INFORMATION TECHNOLOGY SERVICES
FACULTY&STAFF RESOURCE GUIDE
VERSION 3.0

Community Expertise
Strengths
Partnership

Find out how to keep you and your devices connected!

Get around-the-clock technology support!

CALIFORNIA STATE UNIVERSITY
SAN BERNARDINO
Information Technology
Services

WE DEFINE THE *Future*

TABLE OF CONTENTS

For more information about the resources offered in this guide, visit csusb.edu/its/resource-guides.

Many of the resources can also be found in your MyCoyote account by visiting my.csusb.edu.

@CSUSBSUPPORT

SERVICES

ACADEMIC TECHNOLOGIES & INNOVATION | ATI

ATI fosters innovation in teaching and learning with technology to support faculty teaching needs in a variety of instructional modalities. Our highly qualified and experienced specialists design inclusive, pedagogically sound, and technology-enhanced environments that effectively promote learning and empower faculty and students to achieve their academic goals. Our services include instructional design (including for online and hybrid courses), multimedia production, solutions for instructional technology integration, accessibility support, and Blackboard administration.

For more information about ATI and our services, visit ati.csusb.edu.

ACTIVE LEARNING SPACES

IDEA LAB & LOUNGE

The IDEA Lab & Lounge is one of the newly created spaces with flexible furniture layout options and the latest AV technologies to promote team-based active learning activities. The IDEA Lab & Lounge contains spaces primarily open to faculty, which are well suited for group work or collaboration. The lounge is designed for both comfort and productivity; it offers a space for trying out new technologies (such as 3D printing and virtual reality) as well as the more traditional presentation-based interactions.

INCUBATOR CLASSROOM

The Incubator Classroom is a state-of-the-art classroom that accommodates up to 36 students, and is equipped with a variety of technologies to support active learning.

Learn more about the Idea Lab and the other latest AV technologies featured in this guide by visiting the ITS webpage.

IDEA LAB & LOUNGE
San Bernardino campus
Pfau Library, room PL-003

INCUBATOR CLASSROOM
San Bernardino campus
Pfau Library, room PL-015

ACCESSIBILITY SERVICES

Accessibility Services is responsible for CSUSB's adherence to the Accessible Technology Initiative, California State University's (CSU's) commitment to provide access to information resources and technologies to individuals with disabilities. In pursuit of this goal, we provide a variety of accessibility services for faculty and staff:

• Web Accessibility
• Document Remediation
• Blackboard Ally & Course Content Remediation
• Audio & Video: Transcripts & Captions
• Procurement of Accessible ICT
• In-Person Training & Web Resources

TO OPEN A SUPPORT TICKET EMAIL:
accessibility@csusb.edu

ASSISTIVE TECHNOLOGY & ACCESSIBILITY CENTER | ATAC

The Assistive Technology & Accessibility Center is a specialized computer lab that provides and supports a variety of assistive technologies (AT) for faculty, staff, and students. AT is traditionally used by individuals with disabilities to facilitate alternate means of access to information. ATAC also focuses on the field of accessibility, which considers strategies, techniques, and best practices so that individuals with disabilities using AT are properly able to access materials including web, documents, and other forms of digital content. For more information about ATAC services, email ATAC at atac@csusb.edu.

The ATAC computer lab is open 24 hours, with one-on-one assistance every weekday from 8:00 a.m. until 11:00 p.m.

SAN BERNARDINO CAMPUS
Pfau Library, PL-1109
909-537-5079

For a list of additional adaptive workstations at San Bernardino and Palm Desert Campus, visit csusb.edu/accessible-technology.

COYOTE ONECARD

The Coyote OneCard is your official employee ID card throughout campus. Come and get your Coyote OneCard at the Technology Support Center located in the Pfau Library, room PL-1108 (San Bernardino campus) or IW-106 (Palm Desert Campus).

