

Technology for Faculty at Brooklyn College

Prepared By
Information Technology Services

Campus Technology Offices

Faculty Support

ITS
Information
Technology
Services

**Infrastructure
and Services**

AIT
Academic
Information
Technology

**Content
and Training**

Getting Help

ITS Technical Support:

718.951.4357 (HELP)

Network, WiFi, Desktop Computers, WebCentral Portal, CUNYfirst, CUNY Portal Access, Phone, Voicemail, Smart Classrooms, Online Services, Conferencing, Streaming Media

AIT/Library Support:

718.951.4634

CUNY Blackboard, Software Training, Laptop Loaners, Library and Library Café, Library Online Catalog, Instructional Websites

ITS – Information Technology Services

- Administrative Technology
- Campus Networks / WiFi
- Phone, Voicemail, Conferencing
- Desktop Computers, Smart Classrooms
- BC Web/Mobile Applications and Services
- WEB Lab and Department Computer Labs
- Faculty Email Accounts
- Access to CUNYfirst and Blackboard

AIT – Academic Technology Services

- CUNY Blackboard (Content) Support
- Software Training and Workshops
(Office, Photoshop, Web Development Tools, etc.)
- Library and Library Café Computers
- Library Online Catalog and Related Tools
- Instructional Websites
- One-on-One Assistance for Faculty Projects

Instructional Support & Helpdesk

**Anil Lilly
Cristian Feliz**

Computing Facilities

- Smart Classrooms
 - Video/Audio/Podium/PC
 - Laptop connections
 - Some document cameras
 - Symposium intelligent displays
- Public Computer Labs
 - ITS WEB Computing Lab, Library, Library Café
- Presentation Carts
 - Roll-in laptop/video carts

Help While Teaching

- Classroom technology issues are our top priority!
- Support is available during all teaching hours, including evenings and weekends (5pm-10:30pm Mon-Thu, 9am-5pm Fri-Sun).
- Call the Smart Support team at **718.951.4357 (option 6)** during or prior to class for assistance.
- We process OPSCAN answer sheets for instructors, researchers and staff. Call 718.961.5861 for assistance.

Collaboration Support

- Phone and Video Conferencing
 - Hosted and Desktop Conference Call
 - Videoconferencing Spaces
 - WebEx Collaboration
 - BlueJeans Desktop Video Conferencing
- Collaboration and Meeting Spaces
 - Conference Space
 - Hands-on Training Space
- Presentation Tool Loans
 - Loaner Laptop
 - Projector, Laser Pointers

Collaboration Support

Request access to resources for collaborating with fellow faculty, staff or peers. Resources available include: hosted conference calls, desktop conference phone, video conferencing space, WebEx, personal video conferencing, web video conference room, conference space, hands-on training space, laptop computers, projectors and laser pointers.

Request a Resource

Make requests online from WebCentral (Technology > Collaboration Support)

Academic Software Licenses

- Brooklyn College and CUNY license a variety of software tools for instructional and administrative use.
 - * Some are available to use offsite.
- Examples: Microsoft Office 365, Adobe Creative Suite, Mathematica, Maple, SPSS, SAS, Microcase.

The full list of available software can be found in WebCentral under IT > Faculty Technology > Campus Software Licenses
- CUNY Virtual Desktop provides access to (SPSS, SAS, Mathematica, Maplesoft, Matlab).

Network Support

Diana Ferdman
Rose Chen

WiFi Access and Setup

- BC WiFi is available throughout the campus and inside all main buildings.
- If you work in an area with weak or no WiFi access submit a request for coverage at **bc-wifi.brooklyn.cuny.edu**.
- Bring your laptop or device to ITS Network Support for WiFi configuration.
- **Windows** computers require ITS to install the Secure W2 client (widget) for WiFi access.

