Information Technology Services

The Office of Information Technology Services (ITS) is composed of following Units that support services used by Staff, Faculty and Students. The managers of these units report to the Chief Information Officer:

How to get help from ITS

Academic Services

Please call x 5353 if you need help with Labs/Technology in Class Room/Laptop Lending Program.
Please use prompt 2 in class rooms or Labs that have phones that will connect you to Helpdesk directly.

Client Services

Please call ITS Help Desk at 6679 or email helpdesk@kbcc.cuny.edu or go to http://www.kingsborough.edu/its/Pages/default.aspx to create a helpdesk ticket online

Networking Services

Office Services- Mail Room Services, Printing Service, Copy Services

Please use OfficeServices@kbcc.cuny.edu for any requests that are for print or copy shop related support requests. (All office service personnel will get this email and will respond the same day or next day depending on the urgency of the support request) The main number for Office Services is 5096.

Please use MailServices@kbcc.cuny.edu for any requests that were being for mail room related support requests. (All mail service personnel will get this email and will respond the same day or next day depending on the urgency of the support request.) The main number to request support from mail Services is 5098.

Telecommunication Services

Please use TelecomServices@kbcc.cuny.edu for any requests that are Telecom related (All Telecom Services personnel will get this email and respond the same day or next day depending on the urgency of the support request.) The main number to request support from Telecom Services is 6900.

Application Development Services

Operations/Application Support Services

Please use Operations@kbcc.cuny.edu for requesting updates changes or Issues related to CUNYfirst reports and queries. (All Operations personnel will get this email and respond the same day or next day depending on the urgency of the support request.) The main number to request support from Operations is 4900.

Infrastructure/Special Project Services

Staff Training

Web Services

Please use Webservices@kbcc.cuny.edu for requesting updates changes or issues related to Web Site. (All Web Services personnel will get this email and respond the same day or next day depending on the urgency of the support request.) The main number to request support from Web Services is

[Note: Escalation process for Admin and Staff related issues please call Jonathan Hagler at ext 4900 and Seth Kaye at ext 4525/5353 for Lab and Instructional Technology related issues in case it has been more than 48 hours since you reported the issue or created, also in case you need to escalate it further you can call Asif Hussain at 6674 or in his absence contact Tyrone Ross at ext. 4845 or Constance Leslie at ext. 4863.]

- **Smart Class room Technology:**
  - Please see the link for rooms that have the display technology installed

    http://www.kingsborough.edu/sub-administration/oits/Documents/location_pro_screens_pod.pdf

  - Please see the link for directions in use of this technology

    http://www1.kingsborough.edu/faculty_staff/IT/3m_faculty_files/frame_files/frame.html

  - Requesting equipment for a class room (example Laptop Carts):
    http://www.kbcc.cuny.edu/icservices/ic/ic_forms/equipment.php
  - Requesting Labs:
  - Please see below the link for requesting Labs

    http://www1.kbcc.cuny.edu/icservices/ic/ic_forms/LabResv.php

  - Requesting software for labs

    http://www1.kbcc.cuny.edu/icservices/ic/ic_forms/network.php

  - Faculty Laptop Lending Program:
  - Please see below the link below for requesting a Laptop online for a semester

    http://www1.kbcc.cuny.edu/faculty/compreg/

  - Please note you need to have Lotus Notes account to request a laptop
  - Email System:
  - Email System is Lotus Notes, please see the link below to access your email via Web https://mail.kbcc.cuny.edu.
  - You can access your email via iPhone and Android based phones. Also, 50 seats are available for accessing emails via your personal Blackberries
  - Self Service System has being deployed to help staff reset passwords for email.
  - Training for Lotus Notes\Microsoft Office\3M Smart Board System
    Please use this link to request Training

    http://www.kbcc.cuny.edu/regform/training/

  - CUNYfirst Links:
  - http://www.kbcc.cuny.edu/CUNYfirst/Pages/CUNYfirst.aspx
  - http://www.kbcc.cuny.edu/CUNYfirst/Documents/CUNYFirst-Claim-Account.swf
  - http://www1.kingsborough.edu/regform/itworkshops/it_workshop_reg.php
  - Office Services:
- **Stationery Request: http://www1.kingsborough.edu/regform/stationery/**

