

INFORMATION TECHNOLOGY SERVICES FACULTY & STAFF RESOURCE GUIDE

2021-2022



Find out how to keep
you and your devices
connected!

Get around-the-clock
technology support!



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

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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 scanning 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, the Incubator Classroom, and latest AV technologies featured in this guide by visiting the ITS webpage at csusb.edu/its.

IDEA LAB & LOUNGE

San Bernardino campus
Pfau Library, room PL-003

INCUBATOR CLASSROOM

San Bernardino campus
Pfau Library, room PL-015



ACCESSIBLE TECHNOLOGY SERVICES

Accessible Technology Services (ATS) ensures CSUSB fulfills its commitment to providing equal access to information communication technology for individuals with disabilities and oversees implementation of the CSU-wide Accessible Technology Initiative. ATS provides a variety of accessibility-related services for faculty and staff. Visit csusb.edu/ats for more information on our services, including:

- Accessibility Tools and Training
- Video Captioning and Audio Transcription
- Document Remediation
- Web Accessibility Reporting and Support
- Procurement of Accessible ICT Support
- Blackboard Ally Training and Support

TO OPEN A SUPPORT TICKET EMAIL:

accessibility@csusb.edu

ADOBE SIGN

Adobe Sign is a cloud-based electronic signature platform that lets you send, sign, track, and manage documents for signature using a browser or mobile device. Any document can be quickly sent for signature through Adobe Sign to help you gather all the signatures required swiftly.

Some common uses for Adobe Sign on our campus include Human Resources forms, timesheets, authorizations forms.

Learn more about Adobe Sign by attending a training session. You'll learn how to send a document for signature, track your documents, add form fields to documents, create a document template, and much more. Contact ITS Training Services itstraining@csusb.edu for more information and training dates.template and more. Contact ITS Training Services for more information.



Adobe Sign



ASSISTIVE TECHNOLOGY CENTER

The Assistive Technology Center (ATC) is a specialized computer lab that provides and supports a variety of assistive technologies (AT) for students, faculty, and staff. Assistive technologies are traditionally used by individuals with disabilities to facilitate alternative means of access to information. Many AT programs are so effective that they are in mainstream use. Thus, the ATC lab located in PL-1109D is open to everyone.

Due to the COVID pandemic, all campus labs are virtual and can be accessed by going to csusb.edu/coyote-labs.

ATC has additional adaptive workstations throughout campus:

- Jack Brown Hall (2 workstations): JB-123
- University Hall (2 workstations): UH-385 (SAIL Harbor), UH-007(Multimedia Language Center)
- College of Education (2 workstations) CE-205, CE-311
- Pfau Library (7 workstations): 1st floor by reference computers, 1st-floor room, 2nd floor by new elevators, 2nd floor room 2005, 3rd floor, 4th floor, 5th floor by new elevators
- Santos Manuel Student Union: SMSU-202

SAN BERNARDINO CAMPUS

- Pfau Library Wedge, room PL-1109D

PALM DESERT CAMPUS

- PDC Rogers Gateway (3 workstations): RG-105, RG-107, RG-209
- Helene A. Hixon Information Resource Center, Library (1 workstation): HS-103

For more information about ATC services, email accessibility@csusb.edu or visit csusb.edu/ats.

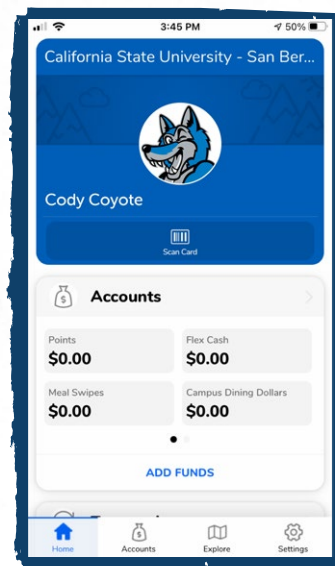
PHONE: 909-537-5079

COYOTE ONECARD

Your Coyote OneCard is now digital! The Coyote OneCard is your identification card throughout campus. You can download the mobile OneCard by clicking on the "Digital Coyote OneCard" tile in the myCoyote portal. The digital OneCard can be used to: make payments at dining, bookstore and printing locations; view your photo; view balances; and add additional funds to Coyote Cash. To learn more about the Coyote OneCard [please visit the ITS website](#).

