

# Merced College “Student Help Desk” Assists Students with New On-line Services



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Merced College is providing more on-line student services than ever before with the intention of eventually having a full internet virtual educational experience, including a complete online AA degree program. But along with the convenience of services such as on-line text book purchasing, registration, and the new student Web Portal, students now face the challenge of trying to successfully navigate through all this new technology.

In response to their needs, Merced College has established the “Student Help Desk” (SHD), a new technical support service designed to help students access online resources such as class registration, grades, email, online courses, and other services. The SHD provides students with technical support from three different sources: phone, email and personal visits, and the individual responsible for helping all these students is Eduardo Alvear.



Although the Student Help Desk debuted in August 2006, Alvear has been with Merced College for seven years and is well versed in the field of computer technology.

“I enjoy helping students and it is especially rewarding to help someone who is having technical difficulties,” said Alvear, also known as the “Student Help Desk Guru.” And the students are also very appreciative of Alvear. In fact, just last month a group of students organized a “Thank you Eduardo” present and gave it to him. “It made me feel wonderful that I contributed a little grain of salt to a great project known as ‘Education’.”

Students can visit Alvear in his office located in Room C-125 in the new Bill and Dorothy Bizzini Interdisciplinary Academic Center (IAC). Operating hours are Monday through Thursday from 10 a.m. to 7 p.m. and Fridays from 8 a.m. to 3 p.m. Students can also call the SHD at 381-6565, access the Help Desk by clicking on the “Help” link located at the bottom of every page on the Merced College web site, or email the SHD at [myhelp@mccd.edu](mailto:myhelp@mccd.edu).