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Message from the CIO

Dear Students:

Welcome to “Technology @ John Jay” - a comprehensive guide about student technology services at John Jay. The idea of this guide was born after listening to you – the John Jay students. In order to provide a consolidated information resource regarding how technology supports your needs and what impact technology can have on learning.

This guide covers information about various aspects of technology at John Jay including the academic and administrative experience, student life, services and fees, privacy and security, technical support, etc. Please spend some time learning how technology can make a difference in your educational experience. I would also suggest that you ask questions of your professors, lab staff, One Stop or any administrator to learn even more.

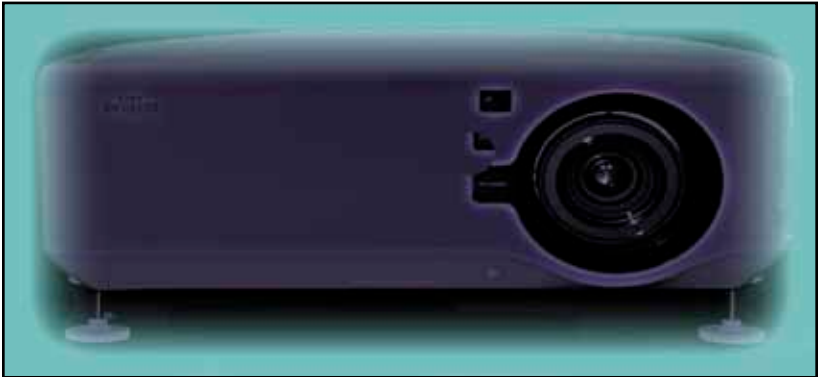
I hope you will find your questions answered in this guide and it will prove to be a very useful tool in pursuing your studies at John Jay. I welcome your comments and suggestions in improving this guide. Please send them to technologyguide@jjay.cuny.edu.

Praveen Panchal
Chief Information Officer

Technology at John Jay Academic Experience

**Active Learning with Technology
bringing students, faculty, and information together**

At John Jay you will be joining a community devoted to creating and sharing information. Finding answers to the following questions can help you understand how technology is used to support learning and collaboration in your areas of interest or possible major(s).



In the Classroom

How does the campus use technology to enhance teaching and learning in my areas of interest?

Technology at John Jay encompasses many facets. From enterprise-wide CUNY programs such as Blackboard to smart classrooms and rich media content to specialized labs and software applications, there is widespread use of technology in all facets of the John Jay experience. Much of what can be accomplished technologically is driven by the initiative and imagination of the students and faculty working in consort.

What technology exists in the classrooms?

All classrooms are multi-media capable. Each classroom has a computer with Internet connectivity, video playback, audio and video projection. In addition, many professors utilize rich media technologies in their classes.

How can I access Blackboard?

Blackboard is accessed through the CUNY Portal. Log in at <https://portal.cuny.edu/portal/site/cuny/index.jsp?epi-content=LOGIN>.

ITSS has prepared several tutorials to help you get the most out of Blackboard, from logging to the digital drop box to registering for Blackboard, among others.

For additional information about Blackboard, please visit the ITSS website: <http://www.jjay.cuny.edu/itss>.

Can I use technology to collaborate with other students in both your introductory and advanced courses?

Students frequently use a variety of technologies to collaborate with other students in their classes. For example, podcasting is utilized as a collaborative learning technology, Blackboard offers distance-learning functionality, discussion boards, wikis, and blogs are used as well. The role that these and other technologies play in the classroom is dependent upon the class objectives set by the individual professor. The level of the course is not restrictive.

Does the school give credit for courses taken online from other institutions and sources of instruction?

It is possible to receive credit for online courses offered by other accredited institutions. The decision to award credit would be reached on a case by case basis, as determined by the Registrar and the appropriate academic department.

Support Services

Does the school have multimedia labs I can use to work on projects? Is there help available?

The school has several lab facilities for student use. The majority of them are for general student computing, but there are dedicated labs that offer students specialized programs and applications, including multimedia. The use of these labs is generally contingent upon enrollment in a

class that uses the facilities. There is also help available in the form of training sessions, tutors, lab assistants, and, of course, through the professors themselves.

Are library collections and resources—such as catalogs, research databases, special collections, course reserves, full-text electronic journals, books, and streaming media available online and accessible off campus?