Your physical OneCard is not just an ID, it also functions as a:

- Meal Card – For students who are on a meal plan
- Library Card – Library barcode located on front of card
- Fitness Card – For access to the Rec Sports 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
- Bus Pass - Ride the public transportation buses in San Bernardino (OMNI), Coachella Valley (SunLine) and the high desert (Victor Valley Transit) for free





EXAM GRADING SERVICE

Measuring student performance in the classroom is an essential indicator for faculty to ensure student success. To support Faculty on this area, ITS offers a free 24 hrs. turnaround Exam Grading Service to all CSUSB Faculty members. This grading service allows faculty to administer evaluations with up to 160 multiple-choice questions and provide statistical analysis, which are particularly useful to assess student performance and gather feedback on what teaching methods are proving to be most effective. The results are provided via email on a variety of formats including TXT, PDF and Blackboard Grade Book. The Blackboard Grade Book format allows Faculty to upload their grades results directly into their Blackboard grading book in a few simple steps.

The grading service can be requested at the Technology Support Center (PL-1108).

ITS PROJECT SERVICES

The ITS Office of Strategic Technology Initiatives is here to help your projects succeed. Whether you are looking for a new software solution, or need ITS assistance implementing or integrating a system, we have the knowledge and skills to assist. We also offer a comprehensive Project Management Toolkit for you to use to manage your own projects. Submit a request for our assistance, or find out more about the services we offer, [on 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 TRAINING SERVICES

ITS Training Services offers sessions involving subjects such as PeopleSoft, the Financial Data Warehouse, and general campus software to all staff, faculty and students. Online, one-on-one, small group, and department-specific sessions are available. Training sessions range from an introductory system navigation to complex system process-related sessions. ITS Training Services welcomes students to participate in all sessions and services as it relates to their role. 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 module specific trainings through CSU Learn and via video conferencing using Zoom. Contact our staff at itstrainingservices@csusb.edu for more details.

SELF-SERVICE LABS

SAN BERNARDINO CAMPUS

Due to the COVID pandemic, all campus labs are virtual and can be accessed by going to csusb.edu/coyote-labs.

PFAU LIBRARY WEDGE, ROOM PL-1109

24 hours a day, 7 days a week

ATC LAB, ROOM PL-1109D

One-on-one assistance available
Monday through Thursday, 8:00 a.m. - 11:00 p.m.
Friday, 8:00 a.m. - 5:00 p.m.

PFAU LIBRARY LAB, PL-1003

Monday through Thursday, 7:00 a.m. - 11:00 p.m.
Friday, 7:00 a.m. - 5:00 p.m.
Saturday, 9:00 a.m. - 2:00 p.m.
Sunday, 1:00 p.m. - 5:00 p.m.

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.

UNDERGRADUATE STUDIES COMPUTER LAB, UH-347

Monday through Thursday, 7:30 a.m. - 7:30 p.m.
Friday, 7:30 a.m. - 4:30 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.

*Summer hours may vary

SELF-SERVICE LABS

PALM DESERT CAMPUS

Due to the COVID pandemic, all campus labs are virtual and can be accessed by going to csusb.edu/coyote-labs.

ROGERS GATEWAY LAB, ROOM RG-215

Monday through Friday, 7:00 a.m. - 10:00 p.m.

HELENE A. HIXON INFO AND RESOURCE CENTER, LIBRARY

Monday through Thursday, 8:00 a.m. - 8:00 p.m.
Friday, 8:00 a.m. - 5:00 p.m.

HEALTH SCIENCES LOBBY, OUTSIDE OF LIBRARY

Monday through Friday, 7:00 a.m. - 10:00 p.m.

*Summer hours may vary



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: OneCard, 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 and Saturday 7:00 a.m. - 7:00 p.m.

Sunday, Closed

* Holiday/summer walk-in hours will be updated on support.csusb.edu.

