

LIBRARY, TECHNOLOGY, AND INSTRUCTIONAL SUPPORT

CAMPUS CONFIDENTIALITY STATEMENT

See Section 4, College Policies, page 4.2.

COMPUTING AND TECHNOLOGY SERVICES

<http://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.

Computing Help Desk

The Computing Help Desk should be your first point of contact for any problems related to computing at Buffalo State. The Computing Help Desk will ensure that your request is properly routed and tracked through completion.

You may reach the Computing Help Desk at 878-4357 or chd@buffalostate.edu.

The Computing Help Desk is located in the Information Commons area of E. H. Butler Library and provides handouts on policies, accounts, e-mail, and more. Faculty, staff, and students may also check the Computing and Technology Services Web site at <http://www.buffalostate.edu/cts>.

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/x689.xml>.

Computer Repair

Campus-owned machines

Contact the Computing Help Desk at 878-4357 or chd@buffalostate.edu to report a problem with your computer equipment. Please include your device name, located on a silver sticker on you computer with four letters and four numbers). Problems will be referred to appropriate staff.

All campus-owned computers must be repaired by CTS.

Training and Consulting

Consulting services for faculty: www.buffalostate.edu/cts/x704.xml

Training workshops for faculty, staff, and students:

<http://bscintra.buffalostate.edu/registration>

Training and continuing services are provided by Academic Computing. Please see the above CTS Web site for faculty, staff, and students.

CyberQuad is where much of the computer and systems training for faculty and staff is held. CyberQuad is located on the third floor of E. H. Butler Library (Room 310). The facility comprises three Windows classrooms with 22 workstations in each as well as a teacher station, a faculty/staff workroom, and soon will include a consultation area where faculty can receive walk-in support.

CyberQuad also may be reserved for faculty who occasionally desire to use an instructional computer lab (up to three times in any month). Those who plan to use an instructional computer lab on a regular basis may schedule department labs through chairs' offices.

Upon request, consultants also will provide single class sessions to assist faculty in training students in the use of some software applications. Please contact Paul Reynolds at 878-3361 (reynolap@buffalostate.edu) for a consultation.

Training classes for faculty and staff are offered year round, with most workshops being offered at least once a month. See the above Web site for the training schedule.

Purchasing Computer Equipment and Software, Software Licensing and Installation

Hardware/Equipment Purchases

Computing and Technology Services handles ordering of computer equipment and many peripherals. To purchase campus computer equipment, please contact Ray Lonsdale at 878-5838 or ctspurchasing@buffalostate.edu. See <http://www.buffalostate.edu/cts/x715.xml> for the latest equipment pricing information.

Software Purchases

Computing and Technology Services handles licensing and distribution of Windows and Mac operating systems, Outlook, MSOffice, and anti-virus software for all college-owned computers. CTS also oversees licensing of all other campus-owned software and facilitates ordering to ensure SUNY contract pricing.

Contact the Computing Help Desk at 878-4357 to order software or request installation of campus-licensed software.

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)

For information on campus licenses or to discuss software options and needs, please contact Rick Engelhardt at engelhrb@buffalostate.edu.

Class Rosters

Class rosters are available online via Banner (<http://www.buffalostate.edu.banner>). The class lists are updated daily until the end of the drop-add period. The rosters allow instructors to communicate via e-mail to any student individually or to all students collectively enrolled in one section.

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 graphic design, photography, video production, classroom support, electronic learning, and equipment maintenance and repair. IR also provides multimedia support for academic courses, scholarly activities, and research.

Classroom Technology Support

Classroom Technology Support provides training and assistance for using classroom technology and media equipment within the college's classrooms and conference/meeting spaces. The area is responsible for the maintenance and operational support of technology in classrooms across campus as well as providing training, demonstrations, and presentation support for the campus community. In addition, Classroom Technology Support provides technical support for IP-based video conferencing.

Classroom Technology equipment supports classroom instruction and special events by supplying equipment that can be checked out and utilized on campus. Most equipment is on mobile carts and is available in satellite equipment rooms in many academic buildings. Advanced notice is necessary to ensure equipment availability.

The division also repairs college-owned audio/visual equipment.

Contacts

Classroom technology equipment: Bill Cran at 878-4535.

Classroom technology support: Todd Benzin or Tim Sager at 878-6670 or 878-4538.

Classroom-related technology design or to purchase audio/visual equipment: Mike Jurewicz at 878-4054.

Media equipment repair: Paul Bauer at 878-6931.

