COLLEGE SUPPORT SERVICES

COMPUTING AND TELECOMMUNICATION SERVICES
The Department of Computing and Telecommunication Services, more commonly known as CTS, is responsible for the administrative and instructional technology support at Seminole State College. Its responsibilities include the installation and maintenance of Seminole State’s network infrastructure, computer labs, administrative systems, desktop hardware and software, end-user support and training, Internet access and telecommunications systems.

Seminole State College faculty and staff can request jobs and services electronically via the TIM system at https://www.seminolestate.edu/tim/, TIM is a Web-based Task Integration and Management System designed to enhance inter-campus communication and reduce paperwork. Login to TIM to request: Classroom/conference media equipment, Maintenance, Event publicity, Copywriting services and Printing services. You can obtain a detail list and additional information by selecting the Frequently Ask Questions link on the main page of the TIM system.

Seminole State employees may acquire system and application access by completing the CTS User Access Request electronically via the TIM system. The request will be electronically routed to the appropriate individual for approval and then to the security administrators at CTS for processing. When submitting a request for access to the college’s administrative systems, please include either the duties of the individual (i.e., instructor, budget manager) or an individual that the new security can be modeled after.

The Help Desk, reached by dialing extension 2000 from any campus, is the central contact point for reporting computer or other related hardware and software issues, including any network access or telecommunications problems. If the staff at the Help Desk cannot resolve an issue over the phone, field technicians will be dispatched or other appropriate personnel contacted for problem resolution.
Phone: 407-708-2000
E-mail: helpdesk@seminolestate.edu
Help Desk Hours: Mondays through Thursdays from 7:30 a.m. to 6 p.m.
Fridays from 7:30 a.m. to 4:30 p.m.

INSTITUTIONAL RESEARCH
The Office of Institutional Research (IR) focuses on two key functions: reporting and research. Procedures established by the State of Florida and the Federal government define standard reporting requirements and formats that are followed by IR. The IR Office also serves as a significant resource for faculty by
- Supplying statistical and research design support
- Supporting questionnaire and survey projects
• Providing data relating to Seminole State College performance and outcomes

Faculty and staff are encouraged to contact the IR office to review information sources for planning and evaluation. Requests may be submitted to the IR office through email, telephone, or memorandum. Information about IR and data related to Seminole State are available at www.seminolestate.edu/ir/research-data.php.

OFFICE OF GRANT DEVELOPMENT AND MANAGEMENT (GRANT WRITING)
In keeping with Seminole State’s mission to provide “a learning-centered, high-quality educational institution that anticipates and meets the needs of the community,” Seminole State College actively seeks external funds to support and enhance the college’s mission, goals and strategic plan. The Office of Grant Development was established to help improve academic programs and services to meet student and community needs by effectively organizing and managing the college grant acquisition and management effort.

The Office of Grant Development and Management serves as the official clearinghouse, repository and central point of contact for seeking, receiving and monitoring external grant funding, and provides professional proposal planning, development and management support and assistance to the entire college community. Working in response to the mission, goals, and priority needs of the college, it helps identify appropriate funding opportunities and then strategically positions the institution to compete for available public and private external grant funds.

External grant funding at Seminole State focuses on supplementing college program improvements. Grants are never used solely to supplant or sustain college programs or projects. All proposal applications and/or requests for external grant funding must be submitted through the Grant Office, regardless of the point of origin. The initiation of any grant proposal project will require the endorsement of the Division’s Academic Dean or Director.

The Director of Grant Development coordinates all efforts to obtain grant funds, whether public (federal, state, or local government agencies) or private (corporate, foundation, or individual donors), and monitors the implementation and management of awarded projects. Seminole State faculty interested in securing external grant funding should contact the Office of Grant Development at ext. 2088 for procedural guidance and assistance.

COMMUNITY RELATIONS AND MARKETING DEPARTMENT
The Community Relations and Marketing (CRM) Department is responsible for communicating the College’s mission, capabilities, strategies and accomplishments to internal and external stakeholders. CRM serves the College in four main areas:
advertising and marketing; College and community events; media and public relations; and publications/graphic design.

CRM is also responsible for the development, review and approval of publications of an informational or curricular nature. All printed and electronic materials must be approved by the Associate Vice President of College Relations and Marketing before distribution. The use of the College's name or logo in any joint advertising between an instructional unit and any outside organization must be approved in advance by the Associate Vice President of College Relations and Marketing. All materials must also include the College's equal access/equal opportunity statement.

Advertising, promotional materials, and specialty items are highly regulated by state law and precedents; therefore, all purchase orders for these items must be approved by the Associate Vice President of College Relations and Marketing or his designee.

Seminole State College’s President has final authority in matters of acceptability when a question arises.