ONLINE TECHNOLOGY SUPPORT IS AVAILABLE AROUND THE CLOCK.

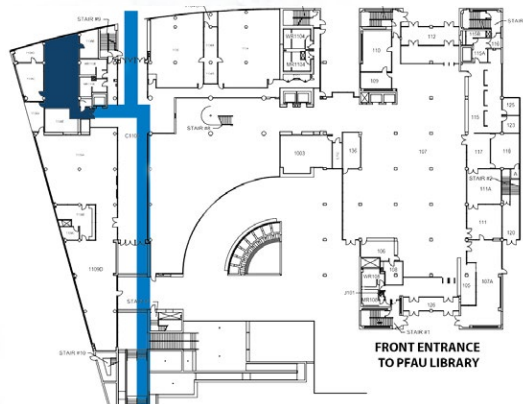
PHONE: 909-537-7677

EMAIL: support@csusb.edu

WEB: support.csusb.edu

BLOG: csusb.edu/its/blog

LOCATION: The Wedge, PL-1108, San Bernardino Campus



**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 both the San Bernardino and Palm Desert campuses, and when visiting other eduroam participating campuses. Find out more about CSUSB's eduroam wireless network by visiting the ITS website at csusb.edu/wifi.

WEB APPLICATIONS

CANVAS AND BLACKBOARD

Canvas and Blackboard are the learning management systems (LMS) used here at CSUSB. They are customizable, web-based learning environments that can be used with traditional face-to-face courses, as well as with those taught completely online or partially online (hybrid). Canvas and Blackboard feature 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 Canvas and Blackboard, and has a team of expert instructional designers ready to help you integrate Canvas or Blackboard into your classes. Learn more about Canvas and 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 hets.org.



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 APP

The myCoyote mobile app provides the same features found in the myCoyote portal, in one mobile-friendly and convenient app. Access student related services, view important dates, receive notifications and more! The app is available for Apple and Android devices. Download the app in the App Store or Google Play store for an easier and mobile friendly experience while using your device.



PUSH NOTIFICATIONS

Receive push notifications on your personal registration date and time straight to your device through the myCoyote app. To receive notifications to your device, access your device settings and locate the myCoyote mobile app and allow notifications.



UPCOMING FEATURES

New and exciting features will be added to the myCoyote app in 2021. Download today and keep watch for enhancements to the overall user experience!



MYCOYOTE MODULES

myCoyote offers a one-stop shop for all your academic needs. To access myCoyote and explore what else it has to offer, go to my.csusb.edu, and login 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 offered 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



COLLABORATE

Zoom Video Conferencing, Google Drive, Qualtrics Surveys, Yammer, Microsoft Teams 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.

AZURE RESOURCES FOR FACULTY AND STAFF

Azure is a comprehensive set of cloud services that developers and IT professionals use to build, deploy, and manage applications through a global network of datacenters. In cooperation with Azure, CSUSB offers a variety of free resources for faculty and staff.

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](#).

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. To receive the download and license key for SPSS, please contact the Technology Support Center.

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

Samuel Sudhakar, Ph.D.
CIO and Vice President for Information Technology Services
ssudhakar@csusb.edu

Karina Alvarado
Executive Assistant
alvarado@csusb.edu
909-537-5100

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)

Identity, Security, and Enterprise Technology

Gerard Au, Deputy Chief Information Officer / Chief Information Security Officer
gau@csusb.edu
909-536-5987

Bruce Hagan, Director of Technology Operations and Cloud Services
bruce.hagan@csusb.edu
909-537-4242

Jim O' Linger, Chief Technology Support Officer
jolinger@csusb.edu
909-537-5470

Brandon Sierra, Assistant Director of Technology Support Center
bsierra@csusb.edu
909-537-3476

Academic Technologies & Innovation (ATI)

James Trotter, Assistant Director of Academic Technologies & Innovation
jamest@csusb.edu
909-537-5063

Bradford Owen, Interim Director / Chief Academic Technology Officer
bowen@csusb.edu
909-537-7379

Administrative Computing and Business Intelligence (ACBI)

