

## Information Technology Services

# Better Serving Our Community

### Mission Statement

**The mission of Office of Information Technology Services is to provide highest quality support possible to advance the instructional goals of the College. Working in collaboration with the academic, student support and administrative officers of the College, we seek to promote the effective integration of technology into teaching and learning as well as to provide support to promote the management functions of the institution. This would be achieved through an integrated process of planning, programming, training, consulting, and other support services emanating from the expressed needs of the user community.**

# Our Kingsborough Community



- **Students**
- **Faculty**
- **Staff**
- **Alumni**
- **Prospective Students**
- **Visiting Scholars**
- **Donors**



# Information Technology Services

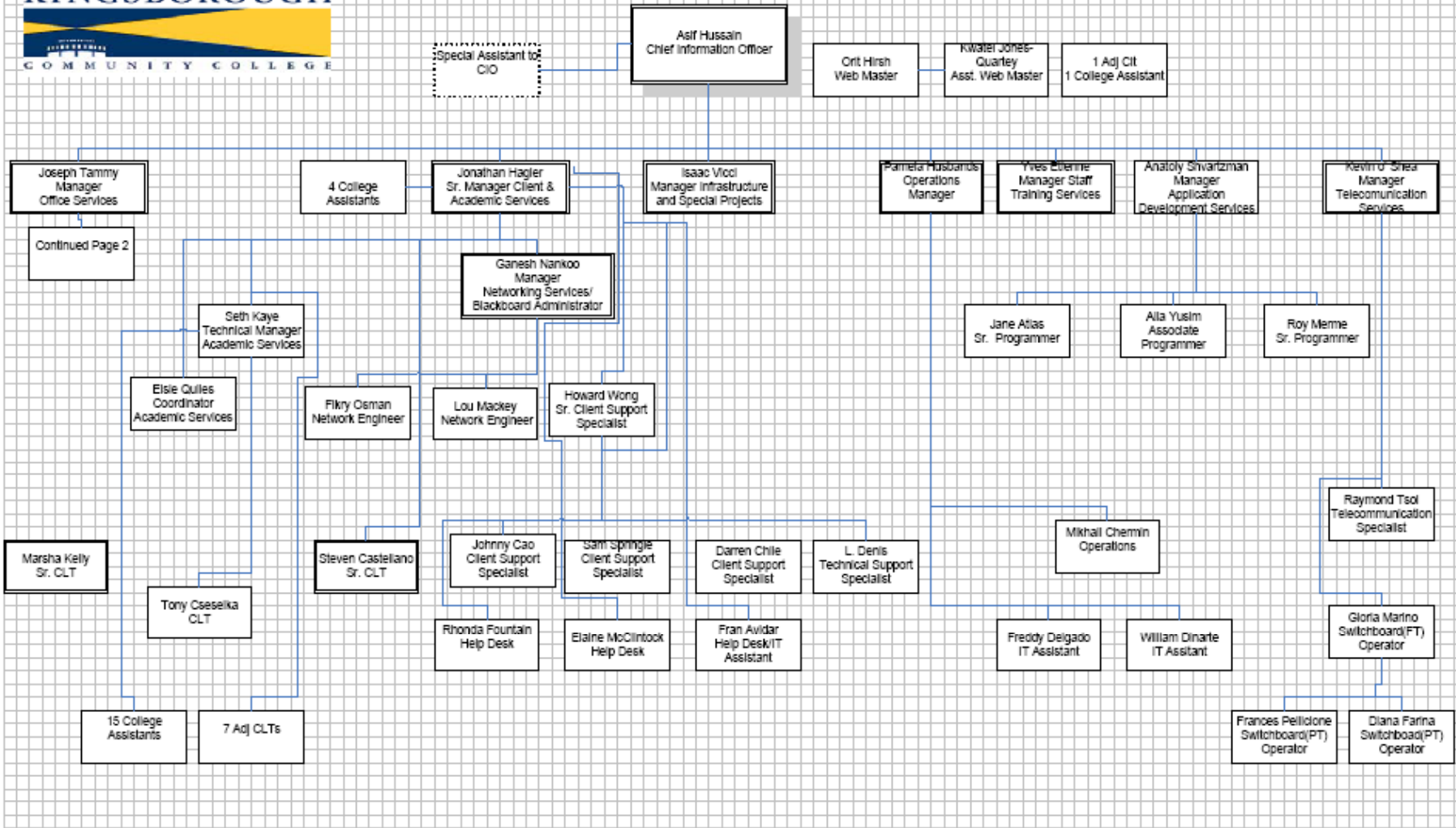
Information Technology Services (ITS) is composed of following Units that support services frequently utilized by Staff, Faculty and Students.

