

LIBRARY, TECHNOLOGY, AND INSTRUCTIONAL SUPPORT

ACADEMIC RESOURCE NETWORK ONLINE DATABASE (ARNOLD)

<http://arnold.snybuf.edu>

ARNOLD is a program of the Academic Resource Network in collaboration with Buffalo State and the Research Foundation of the State University of New York. It is a free service for faculty, administrators, and staff in higher education who would like to register and search for partners with whom to exchange, do collaborative work, or research. Individuals also may use ARNOLD to search for positions posted by institutions.

ARNOLD'S interactive database is designed with a series of multiple delimiting features to allow individuals to search for others who meet their criteria for reciprocal (institution to institution) exchange partners for temporary teaching, research, or administration in new settings. The program also serves individuals who are seeking partners for collaboration in instructional, research, publication, or other scholarly endeavors. Individuals can define and limit searches to those individuals and/or situations that will meet personal and professional needs and interests.

Contact the Special Programs Office, 878-4328, for additional information.

CAMPUS CONFIDENTIALITY STATEMENT

See Section 4, "College Policies," page 4.2.

COMPUTING AND TECHNOLOGY SERVICES

www.buffalostate.edu/cts

Computing and Technology Services, located in Twin Rise, provides technical support to instruction, research, office automation, and the administrative and community service functions of the college. Under the guidance of its advisory committees, Computing and Technology Services provides the following and other related services:

- Development and maintenance of the campus data network.
- Installation and repair of supported desktop workstations.
- Maintenance of user accounts.
- User and network support services.
- Development and operation of campuswide administrative information systems.
- Campus telephone services.

- Technology training and consultation.
- Support of public computing facilities on campus.

Account Requests and Passwords

New faculty/staff accounts can be requested by calling the Computing Help Desk at 878-4357. Requests MUST be submitted by the supervisor of the person requiring an account.

Any student actively attending Buffalo State will automatically have an e-mail account. Information about student e-mail is available at <http://www.buffalostate.edu/cts>. Click on the “For Students” link.

For all password changes, please present picture ID at the Computing Help Desk located in the Butler Library Reference Room.

Computer Repair

Contact the Computing Help Desk at 878-4357 to report a problem with your computer equipment. Problems will be referred to appropriate staff.

Computing Help Desk

Call 878-4357 to report problems or request software upgrades. Located in the Reference Room of Butler Library, the Help Desk is open 8:30 a.m. to 4:30 p.m., Monday through Friday.

CyberQuad

www.buffalostate.edu/cts/x521.xml

CyberQuad is a state-of-the-art training facility for faculty and staff. Located on the third floor of Butler Library (Room 310), the facility comprises three Windows classrooms; a faculty/staff workroom; the Electronic Learning Office; and the TASC (Technology and Application Support Collaboration) conference room, office, and reception area. CyberQuad is managed jointly by Computing and Technology Services and Butler Library.

Classes are offered year-round to meet the needs of faculty, staff, and students as new software and equipment are introduced. The space is ideal for workshops and training sessions, where participants have their own workstations in comfortable, ergonomically designed surroundings. The class schedules are announced regularly in the *Bulletin* and through campuswide e-mail, and are posted on the CyberQuad Web site.

Contact Paul Reynolds at 878-3361 (reynolap@buffalostate.edu) to reserve the CyberQuad training facility in the library for a workshop or seminar for your colleagues.

Documentation

The Computing Help Desk, located in the Reference Room of Butler Library, provides handouts on policies, accounts, e-mail, and more. Faculty, staff, and students may also check the Computing and Technology Services Web site at www.buffalostate.edu/cts and select “For Faculty and Staff” or “For Students.”

Equipment Purchases

For campus purchases of computer equipment, contact Pat Neeson by phone, 878-4603, or e-mail neesonpa@buffalostate.edu. See www.buffalostate.edu/cts/x586.xml for the latest equipment pricing information.

Faculty/Staff Workroom

Located in CyberQuad (Butler Library 310), the workroom is available to all faculty and staff during normal library hours. The facility offers two Macs (one with a color scanner), three Dell Pentium PCs, (one with a color scanner), color printer, and a B/W printer. To use the workroom, faculty and staff should e-mail the following information to Paul Reynolds (reynolap@buffalostate.edu): name, title, department, building location, phone number, and last eight digits of their Buffalo State ID card number. Access to the workroom is usually available two working days after the request is received.

