

# THE E-NEWSLETTER

The electronic newsletter of the

*Academic Senate Committee on Computer Resources*

Queensborough Community College, CUNY

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Vol. 3 No. 1 • Winter 2003

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*Anthony Kolios, Phil Pecorino, editors*

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## News from the Committee on Computer Resources

### How to get software and hardware:

**Software:** contact Bruce Naples in the ACC who will make what is available known and will make appointments for installations or referrals to CUNY if needed.

The QCC Website will soon include a listing of the software for which QCC has site licenses and a link to the CUNY listing for licenses for software available from the University.

### Hardware:

**Departments:** Chairpersons make contact with IT who will do the best they can on a first come first served basis using available equipment.

**Faculty** who need a specific configuration should contact IT directly.

### Computer Facilities and Classrooms:

Chairpersons work with the office of Finance and Administration in relation to the Technology Plan and the Student Technology Fee Plan

ACC is available for faculty to use its resources Monday through Saturday. It also loans laptops, if available, to faculty for specific purposes for very short terms (days).

### Obtaining Hardware and Software for those Students with Special Needs:

Faculty and academic departments who are responsible for computer facilities used by students with special needs should obtain the appropriate hardware and software for students

with special needs by sending their requests to the ACC and Bruce Naples.

The responsibility of purchasing the hardware and the software belongs to the particular departments. These requests should be sent during the planning and construction of such facilities.

Subsequent to the opening of such facilities such requests for retrofitting or renovations should be sent to the ACC and Bruce Naples.

The Office of Services for Students with Disabilities may serve as an advisory and consulting resource. Although it is not the responsibility of the Office of Services for Students with Disabilities to actually equip the facilities, they are fully available for consultation and assistance.

If the request is not granted or the equipment is not supplied an appeal is to be made to the QCC compliance officer who will advise as to what steps may be taken on appeal.

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## News from the Information Technology Center

**George Sherman, Executive Director**

All classrooms now have network jacks for internet access. Any classroom may be used with a smart podium or computer equipped with a Network Interface Card (NIC). The extension of the Wireless campus continues. All of the Library, Humanities, Administration, Technology, "C" and ISSC

Buildings now have wireless access points (hubs). Science(1<sup>st</sup>,2<sup>nd</sup> and Basement and the Medical Arts Building (4<sup>th</sup> floor) also have wireless access points. Most outside areas surrounding these buildings like the Science atrium and the quadrangle formed by the Humanities, Science and Library Buildings have wireless access as well. Parking fields 1,2 and 3 are also covered Further extensions of the wireless system await funding for additional Access Points from the Student Technology Fee from spring registration.

Supplies can now be ordered online.

Work requests for Buildings and Grounds can now be initiated and tracked online.

An On-line Duplication Request Email Form has been developed and implemented. This form is accessible to all valid E-mail users. The completed form is sent to Printing Services where the Duplication request is processed. Contact Printing Services for more information or instructions.

The Compass Testing Center (PC based Placement Testing) is operating in the Library with 50 workstations.

Admissions has a new application for tracking transcripts

The Web Based Student Academic Advisement System is now in production. It is available from the Registrars Web Page.

IT is in the process of hiring a Network Security Administrator

IT has completed a project to upgrade the memory in all faculty office PCs. These PCs are now capable of running the latest versions of MS Office.



## News from the Academic Computing Center Bruce Naples, Director

**ACC Student Computer Lab:** The **Student Computer Lab** supports academic curricula throughout the college. Its 40 PCs and 20 Macs provide access for approximately 250 students per day at the beginning of the semester, and up to 350 students per day by the end of the semester.

**ACC Smart Room:** The multimedia classroom is serving ten ACC workshops, two scheduled classes from academic departments, and many ad hoc bookings from both administrative and academic departments.

**Smart Podiums:** Ten Smart Podiums have been deployed to designated areas throughout the campus. The podiums are scheduled for 158 hours of weekly classroom use by various academic departments.

**Humanities Smart Rooms (now with swipe locks):** The two multimedia classrooms in the Humanities building are used 56 hours per week between the hours of 8am and 5pm. The ACC provides direct, in-class, support for instructors using laptops in those rooms (H347 & H349).

**Smart Survey:** A survey of smart room and smart podium users was conducted. The Smart Rooms were deemed extremely useful and well configured. The majority of those who responded viewed the smart podiums as suitable for their needs, albeit heavy. In that regard, larger wheels have been purchased to make the carts more mobile.

**CUNY Online:** Faculty participants develop Fully or Partly Online Blackboard courses. QCC has two participants in the Spring 2003 cohort.

**Perkins III Faculty Development:** For Spring 2003, four faculty participants are developing technologically enhanced course materials for vocational curricula. The ACC provides both workshops and individualized assistance for faculty members.

**Web Master:** We welcome David Moretti as the college's new Webmaster.

**WebSite:** The **QCC Web Site Policies and Procedures** document has been finalized and it is scheduled to be presented to the Academic Senate for approval at its next meeting.