Your OneCard is not just an employee ID; it also functions as a:

- Meal Card – For students, faculty, and staff who are on a meal plan
- Library Card – Pfau Library access number located on back of card
- Fitness Card – For access to the Recreation and Wellness Center
- Medical Card – For access to Student Health Center services
- Debit/Print Card – Add money using Coyote Cash and your OneCard becomes a purchasing/printing card

EXAM SCANNING

ITS offers an Exam Scanning service to faculty, which allows grading of Scantron examinations with up to 160 multiple choice questions in 24 hours. The grading results provide statistical analysis in several options such as TXT, PDF, and Blackboard Gradebook formats. The Blackboard Gradebook format allows faculty to upload the examination results directly into their Blackboard Gradebook in a few simple steps. The Exam Scanning service considerably reduces the amount of time needed for grading and data entry saving faculty valuable time.

The Exam Scanning service can be requested at the Technology Support Center (PL-1108). For additional information, check out the ITS website.

ITS HARDWARE & SOFTWARE SUPPORT

Do you need tech support for your personal computer? The Technology Support Center offers limited hardware and software support for a nominal fee. Hardware repairs include hard drive, memory, and keyboard replacements. Software support includes software installation and virus removal. Show the coupon in this guide to get $5 off.

TECHNOLOGY SUPPORT CENTER

$5 OFF

HARDWARE & SOFTWARE SUPPORT!

ITS CONSULTING SERVICES

Are you looking to implement new technology in your classroom or office? ITS Consulting Services stands as a hub for faculty and staff members seeking to initiate a new technology project, find out more about the process, and connect with prospective sales reps. In other words, ITS Consulting Services points you in the right direction. A request form for consulting services is located on the ITS Consulting Services webpage. With this form, you can request IT project information, request a new product implementation, and ask general technology-related questions. Learn more about ITS Consulting Services featured in this guide by visiting the ITS website.

ITS TRAINING SERVICES

ITS Training Services offers classes that cover subjects such as PeopleSoft, the Data Warehouse, and general campus software to all faculty and staff. Online, one-on-one, small group, and department-specific classes are available to fit your needs. Training sessions range from an introductory system navigational class to complex systems process-related classes covering everything necessary for your operational needs. ITS Training Services also welcomes students to attend many of our schedule software training courses. To register for a class, visit the ITS Training Services website or contact itstrainingservices@csusb.edu for further assistance.
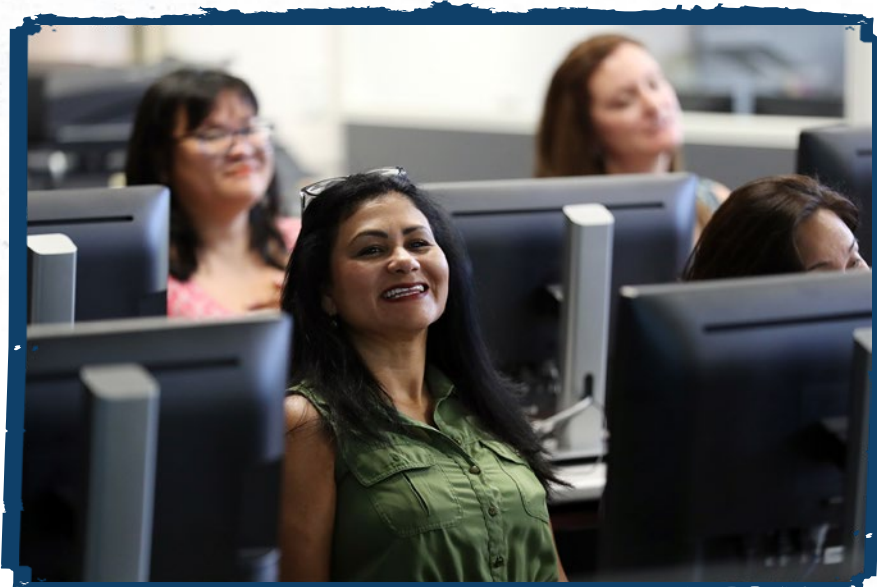
NEW EMPLOYEE TECHNOLOGY ORIENTATION | NETO

New Employee Technology Orientation (NETO) provides new employees an overview of basic MyCoyote Portal features including how to activate your MyCoyote account, use Staff Self-Service features, and more. New employees are also able to complete required NETO courses in the ITS Training Lab located in PL-1104. NETO sessions are available via video conferencing using Zoom (appointment necessary). Additionally, five computer stations are available for faculty, staff, and students for walk-in during business hours.