Microsoft Office365

- CUNY provides Microsoft Office 365 for Education to all active faculty and staff.
 - Word, Excel, PowerPoint, Skype for Business
- Includes 1TB cloud storage on OneDrive for Business
 - Share files and collaborate on documents
 - Access files anywhere
- Review CUNY's Acceptable Use Policy:
 - <http://www2.cuny.edu/about/administration/offices/cis/technology-services/microsoft-office-365-for-education>
 - Google: "CUNY Office365"

Faculty Email Accounts

- All faculty **must** have a BC email account. Email credentials are used to access WiFi, network jacks and library resources (EZ-proxy).
- Separate classmail accounts are available for every section you teach.
(access from teaching schedule in WebCentral)
- Access your email via the web:
(<https://mail.brooklyn.cuny.edu>)

Security and Privacy

- **Never respond to or click links from suspicious emails or phone calls** requesting your private information (even if the email looks legitimate).
- ITS never asks for account passwords or Social Security Numbers via phone or email.
- Never ask for or use student Social Security Numbers -- **all students have CUNYfirst EMPL ID's.**
- Always call ITS at 718-951-4357 (**even if you already did any of the above**) to verify anything suspicious or alert a technician.

Email Spam Filter

- To protect the college from malware and ransomware, the college spam filter quarantines all Microsoft Office attachments originating from external email servers.
- You will receive an email with a summary of quarantined messages and attachments or go to: **<https://spamfilter.brooklyn.cuny.edu>**
- Encourage students and contacts to send documents as PDF or use Blackboard to submit course assignments.

Telecommunications

Heneith Samuel
Maksim Breycher

Online Services

Irina Shor
Mandisa Washington

3 Accounts You need to know

WebCentral
portal.brooklyn.edu

Rosters, Class Cancellation,
Office Hours, etc.



BC Email ID
mail.brooklyn.cuny.edu

BC Email, WiFi,
Network Ports, EZ-Proxy

CUNYfirst
cuny.edu

CUNYfirst, Blackboard, Office365, DegreeWorks, CUNY Virtual Desktop

BC-Status.info

Check the most recent status of all major BC systems.

www.bc-status.info

Call M-Th 8am-11pm F-Su 9am-5pm **718.951.4357**
other times Submit Feedback Online

Receive SMS alerts*

scroll down for detailed messages

BC WebCentral

System / Network Status

NORMAL

[View detailed system status](#)

General Status:	
General Message	normal
CUNY-Hosted Services:	
CUNY Blackboard - as per CUNY Central	normal
CUNYFirst - as per CUNY Central	normal
Email:	
BC Faculty/Staff Email	normal
BC Student Email	normal
Web, Portal, and Mobile:	
BC Public Website	normal
BC WebCentral Portal	normal
BC Navigator	normal
Network Connectivity:	
BC WIFI	normal
BC Internet Access	normal
BC Network and Server Access	normal
Voice Communications:	
BC External Phone Service	normal
BC Internal Phone Service	normal
BC Voice Mail	normal
BC Automatic Call Queuing	normal

WebCentral Portal

Links to all resources mentioned in this presentation can be found in the WebCentral Portal.

portal.brooklyn.edu

WebCentral Portal

- Submit and manage personal profiles/bio's
- Publish office hours
- Access your Webmail and Classmail accounts
- Access secured applications
- Vote in eligible faculty elections
- View student course evaluation reports
- Much more ...

WebCentral Portal

Teaching Schedule and Roster

- The easiest communication hub for your class
- View rosters for all past and current classes
- Generate a roll-book for your class
- Email your entire class or selected students with or without attachments.
- View student photos
- Submit class cancellation and honor credits
- Download PDF and Excel class rosters

My Teaching Schedule & Rosters

ACCT.4201 (reg. code 16054), Fall 2017 | < Select a different course

Compose Email Hide Photos Print (PDF) Spreadsheet Roll Book Email History

Protect your students' privacy! Student photos are provided for the sole purpose of visually identifying students in your class. Printouts with photos and names MUST be shredded and NEVER just discarded. The photos below are from student ID cards and may NOT be published/copied to any other medium.

