
INFORMATION TECHNOLOGY SERVICES

GUIDE TO COMPUTER SERVICES

Faculty & Staff
2009-2010

The Information Technology Services department provides all computer, media, network and telephone resources at Canisius. This document will introduce you to these resources at Canisius. More information is available at <http://www.canisius.edu/its>, from the Help Desk at X2299, or by phone at X2440.

Help & Assistance

Faculty, students, and administrators may call X2299 to reach the ITS Help Desk. The Help Desk staff handles all technology issues from answering quick technology-related questions to dispatching "emergency" help to technology classrooms. Please place all calls for assistance on desktop computing, departmental equipment purchases, instructional software, and equipment repair to X2299.

The FacTS (Faculty Technology Services) Center, located in the basement of Churchill Tower, offers technology services for faculty. (See *The FacTS Center for more information*)

Student technology consultants are on duty in the Library for most hours that the Library is open. For Library hours, please see <http://library.canisius.edu>

Assistance is also available by sending e-mail to helpdesk@canisius.edu

Help Desk hours are published on the Web at <http://www.canisius.edu/its/helpdeskhours.asp>.

Computer Accounts & Our Network

A computer account (username) is required for access to all networked computers including those in student labs. Computer accounts are automatically created for all new employees, as soon as their employment has been processed by the Human Resources Department. You are encouraged to change your password regularly on the web at <http://www.canisius.edu/passwordreset> or <http://www.canisius.edu/ezmenu>. (Select #9 for password reset; #10 for forgotten password.)

You may also call the ITS Help Desk at X2299 for password problems.

Your password gives you access to our Novell NetWare file servers, electronic mail (see E-mail below) and online

services for administrative systems, including human resources functions and faculty advising.

The College supports three Novell NetWare file servers, a Windows server for academic applications, and a UNIX cluster. SCT Banner provides a majority of the online administrative systems used by faculty and students.

All faculty and students will have an account for ANGEL, our campus Learning Management System. Course shells are automatically created and populated with enrolled students for all courses offered each semester. Instructors are able to post syllabi, course content and calendar. The password for this account will be the same as the NetWare, E-mail and online services password and, with a password reset, will be synchronized with all the others.

If this is your first time at Canisius, your initial username and password for all accounts is inserted in this Guide, along with the Canisius Acceptable Use Policy.

E-Mail

GriffMail is our standard web interface to electronic mail for faculty, and staff. With a web browser and an Internet connection you can check your e-mail from anywhere in the world. New messages and those you save are stored on the e-mail server not on your local hard drive making them accessible from any internet-connected computer.

Go to <http://griffmail.canisius.edu> and enter your username and password to login. Griffmail documentation is available at <http://www.canisius.edu/its/search>; enter Griffmail in the Search box.

For Fall 2009 all incoming students will use Google Mail to read their Canisius email. This program gives them more storage, Google Apps and the option for a permanent Canisius email address. By summer 2010 every student on campus will use Gmail. All campus electronic mail addresses, including those who participate in the Google Mail program are in the form *username@canisius.edu*.

Instructional Technology Classrooms

Our Instructional Technology Classrooms (ITCs) provide faculty with state-of-the-art equipment to use in

their teaching. These ITCs range from VCR/TV playback to computer/projector combinations to full teaching computer labs. To check out a particular classroom, see

http://www.canisius.edu/mediacenter/instr_classrooms.asp

The largest number of student computing stations is located in the Library on the main floor and the lower level. The teaching labs and all other classrooms, both for semester use or for an occasional class or meeting, must be scheduled through the Registrar at X2990. Both Macintosh and Windows computers are available.

The FacTS Center

The FacTS (Faculty Technology Services) Center is located in the basement of Churchill Tower (CT-002, CT-003), adjacent to the Center for Teaching Excellence. Established to make academic technology services more accessible to full and part-time faculty, it offers, in collaboration with CTE, events and services such as ANGEL instruction, training for Instructional Technology Classrooms, seminars in academic technology, assistance with multimedia teaching materials, and training for effective use of laptops and tablet PCs for instruction. Co-located with the FacTS Center is the Center for Teaching Excellence's multimedia lab, including graphics software, scanners, color printing and a podcasting station.

The FacTS Center administers ANGEL, which is automatically available for use in all courses. It can be used to easily post course materials on the Web to supplement traditional instruction or to create entirely Web-based courses. You can see more about the FacTS Center at: <http://www.canisius.edu/facts/>

In collaboration with the Center for Teaching Excellence, the FacTS Center will offer workshops in Angel at the beginning of each semester and at various other times. The current schedule is available on the ANGEL login page at <http://angel.canisius.edu>.

Library

The Andrew L. Bouwhuis Library subscribes to numerous databases and journals in electronic format. The Library belongs to Connect NY, a consortium of New York State libraries with loaning privileges and the Center for Research Libraries. In addition to providing reference services, electronic reserves and interlibrary loans, reference librarians can schedule sessions on information literacy for your classes in the electronic classroom in the Library.

For more information on all of these services see <http://library.canisius.edu>

Media Center

The Media Center provides media services such as video/audio/multimedia production, instructional technology support for classrooms, duplication of audio/video media including DVDs, satellite teleconferencing, video conferencing, distance learning and technical support for special events. See the Media Center web site at <http://www.canisius.edu/mediacenter> or access the Media Center Guide at http://www.canisius.edu/images/userImages/itsweb/Page_9814/MediaServices.pdf. For more information contact the Media Center at x2590 or x2591.

