



## FREQUENTLY ASKED QUESTIONS

Fall 2009

### I. HOURS FOR CAMPUS SERVICES

**Q. What time are the campus buildings open?**

A. Physical Plant staff begins unlocking doors at 6:00 AM, Monday through Friday. Thatcher Hall is opened at 12 noon on Saturday and Sunday.

**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 Saturday; and 10:00 PM on 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.

**Q. What are the hours of the Student Center?**

A. On weekdays the Student Center is open from 6:00 AM to 11:00 PM; on weekends, it is open from 8:00 AM to 11:00 PM.

**Q. What are the Dining Hall hours?**

A. Hot breakfast is from 7:30-8:30 AM; continental breakfast is from 8:30-9:30 AM; lunch from 11:30 AM-1:00 PM; and dinner from 5:15-6:30 PM Monday-Thursday, 5:00-6:00 PM on Friday.

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

A. Classes are scheduled through the day. You may use computers if a class is not in session. **The student public computer use area is in the library.**

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

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

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

A. Contact Peggy Christianson at Information Technology in TH 107 at ext 489.

**Q. Who do I contact if I want to get a cell phone?**

A. DCB has a State contract with ALLTEL and offers to its employees the opportunity to have cell phone service through the College. Contact the Business Office for details.

**Q. Where is lost and found located?**

A. The Business Office.

**Q. How do I order business cards?**

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

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

A. Email information to Linda in the Dean's Office (linda.berube@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 Housing and Student Life Director.

**Q. What are the bookstore hours?**

A. The bookstore is open Monday-Friday from 8:30 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  
6:00 PM-10:00 PM Sunday

Hours vary when classes are not in session.

**Q. When are the IVN rooms open?**

A. The IVN rooms open at least 10 minutes before the class begins, e.g., 9:00 AM class, the room is open at 8:50 AM.

**Q. What is the best time to call the IVN classroom?**

A. Instructors prefer that calls to the IVN rooms be made in the 10-minute window between classes, e.g., the 10 minutes before 8, 9, 10, etc.

**Q. When is the fitness equipment available?**

A. 6:00 AM-11:00 PM Mondays-Thursdays; 6:00 AM-4:30 PM Fridays; and weekend hours arranged. A sauna is available in the fitness area. Facilities are available for use by students, faculty, and staff only.

**Q. What are the custodial schedules?**

A. Mike O'Toole (6:00 AM-3:00 PM Monday-Friday); Joe Belgarde (2:30 PM-11:00 PM Monday-Friday); Blaine Graber (12 noon- 8:30 PM Monday-Thursday and 9:00 a.m.-5:30 PM Friday); Alvis Beckman (11:00 PM-7:00 AM Sunday-Thursday); Laurie Nickelson and Everette Benson (7:00 AM-3:30 PM Monday-Friday).

### II. COMPUTER/TECHNOLOGY

**Q. Can students have a Dakota College email account?**

A. All student email accounts are now on WindowsLive@edu. This is your official Dakota College email account. We will communicate with you through this account so be sure you check it for the latest information. This account is permanent and will not go

away after you leave school. You may keep it for as long as you want. To get to your account go to our webpage and click on Web Mail under the Quick Links area. Then click on the student web mail link, [www.dakotacollege.edu/webmail.html](http://www.dakotacollege.edu/webmail.html). This will take you to the login for Windows Live email. You can also use this link, [www.outlook.com](http://www.outlook.com). Your Windows Live ID is your [firstname.lastname@my.dakotacollege.edu](mailto:firstname.lastname@my.dakotacollege.edu). Your password is your student ID without any leading 0's. For example, if your student ID is 0123456, then your password is 123456.

When you first log into your account, it will ask you to verify your account. Re-enter your student ID. It will then take you through setting a new password and answering some questions. Once you are finished with this process your account is ready to go. After you are logged into your Windows Live account, go to [www.outlook.com](http://www.outlook.com). This site has several options that you may be interested in:

- Customize your own live space
- Access to a 25 gigabyte sky drive
- Microsoft Office Live Workspace
- Your own personalized webpage
- Add your other email accounts to receive all your mail in one place.

**Q. How do students and new employees get a computer login for using computers in the library, computer labs, and offices?**

A. Your [firstname.lastname@my.dakotacollege.edu](mailto:firstname.lastname@my.dakotacollege.edu) and your EmplID will get you into the network on all computers on campus. To login to the local desktop in the library use the user name "student" and password "dcb2009."

**Q. Will logins stay the same from one academic year to the next?**

A. Yes, unless there is security policy changes.

**Q. Where should an employee send a student who is having difficulty with his/her computer login?**

A. See Greg in TH 213, Brad in TH 206, or Peggy in TH 207.

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

A. United Telephone provides DSL in the residence halls. To gain access to the Internet, see Greg in TH 213 for a username and password. If Greg is not available see Peggy in TH 207.

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

A. If the problem has to do with the network, call Brad at ext. 418. If the problem is hardware or software related, call Greg at ext. 419.

**Q. Who should employees contact if they notice a problem with computers in the student computer labs?**

A. If the lab is also an IVN classroom and there is an IVN problem, contact the Learning Center. If the problem is with the desktop computer, notify Greg at ext. 419 or [greg.livedalen@dakotacollege.edu](mailto:greg.livedalen@dakotacollege.edu).

**Q. Can employees use the labs in Thatcher Hall?**

A. Yes, if there is no other activity scheduled in that room.

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

A. Written requests will be responded within 48 hours. However, depending on the nature of the request, (resources) it may take longer. Verbal requests are dependent on memory only.

**Q. Who do new employees contact for phone and network service?**

A. For phone contact Peggy in TH 207, for network services contact Brad in TH 203.

**III. BOOKSTORE**

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

A. Students in online classes start the ordering process by calling or emailing the bookstore. Transfer calls to the bookstore by pushing "Trnsfr" 458.

The bookstore manager needs to communicate directly with the online students or they can order books online from the bookstore section of the website.

**IV. LIBRARY**

**Q. How does a person get a library card?**

A. For faculty, staff, and students the EmplID 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 EmplIDs.

**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.

**Q. What services are not available to the general public?**

A. Use of equipment such as laptop computers, presentation stations, digital cameras, microfilm/fiche printers, and computers are restricted to current faculty, staff, and students. Also, inter-library loan services are not offered to area patrons. Such requests are referred to the county library.

**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. 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. The final selection is up to the supervisor. If a supervisor would like to see a list of available work study students, they may contact 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. 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 fall, 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. To find out where to call to mail a package using FedEx, contact the Business Office. UPS packages that have pick up slips can be left at the Business Office for pick up. UPS packages without pick up slips must be taken downtown.

**Q. Where can I mail letters?**

A. There are green bins in the mailroom where outgoing mail may be placed.

**Q. Where do I get stationery, envelopes and labels?**

A. Faculty and staff get these items in Thatcher Hall, Room 1112. There is a charge out sheet in the room for individuals to record what they have taken.

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

A. The bookstore.

**VIII. 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 these statistics printed in the Campus Memo.

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

A. Faculty openings should be referred to Linda Berube in the Dean's Office. Staff openings should be referred to Anne Bergeron in the Business Office. The contact person is typically also listed on the ad or job description.

**Q. What is the process for students who want the institution to know they won't be in class because they are ill?**

A. The first and best method is for students to contact their instructors themselves to explain their absence. Sometimes this is not possible. When it isn't, students can contact the Student Services Office. The office will send a note to the student's instructors. They will also explain to the student that only their instructors can excuse them from class.