Scanning/Exam Scoring

Scanning and test-scoring services are available from Production Services in Twin Rise C-3. Call 878-5122 for details.

Software

Computing and Technology Services handles licensing and distribution of Windows and Mac operating systems, Outlook, MS Office, and anti-virus software for all college computers. Contact the Computing Help Desk at 878-4357 for more information. Students need to provide their own software for computers they bring to campus.

Software Installation Policy

Computing and Technology Services will install software in labs and on other machines, provided the software is appropriately licensed. It is the policy of the college to install software only on those computers for which the software is properly licensed. It is the responsibility of the department chair or the department lab coordinator to provide Computing and Technology Services with a copy of a valid license with the media to be installed in a department lab. Any previously installed software for which an appropriate license cannot be verified is subject to removal.

(Source: *Bulletin*, November 11, 2004)

Student E-mail

All active students (those registered for at least one course) are automatically given student e-mail accounts. For account and e-mail questions, students should visit the Computing Help Desk, located in the Reference Room in Butler Library.

Training

Computing and Technology Services and the TASC [(Technology and Application Support Collaboration) see page 6.7] provide training in the latest software and desktop operating systems for campus faculty, staff, and students. Latest workshop information and

registration is available in the *Bulletin*; by visiting the training Web site, <http://bscintra.buffalostate.edu/registration/>; or by calling Paul Reynolds at 878-3361.

INSTRUCTIONAL RESOURCES CENTER

Bulger Communication Center, 878-4104
www.buffalostate.edu/offices/ir

Instructional Resources (IR), located in Bulger Communication Center, supports the instructional and administrative programs of the college through staff expertise in areas such as graphic design, photography, video production, and equipment maintenance/repair. IR also provides media support for academic courses, scholarly activities, and research. Below is a brief list of services. Consult the IR Web site for more information.

Audio and Visual Equipment Repair

Audio and Visual Equipment Repair will repair college-owned AV equipment subject to availability of parts and schematics. Any equipment under manufacturer's warranty should be returned to the dealer or manufacturer for repair, as any repair performed by IR voids any warranty.

Classroom Technology Support

IR supports smart classrooms use for academic classes and college events by providing various media technology and student assistants. Most media requests can be met (based on the equipment and staff available) with at least a 24-hour notice. Detailed descriptions of the technology along with photographs of each smart classroom are available online at www.buffalostate.edu/offices/ir/Classroom_Support/smart-classrooms.htm. With as much notice as possible, the following services also are available: teleconferences, audio taping, videotaping, and access to satellite programming.

Computer Graphics and Photography

Computer Graphics and Photography provides a wide range of visual-materials production services including digital photography, printing, slide production, computer graphics, scanning, image preparation, posters, brochures, flyers, and Web page development.

Electronic Learning

The Electronic Learning Office, now part of Instructional Resources, supports the design and development of Web-based courses and provides instructional design support and services to convert campus-based courses. Training is available for Turnitin and ANGEL. Buffalo State also is a member of the SUNY Learning Network (SLN). For more information on SLN, please go to <http://sln.suny.edu>.

Equipment loan

Equipment Loan is located in the Bulger Communication Center 204. Faculty and staff may reserve equipment in person or by phone. Students may use equipment for academic purposes by having faculty sign an authorization form, or instructors may submit in writing a

class list authorizing equipment use for an entire class. A minimum 24-hour notice is necessary to ensure equipment availability. For a list of equipment and the borrowing policy, please see www.buffalostate.edu/offices/ir/Classroom_Support/loan.htm.

TV Engineering and Production Services

Services such as audio duplication, audio production, off-air videotaping, off-satellite recording, satellite television, television repair, video duplication, video production, and videotape editing are available. IR will comply with all copyright laws.