The managers of these units report to the Chief Information Officer:

- Academic Services
- Client and Networking Services
- Office Services
  - Mail Room Services
  - Printing Service
  - Copy Services
- Telecommunication Services
- Application Development Services
- Operations/Application Support Services
- Special Project Services
- Staff Training
- Web Services

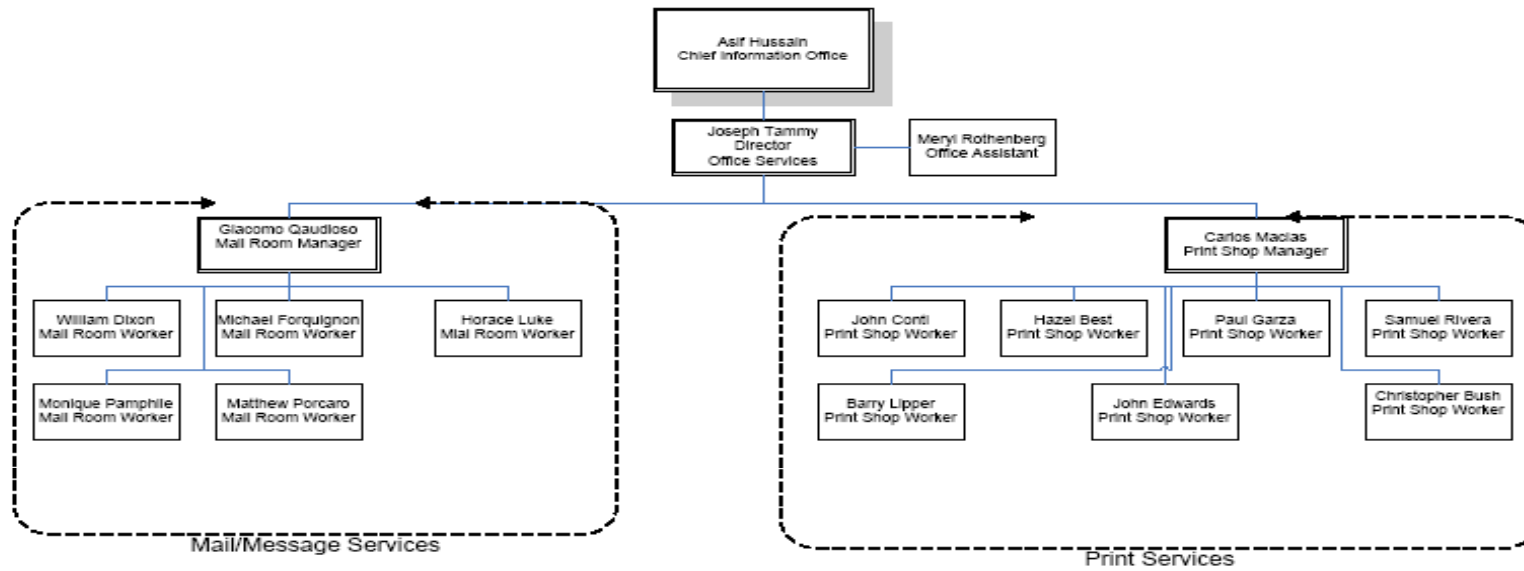


### KINGSBOROUGH COMMUNITY COLLEGE OFFICE OF INFORMATION TECHNOLOGY SERVICES





# Information Technology Services





# Application Development Services

- Application Development Services is responsible for developing computer applications that are essential to all Administrative, Academic departments and Student services. To serve and support the needs of the Kingsborough's user community in the following areas - mainframe, PC and Web development.
- Program analysis, application design, application development, legacy system maintenance and support are some of the functions.
- Collaborate with vendors and other users to develop new programming methods in use of new technologies.
- Provide user access and support to Degree Works, RoboRegistrar, PC and Web-based applications.
- Implement, maintain and support Degree Works applications.
- Maintain SIMS and eSIMS systems and applications – apply changes and transmittals, new rules and requests coming from CUNY Central Office.
- Maintain integrity of the data on SIMS database. Provide training, trouble shooting and serve as help desk support in all SIMS, eSIMS related issues.



# **Application Development Services**

- Implement, maintain and support PC applications. Admissions Office, Human Resources, Health Services and Tutorial Services are some of the departments that PC-based applications were developed for.
- Write mainframe programs to send bulk emails for time sensitive material, create programs to produce letters, mailers, produce day-to-day reports, labels, programs that update the SIMS database, create files that are requested by the outside agencies, extract data from SIMS database which becomes data source for PC or WEB based applications.



# Application Development Services

- Implement, maintain and support web-based applications. The following Web-based applications have been developed by the application development staff:
  - KCC Parking Permit
  - eGrading
  - eXRoster
  - eAdvisor
  - Registration Statistics on the Web
  - PIN Retrieval
  - CPE Online Appointments
  - CPE Workshop Online Registration