Almost all of the electronic resources of the library are accessible by John Jay students and faculty both on and off campus. We use a proxy server to enable John Jay students and faculty to access library resources from computers physically located outside the college. The electronic resources include the library catalog, CUNY+; indexes and abstracts; electronic full-text collections of journals and books; and electronic reserve readings. These resources include JSTOR, PsycINFO, Sociological Abstracts, SocINDEX, Academic Search Premier, SCOPUS, Web of Science, ScienceDirect, Criminal Justice Abstracts, MLA Bibliography, NetLibrary, ebrary, and many more. For a complete list of our databases and electronic journal titles, please visit: <http://www.lib.jjay.cuny.edu>.

Can the library deliver documents to you electronically, either via e-mail, file transfer, or through Web posting? Is there a cost associated with that service?

Most students find that our electronic collection of over 40,000 online periodicals amply (and immediately) fulfills their research needs. Graduate students also have access to interlibrary loan. Interlibrary loaned articles may be emailed if available – if not, photocopies are provided.

What kind of help does the library provide for research assistance, and when is the help available?

Reference librarians are available to help students during all the hours the library is open, at the reference desk on the upper floor of the library. Chat reference is available 24 hours a day. Email and telephone reference help is also provided. Workshops on using library resources are provided regularly and frequently during the semester. Appointments for longer discussions can be made with reference librarians – a sign up sheet is at the reference desk.

What technology resources and help are available to students with special needs?

The Accessibility Program (AP) offers a wide range of services and accommodations to students who have documented disabilities in accordance with the guidelines of the Americans with Disabilities Act of 1990 and the Rehabilitation Act of 1973. Services and/or accommodations may include priority registration, tutoring, support groups, books on tape, sign language interpreters, note takers, special adaptive equipment, the option to view the website in text format, academic considerations, and a variety of workshops.

For more information, please visit the website for the Accessibility Program for Students with Disabilities at <http://www.jjay.cuny.edu/johnjay/johnjayDisability.asp>.



Looking toward Graduation and a Career

Does the campus offer general or profession-specific training programs that will ensure I am fluent in current information technologies when I graduate?

Individual academic disciplines have their specific requirements that encompass the information technological literacy that is required for success in a chosen field. There is not a required program of study to ensure general information technology literacy, though there are classes that can be taken to fulfill this need: Computer Literacy (CLT 101), Data Processing (MAT 260), and Computer Competence and Information Literacy (COM 120).



The Administrative Experience

taking care of business online

Your John Jay experience will include some time spent taking care of some very important practical matters, such as registering for classes, requesting transcripts, and paying tuition. Find out which transactions and the services that support them can be handled online and at a distance.

John Jay College provides a wide range of online services that can be accessed through its website, such as registering for classes, viewing and requesting a transcript, receiving grades, paying tuition, among others. To improve efficiency and customer service, CUNY has begun implementing CUNYfirst, a university-wide application that will eventually provide centralized, efficient access to all student transactions. Access to CUNYfirst will be through the CUNY portal.

Which of the following can I do online?

Students can perform a wide range of administrative tasks online, from checking grades, to registering for classes, to paying tuition, and much more. The best place to get started using these services is The Jay Stop - your one stop for all consolidated student services. The Jay Stop at John Jay College provides Admissions, Bursar, Registrar, Financial Aid, and Testing services and functions in one convenient location.

Please visit the ONE STOP website for more information at <http://jstop.jjay.cuny.edu>.

Is the school catalog—including course descriptions, degree requirements, academic policies, and the semester/ term schedule of classes—available on the Web?

Yes, please visit <http://www.jjay.cuny.edu/registrar/>.

Privacy, Security, and Usage Rules

What security and privacy policies are in place to protect my information?

In coordination with the University Information Security Office (<http://security.cuny.edu>) a number of local and university policies, procedures and guidelines are in place to protect the confidential information of faculty, staff and students. These include internal controls, ongoing outreach programs to educate faculty and staff on the importance of information security, and signed statements from staff pledging their commitment to protect confidential student data and external audits.

How does the campus educate students about and protect them from identity theft?