**Web site re-design:** Phase 2 of the QCC Web site design has begun.

**Blackboard:** The ACC is supporting five fully online, 20 partly on line, 102 Web-enhanced, and 10 newly created Blackboard courses. Overall there are 137 Blackboard courses, and more than 3,000 students are enrolled.

**Faculty Development Workshops:** Ten are being offered in the Spring 2003 semester:

1. **WEB ENHANCING YOUR COURSE WITH BLACKBOARD**  
(4 sessions) Wednesdays, 3/5, 3/12, 3/19, 3/26, (2pm – 5pm)
2. **BEGINNER ACCESS** – learn the fundamentals of using the MS Access desktop database  
Thursday, 3/13, (2pm – 5pm)
3. **INTERMEDIATE ACCESS**  
Thursday, 3/20, (2pm – 5pm)
4. **BEGINNER EXCEL**– learn the fundamentals of using the MS Excel spreadsheet Thursday, 4/3, (2pm – 5pm)
5. **INTRODUCTION TO DREAMWEAVER MX** – build a simple Web site while learning the fundamentals of Dreamweaver MX  
Friday, 4/4 (10am – 1pm)
6. **INTERMEDIATE EXCEL**  
Thursday, 4/10, (2pm – 5pm)
7. **INTERMEDIATE DREAMWEAVER MX**– expand your knowledge of building Web sites with Dreamweaver MX Friday, 4/11 (10am – 1pm)
8. **OUTLOOK MAGIC** – learn the secrets of the Outlook masters  
Friday, 5/2, (10am – 1pm)
9. **RESPONDUS 2.0 FOR BLACKBOARD** – learn to create Blackboard tests and quizzes outside of the Blackboard environment.  
Wednesday, 5/7, (2pm – 5pm)
10. **WORD MAGIC** – learn the secrets of the Word masters  
Thursday, 5/8, (2pm – 5pm)

### Email System for Students

There are over 700 QCC students using the email system set up for them. Over 11,00 students have email accounts. Faculty are urged to inform students about this and encourage its

use. The accounts are the default option with QCC Online BlackBoard Classes.

Welcome to the QCC Student Email Information and Logon Page

Your User Name is the first initial of your first name plus your full last name plus the last two digits of your social security number. If your name has an apostrophe or a hyphen it has been removed. Your password is the last six digits of your social security number. The domain is QCCSTU. For Example if your name is Jane O'Connor-Smith and your SSN is 123456789 the login information is as follows:

User Name      JOCONNORSMITH89  
Password        456789  
Domain      \*      QCCSTU

\* If you have Windows XP you will not be prompted to supply a Domain Name. You must type it in before your User Name as shown below:

User Name      QCCSTU\  
JOCONNORSMITH89  
Password        456789  
Your email address is your  
[UserName@stumail.qcc.cuny.edu](mailto:UserName@stumail.qcc.cuny.edu)

For the user above the email address would be:  
JOCONNORSMITH89@stumail.qcc.cuny.edu

To log on click here <http://stumail.qcc.cuny.edu>.

If you have difficulty logging on call 1-718-631-6273 Monday thru Friday between 9am and 5pm.

For questions regarding your QCC E-Mail account send an e-mail to:  
EMAILHELP@stumail.qcc.cuny.edu

### Email for Adjuncts:

A QCC email account has been created for you. Below are instructions on how to access your email account. You can access your email from any computer on campus that has access to the

Internet. You can also access your email from off campus using a computer that is connected to the Internet.

Start Internet Explorer or Netscape Communicator. After the program starts type in the following URL in the Address/Location box: [HTTP://mail.qcc.cuny.edu](http://mail.qcc.cuny.edu) .

After the Microsoft Outlook Web Access page is displayed type in your network logon ID, **FName**, in the *logon box*(*The F is the first letter of your first name and the Name is your last name*) and press the enter key on the keyboard. An Enter Network Password dialog box appears. Type in your logon ID, **FName**, in the *user name* box and your *password* in the password box. Your initial password is Xyz123. Press the enter key on the keyboard.

Please note that the password *is case sensitive*. For example, if your password is Qcc123456 and you type qcc123456 you will be denied access. If you attempt to logon three times unsuccessfully your account will be locked. You must wait 15 minutes before you can make another three attempts to logon.

Every ninety days your password will expire and you must input a new one. It must have at least one capital letter, at least one lower case letter and one numeral. The password must be at least six characters/numerals long and you cannot use your name. You cannot reuse the last 6 passwords you utilize.

Once you have logged on you can change your password by selecting the *options* icon on the left hand side of the screen and then selecting the *change password* button. Select *yes* in the security alert dialog box and then *ok* in the client authentication dialog box. The Domain is Qcctwo and the Account is **FName**. After submitting your password change you should receive a notification that the password was changed.

Your email address is  
**FName@qcc.cuny.edu**

If you have any questions or need assistance call The Office of Information Technology @ (718) 631-6273.

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## **QCC WEBSITE POLICIES and PROCEDURES**

The CCR and the QCC Website Committee have sent a recommendation to the Academic Senate concerning the Development of the site.