# **Application Development Services**

## **SIMS Account**

- A new faculty or Staff who needs to access Student Information residing on the KCC's SIMS (Student Information Management System) has to fill out a form, available from ITS Help Desk(6679), specifying what kind of information he/she needs to have access. This form has to be signed by his/her department head and submitted to ITS in order to create a unique SIMS account assigned to this faculty member.
- Since the privacy and security of the student information is of utmost concern to the college, we would like to remind the faculty members that they are responsible for the safe and responsible use of their accounts. It is also the responsibility of the SIMS user to make sure that the passwords are changed regularly and no unauthorized persons use these accounts.



# Application Development Services

## E-Grading

- Final grades can be entered by hand (on bubble sheets that will be provided) or through the eGrading system, which is available through the Faculty Website under eTools. To sign on initially to eGrading, use your social security number as a password; you will then be able to change it to a password at least 6 characters long. Once on the system, you will be directed to your list of courses. From this list you can select a specific roster and here you will be able to select a grade and appropriate last date of attendance, if needed, from a drop-down list for each student. You have the option of entering grades all at once or at your convenience over a period of time. To learn more about eGrading, please review the FAQs through the link in the upper right hand corner of the eGrading log in page, or contact the Office of the Registrar.



# Application Development Services

## X-Rosters

- Early in the semester, for each course you teach, you will receive a list of students who are registered for that course. These lists are called X Rosters. You will be asked to compare this list to your roll book and indicate those students who never attended or who have stopped attending class. As with roll books, instructions for completing X Rosters will be attached when you receive them.

In addition, faculty now have the option of filling out your e-X-Rosters online through the KCC Faculty web page. Using this method will ensure that you can complete your X Rosters accurately in a timely manner. You can access this system through the Faculty Website under eTools. Click on the link to e-X-Rosters. At the login prompt add your Instructor ID – the first initial of your first and last name and the last four digits of your social security number. Your initial password is your 9-digit social security number without dashes or spaces. After this you will be directed to select a password of at least six characters. You will also be asked to supply an e-mail address which will be used to send a confirmation receipt of your roster's). This may be a college or personal address.