SELF-SERVICE LABS

SAN BERNARDINO CAMPUS

PFAU LIBRARY WEDGE, ROOM PL-1109
24 hours a day, 7 days a week

ATAC LAB, ROOM PL-1109D
Monday through Thursday, 8:00 a.m. - 11:00 p.m.
Friday, 8:00 a.m. - 5:00 p.m.

JACK H. BROWN COLLEGE COMPUTER LAB, JB-123
Monday through Thursday, 8:00 a.m. - 10:00 p.m.
Friday, 8:00 a.m. - 4:00 p.m.
Saturday, 9:00 a.m. - 5:00 p.m.
Sunday, 2:00 p.m. - 10:00 p.m.

TESTING AND TUTORING LAB, UH-351
Monday through Thursday, 8:00 a.m. - 8:00 p.m.
Friday, 8:00 a.m. - 5:00 p.m.

PFAU LIBRARY LAB, PL-1003
Monday through Thursday, 8:00 a.m. - 11:00 p.m.
Friday, 9:00 a.m. - 5:00 p.m.
Saturday, 9:00 a.m. - 2:00 p.m.
Sunday, 1:00 p.m. - 5:00 p.m.

PALM DESERT CAMPUS

ROGERS GATEWAY LAB, ROOM RG-215
Monday through Friday, 7:00 a.m. - 10:00 p.m.

HEALTH SCIENCES LOBBY
Monday through Friday, 7:00 a.m. - 10:00 p.m.
Friday, 8:00 a.m. - 5:00 p.m.

HELENE HIXON RESOURCE CENTER (LIBRARY)
Monday through Thursday, 8:00 a.m. - 8:00 p.m.
Friday, 8:00 a.m. - 5:00 p.m.

*Summer hours may vary. Please contact TSC for questions at (909) 537-7677

INK SMARTSTATIONS

CSUSB introduced new, smarter printing stations, the INK SmartStation. These self-service printing kiosks offer new, more convenient ways to print, whether you are using a lab computer, your personal device, or your cloud accounts. The INK SmartStations provide high quality prints and are more eco-friendly than traditional printers.

SAN BERNARDINO CAMPUS
Pfau Library Wedge - Room PL-1109
Pfau Library Lab - PL-1003
Santos Manuel Student Union - 1st Floor

PALM DESERT CAMPUS
Palm Desert Health Sciences Building - Lobby

PRINTERON

Convenient on-campus wireless printing is available for faculty and staff at the San Bernardino campus. Instead of logging on to the nearest computer, documents are now ready to print as soon as you walk in the building. Using the PrinterOn mobile app, you can print documents from any of CSUSB's 19 printing stations. Locations include Pfau Library, Jack H. Brown College, and University Hall. The PrinterOn app is available in the Apple App Store and Google Play stores. You also have the option to use the PrinterOn website from any device or computer on campus. Find out more information about the PrinterOn services featured in this guide by visiting the ITS website.

TECHNOLOGY SUPPORT CENTER

The Technology Support Center is the one-stop shop for your university technology needs. Our mission is to provide world-class service to faculty, staff, and students. Our technicians offer phone, email, and remote support for many campus technology issues, including assistance with campus resources such as MyCoyote, Blackboard, CSUSB email, along with many other tools.