Total 39 students in this roster. To email your students, select them from the list below and click the "Compose Email" button.

<input checked="" type="checkbox"/>	EMPL ID	PHOTO	STUDENTS	EMAIL	GRADE	REG. DATE
<input checked="" type="checkbox"/>						04/26/2017
<input checked="" type="checkbox"/>						05/15/2017
<input checked="" type="checkbox"/>						05/01/2017
<input checked="" type="checkbox"/>						07/27/2017

WebCentral Portal

Submit Honors Credits – previous term

My Teaching Schedule & Rosters

Courses for Spring 2018

COURSE ABBR	CREDITS	CODE	SECTION	SCHEDULE	
THEA 3330	3.0	31540	TZ9	T 09:30-12:15PM 207RE RA	VIEW ROSTER Access Class Email Submit Honors Credits

[Room Change Requests](#) | [Send a Class Cancellation/Relocation Alert](#) | [Final Exam Change Requests](#) | [Select Another Term](#) | [View My Email History](#)

Class Cancellation Alert

CCRA - Class Cancellation/Relocation Alerts
Brooklyn College City University of New York.

Fall 2018

Dear Professor,

You are only able to cancel, relocate, reschedule classes that you are teaching.

Select class:

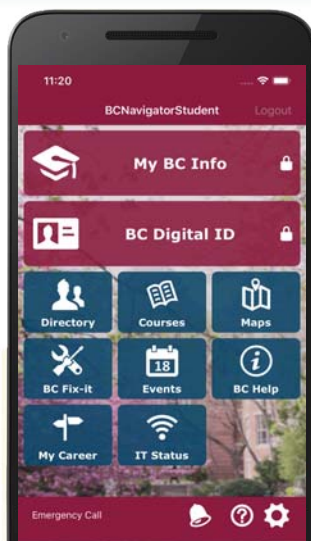
Select effective date:

Choose Action:

Choose Reason:

Your email address:

BC Navigator App for iOS and Android



- Digital Campus ID
- BC Fix-It: report bathroom issues
- Search the campus directory
- Check IT system status
- Detailed campus maps with rooms and points of interest
- Search for events and locate them on campus

Academic Information Technology

BlackBoard Support

- Blackboard is hosted at CUNY Central.
 - Use your CUNYfirst credentials to access
- AIT provides content and faculty support (Carlos Cruz x4667).
- ITS assists students and faculty with Blackboard access issues (718-951-4357)

BlackBoard Online Courses

- Administer your course online.
 - Access using CUNYfirst credentials
 - Syllabi and course materials
 - Electronic assignment collection – “drop box”
 - Surveys, quizzes, grading
 - Chat and discussion forums
- Establish your class account at the start of each semester.

Website Development

- Instructional and Personal Websites
 - ITS creates accounts, AIT helps create sites
- Streaming Audio/Video
 - illumira/NJVid, Windows media, Quicktime
- WordPress server
 - Run your own WordPress blog
- “Scripting” web server
 - If you need a more dynamic website – PHP scripting and MySQL database

Presentations and Conferences

- Short term laptop and projector loaners
- Poster printing in Library
- AIT assistance creating presentations
- Presentation rooms:
 - Tanger Auditorium, WEB video conference, WEB/Library classrooms, Library MP, Student Center
- Collaboration Tools
 - Video Conferencing, Teleconferencing, BlueJeans, Skype, WebEx

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Getting Started Checklist

- Claim your CUNYfirst account
- Create your BC WebCentral account
- Setup your devices for WiFi
- Subscribe to BC Status Alerts
- Install the BC Navigator App
- Learn about Smart classrooms and attend training (if needed)
- Publish your office hours and faculty profile in WebCentral
- Post your required textbooks and materials in the CUNY online bookstore.

Questions?