Once you have logged on to the system, you will be directed to your course and section list. Select a roster by clicking on the roster status link for the section you wish to access. As you enter the e-X-Roster, you may review the list of dates displayed at the top of the screen for reference, then you can select the appropriate attendance status for each student by using the drop down attendance certification choices. You can save the roster and return to it later, or you may submit the completed roster to the Registrar's office electronically



# Academic Services

**Academic Services** offer to faculty a number of options for enhancing classroom instruction through technology. Staff can be reached in *M-224 or Ext. 5353 and Ext 5645*)

## **Hands-On Computer Work**

- Faculty who would like students to have access to computers during class have two options. First, they may reserve a computer lab for a single class period or on a recurring basis. To request such computer lab time for non-computer classes, you must complete a request form, which your chair must approve, and submit to Academic Services. Request forms are available in departmental offices or can be downloaded from the [Academic Services Website](#). If you need a projection device, be sure to request one, as not all labs are equipped with projection devices. Please note that fewer computer labs are available at popular teaching times; more tend to be available on Fridays when fewer classes are in session.



# Academic Services

- The other option is that faculty may request a laptop cart, which generally holds 30 laptops and a projection device. Carts are available through the **Media Center**, which requests that you do not disconnect the projection device and connect it to your own laptop. Media Center requests must be made in person; signatures are required and receipts are given. In some Academic departments, the demand for laptop carts is very high. These departments (i.e., Art; Behavioral Sciences; Biological Sciences; Communications and Performing Arts; Business; Health, Physical Education, and Recreation; English; Nursing; Physical Sciences; and Tourism and Hospitality) possess their own carts. Requests for use can be made by faculty to their respective departmental offices.



# Academic Services

## Projection Only

- Faculty who need only a projection device and screen may request a portable projection device from Academic Services or the Media Center for use in a non-lab classroom. Academic Services also have some portable screens for use in classrooms that do not have pull-down screens or whiteboards.
- There are about 75 classrooms that are equipped with plasma/wide screens or 3m fully integrated projections systems with built-in projection devices. If you have the need for a projection device for every class in a particular course and would like to be assigned to one of these classrooms, it should be discussed with your departmental chairperson. **Please Note:** *these classrooms are currently few in number and that room assignments are made well in advance of the start of a course.*



# Academic Services

## Laptop Loan Program

- Kingsborough has recently started a Laptop Loan Program through which faculty can borrow a laptop for up to four weeks. For more information, contact ITS (*Ext.5645 or 5353*). Laptops must be reserved [online](#) and you will need to use your email login and password.(A Detail handout describing the offering is attached)



# Academic Services

## Blackboard

- Faculty may choose to enhance a credit-bearing course through [Blackboard](#). This is a comprehensive and flexible e-learning software platform. Course materials, including a link to eReserve, can be placed on a Blackboard course site. Blackboard has a number of features that can facilitate instruction, including an on-line discussion board through which students can interact with their instructor as well as their classmates. While it is true that some students may not have access to computers at home, computers are available for student use in the library, in computer labs (when the labs are not scheduled for class use), and in the Cybercafé (on the second floor of the Marine and Academic Center); therefore, all students should be able to participate in courses that utilize Blackboard.
- Blackboard can also be used to offer hybrid courses, in which some classes meet on campus and others take place online, as well as fully online courses. Faculty who are interested in offering hybrid or online courses should consult their department chairpersons.



# Academic Services

## Turnitin

- [Turnitin](#) is a Web-based plagiarism detection service available to Kingsborough faculty. Students submit papers through Turnitin, which compares each student paper with over a million documents (including previously submitted student papers, internet resources, and commercial databases of journal articles and periodicals) that are stored in its database. As a result of this comparison, a student's paper is analyzed for plagiarized passages, and an originality report is sent to the instructor. KCATT (L-705, Ext. 6622) offers "hands on" training sessions on Turnitin throughout the academic year. These sessions take faculty through the process of setting up their own Turnitin accounts and goes through the steps for submitting papers and analyzing results. The Turnitin website, available through the Faculty Website under *eTools*, also offers a guided tour of the product and online training.
- However, the Turnitin program currently does not search books or articles in subscription databases which are available through the CUNY Library Databases, or any other subscription database such as *The New York Times* on the Web. For those resources, it is best to search the CUNY Library Databases and/or supplement your Turnitin review with a search in a Web search engine (e.g., *google.com*). Please contact KCATT for training regarding such searches.