LIBRARY (E.H. BUTLER)

www.buffalostate.edu/library

E. H. Butler Library serves the faculty, staff, and students of Buffalo State with 530,000 books, online access to full-text articles from more than 27,000 full-text serials and journals, more than 20,000 audiovisual and nonbook items, and more than 900,000 microforms. The library uses the Information Commons model of service, with a mission to provide quality service, expert help, and seamless access to information in a supportive high-tech environment that empowers the Buffalo State community to access, evaluate, and ethically use information to promote academic excellence.

Visit the library's Web site for access to information and services:

- **Online catalog** and links to other libraries' catalogs.
- **More than 100 databases**, many full text, including JSTOR, Project MUSE, LexisNexis Academic, Ethnic NewsWatch, ScienceDirect, the Web of Science, EBSCOhost ERIC, Academic Search Premier, and InfoTrac OneFile.
- **Library liaison program**, designed to foster communication about library resources and provide a link between the library and academic departments. Each academic department is linked with a librarian designated as its departmental liaison. Library liaisons share customized, current information about library programs, resources, and services, and address faculty information needs in person, by e-mail, or by phone. Library liaisons assist by:
 - Updating faculty about library resources and services.
 - Consulting with faculty about the effective use of library databases.
 - Collaborating with faculty to integrate library research skills into courses.
 - Providing information services to support scholarship and research.
 - Referring questions about collections, resources, and library instruction to the appropriate library personnel.

More information about the library liaison program is available at www.buffalostate.edu/library/services/liaison.asp.

- **Subject guides designed by librarians especially for Buffalo State academic programs.** Links to these subject guides can be easily integrated into online courses and are designed to provide a wealth of research information and guidance for students.

- **Online forms and information** for requesting library instruction for your classes, ordering books, scheduling a research appointment with a librarian, requesting interlibrary loan through the ILLiad system, and placing books or articles on reserve.
- **Links to information about library collections** including the Curriculum Materials Lab, Archives and Special Collections, the Creative Studies Library, Media, and Microforms.
- **Buffalo State ID card.** Issued at the Circulation Desk at the Information Commons in the lower lobby, this multi-purpose card is required to check out books in Butler Library and in other participating SUNY libraries. Faculty and staff will have value added to their ID card for free photocopying of non-circulating library materials. New faculty and staff are required to provide photo ID (e.g., valid photo driver's license, state-issued non-drive ID) and a letter from their department head on college letterhead confirming their employment at Buffalo State.
- **Underground Café at Butler Library.** Gourmet coffee, tea, hot chocolate, fresh pastries and sandwiches, located in the library lobby.

SABRE

(STUDENT ADMISSIONS AID BILLING REGISTRATION AND ENROLLMENT MANAGEMENT)

SABRE is the college's Web-based system for automated student services related to admissions, registration, billing, and enrollment management. Faculty and staff may use SABRE to access general class and student information relating to registration. Faculty use SABRE also to enter final grades. Students use SABRE to register for classes. Course registration and faculty grading is available through SABRE.

Faculty and staff should access the below URL for class rosters, online grading, SABRE instructions and documentation and technical support.

SABRE logon hours are Tuesday–Friday, 1:00 a.m.–8:00 p.m.; and Saturday 1:00 a.m.–Monday 8:00 p.m. (continuous).

Support for faculty and staff

Faculty/Staff support is available campus business days, 8:00 a.m.–4:00 p.m.

Documentation and information: www.buffalostate.edu/sabre/facstaff.

E-mail support: sabresupport@buffalostate.edu.

Phone support: (716) 878-3434.

Support for students

Documentation and information: www.buffalostate.edu/sabre/students.

Regarding registration questions: contact the Registrar's Office, Moot Hall 210, 878-4811.

Regarding SABRE access issues: contact the Computing Help Desk, Butler Library Reference Room, 878-4357.

