Mission Statement

Southern University at Shreveport, an institution within the Southern University and A & M System, seeks to provide quality education for its students, while being committed to the total community. This institution prepares students for careers in technical and occupational fields; awards certificates, diplomas and associate degrees; and offers courses and programs that are transferable to other colleges and universities. Dedicated to excellence in instruction and community service, this open enrollment institution promotes cultural diversity, provides developmental and continuing education, and seeks partnerships with business and industry.

Information Technology Center
Leonard C. Barnes Administration Bldg.

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2011

INFORMATION TECHNOLOGY Center
In consistent with Southern University at Shreveport (SUSLA) mission of providing leadership and promoting university excellence through superior services, the Information Technology Center (ITC) promotes an environment that integrates technology into the fabric of the institution and provides all of the University constituents with the information, tools, and services they need, when and where they need them, to accomplish their goals. The unit supports the University mission through excellence in design, development, and application of information technology; providing leadership and guidance in the use of information technologies. ITC implements a variety of technologies and related services to support academic, administrative, and operational functions of the University. This brochure introduces some of the technology tools and services provided. Faculty, staff, and students are encouraged to attend workshops as needed to facilitate the use of available resources.

**USERNAME ACCOUNT (LOGIN ID)**
A username account (Login-ID) is required to access various services and resources such as email, Blackboard, Moodle, wireless network, and computer access in offices and labs. Employees’ user accounts are created when hired. Students accounts are created upon the completion of initial registration and retained as long as they are enrolled at SUSLA.

**LOCKSMITH SELF-SERVICE**
Forget your password? The Locksmith is a secure, simple-to-use, web-based self-service account login and password management system. The tool enables users to reset their own passwords, unlock their accounts, and update their personal details (e.g. telephone numbers, etc) seamlessly without the need to rely on IT staff. The elimination of the manual password resetting processes allows users to access their accounts much faster.

**BANNER SYSTEM USER ID**
Banner is an integrated application for managing Student Information Systems (SIS). All students, faculty, and staff have a unique Banner ID that is created when personal data is entered into the system. The ID provides access to Banner Web Services allowing students to register online, view account balances, check grades, print unofficial transcripts, etc. Banner Web Services also allow faculty and staff to update personal data, view class roster, enter grades, etc. To log into Banner Web Services, go to [www.susla.edu](http://www.susla.edu) and click on the link “Banner Web Services” and click the “Enter Secure Area” link.

**SUSLA EMAIL**
SUSLA Campus Email is an easy way to communicate with the University community and the outside world. Your email account is created at the same time your username login is created. The Email System is accessible from the University website. SUSLA email requires a computer with access to the internet and a web browser that supports frames and JavaScript, such as Microsoft Internet Explorer, Apple Safari, Firefox, or Google Chrome.

**SUSLA TECHNOLOGY RESOURCES**

**SUSLA A Jaguar Card**
The SUSLA Jaguar Card Debit MasterCard is the fastest and easiest way to receive your Financial Aid and other refunds. All new students are issued cards upon enrolling at SUSLA. Faculty and staff are issued upon request. The SUSLA Jaguar Card is mailed to the primary address on file. Students should ensure that their mailing and permanent addresses in the Banner System are accurate and up-to-date.

**BLACKBOARD SYSTEM**
SUSLA is transitioning from Blackboard to Moodle. Blackboard will be available for a limited time. Courses for newly enrolled students are typically available in Blackboard within 24 hours of completing the registration and payment process. The system is accessible from the University website at [www.susla.edu](http://www.susla.edu).

**MODULAR OBJECT-ORIENTED DYNAMIC LEARNING ENVIRONMENT MOODLE**
MOODLE is officially adopted at SUSLA beginning Fall semester 2011, as the learning platform of choice for delivering online learning content, engaging learners, and measuring their performances. MOODLE is an open source Course Management System (CMS), also known as a Learning Management System (LMS) or a Virtual Learning Environment (VLE). The system provides powerful array of tools to manage and promote learning. It features activity modules, forums, databases and wikis that are used to build richly collaborative communities of learning around subject matters, deliver content to students, and assess learning. Faculty and students can login on our website and begin using MOODLE now.

**SUSLA SERVICE DESK**
ServiceDesk is an electronic web-based IT helpdesk software tool for employees to submit and manage their work orders. The tool offers an integrated Self-Service Portal with Trouble Ticketing and Tracking, and a Knowledge Base System which allows users to find online solutions to issues before raising a request. Faculty and staff can access and login to the tool using their usernames and passwords or email service requests directly to servicedesk@susla.edu or helpdesk@susla.edu.

**FIRSTCALL AT ERT SYSTEM**
FirstCall is an emergency mass notification system used to send text, voice and e-mail messages to notify students, faculty and staff during a crisis on campus. The FirstCall system also allows for text-to-voice features that can send messages to landlines to complement On-Campus Axis-TV Digital Messaging Display and the SUSLA website. All students, faculty and staff should register for FirstCall services using their SUSLA-issued email accounts. At SUSLA, safety is number one.

**WORKSHOPS AND IN-SERVICE TRAININGS**
ITC offers various workshops and in-service trainings to assist the University community in using available resources to facilitate teaching and learning. Proposed workshops for the upcoming semester include hands-on trainings in Banner, Argos, MOODLE, Emails, Microsoft Office, VOIP Technology, Virus and Spyware, Basic Computer Troubleshooting, etc. A detailed schedule of workshops...