IN-PERSON TECHNOLOGY SUPPORT IS AVAILABLE AT THE SAN BERNARDINO CAMPUS:
Monday through Thursday, 7:00 a.m. – 10:00 p.m.
Friday through Saturday, 7:00 a.m. – 7:00 p.m.

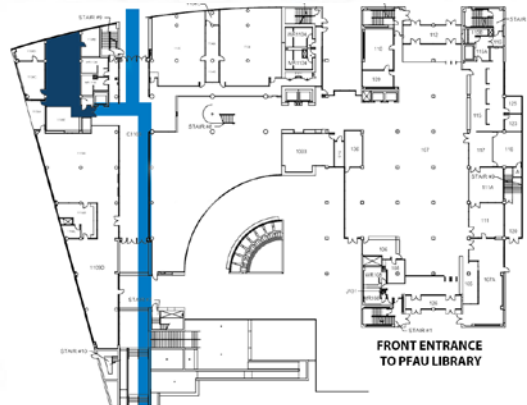**THE TECHNOLOGY SUPPORT CENTER IS HERE FOR YOU AROUND THE CLOCK.**

PHONE: 909-537-7677
EMAIL: support@csusb.edu
WEB: support.csusb.edu
BLOG: blogs.csusb.edu/its
LOCATION: The Wedge, PL-1108, San Bernardino Campus

FRONT ENTRANCE
TO PFAU LIBRARY

TECHNOLOGY
SUPPORT
CENTER

WIRELESS NETWORK | EDUROAM

Got Wi-Fi? Connect to Eduroam, CSUSB's official Wi-Fi network! Your username is your CoyoteID@csusb.edu, and your password is your CSUSB password. Eduroam will keep you connected throughout the CSUSB campus, and when visiting other Eduroam participating campuses. Find out more about CSUSB's Eduroam wireless network by visiting the ITS website.

WEB APPLICATIONS

BLACKBOARD

Blackboard is the learning management system (LMS) used here at CSUSB. Blackboard is a customizable, web-based learning environment that can be used with traditional face-to-face courses, as well as with those taught completely online or partially online (hybrid). Blackboard features a variety of tools and third-party integrations designed to enhance the teaching and learning experiences. Instructors can add media-rich content including customized quizzes and exams, written or audiovisual assignments, discussion boards, and much more; and they can choose to keep track of it all in an integrated electronic gradebook. Blackboard's robust assessment tools allow for multiple points of student evaluation, as well as the ability to promote engagement and peer feedback. ITS provides support for faculty in both the development and use of Blackboard, and has a team of expert instructional designers ready to help you integrate Blackboard into your classes. Learn more about Blackboard and how we can help you at ati.csusb.edu

CSULEARN

CSULearn is a learning portal that allows our campus community to complete required compliance and access granting trainings. All employees will automatically be assigned required compliance courses based on their role and level of access. In addition, CSULearn hosts a variety of professional development courses. Learn more by visiting the CSULearn website or contacting CSULearn@csusb.edu

GOOGLE G SUITE

CSUSB provides access to Google G Suite for Education for all of our faculty, staff, and students. This includes access to Google Drive and Google Groups. With G Suite you can work with your peers in sharing and collaborating on documents, powerful presentations, and dynamic spreadsheets. You can access Google G Suite through the MyCoyote portal.

