



### NEXTbus comes to the Towers

**Monday - Friday**  
7:00am to 9:45pm

**Saturday**  
8:15am to 4:00pm

A CCNY marked bus stop has been added at the Towers. Transit inquiries call (212) 650-8675 (Monday-Friday) or (212) 650-6911 at all other times. Route: Combined Route 3 Direction: Loop Stop: Towers

### Tech Center

**Monday - Friday**  
7:00am to Midnight

**Saturday**  
9:00am to 6:00pm

**Sunday**  
Noon to 6:00pm  
Main Office (NA 1/301)  
(212) 650-5571

### Service Desk

**Hours and location as above**

(212) 650-7878  
[ServiceDesk@ccny.cuny.edu](mailto:ServiceDesk@ccny.cuny.edu)  
<http://www.ccny.cuny.edu/it>

### NAC Lab

**Monday - Friday**  
7:00am to 7:00pm

Main Desk (NA 1/501)  
(212) 650-6483  
<http://www.ccny.cuny.edu/it>

### Study and Collaboration Room Reservation

[webcheckoutreg.ccny.cuny.edu](http://webcheckoutreg.ccny.cuny.edu)

Hours are subject to change

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### Message from Praveen Panchal, VP of IT and CIO



Welcome to the spring issue of TechTalk, the OIT's newsletter. In the ten months that I have been here at City College we have made great strides towards our goal of empowering the college

community to achieve the very highest level of academic and administrative success.

We have initiated the development of an IT strategic planning process; negotiated the successful transition from the inefficient Pelican e-mail system to the new student CityMail; deployed the NextBus system, which tracks and reports the expected arrival of CCNY shuttle buses via PDAs and monitors in Marshak and NAC; planned the deployment of new technology-enhanced Smart Classrooms; planned important infrastructure upgrades and software support; completely restructured and improved the operational efficiency of the OIT Service Desk and Tech Center; improved campus-wide communications regarding the status of IT services, identified areas of cost savings; and increased professional development for OIT staff. In addition, plans for a complete overhaul of the faculty and staff e-mail system are underway.

But we don't intend to rest on our laurels. The

betterment of our division is a constant goal, and to keep on improving we need your help. We have just completed the technology survey and the focus groups for students, faculty and staff, and we appreciate your overwhelming participation. Your candid input about the state of IT at CCNY will help us in our efforts to bring you the very best service we can.

Finally, I want to emphasize the importance of computer security across campus. As you know, cyber-attacks are becoming increasingly common and sophisticated. Cyber criminals are always one step ahead of us. It is imperative that you protect not only your own, but *any* sensitive information, such as social security numbers, that you may handle.

Please familiarize yourself with the IT security policies and guidelines instituted by CUNY's Office of the Chief Information Security Officer at [security.cuny.edu](http://security.cuny.edu). It is also vital that you keep your computer updated with the latest anti-virus software and other system updates. The OIT staff is always available to support you in your efforts to stay safe — cyber-safe.

The OIT's mission is to provide absolutely the best customer service possible as per our motto of empowering the City College of New York user community. We always welcome your feedback and suggestions. ■



On June 30, 2013, student access to the Pelican e-mail server will be discontinued, by which time all students must have migrated to the new Citymail messaging system – or lose their e-mails. Blackboard and other CCNY-based applications are already sending official e-mails to students’ Citymail accounts.

Pelican’s poor performance, lack of robust user interface and features, and limited mailbox quota of 250 MB, forced many students to use their regular e-mail accounts (e.g., Gmail, Hotmail, AOL, Yahoo!) instead of Pelican. In order to address this problem, we introduced a replacement e-mail system this spring. Citymail, part of a CUNY-wide partnership with Microsoft, is a new state-of-the-art e-mail and communications platform administered by the Office of Information Technology (OIT).

In addition to a much improved user interface, this new system has a 10GB mail quota (40 times the Pelican limit), shared calendar and address books, improved support for mobile devices, and chat capabilities. It is also backed by Microsoft’s massive support infrastructure which guarantees 24/7 reliability, along with anti-spam and anti-virus protection. Since Citymail is a lifetime account, this support will remain even after students graduate.

Another benefit of the new system is the integration of the Microsoft Office Web Apps with Microsoft’s Skydrive. This dynamically combines rudimentary but integratable web-based versions of Microsoft

Word, Excel, Powerpoint and OneNote with a cloud-based Skydrive capable of storing 7GB data, in addition to the 10GB for e-mail storage. Since they are shareable cloud-based applications, on-line collaboration with colleagues is a breeze.

