

# INFORMATION TECHNOLOGY SERVICES

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**Phone:** 708-209-3131 or 877-796-0003

**Located:** Klinck Memorial Library, 2nd Floor

**Website:** <https://helpdesk.cuchicago.edu>

**Wi-Fi Info:** <https://www.cuchicago.edu/wifi> (<https://www.cuchicago.edu/wifi/>)

Information Technology Services (ITS) provides and supports the campus data network. ITS provides network services on the campus for computing devices by managing a high-speed network in all residence halls, classrooms, offices, the library and other campus buildings. Wireless connectivity is also available in all dorms and classrooms and in many public buildings around campus for students to access the network using laptop computers and mobile devices. A high-speed, dedicated Internet link provides the campus network with full access to the Internet.

ITS provides and supports a full range of server resources including usernames/passwords, email and print queue management. ITS also maintains email lists for sending messages to various campus populations. ITS can serve as a resource for students who wish to purchase their own computer, laptop or software. ITS also operates the CougarNet Help Desk, which provides technical assistance to campus technology users.

## Administrative Information System Services

Administrative Information Systems (AIS) supports and coordinates Concordia-Chicago's administrative software package (Ellucian Banner). Banner provides students and faculty with secure Web access to administrative data. Students have access to course schedules, personal class schedules, accounts, financial aid awards, grade reports and transcripts.

## Blackboard Learn

Blackboard Learn is the Learning Management System (LMS) for virtual online course rooms for all courses. Blackboard provides a convenient interface for downloading course content and syllabi, submitting assignments, interacting, and checking grades.

The Blackboard Course Site and Content Retention Policy established guidelines for how long courses are stored on CUC's Blackboard Learn server. Courses are removed from the system after 4 years. For full details on the policy click here: <https://webserv.cuchicago.edu/files/forms-repository/university/policies/Concordia%20University%20Chicago%20Blackboard%20Course%20Site%20and%20Content%20Retention%20Policy.pdf>

## Computer Labs

ITS also supports four well-equipped, general-use computer labs for student use. One lab is open seven days a week, 24 hours a day.

Computers are updated frequently and provide students with excellent access to the latest computer hardware and applications. There is also a dedicated music computer lab for class use. Workstations are available in the library, as well as in select locations across campus.

## Concordia Connect Portal

Managed by AIS, the Concordia Connect web portal—accessible at <https://Connect.CUChicago.edu>— is a secure and personalized website designed to provide individuals with a single location to access many of the online resources commonly used at CUC. The portal offers direct links into Banner Self-Service for common tasks such as registering for classes; viewing your grades; requesting a transcript; viewing your bills and making online payments. Other services accessible through the portal include Degree Works, CUC Student Email, Blackboard, and much more.

## CougarNet Help Desk

The CougarNet Help Desk provides information and technology services for Concordia-Chicago students, faculty and staff. Services include computer support services, audiovisual resources and setup, assistance with Concordia Connect (Concordia-Chicago's online portal), and CUC's administrative software. Contact them at: <https://helpdesk.cuchicago.edu>

## Print Services

Print Services provides and supports campus printing devices, including centrally located high-speed printers, copy machines, folding machines, as well as distributed laser printers/copiers throughout the campus.

Each student is allotted a print balance for printing/copying on campus. The print balance is reset to \$20 every August. Additional funds may be added to a student print balance at the CougarNet Help Desk. There will be no refunds.

To send print jobs to the printer or view the current print balance, visit <https://printservices.cuchicago.edu>. To retrieve print jobs or make copies, scan your CUC ID at the printer to log in.