### *Joint Statement of*

*Senior Vice President Howard Lapidus,*

*the QCC Web Site Committee and*

*the Academic Senate Committee on*

### *Computer Resources.*

The proposed Policies and Procedures for the College Web Site reflect the current technological resources and the availability of staff, and have been designed with the key goals of ensuring overall security of the Web Site and protecting its technical operation. Limitations have resulted from this combination of circumstances, and include a limited access for updating pages on the Web Site, and the need for a consistent "look", created primarily for ease of navigation through the site. In no way are these guidelines intended to control monitor or infringe upon academic freedom.

We are pleased to inform the college community that a redesign of the QCC web Site will occur, with a target completion date of December 2003.

The College's Web Site Committee is the appropriate vehicle to oversee this college-wide project. The Committee solicits recommendations, ideas, concerns, and questions from the college community. Input from students and prospective students is most desired. All meetings of the Web Site

Committee will be announced so that any interested faculty, staff or student may attend.

These proposed policies the College acknowledge and support the following:

- College Academic Departments may design their own websites for their purposes; to test them and revise them as needed to best serve their users while adhering to the guidelines set forth in these policies as long as the first page conforms to the college theme in overall look and navigation.
- Academic Departments will name a department web coordinator. It is a current goal to develop the website to enable coordinators to place materials on the website directly and in an expeditious manner.
- Individual faculty may design the most effective websites for their purposes; to test them and revise them as needed to best serve their users while adhering to the guidelines set forth in these policies.
- Research, creativity and the use of such department and individual faculty websites in teaching and learning activities are supported by the College.

Faculty are encouraged to publish and otherwise disseminate their work through the website.

Any concerns about expediency in developing and presenting information by means of the College Website or for security or any other pertinent matter should be brought to the College Webmaster and then the ACC Director and then to the Web Site Committee.

Academic Department and Individual Faculty Websites must be in conformity to the general codes of responsibility for computer users of CUNY and of the College as stated in the guidelines contained in the College Web Site Policy.

The policies themselves will soon be posted to the QCC Website.

### **Distance Education Sub Committee**

The Committee on Computer Resources is about to form a subcommittee on Distance Education.

A meeting for all those interested in DE at QCC will be scheduled. A list of potential nominees for a subcommittee on Distance Education could be developed from those attending or interested.

### **Review of QCC Technology Plans**

The Committee on Computer Resources is conducting a review of the Technology Plan and the Student Technology Fee Plan as well as the efforts of the College to implement the Academic Senate policy concerning the maintenance and upgrading of hardware and software at the college. Anyone who has anything to communicate on these matters should contact the committee through its chairperson.

### **Fire Safety**

Following a recommendation from the CCR the College is in the process of providing more appropriate fire extinguishers in areas with computers and electronic resources. In addition the College will provide appropriate information concerning the use of the extinguishers filled with water.

### **Weekend Support For QCC Online Classes**

With the number of classes making use of the Blackboard program it becomes increasingly important for the BlackBoard server to remain operational and allow access to the class website located on that server.

The listing of such classes is at:

<http://www.qcc.cuny.edu/QCCOnline/classes.htm>

The College will monitor the Blackboard Server on weekends and should there be a problem on Saturday or Sunday or during a holiday period someone from the ACC will attempt to reset the server.

CUNY is negotiating the renewal of its contract with BlackBoard and there may soon be an

arrangement where all the Online Classes using BlackBoard will be located at a central site operated by CUNY and with its own support staff.

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**HELPDESKS:**

ACC 1 718 631 6624

IT 1 718 631 6273

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**COMMITTEE REPORT on COMPUTER RESOURCES at QCC**

The CCR is preparing a comprehensive report on the current status of computer resources at QCC for the Academic Senate. It will include recommendations.

**Tentative Table of Contents**

- Overview**
- Highlights**
- Technology Plan: Schedule and Adherence**
- Student Technology Fee Plan: Schedule and Adherence**
- Efforts to Comply with Policy on Maintenance and Upgrading**
- Academic Department Uses and Needs**
- Faculty Uses and Needs**
- Student Uses and Needs**
- Administration: Uses and Needs**
- Distance Education: Status and Needs**
- Problems**
- Recommendations**

If there are questions or suggestions concerning this project please contact the committee.

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**Have any Questions?**

Feel free to send along any questions you may have concerning the computer resources of the college: maintenance, Technology Plan, email, workshops, etc.,

to:

**Phil Pecorino –**

[PPecorino@gcc.cuny.edu](mailto:PPecorino@gcc.cuny.edu)

**Anthony Kolios**

[AKolios@gcc.cuny.edu](mailto:AKolios@gcc.cuny.edu)

We on the committee shall attempt to obtain answers for you and the QCC community and have them appear in upcoming editions of the newsletter.

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**BB CORNER**

**The BlackBoard (BB) Corner**

In the future issues of this newsletter there will be a section devoted to questions related to the course management program, BlackBoard. So if you have questions or concerns about the program, its use, its future, management of classes using BlackBoard, pedagogic issues, please send them along to the editors and the committee will attempt to get the appropriate answer and responses.

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