Computer Graphics

A computer graphics specialist can assist with the design and production of both print and Web-based visuals. Services include design and printing of posters, brochures, flyers, and labels for DVDs and CDs. Large format printers are available for banners or other large-scale materials. Lamination and foam core mounts are also available. Other services include Web design and support as well as training on Adobe software products.

Electronic Learning

The Electronic Learning Office provides instructional design support for the development of Web-based, Web-enhanced, and hybrid courses. Training is available for ANGEL, the college's learning management software, and Turnitin, textual similarity software that is available online.

- Web-enhanced courses are regularly scheduled on-campus courses supplemented by an ANGEL site.
- Hybrid courses are regularly scheduled on-campus courses where classroom time is reduced and replaced with Web-based learning.
- A Web-based course is a 100 percent online course with no required meetings on campus.

Faculty interested in developing hybrid or Web-based courses should consult the college's Electronic Learning Policy and consult with their academic departments on any department-specific practices.

<http://www.buffalostate.edu/offices/ir/E-Learning/elearningpolicy.htm>

ANGEL

ANGEL is the learning management system supported by Buffalo State. As of the spring of 2007 semester, more than 530 faculty have used ANGEL. <http://angel.buffalostate.edu>

Faculty who choose to use ANGEL must attend a two-hour hands on workshop, ANGEL: Introduction, regardless of experience with other learning management systems. Workshop dates and times are available at

<http://bscintra.buffalostate.edu/edu/registration/classlist.asp>.

In addition to workshop registration, one needs to request a course site prior to training. The course site provides a place to practice the hands-on portion of the workshop. Please request ANGEL course sites at <http://bscintra.buffalostate.edu/angelrequest>.

Faculty should direct all questions about ANGEL to angelhelp@buffalostate.edu.

After attending a training workshop, faculty may access the ANGEL Faculty Resource Repository help in using the features of ANGEL:

1. Log in to ANGEL (<http://angel.buffalostate.edu/frameindex.htm>) with your Buffalo State username and password (same as e-mail).
2. Under Repositories, click on ANGEL Faculty Resource Library.

Faculty may also use the online ANGEL Help Request form at <http://angel.buffalostate.edu>, or send an e-mail to angelhelp@buffalostate.edu.

Turnitin

Buffalo State has a campuswide license to Turnitin for unlimited submissions of student papers for plagiarism detection. It is available to any current faculty member at Buffalo State. For more information, see <http://www.buffalostate.edu/offices/ir/E-Learning/fac-resources.htm#turnitin>.

Contact Meghan Pereira at 878-3877 or pereirme@buffalostate.edu for assistance.

Faculty who choose to use Turnitin are advised to include the following statement in their course syllabi

Faculty may require students to use textual similarity detection software (e.g., Turnitin.com) in courses at Buffalo State College. Textual similarity detection software compares submitted text to a database of millions of previously published documents, including those on the public Internet, a proprietary collection of published articles, as well as every student paper previously submitted to the detection service. When similarities between student text and an existing document are found, the software identifies those similarities for instructor and/or student review. (Similarity alone is not evidence of academic misconduct, as such material may be correctly cited.) This software may be used as an educational tool to assist students in learning how to properly cite resources, to decrease instances of academic misconduct, and/or to assist in the identification of acts of academic misconduct.

Multimedia Production

Assistance is available for video/multimedia needs for instruction or research including podcasts, v-casts (video podcasts), and audio and media files for the Web via streaming media. Video can be recorded within one of our two broadcast-quality studios using the latest high definition cameras or in the field (i.e., your classroom). A final product can be placed on the Web via streaming servers, mastered to a DVD or videotape, or a combination of the above.

Other service include:

- Conversion of VHS tapes to DVD or digital files. It is the responsibility of the instructor to apply for copyright permission if needed.
- Incorporating video multimedia into instruction.
- Video technical consultation assistance.

Contact Pat Trinkley or Ken Giangreco at 878-4922.

Photographic Services

A professional photographer is available for college related events and functions or studio portraits. Appointments are necessary. Please allow for two weeks notice for location photography.

Lab services include:

- 35mm copy slides or digital copy work, from flat work and three-dimensional pieces.
- 35mm film scanning from 35mm slides or negatives.
- Duplicate slides from 35mm.
- Digital photographic prints, color and black and white.

Contact Bruce Fox at 878-4221.

