

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 the campus community, including:

- 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 or requests related to computing at Buffalo State. The help is located in the Information Commons area of E. H. Butler. You may reach the help desk at 878-4357 or chd@buffalostate.edu.

Technology Information for Faculty and Librarians

A complete guide to computing at Buffalo State is available at www.buffalostate.edu/cts/x699.xml. Click on Faculty Guide to Campus Technology under "Helpful Information." Print copies are available by contacting the Computing Help Desk (see above.)

Contact

For questions regarding computing facilities on campus, user accounts, e-mail accounts, training, etc. call the appropriate number below, Monday through Friday, 8:30 a.m. to 4:00 p.m.

Computing Help Desk

BUTL Reference Room, 878-4357

Call for user account questions, computer repair, computer or software purchases, network wiring request, faculty/staff/student training, CyberQuad reservations, equipment

installations/network connections, Banner support and training, and all other non-telephone requests.

Telecommunications Office

TWIN C3, 878-3333

Call for telephone service, telephone equipment, and cell phones.

Training Registration

Register online at <http://bscintra.buffalostate.edu/registration>.

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, 878-4535.

Classroom technology support: Todd Benzin or Tim Sager, 878-6670, 878-4538, or 878-6821.

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

Media equipment repair: Paul Bauer, 878-6931.

Computer Graphics

Contact: Kaylene Waite, 878-6676

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 support for the design and development of online and hybrid courses. The office can assist faculty in identifying appropriate online resources for use in such courses. The office coordinates training for the current campus-supported course management system, ANGEL, and for the textual similarity software, Turnitin.

- 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. Faculty who choose to use ANGEL must attend a two-hour hands-on workshop, ANGEL: Introduction. See <http://bscintra.buffalostate.edu/edu/registration/classlist.asp> for workshop dates and times.

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

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

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 a two-week 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 600,000 books, online access to articles from more than 27,000 full-text serials and journals, more

than 18,000 audiovisual and non-book items, and more than one million 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 175 databases**, many full text, including JSTOR, Project MUSE, LexisNexis Academic, Ethnic NewsWatch, ScienceDirect, the Web of Knowledge, EBSCOhost ERIC, Academic Search Complete, 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 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 with 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.
- **Jazzman's 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, 8:30 a.m.–4:30 p.m.

Call the Computing Help Desk at (716) 878-4357 or e-mail chd@buffalostate.edu for login issues, general Banner support, documentation, and information.

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.