# Client & Networking Services

- Computers or other devices requested by the chair of your department are assigned to full-time faculty through the Computer Center (*L-117, Ext. 6679*) and are password protected. To login to your computer for the first time, type in your username (the first initial of your first name followed by your last name) then type in your *password*. If you do not know your password, call the Help Desk at ext. 6679. You should change your password. The new password must have 6 or more characters. Passwords will expire every 30 days (you will be prompted several days before). Previous passwords used within the year cannot be repeated. (It is a good idea to keep note of passwords used). Adjunct faculty who are sharing an office generally share a computer and are assigned one password for signing on.
- Computers are commonly loaded with Microsoft Office, Internet Explorer, Adobe Acrobat Reader, and Eudora; Lotus Notes is being loaded on all computers. The Computer Center has site licenses for other software you may require for teaching purposes only. As noted earlier, computers are also equipped with CUNYMVS, which allows faculty to access SIMS, the Student Information Management System.
- If you have any questions or problems with your office computer, please call or email the ITS Help Desk (*Ext. 6679* or [helpdesk@kingsborough.edu](mailto:helpdesk@kingsborough.edu)). When you contact the Help Desk, a “trouble ticket” is opened and the Help Desk system will send you an email confirmation, including the ticket information and a reference I.D. The system will automatically update you by email as the ticket is being processed and when it is closed. If you are not satisfied with the work or disagree that it has been completed, please send an email to [helpdesk@Kingsborough.edu](mailto:helpdesk@Kingsborough.edu) and use the reference I.D., or check the Client Services [Website](#). Also, please note and comply with [Kingsborough’s Computer Policies](#) and CUNY’s statement on [Computer User Responsibilities](#).



# Client & Networking Services

- Your KCC email is protected by the *ProofPoint* spam-blocking system. A KCC server scans incoming email messages for spam properties and quarantines the messages that are identified as spam. Each weekday morning, you will receive an email message (*Subject: End User Digest*) that contains a digest of the latest quarantined messages addressed to you. If you take no action regarding these quarantined messages, they will be deleted from quarantine in 14 days. However, you may examine the digest list in case a message was marked as spam incorrectly. Next to each message are two options:
  - Release - Delivers the quarantined message to your inbox.
  - Safelist - Delivers the message to your inbox and ensures that no emails from that sender will be blocked in the future. (*Lotus Notes* users will be able to set up a personal safelist and a list of blocked senders.)
  - The End User Digest email also has a “Manage My Account” link through which you can, for example, modify your lists of safe and blocked senders, choose a spam policy for filtering messages, or suspend receipt of digests.



# Office Services

- Office Services' **Print Shop** (*P-101, Ext. 5096*) does all printing, collating, and binding of printed materials. Office Services' **Mail Room** (*P-102, Ext. 5098*) collects and distributes mail. Hours of operation for both are posted on their webpage, accessible through the Faculty Website. Mail can be deposited at any time in the chute on the wall of the Mail Room. ***(Please note that the Mail Room does not sell stamps or money orders.)***



# Office Services

## Copying

- Up to 150 copies can be made by faculty members at the outside copy machines of Office Services'
- **Print Shop (P-101, Ext. 5096). Below are the hours available:**

Monday, Thursday & Friday	7:30 am to 6:00 pm
Tuesday and Wednesday	7:30 am to 7:00 pm
Summer hours: Mon. – Thur.	7:30 am to 6:00 pm
- For Evening & Weekends copies can be made in room A113 ext. 5686 Office of Academic Scheduling
- When making copies, please sign in and indicate your department and the number of copies you are making. Evening and weekend faculty can make copies in the Office of Academic Scheduling and Evening and Weekend Studies (A-113, Ext. 5686).
- If more than 150 copies **are** needed, they will be made by the Print Shop staff. We ask that materials to be copied be submitted one week in advance.
- **Please note:** *Materials that are copied and distributed to a class are subject to fair use agreements*
- Full-time faculty may request Kingsborough business cards through their departmental offices.