**“ Students should migrate and auto-forward their Pelican e-mails to the new Citymail systems as soon as possible ”**

The most common complaint about Citymail is its lack of auto-forwarding to other e-mail systems, which, unfortunately, CUNY’s license agreement with Microsoft does not allow. However, the efficiency of the new Citymail system means that students will no longer have the need to auto-forward their student e-mails to outside accounts. Given the enhancements, reliability and increasing integration with CCNY’s growing computing environment, we believe this minor inconvenience is worth it.

Another reason to use your Citymail account is that many vital IT services on campus require your e-mail credentials

for access, including the CCNY Wi-Fi network, computers and print stations in the Tech Center and NAC Computer Lab, and when checking out audio-visual equipment from iMedia. However, students who prefer to have all their e-mails in one place can opt to auto-forward from other services to their Citymail address.

Students with an e-mail address on the old Pelican system (@ccny.cuny.edu) will continue to receive e-mail broadcasts on both systems until June 30, 2013. Meanwhile, for applications that synchronize with SIMS (for example, Blackboard), Citymail may be the only e-mail system that is receiving e-mail broadcasts. Students should migrate and auto-forward their Pelican e-mails to the new Citymail system as soon as possible.

Faculty, staff and student organizations that maintain student mailing lists, should also use the new Citymail address. If you would like to send an e-mail broadcast to student Pelican addresses or require a file of all current students and their Citymail addresses, please e-mail Trudi Cohen at: [tcohen1@ccny.cuny.edu](mailto:tcohen1@ccny.cuny.edu) or call her at ext. 8437. For all other questions please call the Service Desk at ext. 7878

For more information on using Citymail <http://citymail.ccny.cuny.edu/>

For more information about the Office Web Apps and SkyDrive <http://tinyurl.com/bnyapst>

Training resources on Microsoft Office <http://tinyurl.com/2f8ldvq> ■



# Meet Our Staff

## Deon Hamer

**Job Title**  
Information Security Assistant

**Department**  
Information Security

**At CCNY**  
12 years



## 20 Questions

*What is your favorite geeky gadget?*

My iPhone. It is my constant companion and my light in a dark, dark world. It does so much, In fact, there's not much it can't do.

*What did you want to be when you grew up when you were a child?*

A teacher. I just liked getting my little cousins in a room and bossing them around.

*What did you major in?*

Political Science

*How did you get into working in the IT division?*

I started part time in the Help Desk doing general trouble-shooting and then I was offered a full-time job so I took it.

*What is your favorite app?*

My Fitness Pal. Because it breaks down your food by calories, carbs, proteins, fats and lets you keep track of your fitness goals at the gym.

*What is the most useful thing you learned as a student?*

How to write.

*What do you like most about this job?*

I enjoy troubleshooting malware attacks. It's solving a mystery. I find that very satisfying.

*What don't people know about you that they might be surprised to hear?*

I was paratrooper in a US Army. They jump out of planes for no good reason.

*What do you like to do outside of work?*

I go to the gym. I do a weekly philosophy class. And I love classic movies. *Dr.*

*Strangelove* is my favorite. And I love Akira Kurosawa.

*What do you do to protect your own computer from malware?*

Install anti-virus software and keep it up to date. And I have separate passwords for all my important websites like banking and email that I change regularly.

*How do you remember all the passwords.*

Write them on a piece of paper and keep them somewhere safe, not next to the computer, obviously.

*What's the biggest malware disaster you have heard of?*

A friend had a joint account opened in their and the hacker's name, who transferred all the money from her other accounts into the joint account and then cleaned it out. She opened an e-mail attachment.

*What gadget that you don't already own would you like to have?*

An iPad. I bought them for my folks and now I am jealous that I don't have one myself.

*What advice would you give someone who wanted to buy a new laptop or PC?*

Go online and shop around for the best price. And always check out the reviews on <http://cnet.com>

*What is the next big thing in IT?*

Sorry to say, I think it is probably cybercrime. Not just personal hacking but the hacking of systems that control a country's infrastructure. Cyber-warfare. On a lighter note, wearable technology,

like google specs, where you can research something as you're looking at it.

*What is a general purpose tip for securing your computer's data?*

Limit the use of administrator privileges. Have one account with administrative privileges for installing software, updates, etc, and another for everyday use. Restricting access rights in this way helps prevent the potential installation of malware.

*If you could choose a talent you don't have, which would it be?*

Computer programming. It's very creative. I love the idea of building something from scratch. It's still something I might pursue sometime down the road.

*If you could live in any other country for two years, where would you go?*

France. It's pretty progressive and I like the food and the culture and the language.

*What is the hardest thing you've ever done?*

When I was stationed in Korea I got sent to the NCO Academy, where they send you to school to train to be a sergeant. I was stuck on a mountain with a compass and a map and told to find five points. It was really mountainous terrain and they start you off in the late afternoon so that by the time you find the last point it is absolutely pitch black.

