

**Technology Planning Matrix**  
**(Enterprise-level Software Systems – What’s what and who to contact for help?)**  
**START HERE – Single Login Address – <http://pipeline.sbccc.edu>**

<b>Toolset</b>	<b>Google Tools</b> pipeline.sbccc.edu Choose Faculty tab, then resources option	<b>Prof. Dev Flex</b> pipeline.sbccc.edu Choose Faculty tab, then resources option	<b>Curricunet</b> pipeline.sbccc.edu -Choose Faculty tab, then resources option	<b>E-Lumen</b> <a href="http://pipeline.sbccc.edu">pipeline.sbccc.edu</a> After logging into Pipeline, choose faculty tab, then class mgmt. option Choose SLO scoring	<b>Campus Pipeline/ Banner</b> pipeline.sbccc.edu Then choose faculty tab and class mgmt. option	<b>Starfish</b> <a href="http://pipeline.sbccc.edu">pipeline.sbccc.edu</a> After logging into Pipeline, choose Starfish icon	<b>Canvas</b> <a href="http://www.sbccc.edu">www.sbccc.edu</a> (choose Pipeline button, then Canvas link on Pipeline page)
Primary uses	<input type="checkbox"/> Email and calendar sharing with staff, faculty, and admins <input type="checkbox"/> Content creation and sharing -- Googled, Spreadsheets, Presentations <input type="checkbox"/> Non-threaded discussions	<input type="checkbox"/> Register for training workshops <input type="checkbox"/> Submit flex activities for FPD credit	<input type="checkbox"/> Submit new or modified course proposals <input type="checkbox"/> Submit new or modified program info	<input type="checkbox"/> Submit course SLO scores and Improvement plans <input type="checkbox"/> Get simple class reports on SLO scores	<input type="checkbox"/> Email your ENTIRE class <input type="checkbox"/> Print Class rosters <input type="checkbox"/> Drop students <input type="checkbox"/> Submit final grades <input type="checkbox"/> Access positive attendance rosters <input type="checkbox"/> Submit semester grade packet	<input type="checkbox"/> Recommend students for tutoring <input type="checkbox"/> Recommend students for counseling <input type="checkbox"/> Search/Filter students by major	Learning management system --All web type classes (similar to Blackboard, E-- College, etc.)
Examples of course tool components or features available	<input type="checkbox"/> Email <input type="checkbox"/> Calendar <input type="checkbox"/> MS Office type files like word documents, Excel files, spreadsheets <i>accessible and editable on the WWW</i>	Contact Cristina at X2216 for help or Kenley Neufeld at <a href="mailto:neufeld@sbccc.edu">neufeld@sbccc.edu</a>	Contact Kaylene Thomas (X4258) in the Curriculum Office for an account; Contact your Curriculum Committee rep or Kaylene for training	Contact Rob Brown (X2860) or Michael Robinson for training	<ul style="list-style-type: none"> <li>• Access to and class rosters, add authorization codes</li> <li>• Class (group) or individual email</li> <li>• Access MASS rosters if chair or program lead</li> </ul>	Early alert referrals	<ul style="list-style-type: none"> <li>• internal email</li> <li>• threaded bulletin board</li> <li>• links to web sites or videos</li> <li>• repository for course files</li> <li>• online teacher/peer assignments and</li> </ul>

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#### Pipeline/Banner Quickstart

- ❑ To access Campus Pipeline, go to <http://www.sbcc.edu> and choose the Pipeline icon
- ❑ Log into Pipeline using your Pipeline ID and password
- ❑ Choose the Faculty tab, then Classroom Management
- ❑ Choose the link of interest in the Faculty links box/channel to print your rosters, drop students, access add authorization codes, etc.

#### Google Tools Quickstart

- ❑ To access Campus Pipeline, go to <http://www.sbcc.edu> and choose the Pipeline icon
- ❑ Log into Pipeline using your Pipeline ID and password
- ❑ Choose the Employee tab and the Resources’ option available.
- ❑ Select the tool of interest, e.g., Google drive for documents, spreadsheets, etc.
- ❑ Select the GEAR ICON  located in the upper right hand side of the window and HELP option link to get Google embedded help for Google Tools

#### Canvas Quickstart

- ❑ To access Campus Pipeline, go to <http://www.sbcc.edu> and choose the Pipeline icon
- ❑ Log into Pipeline using your Pipeline ID and password
- ❑ Select the Canvas link located in the upper right menu bar
- ❑ Choose the link for the CRN/section you want to access on your Canvas dashboard (list of classes). If you don’t see the link for your course, choose the All Courses’ link in your Canvas Dashboard.
- ❑ For Canvas help, select the ? mark in the lower left hand of the browser window after you log into Canvas. The FRC will be developing a few tutorials but will link to Canvas support for most guides/tutorials.

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**Contacts for TEACHER help?**

- ❑ Google Tools– IT helpdesk at X2215, 8 am to 4 pm, Monday thru Friday, or at [helpdesk@sbcc.edu](mailto:helpdesk@sbcc.edu) OR Faculty Resource Center staff – [frc-group@pipeline.sbcc.edu](mailto:frc-group@pipeline.sbcc.edu) for PEDAGOGICAL QUESTIONS
- ❑ Professional Development Website– Flex, Kenley Neufeld or Elizabeth Imhof
- ❑ Curricunet – Kaylene Thomas, X4258, generally Monday through Friday
- ❑ E-Lumen – Michael Robinson at X3741 for training but contact Institutional Research for access to eLumen server or to run SLO reports for your programs/departments.
- ❑ Campus Pipeline/Banner – IT helpdesk at X2215, 8 am to 4 pm, Monday thru Friday, or at [helpdesk@sbcc.edu](mailto:helpdesk@sbcc.edu) or FRC for training
- ❑ Xythos – IT helpdesk at X2215, 8 am to 4 pm, Monday thru Friday, or at [helpdesk@sbcc.edu](mailto:helpdesk@sbcc.edu) or FRC for training
- ❑ Canvas – FOR TECHNICAL QUESTIONS... Academic Support help desk, 9 am to 4 pm, Monday thru Thursday, 9 am to 1 pm at <http://www.sbcc.edu/distanceeducation/destudentsupport.php> and the FRC at [frc-group@pipeline.sbcc.edu](mailto:frc-group@pipeline.sbcc.edu) for training OR PEDAGOGICAL QUESTIONS
- ❑ Canvas has evening and weekend telephone support for faculty at 1-844-303-0347

**Contacts for STUDENT help?**

- ❑ Campus Pipeline/Banner – Academic Support help desk, X2949, 8 am to 4 pm, Monday thru Friday, some Saturday hours, or at <http://www.sbcc.edu/distanceeducation/destudentsupport.php>
- ❑ Xythos – Academic Support help desk, X2949, 9 am to 4 pm, Monday thru Thursday, 9 am to 1 pm on Friday, or at <http://www.sbcc.edu/distanceeducation/destudentsupport.php>
- ❑ Moodle/Canvas – Academic Support help desk, X2949, 8 am to 4 pm, Monday thru Friday, some Saturday hours, or at <http://www.sbcc.edu/distanceeducation/destudentsupport.php>
- ❑ Canvas has evening and weekend telephone support for students at 1-844-303-0347
- ❑ Google Tools – Academic Support help desk, X2949, 8 am to 4 pm, Monday thru Friday, some Saturday hours, or at [online@sbcc.edu](mailto:online@sbcc.edu)