TV Engineering

Technical support is provided for television production activities and also audio production and narration tracks for video and multimedia production. Facilities include two broadcast-quality television studios with the latest in digital and high definition equipment as well as a professional sound booth for recording. Services include recording broadcast programming off air and satellite. Copyright restrictions apply.

Contact Dave Ross or Paul Smith at 878-4921.

LIBRARY (E. H. BUTLER)

www.buffalostate.edu/library

E. H. Butler Library serves the faculty, staff, and students of Buffalo State with 560,000 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 150 databases**, many full text, including JSTOR, Project MUSE, LexisNexis Academic, Ethnic NewsWatch, ScienceDirect, the Web of Knowledge, EBSCOhost ERIC, Academic Search Premier, and Academic 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.

Visit the Information Commons in Butler Library for access to these additional resources.

- **Buffalo State ID card.** Issued at the Circulation Desk 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 cards 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 heads on college letterhead confirming their employment at Buffalo State.
- **Application Support Desk** is a central point of service for software-related assistance. **Equipment Loan** is available here for faculty, staff, and students who want to borrow laptops, digital cameras, recorders, and other items.
- **Computing Help Desk** is a first line of support for any problems related to computing at Buffalo State.
- **Academic Advisement Center** has established an auxiliary office in StudyQuad to provide academic advisement for undeclared students and advisement assistance for all Buffalo State students.
- **Writing Help Center**, a service of the Information Commons in partnership with the College Writing Program, is available to assist students and writing and composition.
- **Rooftop Poetry Club**, established in June 2005, provides a creative venue for writers of the Buffalo State community and beyond through poetry readings, open-mike events, workshops, and campuswide poetry projects.
- **Underground Café at Butler Library.** Gourmet coffee, tea, hot chocolate, fresh pastries and sandwiches, located in the library lobby.

BANNER

Banner is the college's Web-based system for automated student services related to admissions, registration, billing, and enrollment management. Faculty and staff may use Banner to access general class and student information relating to registration. Faculty also use Banner to enter final grades. Students use Banner to register for classes and to manage their financial aid information.

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

Banner is available 24 hours a day, seven days a week, except for scheduled system maintenance.

Support for faculty and staff

Faculty/Staff support is available campus business days, 8:00 a.m.–4:00 p.m.
For login issues please contact the Computing Help Desk at (716) 878-4357 or chd@buffalostate.edu.

The following resources provide general Banner support, documentation, and information:

<http://www.buffalostate.edu/banner>
e-mail Banner Support at bannerhelp@buffalostate.edu
(716) 878-3434

Support for students

Documentation and information: <http://www.buffalostate.edu/banner>
Regarding registration: Registrar's Office, Moot Hall 210, 878-4811.
Regarding access issues: Computing Help Desk, Butler Library Information Commons, 878-4357.

FACULTY AND STAFF: HOW TO ACCESS CAMPUS TECHNOLOGY

Find links to campus technology on the Buffalo State Web page www.buffalostate.edu. Click “For Faculty/Staff” in the upper right corner of the home page.



Find People | For Faculty/Staff

 search

ABOUT BUFFALO STATE | ADMISSIONS | ACADEMICS | STUDENTS | ALUMNI | FOUNDATION

ANGEL | Athletics | Arts on Campus | **Degree Navigator** | E. H. Butler Library | **Faculty/Staff E-mail** | **Banner**

ANGEL: Online learning system used as a teaching aid.

Degree Navigator: Online audit system for degree tracking.

Faculty/Staff E-mail: Use this link to access your campus e-mail from the Web.

Banner: Primary student information system for the college; students use Banner to register for classes; faculty view class rosters, grant registration permissions, and post final grades.

	Banner	E-mail or Campus Computers	Degree Navigator	ANGEL
Username	BID*	Username**	Username**	Username**
Password	Your default PIN is your birth date in the MMDDYY format. You are forced to change this on your first logon. If you have logged on before, use your current password.	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.	<u>Access Student Audit Sheets</u> Step 1: Logging On Login with your username and password. If you are using Windows XP, please enter your 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.	Use your Buffalo State username and password to logon to ANGEL.
	Banner passwords (PINs) are independent. Changing a Banner PIN 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 and 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	Banner Help for Faculty and Staff: 878-3434. Bannerhelp@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

***BID:** To look up your Banner ID, go to <http://www.buffalostate.edu/Banner/faculty.xml>.

****Username:** You have one Buffalo State College (e-mail) username. If you do not know your username, go to <http://buffalostate.edu/cts/fx705.xml> or contact the Computing Help Desk in Butler Library at 878-4357.