*Is there anything you have wanted to do but haven't?*

Visit every continent on the planet. I've been to North and South America, Asia and Europe. So I'd still like to visit Australia, Antarctica, and Africa. ■



# Meet Our Staff

## Tanichea Blackstock

### Job Title

Senior Service Desk Technician

### Department

Client Services

### At CCNY

4 years



## 20 Questions

*What is your favorite geeky gadget?*

My Android phone. It does just about everything my computer does but it's portable. And it allows me to socially network without doing Facebook. This is my way of going out and actually being a friend and saying, let's go outside in the real world. I miss that kind of interaction. Facebook is so impersonal.

*What did you want to be when you grew up when you were a child?*

An archeologist. In the back of my head I still want to. I like IT but going out on digs all over the world sounds great to me. The kind of job where I can't wait to get to work.

*What did you major in?*

Information Systems.

*How did you get into IT?*

When I was 18 or 19, I was building computers on my own as a hobby and my mom said, "You know, maybe you should go to school for it." So I started at Brooklyn College and, while I was there, I worked in the IT department. First I was shadowing people, then I was promoted to College Assistant and kept moving up.

*What is your favorite app?*

Words with Friends because I love Scrabble.

*What is the most useful thing you learned as a student?*

If you take certain courses that are similar to a core class you don't have to take the core class. Nice little loophole.

*What do you like most about this job?*

The people. I really like my colleagues.

*What don't people know about you that they might be surprised to hear?*

That I also work with robots. Right now we're programming robots to go into areas that would be too dangerous for humans to rescue people – like an area with land mines or digging people out of rubble. I'm doing it at Brooklyn College. And I do it for free because I love it.

*What do you like to do outside of work?*

I love spending time with my niece and nephew. They are two and four. My niece is so smart, I feel like I am learning things from her.

*What do you do to protect your own computer from malware?*

Install anti-virus software and keep it up to date. And I don't go on web pages I shouldn't go on.

*What is a memorable incident in your work?*

There was this one woman whose computer wasn't turning on. It turned out the surge protector wasn't switched on. She was so apologetic, but I was like, "No, don't apologize. This was my best call today!"

*What gadget that you don't already own would you like to have?*

A car. I'd drive to work. Go on road trips and see what the rest of the states looks like.

*What advice would you give someone who wanted to buy a new laptop or PC?*

A lot of people buy their computers for the wrong reasons. You don't want to spend \$2,000 on a Mac when you just want to go on line and use it for email and listening to music and stuff like that. Any cheap

computer can do that. If you are a designer, then go ahead and spend the 2K. Otherwise, save your money.

*What is the next big thing in IT?*

Cloud computing. We are virtualizing everything. If you are on a virtual machine and you get a virus you can just roll back to the last time the computer was clean. It's great for testing out software.

*What is a general-purpose tip for securing your computer's data?*

Always back up to an external drive.

*If you could choose a talent you don't have, which would it be?*

I would love to be a really efficient programmer. It's so hard to find people who can write good drivers for hardware. There's no one out there writing anything that works.

*If you could live in any other country for two years, where would you go?*

When I was a kid I always wanted to go to England because they speak English. But now there are so many places. Amsterdam is beautiful. The food is great. Food is very important. They have beautiful canals. And everyone speaks English there too.

*What is the hardest thing you've ever done?*

Write code in java and I absolutely hated it.

*Who was your favorite teacher and why?*

I had an English teacher called Mr Nelson. He was funny and also really well-read and well-spoken, and he always encouraged us to follow our dreams whatever they were. ■

# Hacker-proof Your Assets

Preventing identity theft is just common sense. Here are three tips to safety



Would you leave your house with the front door unlocked? Every time you use an unsecured computer, tablet, laptop or smart phone you are virtually inviting hackers to make off with your credit card details, personal address book, passwords, or (if you work with confidential data) other people's social security and credit card numbers.

Traces of your professional and personal information are stored on dozens (maybe even hundreds) of computers all over the world. An IRS Watchdog reports that the number of U.S. taxpayers affected by identity theft doubled between 2010 and 2011. And businesses lose over \$50 billion a year in all types of identity theft.

But even non-financial identity theft is a nightmare. Mat Honan, a senior writer for Wired magazine, was maliciously hacked by a 19-year-old who changed all his password security questions, deleted eight years of e-mails, wiped his laptop hard drive (including irreplaceable photographs of his daughter's first year), hijacked his Twitter account to post racist and homophobic tweets, and generally wreaked havoc on his personal and professional life.

Here are three measures to protect you, your colleagues, friends and family from the fastest-growing crime in the US.

