Hello Colleagues,  
  
Welcome to Spring 2012 semester. I am contacting you prior to the beginning of the semester to make certain you have access to your classes and to assist if you are experiencing any problems.  I will be your primary contact when you have questions. If I don’t have the answer to your questions I will forward your concerns to the right person.  
  
It is necessary that you use your CSC e-mail as that is the contact source that will be used to send information during the semester.   
  
 I am providing the following support information that may be helpful:

1. For assistance with Sakai-related concerns:

* Sakai Help Desk for 24/7 assistance:  1-877-722-6131
* CSC Sakai Help Desk between 7:30 am and 4:30 pm MT:  308.432.6273

1. For assistance with CSC email account or MyCSC concerns:

* CSC IT Helpdesk : [helpdesk@csc.edu](mailto:helpdesk@csc.edu) or 308-432-6311 between 7:30 am and 4:30 pm MT

1. You will find the **Excellence in Learning** site listed on your Sakai account. This site has helpful information on a number of topics, including CSC policies, procedures, Sakai tutorials, etc. To access the site, log on to Sakai (<http://csc.rsmart.com> ) and click on the **My Sites** tab in the upper right quadrant of the CSC On-Line Sakai My Workspace screen.
2. If you are new to using CSC Sakai Online, or would like to enhance your understanding of Sakai, please enroll in the self-paced Collaboration and Learning Environment (CLE) Certification course to learn everything necessary for developing and conducting a course in Sakai.

This course is offered through rSmart, the company that hosts our instance of Sakai. Link to <http://info.rsmart.com/sakai-certification-registration-request/> to sign up for Sakai CLE Certification Training.

I have attached a copy of the Faculty Working Calendar for your use.  
  
If you have any questions, please give me a call or send an e-mail. Thank you for all your good help.  
  
Jeri Neuharth  
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