

Q. Who should be called when there are problems with the power (electricity)?

A. Contact the Business Office at extensions 430, 440, 427, 409 or 432.

Q. Who should be called when there are problems with the telephone?

A. Contact Information Technology in Thatcher 209 at extension 419.

Q. What are the Business Office hours?

A. The Business Office is open Monday-Friday 7:30-4:30 during the school year, window is open 9:00-3:00 and 7:30-4:00 during the summer.

Q. Where is lost and found located?

A. Turn in found items to the Business Office. They will attempt to locate the owner.

Q. How do I order business cards or a name badge?

A. Contact Sandy in the Dean's Office at extension 480.

Q. How do I have something published in the *Campus Memo*?

A. E-mail information to Sandy in the Dean's Office (sandy.hageness@dakotacollege.edu).

Q. How many residence halls are on campus?

A. There are three residence halls: Gross Hall for women, Mead Hall for men, and Milligan Hall for men.

Q. How do I gain access to a residence hall?

A. The residence halls are locked 24 hours a day. If you need to enter a hall, contact the Director of Residential & Student Life.



FREQUENTLY ASKED QUESTIONS

Fall 2016

I. HOURS FOR CAMPUS SERVICES

Q. What time do campus buildings open?

A. Physical Plant staff begins unlocking doors at 6:00 AM, Monday through Friday. Thatcher Hall is opened at 12:00 noon on Saturday and Sunday during the school year. Hours change during holidays, Christmas, spring and summer breaks. Call Ext. 441 or 228-4126 to contact a custodian.

Q. What time do campus buildings close?

A. Thatcher Hall is locked at 11:00 PM Monday through Thursday; 5:00 PM on Friday; and 10:00 PM on Saturday and Sunday. The Nelson Science Center is locked at 8:30 PM Monday through Thursday and at 5:00 PM on Friday. Other buildings are locked at 5:00 PM daily. Subject to change during holidays, Christmas, spring and summer breaks. Call Ext. 441 or 228-4126 to contact a custodian.

Q. What are the hours of the Student Center?

A. On weekdays the Student Center is open from 6:00 AM to 12:00 midnight; on weekends, it is open from 8:00 AM to 1:00 AM.

Q. What are the Dining Hall hours?

A. Hot breakfast is from 7:0-9:00 AM; continental breakfast is from 7:00-9:30 AM; lunch from 11:00 AM-1:00 PM; and dinner from 5:00-6:30 PM Monday-Thursday, 5:00-6:00 PM on Friday. A weekend lunch is

served on Saturday and Sunday from 11:00 -1:00 PM and a weekend dinner is served from 5:00 – 6:00 PM. Students may include the weekend meal plan as part of their Board Plan. The meals are also available on a cash basis. Faculty, staff, guests, and students not on a board contract can access the Food Service for any meal on a pay-as-you-go basis.

Q. When are the student computer labs on second floor of Thatcher Hall open?

A. Classes are scheduled throughout the day. You may use these computers if a class is not in session. There are public computers available in the Student Center, Nelson Science Center and the Library. **The Library computers are for academic purposes only.**

Q. What are the bookstore hours?

A. The bookstore is open Monday-Friday from 8:00 AM to 4:00 PM.

Q. What hours is the library open?

A. When classes are in session: 7:30 AM-10:00 PM Monday-Thursday; 7:30 AM-4:00 PM Friday; and 6:00-10:00 PM Sunday (hours vary when classes are not in session). Summer hours are 7:30 AM-4:00 PM Tuesday-Thursday.

Q. When are the IVN rooms open?

A. The IVN rooms are opened at 7:30 a.m. They are locked after the last class in the room each day. IVN classes connect nine (9) minutes prior to the beginning of class. (Except for some dual credit classes.)

Q. When is the fitness equipment available?

A. 6:00 AM-10:00 PM Monday-Thursday; 6:00 AM-4:00 PM Friday; When Available- Weekends; closed holidays and special events. A sauna is available in the fitness area. **Facilities are available for use by students, faculty, and staff only. Hours are subject to change.**

Q. What are the custodial schedules?

A. Custodians are available Monday through Thursday 6:00 am – 12:00 am and Friday from 6:00 am-5:00 pm. School year hours only. Subject to change during holidays, Christmas, spring and summer breaks. Call Ext. 441 or 228-4126 to contact a custodian.

II. COMPUTER/TECHNOLOGY

Q. Do students have a Dakota College e-mail account?

A. All students have an e-mail account created for them when they register for classes. It is their official Dakota College e-mail account. Student e-mail accounts are on online and the accounts are in the following format, Campus Connection user name@my.dakotacollege.edu. Your password is the same as your Campus Connection password. This also gives students' access to Microsoft Word, Excel, PowerPoint, and OneNote online with 100 gigabyte of online storage space.

Q. How do students and new employees get a computer login for using campus and office computers?

A. Your firstname.lastname (Campus Connection) username and password will log you into any computer on campus. Make sure the location you are logging into is the NDUS.edu domain

Q. Where should an employee send students who are having difficulty with their computer login?

A. They should contact Jacob Nelson or Greg Livedalen in Thatcher 209 or call 228-5419 or 228-5429.

Q. How do students get access to the Internet from their residence halls?

A. The residence halls are on a different network than the college. The college contracts with United Telephone for student Internet access. Students in the residents' halls do not have to log in to get the internet or wireless.