HETS VIRTUAL PLAZA

Hispanic Educational Technology Services (HETS) provides users with "The Virtual Plaza," an online resource designed for faculty and administrators. The Virtual Plaza contains resources including professional development workshops, Hispanic educational research, fellowship information, and more. Learn more about the HETS featured in this guide by visiting the ITS website.
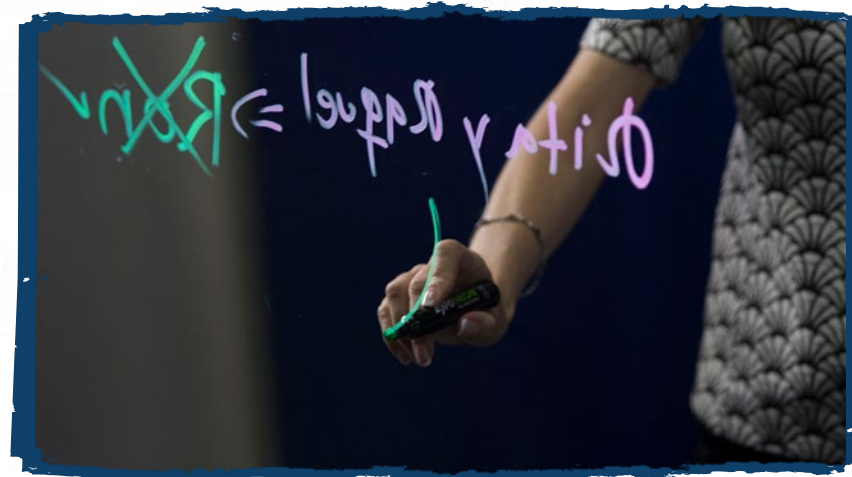
LINKEDIN LEARNING

CSUSB faculty and staff can now obtain unlimited access to more than 40,000 instructional videos and informative articles through LinkedIn Learning. LinkedIn Learning is an online tutorial library that includes up-to-date supplemental tools and techniques in business, digital media, design, development, and more. There are also 3,000+ specialized courses, software tools, and tutorials, including ones for Microsoft Office and Adobe Creative Suite. For more information about LinkedIn Learning, visit the software page on the ITS website.

MICROSOFT OFFICE 365

Have you recently purchased a computer that did not include Microsoft Office? Faculty and staff can download Office 365 ProPlus (programs such as Word, Excel, PowerPoint) for FREE! Office 365 can be installed on up to 5 machines (PC, Mac, or mobile devices). Find out more information about how you can start using Microsoft Office 365 today by visiting the software page on the ITS website.

MYCOYOTE MODULES

MYCOYOTE OFFERS A ONE-STOP SHOP FOR ALL YOUR ACADEMIC NEEDS. TO ACCESS MYCOYOTE AND EXPLORE WHAT IT HAS TO OFFER, GO TO MY.CSUSB.EDU, AND LOG IN USING YOUR COYOTE ID AND PASSWORD. IF YOU NEED ASSISTANCE WITH YOUR LOGIN INFORMATION, CONTACT THE TECHNOLOGY SUPPORT CENTER, AVAILABLE 24/7.

HERE ARE SOME OF THE GREAT FEATURES AVAILABLE IN THE MYCOYOTE QUICK LAUNCH MODULES:
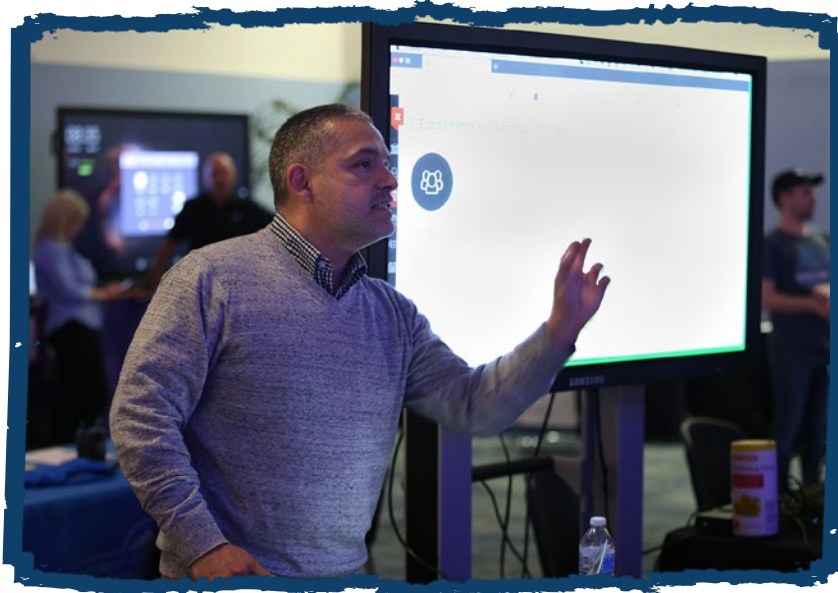
FACULTY AND STAFF EMAIL
Office 365 includes a suite of tools, such as Email, Calendar, OneDrive, and more