Grace King, Interim Chief Administrative Systems Officer
gking@csusb.edu
909-537-4317

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

Office of Strategic Technology Initiatives

Chris Bradney, Director of Strategic Technology Initiatives
chris.bradney@csusb.edu
909-537-4462

ITS Budget Analyst

Gabby Guzman, Senior Budget Analyst
gguzman@csusb.edu
909-537-5081

INFORMATION TECHNOLOGY SERVICES

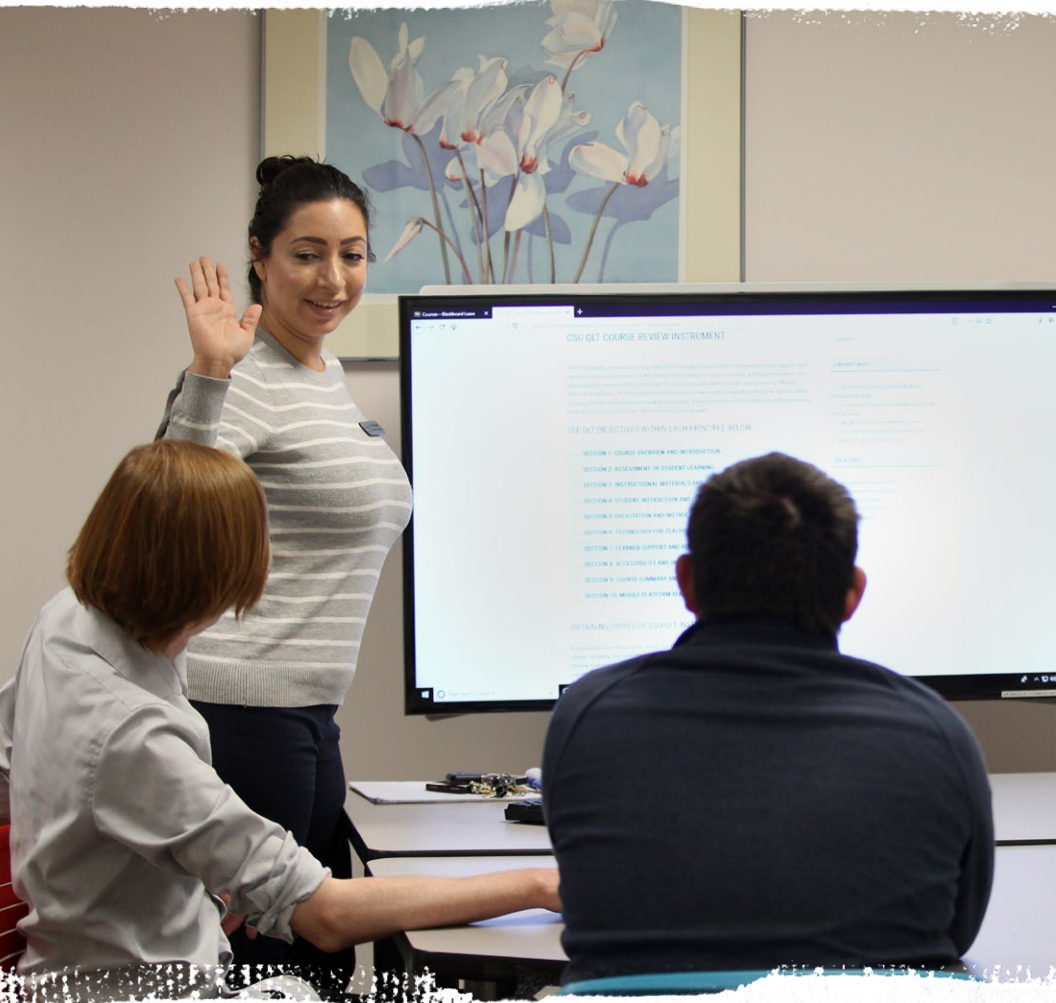
PHONE: 909-537-7677

EMAIL: support@csusb.edu

WEB: support.csusb.edu

BLOG: csusb.edu/its/blog

LOCATION: PL-1108 (The Wedge)



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