Q. Who should employees contact if they have problems with their office or classroom computers?

A. Contact Greg Livedalen at ext. 419, Jacob Nelson at ext. 429, or Brad Gangl at ext. 418.

Q. Who should employees contact for network or Internet related problems?

A. Contact Brad Gangl at ext. 418 in TH 206.

Q. What is the turn-around time for computer work requests?

A. Generally the same day, unless it requires more in depth remediation or equipment ordered to complete the request.

Q. Who do employees contact for phone issues?

A. Greg Livedalen at ext. 419 or if your phone isn't working, greg.livedalen@dakotacollege.edu or Thatcher 209.

III. BOOKSTORE

Q. How should employees direct calls from online students who want to purchase textbooks for their online classes?

A. Students may purchase books by placing an on-line order www.dakotacollege.edu. Bookstore questions may also be answered via phone or e-mail: 701-228-5458 or bookstore@dakotacollege.edu

IV. LIBRARY

Q. How does a person get a library card?

A. For faculty, staff, and students the EmpIID is downloaded from the ConnectND database. The library activates these numbers at the beginning of each academic year. No library cards or barcodes are issued for those individuals who have EmpIIDs.

Q. Besides students and employees, who can use the Library?

A. The library welcomes all area residents. Library barcodes are issued at no charge simply by requesting them at the circulation desk. Materials are generally checked out for a month at a time. The public is invited to use the library's book, video, magazine and newspaper collections whenever the library is open. The online databases are also available to anyone who has a library barcode.

V. STUDENT WORKERS

Q. What is the process for employing a work-study student?

A. Students are supplied with a booklet containing a brief description of the work-study positions available including the supervisors' contact information and a contract. The students are directed to look at the options available, select the ones they are most interested in and contact the supervisors listed for those positions. If a supervisor would like to see a list of available work-study students, they may contact the Financial Aid Office. The final position selection is up to the supervisor. If selected, the student and the supervisor must jointly complete a work study contract and return it to the Financial Aid Office.

Q. To whom should the work-study student be directed for completion of the employment paperwork?

A. Faculty should send their work-study students to Terri Hauge in the Library. Administrative offices should direct their work-study students to the time slip coordinator within their department.

Q. When can students begin working?

A. AFTER they have accepted work study with the Financial Aid Office, and AFTER they have completed employment paperwork with the time-slip coordinator.

Q. How does one determine the number of hours per week that a work-study student can be employed?

A. Contact the Financial Aid Office at ext. 437.

VI. ATHLETICS

Q. Aside from attending a game, what is the best way for me to find out Lumberjack and Lady Jack sports scores?

A. Access the Dakota College at Bottineau website and click on the "Athletics" button. The Athletic Department has been asked to post scores as soon as possible after each game.

Q. Where can I find the latest, most up-to-date game schedules?

A. Scheduling athletic contests is oftentimes an ongoing process; i.e., there are usually changes after the schedule is printed. Each season, the Athletic Department publishes a pocket sports schedule. It is also posted on the website at about the same time. Scheduling changes are posted on the website only, and as such, is the best location for up-to-date information. Also, each subsequent week's athletic schedule should appear in the *Calendar of Events* printed in Thursday's Campus Memo.

VII. MAIL SERVICE

Q. Where can I mail a package?

A. You can mail a package via the United States Postal Service from the Business Office Mail Room. You need to list the departmental funding on the package. For personal packages, postage can be purchased through the bookstore and then the package can be mailed in the Business Office Mail Room.

FED EX: To mail a package using Fed Ex, contact the Business Office.

UPS: To mail a package using UPS, contact the Bookstore.

Q. Where can I mail letters?

A. Letters can be placed in the Business Office Mail Room. You need to list your departmental funding on the envelope. For personal letters, postage may be purchased in the bookstore and then mailed in the Mail Room.

Q. Where do I get copy paper, stationery & envelopes?

A. Faculty and staff must notify the Stacy Allard in the Business Office in Thatcher Hall, Room 107, Extension 430. There is a charge out sheet that is completed for delivery to occur.

Q. Where do I buy stamps and envelopes for personal use?

A. The bookstore.

VIII. RESERVING A MEETING ROOM

Q. How do I reserve a meeting room on campus?

A. Complete the "Facilities Scheduling Form" found on the DCB website under Faculty and Staff - Forms and e-mail it to Danielle Soland.

IX. MISCELLANEOUS

Q. When and how will we know semester enrollment statistics?

A. After the fourth week of classes in each semester, the Student Services Office will have this information available.

Q. To whom should questions about job openings on campus be referred?

A. Human Resources in the Business Office.

Q. What is the process for students to follow if they won't be in class because they are ill or absent for a valid reason?

A. First and foremost, students should make every attempt to contact their instructors to explain their absence. If this is not possible, students can contact the Student Services Office. Personnel in this office will notify the student's instructors of the absence and will explain to the student that only their instructors can excuse a student from class.