BLACKBOARD
Access online materials for your courses

FACULTY CENTER
Manage items such as your class roster, class schedule, and grading

MY ACADEMICS
Student Center, Faculty Center, Advisor Center, and related student, faculty, and staff services

MY EMPLOYMENT
Time and Attendance, Benefits, Paycheck, Travel, CSULearn, LinkedIn Learning, and more

LIBRARY RESOURCES
Find books, articles, media, textbooks, reserve study rooms, and more

QUARTER TO SEMESTER CONVERSION
Semesters are coming fall 2020!

COLLABORATE
Zoom Video Conferencing, Google Drive, Qualtrics Surveys, Yammer and more

ADMINISTRATIVE SYSTEMS
PeopleSoft CS, PeopleSoft HR, CSYOU, CFS, CFS DW, EMS, and more

UNIVERSITY LIFE
Join campus organizations and view campus news

CAMPUS DIRECTORY
Search for faculty and staff contact information

TECHNICAL ASSISTANCE
The Technology Support Center is the one-stop shop for your university technology needs

DOWNLOADABLE SOFTWARE

ADOBE® CREATIVE CLOUD™

Faculty and staff are able to download the full Adobe Creative Cloud suite on their personal and work computers for free. Adobe Creative Cloud gives you access to all of the latest and greatest Adobe creative tools, plus online services and other new applications as they are released. Visit the software page on the ITS website to download your copy of Adobe Creative Cloud today.

ESET ANTIVIRUS PROTECTION

CSUSB faculty and staff can receive a free licensing code and installation of ESET Antivirus Protection on up to three devices, including home computers. With ESET, each device is protected from viruses, spyware, and malware for one year. The software eliminates virtually all threats on your PC or Mac to keep documents and private information safe. Find out how you can start protecting your information with ESET today by visiting the software page on the ITS website.

ZOOM VIDEO CONFERENCING

Collaborating with students and colleagues is a breeze using Zoom, CSUSB's tool for hosting and attending video conferences. With Zoom, you can host online meetings, conferences and chats, and record meetings to view later. Zoom is compatible with iOS, Mac, Android, and PC. Find out how you can get started with Zoom today by visiting the software page on the ITS website.

ADDITIONAL SOFTWARE

Faculty and staff have access to many other software applications for their campus-owned machines and in CSUSB's computers labs.

CAMTASIA

Camtasia provides educators with the ability to easily create videos that motivate students and enhance learning by allowing you to create and publish course-specific visual presentations that keep students engaged. A software key is required to fully access Camtasia; to obtain this, please contact the Technology Support Center. Learn more about the Camtasia video recording and editing software featured in this guide by visiting the software page on the ITS website.

FILESENDER

Internet2 Filesender is a valuable tool for faculty and staff who need to send large files through email that exceed the 25 MB/file limitation.

JMP STATISTICAL SOFTWARE

JMP Statistical Software is now available to faculty and staff at CSUSB. JMP statistical discovery software from SAS is the tool of choice for scientists, engineers, and other data explorers in almost every industry and government sector. JMP combines powerful statistics with dynamic graphics, in memory and on the desktop. Interactive and visual, JMP reveals insights that raw tables of numbers or static graphs tend to hide. Visit the software page on the ITS website to get started with JMP today.

MATHEMATICA

Wolfram Mathematica provides technical computation and data functions to provide a principal computation environment for educators. Mathematica uses the Wolfram Notebook Interface, which allows you to organize everything you do into flexible documents that include text, runnable code, dynamic graphics, and user interfaces. Get started with Mathematica today by visiting the software page on the ITS website.