# Operations/Application Support

- The operations unit, runs canned report for Faculty and various administrative offices. The tools for creating these reports were developed by Application Development Services, CUNY CIS and also creates customized mailing list and labels on requests for different mailings going out of the college they are responsible for Student Billing and all mailers going out to Students, they also process Teacher evaluation by producing evaluation forms and creating summary reports. With advent of ERP this unit would be engaged in Application support and creating customized reports using Data Warehouse.
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- **Computer Facilities Provided by the CUNY CIS**
- The Computing and Information Services (CIS) provides Kingsborough Community College students, faculty, and staff access to a large-scale IBM mainframe computer which serves as a platform for the Student Information Management System (SIMS) and a web-based interface to the SIMS – an on-line student registration system eSIMS. The day-to-day functions of both SIMS and eSIMS are maintained by the CIS staff. They are responsible for the availability, timely access, and physical integrity of the student data.
- The CIS provides the administrative users and IT staff with batch access and teleprocessing services to the IBM's mainframe and SIMS database. The teleprocessing systems include VM/CMS, WYLBUR, and VTAM for text editing and remote job entry (RJE). All standard IBM computer languages and IBM utilities are available.
- The CIS is located at 555 West 57th Street in Manhattan.



# Telecommunication Services

- Telephone service is provided in faculty offices through Telecommunications (6679 ).
- All College phone numbers have a 368 prefix. Requests for faculty office phones and for voicemail are made through the Academic departments; adjunct faculty offices generally have a single phone that is shared. After your phone has been installed and voicemail set up, you need to initialize your voicemail by following the steps below:
- From your office or any phone on campus, dial 4990.
- From an off-campus phone, dial 1-718-368-4990, and you will be prompted for your KCC extension number. Please enter the Ext and press #.
- You will then be prompted to enter a password followed by the # key. Please use the password 2580.
- Follow the prompts to create a new password. **Do not use sequential or repeating numbers, and do not start with 0.**
- You will then be prompted to record your name and a personal greeting.
  
- To retrieve voicemail from the office phone, dial 4990 and enter your password followed by the # key. To pick up voicemail from an outside phone, dial 1-718-368-4990. When prompted, dial your office extension, and enter your password followed by #
- The College will **not** accept collect calls nor will it become involved in third party billing for long distance calls to be charged to a personal telephone. If you need to make a professional long distance call, dial the operator and give him or her the name and number of the party you wish to reach.
- Kingsborough telephone directories are distributed to all KCC faculty and staff by Human Resources. Extensions for Kingsborough faculty and staff can also be found through the [KCC web directory](#).



# Training Services

We provide dedicated Staff Training services which are managed by Yves Etienne. He can be reached at Ext 4551 or [Yves.Etienne@kbcc.cuny.edu](mailto:Yves.Etienne@kbcc.cuny.edu).

- The services are provided to colleges' Staff:
- Microsoft Office Suite
- Lotus Notes
- How to utilize the advance features of multi-function Biz hub machines
- Online training for Microsoft office Suite



# Web Services

- To have work created for your web pages, please contact the Web Team and projects will be completed on a priority need basis.
- Please notify the Web Team prior to beginning a new project. A request can be made to the Web Team to develop a template or a template may be submitted to the Web Team for approval prior to project development.
- Call x 4780 or email [webmaster@Kingsborough.edu](mailto:webmaster@Kingsborough.edu) to begin the process.
- Text files used to develop web pages may be attached to an email, or submitted on disk. Original photos will be returned - however, if you want to scan them, they should be scanned at 72 dpi and saved in .jpg format.
- KCC web standards
- <http://www.kingsborough.edu/webstand/>