LIBRARY, TECHNOLOGY, AND INSTRUCTIONAL SUPPORT

CAMPUS CONFIDENTIALITY STATEMENT
See page 6.2.

COMPUTING AND TECHNOLOGY SERVICES
http://cts.buffalostate.edu
Computing and Technology Services, located in Twin Rise and Butler Library, 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 administrative information systems and web applications.
- Campus telephone services.
- Technology training and consultation.
- Coordination of technology purchasing and software licensing.

Technology Information for Faculty and Librarians
Visit the CTS webpage for a complete guide to computing at Buffalo State.

Contact Information
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 4:30 p.m.

Computing Help Desk
Butler Library 146, 878-4357, chd@buffalostate.edu
The Computing Help Desk is the first point of contact for technical assistance on campus. Call for user account questions, computer repair, computer or software purchases, network wiring requests, faculty/staff/student training and software assistance, equipment installations/network connections, Banner support and training, and all other non-telephone service requests.

Telecommunications Office
Twin Rise C3, 878-3333
Call for telephone service, telephone equipment, and cell phones.

Training Registration
Register online at http://bscintra.buffalostate.edu/registration.
INSTRUCTIONAL RESOURCES OFFICE

Bulger Communication Center, 878-4104, http://ir.buffalostate.edu

Instructional Resources (IR), located in Bulger Communication Center, supports the academic and administrative programs of the college through staff expertise in graphic design, photography, video production, classroom support, instructional design, and campus-owned equipment maintenance and repair.

Classroom Technology Support

Classroom Technology Support provides training and technical support for using classroom technology and media equipment within any of the college’s generally scheduled smart classrooms (those centrally scheduled via the Registrar’s Office), department controlled spaces, conference rooms, and for events. The area also provides support for video conferencing, smart boards, clickers, and other emerging classroom technologies.

Classroom equipment 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.

Contacts

Classroom technology equipment
Chris Weber, 878-4535

Classroom technology support
878-6670

Smart boards or Blackboard Collaborate
Todd Benzin, 878-4538

Classroom response systems (clickers)
Tim Sager, 878-6821

Classroom-related technology design or to purchase audio/visual equipment
Justin Sledz, 878-4054

Classroom equipment repair
Paul Bauer, 878-6931

Audio Services
Paul Smith, 878-6676

Computer Graphics
Kaylene Waite, 878-6676

IR’s graphic designer 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.
**Engineering Services**

Dave Ross

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.

**Instructional Design**

Meghan Pereira, 878-3877; Mike DiFonzo, 878-3036; Ginger Bidell, 878-3688

http://ir.buffalostate.edu/instructional-design.html
http://ir.buffalostate.edu/distance-ed-policy.html

IR’s instructional designers provide design support for development of online and hybrid courses. The office also assists faculty in identifying appropriate online resources for use in such courses. Additionally, the office coordinates training for the current campus-supported course management system, Blackboard Learn.

Faculty interested in developing online courses should first consult the college’s Distance Learning Policy and consult with their academic departments for any department-specific practices. Buffalo State requires that all faculty teaching in an online environment either be trained in best practices or have previous expertise to teach in that environment. For more information about offering an online course, training provided, etc., visit the online course development website, http://ir.buffalostate.edu/online-course-dev.html.

**Blackboard Learn**

Blackboard Learn is a course management system that allows for dynamic learning to occur in the online environment. The tools provided by the Blackboard software allow students and faculty to post and share documents and other course content, 24/7 access to grades, write via e-mail and posted discussion boards, and even conduct synchronous or real-time conversations in a virtual classroom.

Buffalo State contracts with Open SUNY for student and faculty support (i.e., how to use the features of Blackboard Learn). Direct all “how to use Blackboard Learn” questions to http://sln.suny.edu/help/help_overview.shtml or via phone at 1-800-875-6269.

**Turnitin**

Buffalo State has a campuswide license to Turnitin.com for unlimited submissions of student papers for plagiarism detection.

Turnitin.com is an online resource for educators and students concerned with developing quality writing and research skills. Turnitin.com provides a reliable, efficient, and powerful deterrent to digital plagiarism. http://www.Turnitin.com

Turnitin and Blackboard have been integrated. Within your Blackboard course, you can add a Turnitin drop box where your students can submit a paper and an Originality Report can be provided. If not using Blackboard, but are interested in Turnitin.com, e-mail Meghan Pereira at pereirme@buffalostate.edu for assistance.