**“Until recently the key to an effective password was one's ability to recall it. This is an increasingly quaint notion”**

## 1. Be Paranoid. Be Very Paranoid

If you are even slightly suspicious about an e-mail, do not hit reply, do not open or download the file, do not click the link. Even if it's from a friend; especially if it's from a friend. When a hacker or malware attack compromises your account, one of the first orders of business is to use your account to target your contacts. Try to find an offline way to validate the information, preferably by phone or, if it is a business, by opening a fresh browser and manually typing in the Internet address. If you can't verify it by these means, delete it. You can report suspicious e-mail activity to [ITSecurity@ccny.cuny.edu](mailto:ITSecurity@ccny.cuny.edu).

## 2. Password Tips

Just as you don't use a single key to access your office, home, safe, mail box, and car, you should use a variety of unique and strong passwords to access your multitude of online and computer assets. Otherwise,

if a shared password is hacked, you risk compromising all your accounts.

Until recently, one key to an effective password was one's ability to recall it. This is an increasingly quaint notion. Easy to recall usually means easy to crack. Tools for cracking weak passwords are readily available (see Wikipedia: password cracking) and hackers are constantly adapting them to harvest easy targets. This is why you should get into the habit of making your passwords (plural) more complex and changing them often. Strong passwords are akin to deadbolt locks on doors and should include at least eight characters, mixing numbers, upper and lower case letters and symbols - the more of each, the stronger.

If you don't trust yourself to remember all those separate passwords use one of many available password storage utilities, such as <https://lastpass.com>, which allow you to create one very strong password that is then used to encrypt and store all other passwords. If that "master" password is stolen, all of them are exposed. So make sure the master password is long and strong and do not store it on a computer. Write it down and lock it in a safe location only you can access.

## 3. Always Encrypt to Protect

The best way to secure sensitive information from malware is to encrypt it.

## More Security Tips

### Complete the simple CUNY Security Awareness Training Program

It takes only 30 minutes, explains why information security is so important and includes precautionary best practices. Everyone at CCNY who handles confidential data is required to complete this training. All others are strongly urged to do so. When you connect to this site, select City College from the pull-down menu. Access the program via the CCNY IT Security web site or at the link below.

[www.enterprisetraining.com/cunycourse.htm](http://www.enterprisetraining.com/cunycourse.htm)

### Install Malware Protection

Internet-enabled devices are under constant threat, anti-malware software must be installed on all computers that use the CCNY network. The college has acquired a licence which entitles all faculty, staff and students to download and install one copy of McAfee VirusScan for personal use from the CUNYMall in the CUNY portal. This software suite provides enhanced, up-to-date security protection from highly sophisticated malware attacks.

Important note: contrary to popular belief, Macintosh computers do not have a special immunity against malware attacks. Indeed, malware developers are now targeting Macintosh users specifically because they don't install protection.

[cunyportal.cuny.edu](http://cunyportal.cuny.edu)

Encryption works by using a mathematical formula to securely scramble (or encrypt) individual files and folders, entire disks and data transmissions between devices. Once encrypted, the information can only be unlocked (or decrypted) using complex keys that require a password. Of course, it's critical to choose a strong password.

The Office of Information Technology is in the process of testing and evaluating a CUNY-licensed McAfee Enterprise encryption solution that will be deployed campus-wide to help provide a convenient, scalable encryption solution

for securing and sharing information. In the meantime, you can learn more about immediately available encryption resources by following the links below.

General Overview:  
<http://tinyurl.com/coxdfwv>

Microsoft Windows:  
Windows 7 <http://tinyurl.com/d4kcdbu>

Windows XP <http://tinyurl.com/57wphz>

Macintosh OS X:  
10.6, 10.7 <http://tinyurl.com/cjvutdp>  
10.8 <http://tinyurl.com/cup8muw> ■

## Adopting Active Directory

### Enhancing the way our users access e-mail, networked computers, Wi-Fi and other campus services

Over the next few months, OIT will be dispatching teams of technicians to inventory, update and migrate hundreds of computers to the new Active Directory environment. To accomplish this ambitious goal, we need your help.

As you may recall from the last issue, Active Directory (AD) is a managed database of computer users and assets designed to help administer computer users and their resources. Adopting AD will enhance the way our users access many campus services, including networked computers, e-mail, Wi-Fi access, departmental file servers and printers.

Additionally, it forges a more secure and coherent computing environment by allowing the automation of computer deployments and inventory, proactive maintenance and software updates, and computer usage and security profiles.

Besides these benefits, our AD deployment is being driven by two factors. On April 8, 2014, Microsoft support for the Windows XP operating system expires, so all Windows workstations must be updated to use at least Windows 7.