The university information security website (<http://www.security.cuny.edu>) is the primary source of information for faculty staff and students about security related topics including identity theft. The college also encourages all

students to familiarize themselves with the Federal Trade Commission website dedicated to this topic (<http://www.ftc.gov/idtheft>). In order to protect student information the college regularly looks for risks to confidential information, participates in external audits and raises staff awareness about their role in the protection of student information.

How does the campus notify students of their rights under the federal Family Educational Rights and Privacy Act (FERPA)?

The CUNY policy pertaining to FERPA is posted for students to read on the John Jay website at <http://www.jjay.cuny.edu/cunypolicies/RecordsPolicy.pdf>.

How does the campus manage e-mail spam and spyware?

An enterprise class Anti-Spam system is deployed on campus that blocks over 3 million spam and various malicious email each month before they get to a student's inbox. In addition the college has a combination of systems that find, stop and monitor for signs of spyware to protect the John Jay community.



Student Life

enriching my extracurricular experiences through technology

Whether you will be a full-or part-time student, the college's social, extracurricular, and career services activities will be an important part of your educational experience. Find out about the technology tools that facilitate different communities on campus, allowing for communication, personal development, and getting together in person and virtually.

Accessing Computer Services

What public access for computing is available to students?

Public access for computing is available to students across the campus. There are cyber cafes, open computer labs, and a wireless network that serves the entire campus. For detailed information about the wireless network, please visit the DoIT website: <http://www.jjay.cuny.edu/doit>.

For information about computing facilities, please refer to the ITSS website: <http://www.jjay.cuny.edu/itss>.



Does the campus provide institutional e-mail accounts for all students and use e-mail as an official medium of communication?

Yes. All students are provided with an institutional email address with 100 MB of storage. You can also request to have your email forwarded to your personal email account. Please visit <http://www.jjay.cuny.edu/webmail>.

Is there a campus code of behavior about using computer resources?

The CUNY Computer Resource Use Policy defines the City University of New York policy for computer resource use. This policy is intended to support the free exchange of ideas among members of the University community and between the University community and other communities, while recognizing the responsibilities and limitations associated with such exchange. The policy can be viewed at <http://www.jjay.cuny.edu/IT.006 - CUNY Computer Resource Use Policy.pdf>.

Does the campus have policies addressing peer-to-peer file sharing, computer viruses, and copyright violations?

Peer-to-peer file sharing, issues concerning copyright violations, or computer viruses all have security implications that can affect the privacy of the individual as well as the campus community. The CUNY Information Security Website provides information on security policies, training, resources, initiatives, music piracy, etc. For further information, please visit <http://security.cuny.edu>.

Connecting with Others

Is contact information for students, faculty, and staff readily accessible electronically?

A link to the electronic phone directory for faculty and staff is provided on the John Jay College website's home page at www.jjay.cuny.edu.

How do I find out about important information and activities going on at John Jay?

Important announcements are sent to your John Jay student email account. Email can be accessed on campus in the computer facilities and email kiosks. Announcements for activities and events are also posted electronically on the information monitors.

Are there Web sites for student organizations and clubs?

Information about student clubs and organizations can be found at <http://jstop.jjay.cuny.edu>.

What technology-supported career-planning services are available for students?

The Career Development Center offers a variety of online services as well as in-person assistance for John Jay students. Through John Jay Careers Online, students can access the department's resources. Please visit the Career Development Services website at <http://www.jjay.cuny.edu/cdc>.

Services and Fees

what I pay for and what I get

There is a strong connection between the quality of technology services and the associated costs. There is also a wide variation in the ways campuses charge for these services. To evaluate the benefits you will receive and to compare costs, you'll need answers to these questions.

Fees and Expenses

What, if any, technology fee is charged by the campus?

The students pay a Student Technology Fee. The cost per semester is \$100 for full-time students and \$50 for part-time students.

What does it cover?

The Student Technology Fee covers those projects that have been approved by the Student Technology Fee Committee. The Student Technology Committee is comprised of three students representatives, three members of the faculty, and three members of the administration. All nine members have equal voting rights.

The projects encompass a wide variety of technology initiatives, but the overall guidelines stipulate that the expended funds should benefit the most students as possible. For the latest information, please visit the STF website: <http://www.jjay.cuny.edu/studenttechfee>.

Will I be required to purchase my own computer equipment and software?

Although many students have their own personal computers and software, you are not required to purchase these items in order to complete your studies at John Jay.