Faculty who use Turnitin are advised to place 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. 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.

If the syllabus has already been distributed in class, a notice should be provided in writing to the students.

Students should also be provided a copy of the college’s Academic Dishonesty Policy.

**Multimedia Production**

Pat Trinkley or Ken Giangreco, 878-4922

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 services include:

- Conversion of VHS tapes to DVD or digital files. It is the responsibility of the instructor to apply for copyright permission if needed. If assistance is needed regarding copyright, contact Melaine Kenyon at 878-6679.
- Incorporating video multimedia into instruction.
- Video technical consultation assistance.

**Photographic Services**

Bruce Fox, 878-4221

A professional photographer is available for campus-related events and functions or studio portraits. Appointments are necessary. Please allow for a two-week notice for location photography.

Lab services include:

- Digital copy work from flat work and three-dimensional pieces.
- 35mm film scanning from 35mm slides or negatives.
- Digital photographic prints, color, and black & white.

**Butler Library**

[http://library.buffalostate.edu](http://library.buffalostate.edu)

Butler Library is committed to supporting the scholarship, research, and creativity of the Buffalo State academic community with more than a million research materials, including more than 555,000 printed books, more than 300,000 electronic books, and access to full-text articles from more than 57,000 periodicals. 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.
Butler Library's home page features Summon discovery service, with one search box and one results screen, similar to open web searches, but with content only the library provides. More than 200 individual databases, many full text, are also available, including JSTOR, Project Muse, LexisNexis Academic, ScienceDirect, Web of Knowledge, and Academic Search Complete.

Visit the library's website for access to information on services, including a page created specifically for faculty and staff:

- **Library liaison program**, designed to foster communication about library resources and provide a link between the library and academic departments. Library liaisons share customized, current information about library programs, resources, and services, and address faculty information needs.

- **Digital Commons at Buffalo State**, a campuswide repository system that allows individuals and departments on campus to contribute their research, with an aim to preserve and provide access in one location.

- **Online forms** for requesting library instruction for classes, ordering books, scheduling a research appointment, placing materials on reserve, and requesting interlibrary loan through the ILLiad system.

- **Subject guides**, designed by librarians especially for Buffalo State academic programs, can be easily integrated into online courses and are designed to provide a wealth of research information and guidance for students.

Visit **Information Commons in Butler Library** for access to these additional resources:

- **Information Commons** is a central point of service for reference, computing help, and equipment loan. Librarians provide assistance with research-related questions, while computing help specialists assist with computing issues of all kinds. Equipment loan is available for faculty, staff, and students to borrow laptops, tablets, and projectors.

- **Circulation Desk** patrons may check out books, put materials on reserve, pick up books requested via ILLiad, and receive assistance with their library accounts.

- **Bengal ID card**, issued at the Circulation Desk, is required to check out books and equipment in Butler Library as well as to borrow books from other participating SUNY libraries. Faculty and staff will have value added to their ID cards for free printing and for photocopying of non-circulating library materials. Information on applying for an ID card in person or online is provided at [http://library.buffalostate.edu/bengalcard](http://library.buffalostate.edu/bengalcard).

- **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.

- **Professional Development Center** was designed to provide a campuswide forum for faculty and staff to share ideas and expertise with regard to teaching, scholarship, and service.

- **Argo Tea** serves gourmet tea and coffee, as well as a variety of snacks.

**BANNER**

Banner is the campus’ 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.

**Banner Support for Faculty and Staff**

**Online**
Banner access as well as documentation and information are available online at [https://bscbanner.buffalostate.edu/faculty-and-staff](https://bscbanner.buffalostate.edu/faculty-and-staff).

**Live Support**
Live support for faculty and staff is available campus business days, 8:30 a.m.–4:30 p.m.
Call the Computing Help Desk at 878-4357 or e-mail chd@buffalostate.edu regarding login issues and for general Banner support.

**Banner Support for Students**

**Documentation**
Documentation and information are available at [https://bscbanner.buffalostate.edu](https://bscbanner.buffalostate.edu).

**Regarding registration**
Registrar’s Office, Moot Hall 210, 878-4811

**Regarding access issues**
Help Desk, Butler Library Information Commons, 878-4357