Approximately half of CCNY's Windows computers currently have Windows XP installed. Furthermore, the full adoption of CUNYfirst is scheduled to occur in 2014. To accommodate and support this transition, staff and faculty computers must be as uniform as possible.

Throughout the remainder of the Spring semester and into the summer, representatives from OIT will continue meeting with divisional and departmental administrative faculty, staff and students to explain the migration plan and collaborate on training. When it's your turn, please do what you can to help. ■

# Clean House Comes to City College

A CUNY directive to clean up old records poses a campus-wide challenge. University Records Management Specialist, Martha Aspromatis to the rescue



Most of us can come up with good reasons to declutter. But it would be hard to beat the freeing up of 17,000 square feet of space and the purging of 12,000 boxes and 215 tons of records that Martha Aspromatis, CUNY-appointed University Records Management Specialist, has dealt with in the past five years. A sort of archival declutterer, she is visiting all the CUNY colleges to help implement the revised CUNY Records Retention and Disposition Schedule – which specifies how long certain college records must be kept to satisfy legal, administrative, and academic requirements.

“The oldest records I’ve seen were from 1929,” says Martha, which gives you some idea of the task in hand. Mountains of paper, cardboard boxes, piles of files, ancient admissions essays, rusted out file cabinets, old time sheets and other outdated paper and other paraphernalia are filling entire basements - sometimes literally floor-to-ceiling - all through the CUNY system. “I had one place where the room was so full of boxes you couldn’t actually get into the room. You could only open the door and look at it.”

Which is why CUNY undertook a comprehensive program to make it easier for us. “People don’t even know what

they have until they physically see it for themselves. There’s a real feeling of satisfaction in understanding what you need to keep and what you can discard, and then seeing the results of that work,” says Martha, who very much enjoys her work. “Having a father who was totally a ‘keep everything just in case’ type, this is

**“An admissions essay from any one of our famous alumni (except perhaps Don Draper) would be a case of turning lead into gold”**

really the perfect job for me,” she says..

“The idea is to have on campus only records that you need to have. There are City, State and Federal laws and regulations behind the CUNY Retention Schedule – freedom of information, litigation statute of limitations, audits regulations, for example, which dictate what records must be kept for specific

amounts of time,” she points out. “Student transcripts, for example, are kept forever. But old admissions essays? No.”

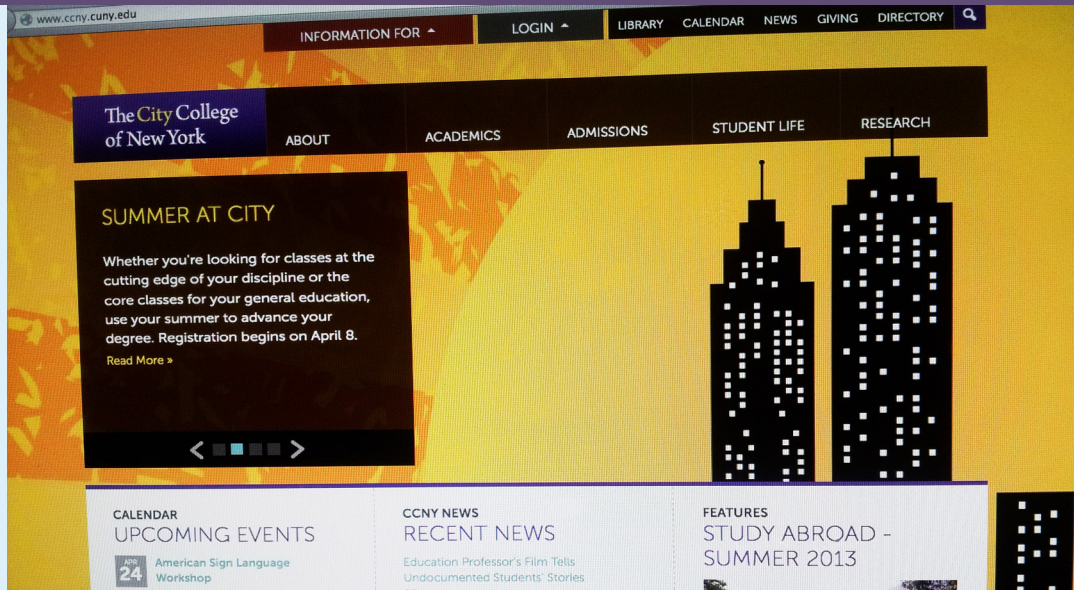
“Keeping information secure during this process is very important,” says Vern Ballard, Director of IT Security. “That means that all sensitive information contained in these expired documents, such as social security and credit card numbers, needs to be properly shredded and disposed of.”

Occasionally, the job turns up what she calls “treasures” – for example, old commencement books from CCNY with hand-written student notes in them; original drawings of the architectural plans for a college, all beautifully hand-rendered. “The process at City College has only just started, so we can only imagine what else we will find,” she says.

