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System	Description	Faculty	Staff	Students
 Banner	Banner is the software solution developed by Ellucian that is used to manage Lander business operations. Banner can be accessed through MyLander . Access the Banner webpage for more information.	X	X	
 Blackboard Collaborate	Blackboard Collaborate Ultra is a simple, convenient and reliable online learning solution for video conferencing and interactive classroom collaboration.	X		
 Blackboard Learn	Blackboard Learn is Lander's course management system and is used to provide online components of classes. The preferred method to access Blackboard is through MyLander . Access Blackboard webpage for quick links, and login instructions.	X	X	X
 Blackboard & Software Training & Support	Blackboard & Software Training and Support – Contact the ITS Service Desk for Blackboard training and support. Access Blackboard webpage for quick links, and login instructions. Access training sessions webpage for recorded training sessions.	X		
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 24/7 Blackboard Help Desk	<p>Provided by Blackboard, this service is available 24 hours, seven days a week and provides dedicated help for Blackboard and third-party tools in Blackboard such as Respondus Lockdown Browser, Turnitin, Echo360, etc. You can access the Blackboard 24/7 Help Desk by calling (864) 388-8243 or by visiting Lander University's dedicated Blackboard Help portal: Lander University BBHelp.</p>	X	X	X
 Classroom Streaming	<p>Classroom Streaming can be accomplished using Echo360 and Blackboard Collaborate Ultra. Echo360 is a lecture capture and ad-hoc recording tool. Blackboard Collaborate Ultra is for video conferencing and collaboration.</p>	X		
 Computer Commons	<p>Computer Commons provides access to computers, printers, scanners, and collaboration spaces located in the lower level of Jackson Library.</p>			X
 Echo 360	<p>Echo360 is a lecture capture system, which allows the recording of classroom lectures, meetings, speeches and other events. You can record any combination of audio, video, and information on your computer screen and easily publish your recordings to Blackboard. Contact the ITS Service Desk or open an ITS Service Request.</p>	X		
 Follow Me Printing	<p>Follow Me Printing provides the ability to send documents from any campus computer or your personal device to a shared print queue for pickup at a convenient campus location. Please consult TRACS for assistance.</p>			X

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 Gradescope	Gradescope is a suite of tools designed to accommodate a common grading workflow. Students or instructors scan and upload their homework or exams. Instructors create a living rubric that allows for speedy grading of large courses.	X		X
 Instructional Design	Instructional design and hybrid class delivery methods assistance – Contact the ITS Service Desk or open an ITS Service Request for instructional design and hybrid class delivery methods assistance.	X		
 ITS Service Desk	ITS Service Desk provides technology support, located in the lower level of Jackson Library. Contact the ITS Service desk for assistance with technology issues. Visit the ITS Homepage , submit an ITS Service Request , email the ITS Service Desk or call 864-388-8234 for assistance.	X	X	X
 Lander Alert	Lander Alert provides emergency communications via email and text messages including safety alerts, severe weather warnings, and weather-related closings and delays. Use link in MyLander to sign up for Lander Alert. For more information access Lander Alert web page .	X	X	X
 Lander Email	Lander Email provides official communication from the university. Lander email can be accessed within MyLander , or by typing https://outlook.com/lander.edu in a web browser. For more information access Lander Email information web page.	X	X	X

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 Laptop Repair	Laptop and PC Setup and Repair – Open a Service Request with ITS , email the ITS Service Desk or call 864-388-8234 for PC setup and repair.	X	X	
 Microsoft Forms	Microsoft Forms is a tool that can be used to create surveys. Login to your Office365 portal to access Forms in the App panel.	X	X	
 Microsoft Teams	Microsoft Teams is a teleconferencing and collaboration tool, all students, faculty and staff have accounts and access to this software through Lander, and it can be downloaded for use on laptops, phones or tablets.	X	X	X
 MyLander Portal	MyLander Portal – MyLander provides access to Blackboard, Banner, Lander email, activity schedules, resources, and more. Access MyLander from Lander's home page or by typing http://mylander.lander.edu in web browser. Click for additional MyLander information .	X	X	X
 Network and Wireless Access	Network and Wireless Access is provided to Lander employees or students with a valid Lander account. Bearcat Wireless access is provided in all of Lander's buildings and residence halls and in some outside areas.	X	X	X
 New Technology Purchases	New Technology Purchases – ITS provides assistance to university departments for the procurement of technology equipment which includes desktop computers, laptops, monitors, printers, scanners, mobile devices (iPads), etc. Open a Service Request with ITS , email the ITS Service Desk or call 864-388-8234 for new technology purchases.	X	X	
 Office365 ProPlus	Office 365 is provided to faculty, staff and students at no additional cost. Download and install Microsoft Office Pro Plus desktop applications (Word, Excel, PowerPoint, Access).	X	X	X

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 OneDrive	OneDrive – All faculty and staff members with Lander accounts are provided with OneDrive Cloud storage recommended/configured for regular backup of all critical files/folders.	X	X	
 Pronto	Pronto provides a communication hub within Blackboard courses that is mobile device friendly with the Pronto App. Access Pronto in Blackboard Tools to get started.	X		
 SMART Classroom Design and Support	SMART Classroom Design and Support – Classrooms are equipped with podiums, video projectors, DVD players, and laptop connections to allow you to share teaching resources with your class. Some classrooms come equipped with computers, others require a laptop. For more information visit the SMART Classrooms webpage .	X		
 Testing & Security	Testing & Security – LockDown Browser & Respondus Monitor. Lockdown Browser is a custom web browser that secures the testing environment within Blackboard. Respondus Monitor is an added feature of LockDown Browser, using a student's webcam and video analytics to prevent cheating during non-proctored exams.	X		X
 TRACS	TRACS (Technology Resource Assistance Center for Students) provides support for student laptop support & network access issues, located in the lower level of Jackson Library.			X
 Turnitin.com	Turnitin.com is a plagiarism detection/prevention service and can be accessed through Blackboard.	X		
 Watermark Faculty Success & Course Evaluations	Watermark is an online faculty activity database for tracking and reporting faculty activities and accomplishments.	X		