, and an "Email" field. To the right of each row are two links: "NEEDS TO SIGN" with a blue arrow icon and "MORE" with a dropdown arrow. At the bottom of the form, there are three buttons: "SEND" (blue), "ADVANCED EDIT", and "DISCARD".

When the recipients are complete, you can scroll down and you have the option to leave a message in the body of the email. You can choose to leave this blank. To start the form, hit "SEND". The form will route to the initiator that was identified and will follow the approval path.

Once the form is complete (signed by all), everyone on the approval path will receive a copy of the completed form. This copy is for your own records. Business Services will be responsible for submitting this to the District Office, as is the current process.



# STUDENT RESOURCES

## **Student Zoom Guides:**

English: [https://docs.google.com/presentation/d/1AtR9M5FSfv04p\\_xp8FrYbOn9dBaysQ9g5A-mcphiQzM/edit?usp=sharing](https://docs.google.com/presentation/d/1AtR9M5FSfv04p_xp8FrYbOn9dBaysQ9g5A-mcphiQzM/edit?usp=sharing)

Spanish: <https://docs.google.com/presentation/d/1hb8eH7f2VQXp6VteUTdp8Ps91sH4WMxad27fln0AwLQ/edit?usp=sharing>

## **Two Free Online Tutoring Options for SJCC students through Canvas:**

1. SJCC students can access SJCC tutors online during these hours (Monday to Thursday 9am - 6pm and Friday 9am - 1pm). Just log into any Canvas course, then click on Pisces Online Tutoring on the left-hand navigation. Then open any online rooms and look for the subject room you need help with.

2. SJCC students can also access NetTutor (24-hour, 7 day a week online tutoring) by logging into any Canvas course and clicking on NetTutor on the left hand navigation. They can then click on the subject they need help with.

\* If there are any questions, please contact [William.Nguyen@evc.edu](mailto:William.Nguyen@evc.edu)

## **Charter Spectrum:**

Spectrum offers two free months for new users for K-12 and/or college students up to 100 Mbps – students must call 844-488-8395.

<https://www.spectrum.com/browse/content/spectrum-internet-assist>

Information retrieved from Santa Clara County Public Health



## SACRED HEART COMMUNITY SERVICES



### Pre-packaged food boxes

\*Immigrant friendly

1381 S. First St., San José CA 95110

(408) 278 - 2160

## SECOND HARVEST OF SILICON VALLEY



### Healthy food items

\*Immigrant friendly

Various locations. Find locations at <https://www.shfb.org/get-food/>

or call (800) 984 - 3663, 8a.m - 5p.m

Text GETFOOD to (408) 455 - 5181

Language capacity and interpretation available

## MEALS ON WHEELS



### Meal deliveries and to-go meals for seniors ages 60+

\*Immigrant friendly

Contact for pick-up locations or to inquire about delivery

Online at <https://bit.ly/3918mPD>

Leave a message at (408) 350 - 3246

## CALFRESH *Cal* Fresh

### Financial assistance for food purchases

\*Immigrant friendly. Immigrants can receive CalFresh if at least one member of the household has legal residency

Apply online at [getcalfresh.org](http://getcalfresh.org) or [shfb.org/get-food/calfresh](http://shfb.org/get-food/calfresh)

or over the phone (800) 984 - 3663

## SANTA CLARA COUNTY OFFICE OF EDUCATION



Santa Clara County  
Office of Education

### Free meals to students

\*Immigrant friendly. Some restrictions may apply. Consult the weekly plan for more information.

For plans and distribution sites: [sccoe.org/covid-19](http://sccoe.org/covid-19)