SNAGIT

Snagit is the ultimate screen capture tool to save and display images from the web. With Snagit's easy-to-use tools, you can quickly create your own images and videos from the web to write feedback, resolve a problem, or show off something new and interesting. Snagit empowers you to communicate effectively with visuals that add spark and clarity to your ideas on any subject. Find out more information about Snagit by visiting the software page on the ITS website.

SPSS STATISTICAL SOFTWARE

SPSS statistical software is available to faculty and staff at CSUSB. The IBM SPSS software platform offers advanced statistical analysis, a vast library of machine-learning algorithms, text analysis, open-source extensibility, integration with big data, and so much more. Its ease of use, flexibility, and scalability make SPSS accessible to users of all skill levels. Visit the software page on the ITS website to get started with SPSS today.

QUALTRICS

Create and send out powerful surveys through Qualtrics. With over 250 templates and the ability to create smart forms through the use of logic, Qualtrics makes sophisticated research simple and empowers you to capture the insights you need quickly. You can access Qualtrics through the MyCoyote portal.

Dear Faculty and Staff,

On behalf of the Division of Information Technology Services, I welcome you to CSUSB. Our mission is to support student, faculty and staff success by providing world-class customer service, fostering faculty-led innovation and research, and enhancing operational efficiency through the effective use of information technologies.

Below is the contact information for our department heads and their areas of responsibility. If you need any assistance at any time with any of our services, please don't hesitate to reach out to any of us.

We wish you all success at CSUSB!

Best Regards,

Sam Sudhakar
Vice President for Information Technology Services & CIO
ssudhakar@csusb.edu
909-537-5100

DEPARTMENT	ADMINISTRATOR
TECHNOLOGY OPERATIONS AND CUSTOMER SUPPORT **Technology Support Center (TSC)** 24 x 7 x 365 Technology Support http://support.csusb.edu support@csusb.edu **Enterprise and Cloud Services (ECS)** **Telecommunications and Network Services (TNS)** **Information Security, Identity Management and Application Services**	**Gerard Au, Deputy Chief Information Officer / Chief Information Security Officer** gau@csusb.edu 909-536-5987 **Jim O' Linger, Chief Technology Support Officer** jolinger@csusb.edu 909-537-5470 **Chris Bradney, Assistant Director of Technology Support Center** chris.bradney@csusb.edu 909-537-4462
Academic Technologies and Innovation (ATI)	**Bradford Owen, Interim Director / Chief Academic Technology Officer** bowen@csusb.edu 909-537-7379 **James Trotter, Assistant Director** jamest@csusb.edu 909-537-5063
Administrative Computing and Business Intelligence (ACBI)	**Lenora Rodgers, Chief Administrative Systems Officer** lenora@csusb.edu 909-537-7264
Institutional Intelligence and Analytics, Digital Transformation and Compliance Initiatives	**Muriel Lopez-Wagner, Chief Data Officer & Associate Vice President** muriel.lopez-wagner@csusb.edu 909-537-5052 **Michael Casadonte, Director of Digital Transformation** mcasadon@csusb.edu 909-537-5086
Palm Desert Campus	**Patricia Weyand, Director of Technology (PDC)** pweyand@csusb.edu 909-537-8159
Project Management and Assessment	**Tammy Dietzel, Project Management Lead** tammy.dietzel@csusb.edu 909-537-3106
ITS Budget Analyst	**Gabby Guzman, Senior Budget Analyst** gguzman@csusb.edu 909-537-5081

INFORMATION TECHNOLOGY SERVICES

PHONE: 909-537-7677
EMAIL: support@csusb.edu
WEB: https://support.csusb.edu
BLOG: blogs.csusb.edu/its
LOCATION: PL-1108 (The Wedge)

**SCAN THIS QR CODE TO SUBMIT
A SUPPORT TICKET TO THE
TECHNOLOGY SUPPORT CENTER.**