In fact, City College has had some famous alumni, including Henry Kissinger (who didn’t graduate, by the way), Ed Koch, Colin Powell, Ira Gershwin, Mario Puzo, and the fictional character, Don Draper from Mad Men. An admissions essay from any one of those (except perhaps Don Draper) would be a prime example of that old adage: “One man’s trash is another man’s treasure.” ■

# CCNY Website Wins Silver in Education Ad Competition

City College's new website has won the Silver Award for Website Design in the 28th Annual Educational Advertising Awards



CCNY recently beat out close to 3,000 national and international entries in the Annual Educational Advertising competition, in a major affirmation of CCNY's continued and growing reputation for excellence.

Overseen by CCNY Web Manager Lloyd Balch, Web Content Assistant Jessica Gentile and the design firm MonacoLange, the multi-faceted project involved a dramatic visual makeover, which beautifully showcases the 1907 landmark neo-Gothic architecture, designed by architect George B. Post, as well as the college's diverse student population. "We wanted the site to make visitors feel like they're on the City College campus by giving them a strong sense of its history and vibrancy," said Balch.

At the same time it had to be functional, which meant reforming the information architecture. "The CCNY website consists of thousands of pages," he says. "Grouping information into logical sub-

ject categories is critical to browsing the site with ease." One key addition was the introduction of modern menu systems that flow over and beside the page content to reveal the multiple layers of the site's information hierarchy. The new functionality improved the user experience.

**"We wanted the City College website to make visitors feel like they're on campus by giving them a strong sense of its history and vibrancy"**

In addition, a complete overhaul of the Content Management System (CMS) has made publishing and editing significantly easier for the college's 800+ content editors who contribute to and keep the site

current. "We've stream-lined the content editing experience," said Mr. Balch. "There are now more page layout choices for content editors to choose from. We have also made it possible to embed multimedia, such as Flickr photo albums and YouTube videos, which showcase City College's academic programs." These are among the many elements that caught the eyes of the judges in the Educational Advertising Awards, the oldest and largest such advertising awards competition, which used to be known as the Admissions Advertising Awards.

"We are also grateful to the CCNY OIT Department, which has assisted in the transition, and which continues to manage the college's non-CMS website," added Ira Krawitz, Acting Vice President, Office of Communications and Marketing.

Congratulations to Lloyd Balch and his talented team for their great work and for making City College look good – in more ways than one. ■



## The Center for Excellence in Teaching and Learning integrates with OIT

In the so-called Information Age, you'd be hard-pressed to find any industry that's not directly affected by the Digital Revolution – from the music industry to milking cows. But nowhere is this truer than in the field of Higher Education.

“Technology touches every aspect of Higher Education - from student information and financials to instruction,” says Mark Kam, Deputy CIO, who oversees CETL. “So when CETL joined forces with the OIT department at City College it was a win-win for the entire campus.”

Combining CETL with OIT means that CETL is now able to expand its operations into technology training for staff and students in addition to their previous faculty focus. “There are significant overlaps in the nature and scope of workshops for all three campus constituencies,” says Bruce Rosenbloom, Manager of CETL. “I expect to find the potential synergies very compelling going forward.” For example, all parties may benefit from learning the latest presentation software (Prezi, for example), that can enhance teaching while at the same time be useful in an office environment for staffers and as a 21st century skill for students.

By making CETL part of OIT, we anticipate fewer calls to the Help Center, leaving the Service Desk free to deal with more serious technical issues. In addition, a designated point person, Michelle Baksh, will provide workshops and one-on-one support for Blackboard. CETL will still provide tutorials, running the gamut from

Microsoft Office to CUNYfirst, as well as offer technology support for producing and delivering audio and video, integrating technology into courses, hybrid learning and the development and production of technology projects.

Bruce believes that instructional technologies are increasingly vital in teaching and learning. “Providing proper support to faculty who wish to incorporate technology into a class, or a student who needs to acquire a skill with a program or technology, are essential services to the enterprise of learning in a digital age.”

“The use of blogs and e-portfolios in courses promotes reflection about learning and peer-to-peer feedback outside of class.” Naturally, the more students know about technology, the more equipped they will be to deal with the real world after they graduate.

Bruce has taught online courses for several years, and prior to that, taught in hybrid mode for four years. “In every class, I work with students to explore new tools that have relevance in the workplace. Online surveys, social media, animation/video programs, collaboration tools and blogs are skills that most organizations are seeking in new employees. These are the types of new programs that CCNY will be seeing come this fall.”