Name   **Picture**
Rank
Department

Biography

Courses

Education

College Teaching

Selected Publications and/or Other Resources

Research Interests

Awards Recognition, Distinctions, and Grants

Institutional Affiliations / Professional Societies

Personal Interests

Related Links

KINGSBOROUGH

COMMUNITY COLLEGE

Home > Faculty Profiles > Edgar Troudt's Profile

Edgar E. Troudt
**Instructor of Virtual Enterprise
in Tourism and Hospitality**

Biography

Edgar Troudt, MPhil, MA, is an Instructor of Virtual Enterprise at CUNY Kingsborough Community College and Adjunct Lecturer of Business at CUNY's School for Professional Studies. He concurrently serves as the Technology Director of the CUNY Institute for Virtual Enterprise and as a research fellow at Kingsborough's Center for Economic and Workforce Development. Troudt's interests focus around educational technology and entrepreneurship pedagogy. He is the Co-Principal Investigator on the STEM Virtual Enterprise Project, which brings a simulation imparting entrepreneurial- and soft-skills to classrooms in the science and technology disciplines.

Mr. Troudt has previously taught in both the Business and Computer Science programs at Queens College, where he was awarded the 2004 President's Award for Teaching Excellence. He has also taught in the Mathematics and Computer Science Department at Kingsborough. Early in his tenure at the Institute, he was a primary designer of the MarketMaker (a simulated bank, credit, commerce and stock market system). His outside research is in the area of Computer Science and Human-Computer Interaction, where he is currently interested in the relationship between the actions of ESL students within tutoring suites and their level of comprehension and language proficiency.

Courses

Tourism 9160: Professional Portfolio

Education

CUNY Graduate Center	Master of Philosophy (Computer Science)	(2009)
Brooklyn College	Master of Arts (Computer Information Systems)	(2005)
Queens College	Bachelor of Arts (Computer Science)	(2001)

College Teaching

CUNY Kingsborough, Virtual Enterprise in Tourism (2003-Present)
CUNY Kingsborough, Mathematics & Computer Science (2004-2005)
CUNY School of Professional Studies, Business Statistics (2008-Present)
CUNY Queens College, Computer Science & Business (2001-2004)

Selected Publications and/or Other Resources

Troudt, E., Winkler, C., Audant, A. B., Schulman, S. (2010). "The Engineering Virtual Enterprise: A Framework for Soft and Entrepreneurial Skills Education" in Proceedings of the 2010 IMETI Conference. IN PRESS.

Troudt, E., Schweikert, C., Kopec, D. (2009). "Educating the Next Generation of Young Entrepreneurs" in Proceedings of the 2009 GBATA Conference: "BUSINESS STRATEGIES AND TECHNOLOGICAL INNOVATIONS FOR SUSTAINABLE DEVELOPMENT: CREATING GLOBAL PROSPERITY FOR HUMANITY"; pp. 1178-1183. Retrieved from http://www.gbata.com/docs/2009GBATAReadingsBook.pdf

Schulman, S., & Troudt, E. (2008). Enhancing Soft and Entrepreneurial Skills Training for Two-Year College Technicians Using a Contextualized Business Simulation Program. (NSF ATE grant: DUE-0802365, $749,217).

Schulman, S., & Deutsch, J. (2005). Virtual Information Technology Enterprises (VEIT): An Integrated Vehicle for Technology Reform. (NSF ATE grant: DUE-0501711, $149,990). [E. Troudt, Project Manager].

Research Interests

Science Entrepreneurship
Human-Computer Interaction
Active Learning Pedagogy

Personal Interests
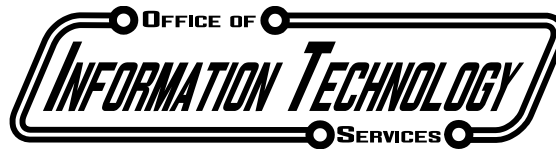
Staff Wireless Access

Kingsborough Community College is pleased to announce staff members can now have access to the Wireless System. Below are simple instructions as to gain access to the system.

1. Turn on the wireless device on your laptop and look for the KBCCStaff network. Select the network, click "Connect" and open a web browser. (Note: Do not check "Connect automatically")

2. When the browser opens, you will see our Wireless sign on page. If not, please try to access a website, you will be redirected. Here you fill out the information as requested:

   a. Windows Username Login

   b. Windows Password

3. You will see the "Acceptable Usage Policy" outlining policy information of our wireless system. After you have reviewed the policy, click "Accept".

4. The browser will redirect you to the Kingsborough Community College home page. You are free to use the wireless system.