Does the campus make computing and network access financially accessible? Is special student pricing offered for computers and peripheral equipment?

There is no additional expense for the usage of the college's network and computing facilities.

John Jay does not have a program in place for the purchase of computers or software for individual students. CUNY offers products at reduced prices through the CUNY eMall, an online store for technology.

Please visit <http://www.jjay.cuny.edu>.

Technical Support

What hardware and software standards, if any, does the campus require, recommend, and/or support?

No specific hardware standards are required or recommended by the institution for a student's personal computer.

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What kinds of support services (help desk, training, troubleshooting) are provided by the campus, and when are they available?

The Help Desk is in operation seven days a week. The hours are M–F, 8:00 AM – 10 PM and S-S, 8:00 AM – 6:00 PM.

Training and workshops are offered through the ITSS Professional Development program. The schedule varies throughout the year. For the most recent schedule, please visit <http://www.jjay.cuny.edu/pdts>.

Troubleshooting services are currently not provided.

Does the campus have a plan for keeping its hardware and software current, and if so, what is the replacement cycle?

The computers located in all Student Technology Fee funded computing facilities are on a four-year replacement cycle. That is, every four years, the computers are replaced. In addition, CUNY has purchased enterprise licenses for numerous software applications, ensuring that the latest versions are installed on the computers.

If I bring my own computer to school, what kind of technical support can you expect from the campus?

At present there is no technical support for student-owned computers.



Other Services

How does the campus support printing for students, and is there a charge for this service?

Each student receives an account for printing on campus that includes a \$15 credit per semester for printing. This is the equivalent of 300 black and white printed pages, 150 color printed pages, or any combination in between. If a student exceeds his or her credit, the student can deposit additional funds in his or her account in the Student Computer Lab Center, Room 1404N, or the Library.

Does the campus provide wireless network coverage? If so, how much of the campus has wireless connectivity?

John Jay provides wireless network coverage campus-wide.

What security measures are provided by the institution's IT department and what will be the student's responsibility (for example, antivirus software)?

Through the CUNY eMall, John Jay students have the opportunity to acquire anti-virus software, Microsoft Office Professional, and other applications at no expense or for a minimal cost.

A CUNY portal account is required to access the eMall. A portal account is available to every registered CUNY student.

Please visit <http://www.cuny.edu> to create a portal account.

Does the campus include the cost of technical accessories (for example, a technology-enabled note-taking pen that provides an interface to a CMS) in its technology fee, or are students required to purchase these items separately?

As a general practice, technology accessories are not supplied by the college. There are cases where the professor has acquired specialized accessories for his or her class. In such cases, the accessories are supplied.

What is CUNY Alert and how do I sign up?

CUNY Alert is an emergency response system that will send text or voice alerts of emergencies and weather-related closings on your campus via cell or home phone and email.

To register for this service log into the CUNY Portal at <http://www.cuny.edu> and click on Register Now for CUNY Alert.



Check It Out

Use this checklist to make sure you cover important questions about information technology—IT—at John Jay

- I talked to faculty in my areas of interest to find out how I would use technology in those courses.
- I checked out the services I could do online from my computer such as registering for courses, viewing my grades, and paying bills.
- I visited the library to see what kind of electronic resources I could access.
- I verified that the school would do everything it could to protect me from identify theft.
- I visited some of the computing labs I could use on campus.
- I asked about the fees I might have to pay for using technology on campus.
- I checked out the technical help that I could expect to get on campus.
- I visited One Stop for student services

Technology, Learning, and You

No matter what, you'll be using computers and other information technologies for your coursework. It makes sense to check out the technology environment at John Jay along with other factors that will influence your college career here.

Even if you're undecided now about a program or a career, you'll be a learner, a discoverer, and a technology consumer at John Jay. Spend a little time learning how information technology will make a difference now and in your future.

One of the best ways to do this is to ask questions. Remember, there are no "dumb" questions. This guide provides sample questions and a checklist to use as you explore technology at John Jay.



Note: This guide was developed with the help of EDUCAUSE in cooperation with the American Association of Collegiate Registrars and Admissions Officers (AACRAO) and the National Association for College Admission Counseling (NACAC).



JOHN JAY COLLEGE
THE CITY UNIVERSITY OF NEW YORK
OF CRIMINAL JUSTICE