CETL is open from 9am to 5pm with extended hours during the first two weeks of the fall and spring terms. Bruce can be reached directly at x 6232. ■

## Blackboard Mobile Learn

Blackboard Mobile is currently available for *all* iOS and Android users. You can use your iPhone®, iPad®, iPod touch®, and Android® devices on any carrier or network to access course content, assignments, discussions, and much more with the Blackboard Mobile Learn app.

Please note that to use Blackboard Mobile Learn, you will be prompted to subscribe to the app via one of two options: \$1.99 for one year of access, or \$5.99 for unlimited access (plus any applicable taxes). Additionally, data charges may be assessed by your cell carrier.

You can find the app by searching for “Blackboard Mobile Learn” in the App Store or Google Play Store, or by scanning the QR codes below:

Much of the functionality you are familiar with in the standard version of Blackboard is available in the Mobile version. However, we do not recommend taking tests with Blackboard Mobile. When completing timed assessments, it is always best to use a traditional computer. Additionally, use of Blackboard Mobile is optional and should not be made a mandatory part of class participation, as not all students have the necessary equipment or service.

Please be sure to follow @Bb\_Mobile and @BbMobileSupport on Twitter for updates and support. Assistance in using Blackboard Mobile is available through the Blackboard Mobile Resource Center at <http://help.blackboardmobile.com/>

The CUNY Blackboard Resources website is located at [www.cuny.edu/blackboard](http://www.cuny.edu/blackboard) and contains additional information regarding Blackboard Mobile Learn. The Blackboard Resources tab may also be accessed via a tab in the Blackboard environment.

For questions or concerns contact:

CCNY Center for Excellence in Teaching and Learning  
Room: NAC 4/220  
Phone: 212-650-6816  
Email: [cetl@ccny.cuny.edu](mailto:cetl@ccny.cuny.edu)

**“Combining CETL with OIT means that CETL is now able to expand its operations into training, not just faculty, but staff and students too”**

# Favorite Apps

OIT staff share their favorite apps

## What's App

It allows me to text with other people – individuals or groups - around the world free for a year. Then it goes up to one dollar a year.

**Muhammad Ahmad**

## Titanium Backup

It backs up *everything* (except call logs and SMS), so it makes it easier to switch ROMS (Read Only Memory) if you unlock your phone and switch operating systems.

**Dean James**

## iRealBook

It has really good sheet music charts for tons of jazz songs and you can transpose them from the original key to the one you want with just a click.

**Tessa Souter**

## Skype

It lets me stay in touch with my friends and family with video calls.

**Miguel Vargas**

## Sugar Crush

It's a game. I like it because it takes my mind off things.

**Yo-Lynn Hagood**

## PBS Kids

I have pre-School daughters and it's a wondrous portal with on tap "edu-tainment" when we're on the go.

**Vern Ballard**

## Pandora

I can select the music that I know I like and they introduce me to other artists that are similar.

**Ivette Rodriguez**

## Shazam

I adore this app! You can be anywhere, hear a song you don't know, hit Shazam, and if it's in the database, it will tell you who the artist is and the song's name and even link you to iTunes to buy it.

**Tanece Amin**

## Instagram

It's basically a social networking app where you upload pictures and comments and other people can comment on it if they like. Like Facebook but pictures.

**Mary Abud**

## GoodReads

It has also a scan application so that when you are browsing books in a store you can take a picture of the barcode and it will load the book information.

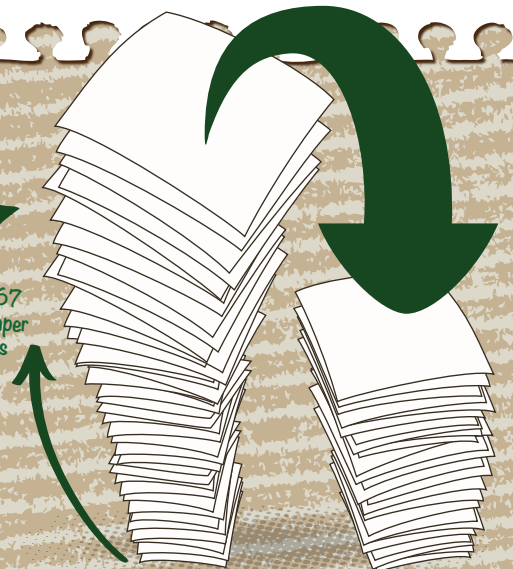
**Michelle Baksh** ■

# Think before you ink!

- REVISE** on the screen
- REDUCE** your font by 1 point
- REVIEW** and print on both sides
- RECYCLE** one-sided prints as scratch pads
- REUSE** prints electronically, save as PDF

Production of 1 ton of copy paper produces 5,690 lb. of greenhouse gases

1 tree makes 16.67 reams of copy paper or 8,333 sheets



# Tech Fee Projects

## 2013

### **Upgrade of Assistive Technology Office in the Access Ability Center (AAC)**

The Assistive Technology Lab is equipped with technology solutions for students with physical, cognitive and speech disabilities. The AAC will be enhanced to with the following new equipment: a Color Scanner, five ZoomText Support Keyboards, five Digital Voice Recorders, one Abby FineReader Software package, one Braille Embosser, five stereo headphones with Mics, two 13" Macbook Pros, two iPad2s, two iPad Smart Covers.