Online Services

Faculty and employee services such as schedules, class lists, and advising are all accessed online through the Canisius College Information System. Using your web browser, you can login with your username and password to this information system to check your personal information, submit your final grades and view your pay stub. To access these services, go to <http://www.canisius.edu/facultystaff/> and click the link to Web HR, Finance, Grading, Advising. For more information contact the Registrar's office.

Productivity Software Support

Microsoft Office is the supported suite of productivity software for the campus. It is available on both the Macintosh and Windows platforms. Microsoft Office consists of Word, Excel, PowerPoint, and on the Windows side, Access. In addition, many Adobe software products, such as Acrobat Professional, Photoshop, Dreamweaver and Flash, are available in the labs and in the CTE multimedia lab (See the **FacTS Center**) and can be requested for faculty and staff computers. ITS can also facilitate the purchase of special order software.

Automated Test Scoring

NCS optical mark reader scoring is available at the ITS Help Desk in the Library. Departments may purchase blank answer sheets at the Mail Room (the blue General Purpose NCS Answer Sheet). Test scoring and reporting with item analysis is available for multiple choice and true/false exams. Please contact the Help

Desk at X2299 for more information regarding test scoring.

Telephone

Instructions for your campus telephone and voice mail are in the campus telephone directory. If you need additional help using the telephone or voice mail, or if you need to tell us about your new campus or home location, call Chris Ludwig at X8351.

Connecting from Home

Internet access from home can be provided by your cable TV company, your phone company (DSL connection), or a dial-up Internet Service Provider (ISP).

Personal Purchase of Computers

HP, IBM and Apple Computer provide discounts on PC and Mac personal purchases for faculty, staff, and students. The Business Office (X2841) will loan faculty and staff \$1,000, interest free, for the purchase of computer equipment. For advice on purchasing a computer for your home, contact the Help Desk at X2299

For information on discount programs, please consult <http://www.canisius.edu/newcomputer>.

Computer Ethics

You should access Canisius College computer facilities only with an account (username) which has been issued to you. Please protect your password and change it regularly (<http://www.canisius.edu/passwordreset>)
Unauthorized copying of software is illegal.

Additional information on good computer citizenship may be found at <http://www.canisius.edu/policies/valid8.asp>.

Additional information about passwords is available at http://www.canisius.edu/policies/password_policy.pdf

Privacy Guidelines

In today's increasingly digital world, everyone has a right to protect his or her own information and a responsibility to protect that of others. Additionally, as an educational institution, Canisius College is bound by various regulations concerning educational records, health records, and personal financial information. The College's Privacy Guidelines are published at: <http://www.canisius.edu/its/policies.asp>

Important ITS Telephone Numbers

Help Desk	x2299
ITS Main Number	x2440
Computer Operations (Test Scoring).....	x2299
Joel A. Cohen, Assoc. Vice President for Library and Information Services.....	x8410
Estelle Siener, Director of Academic Computing (including the Help Desk)	x8360
Walter Drabek, Director of Administrative Computing	x8359
Dan Drew, Director of the Media Center	x2569

Important Web Links

This Faculty and Staff Guide is available online at

http://www.canisius.edu/images/userImages/itsweb/Page_9814/F&Sguide.pdf.

Retrieving it online will provide easy, point and click access to the following resources:

Learn more about ITS Services:

ITS Home page: <http://www.canisius.edu/its>

ITS Faculty/Staff services: <http://www.canisius.edu/its/faculty.asp>

ITS Acceptable Use Policy: <http://www.canisius.edu/policies/valid8.asp>

FacTS Center: <http://www.canisius.edu/facts>

Privacy Guidelines:

http://www.canisius.edu/images/userImages/itsweb/Page_9816/Privacy_Guidelines.pdf

ITS Policies and Reports: <http://www.canisius.edu/its/policies.asp>

Instructional Technology Classrooms

What's in my Classroom: http://www.canisius.edu/mediacenter/instr_classrooms.asp

Getting Help:

Help Desk Phone: X2299

On the Web: <http://www.canisius.edu/its/help.asp>

By e-mail: helpdesk@canisius.edu

In person: Main floor, Andrew L Bouwhuis Library

Using Your Electronic Accounts:

Your Password:

Self-service password reset: <http://www.canisius.edu/passwordreset>

Your Canisius E-mail

E-mail: <http://griffmail.canisius.edu>

E-mail documentation: Search Griffmail at <http://www.canisius.edu/its/search/>

Canisius faculty/staff e-mail directory: <http://www.canisius.edu/about/people.asp>

ANGEL Learning Management System

Angel login page: <http://angel.canisius.edu>

Workshops: Schedule and registration is accessed on the Angel login page

Online Services

Web HR, Finance, Grading, Advising: <http://www.canisius.edu/facultystaff/>

Other Useful Links

Center for Teaching Excellence: <http://www.canisius.edu/cte>

Andrew L. Bouwhuis Library: <http://library.canisius.edu>

Purchasing a Personal Computer: <http://www.canisius.edu/newcomputer>