TASC (TECHNOLOGY AND APPLICATION SUPPORT COLLABORATION)

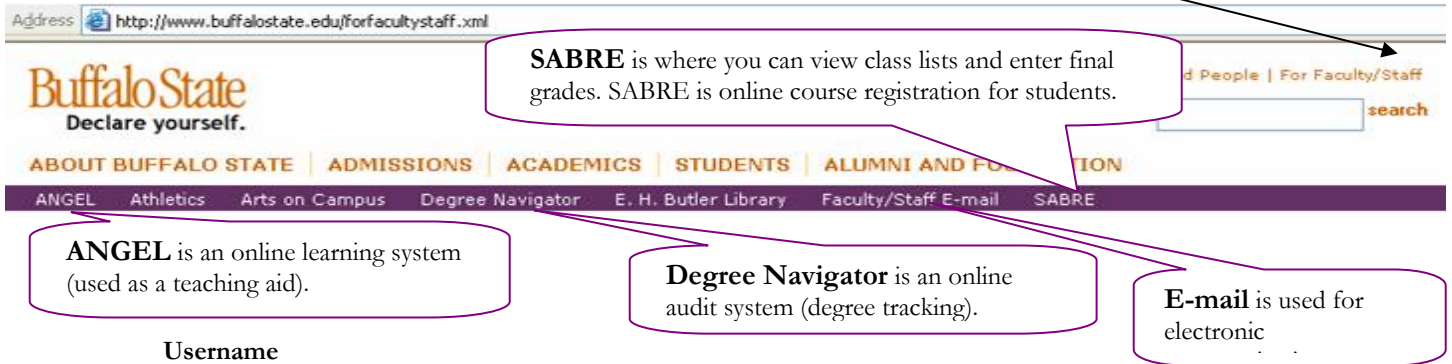
www.buffalostate.edu/library/tasc

TASC is a collaborative group of instructional technologists, multimedia producers, computing professionals, and librarians who work with students, faculty, and staff to provide expert help, training, and support for a wide range of needs: from Word to SABRE to e-mail to the integration of video clips into courseware. TASC provides training for Butler Library student computer assistants who help their peers use licensed software on computers in the library. Since 1997, this team of professionals has worked with faculty to integrate technology into course content, provide training in campus software packages, and offer one-on-one help in person and by telephone. For additional information, contact TASC at 878-3361 or e-mail tasc@buffalostate.edu.

FACULTY AND STAFF: HOW TO ACCESS CAMPUS TECHNOLOGY

Links to campus technology can be found on the Buffalo State Web page.

- Go to: www.buffalostate.edu (or directly to www.buffalostate.edu/forfacultystaff.xml).
- Click “For Faculty/Staff” in the upper right corner of the home page.



Username

You have one campus username.

If you do not know your campus username, go to www.buffalostate.edu/cts/x628.xml or contact the Computing Help Desk in Butler Library at 878-4357.

	SABRE	E-mail or Campus Computers	Degree Navigator	ANGEL
Username	Campus username (see above)	Campus username (see above)	Campus username (see above)	Campus username (see above)
Password	<ul style="list-style-type: none"> ❖ Your default password is the first six (6) digits of your Social Security number. You are forced to change this on your first logon. ❖ If you have logged on before, use your current password. 	<ul style="list-style-type: none"> ❖ Your default password is the first three letters of the month you were born (all caps), two digit day and the four digit year (no spaces). For example, if you were born on January 1, 1960, your password is JAN011960. You are forced to change this on your first logon. ❖ If you have logged on before, use your current password. 	<p><u>Access Student Audit Sheets:</u> Step 1: Logging On If you are using Windows XP, enter your campus username in the following format: BSCLOGON\username. Enter your password in the appropriate box and click "OK." Step 2: Signing In Enter "staff" for both username and password on the login page.</p>	Use Your Buffalo State e-mail username and password to logon to ANGEL.
	SABRE passwords are independent. Changing a SABRE password does not change any other campus technology password.	Passwords for campus e-mail, ANGEL, and computer logon are always the same. When one is changed, the other changes as well.	Accessing Degree Navigator is a two-step process. Logon, then sign on.	Passwords for campus e-mail, ANGEL, and computer logon are always the same. When one is changed, the other changes as well.
Help	SABRE Support for Faculty and Staff: 878-3434 sabresupport@buffalostate.edu	Computing Help Desk, Butler Library, 878-4357	Degree questions: Registrar's Office, Moot Hall 878-4811 audit@buffalostate.edu	Access questions: Computing Help Desk, Butler Library 878-4357
				Peg Banak, 878-6685 banakma@buffalostate.edu