### **Student Laptop Loan Program**

The Office of Student Life (OSL)'s Student Laptop Loan program will make available seven laptops and five iPads and four document scanners for class- and club-related presentations and activities. These laptops can be used in "smart classrooms," which are outfitted with projectors and speakers.

### **Social Science Computer Upgrade Lab**

The Division of Social Science will be upgraded with 30 new computers and workstations in the NAC 6/150 computer lab. Each computer will continue to be configured with Microsoft Office and SPSS and SAS statistical software.

### **General GSOE Computer Stations and Centralized Printing**

A computer center will be created in Steiman 2M to serve the entire population of undergraduate engineering students. It will provide 13 computer stations, three printers, a scanner and a projection system. Each workstation will be configured with a complement of software applications, including Adobe Creative Suite, AutoCAD, C++, MATLAB, Microsoft Office, and SolidWorks.

### **Science Library Computer Upgrade**

The Science Library's public computing facilities are being upgraded and expanded to include 70 computer workstations, including an upgrade of its wireless and wired network. It will also be equipped with a BookScan station, an innovative, user-friendly solution developed to allow students to scan books, notes, periodical articles and other documents and then save them on to flash drives, email, or cloud-based storage services (e.g. Google Docs, Dropbox).

### **Enrollment Management Nemo-Q**

The Office of Enrollment Management is planning to institute this student queuing system designed to manage the traffic patterns in the Enrollment Services Center. When implemented the system will help to seamlessly transfer students between and among administrative departments (Admissions, Bursar, Financial Aid, Registrar) and merge walk-in traffic with appointments to maximize efficiency and minimize inconvenience.

### **Art Department/ Electronic Design & Multimedia Program upgrade**

The facilities and equipment under the auspices of Electronic Design and Multimedia programs will be upgraded as part of a cycled upgrade of hardware and software. These upgrades will be deployed primarily in the EDM teaching labs, including upgrading 23 Macintosh workstations, servers, and laptops, and replacing audio-visual equipment and computing peripherals such as printers, projectors, and blu-ray players.

### **Writing Center Collaborative Learning Initiative**

The Writing Center provides one-on-one tutoring services for the entire CCNY student population. The 43 existing computer workstations in the Writing Center instructional computer lab and general computer use area will be upgraded. Additionally, 24 laptops will be acquired for use in four newly built four-person collaborative media group workstations and the tutoring room. The wireless network will also be upgraded to ensure adequate connectivity. These upgrades will allow students more extensive and unfettered access to BlackBoard and TutorTrak in the Writing Center.

## 2014

### **Wireless Upgrade**

The proliferation of mobile devices is fundamentally transforming the role of Wi-Fi connectivity. To address some of the significant deficiencies in our current system, we will be upgrading and expanding the current Wireless Infrastructure to provide enhanced and uninterrupted coverage as users move between locations, and improve security, and increase capacity and bandwidth in high density areas. The implementation of this proposal will increase the number of total Wi-Fi access points from 270 to 360 (a 33% increase), including replacement units, to increase the signal range and strength in most public indoor spaces (classrooms, cafeteria, libraries).

# Information Technology Strategic Planning

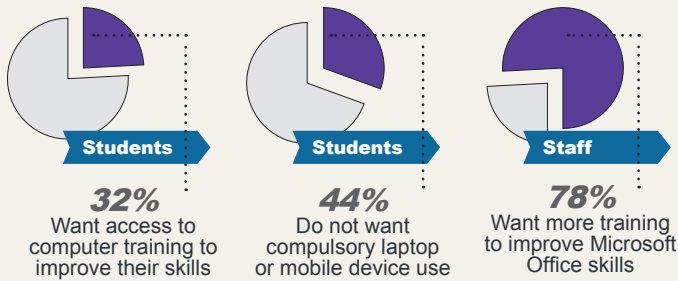
## Survey Results and Open Meetings Comments

Technology touches virtually every part of CCNY’s administrative and academic functions. It is therefore imperative that we develop and implement a plan to manage our IT resources effectively today and into the foreseeable future. CCNY is currently developing, with the input and support of the entire college community, a three-year strategic plan to define how the college selects, implements, and manages campus technology. This entails three steps: Step One includes surveys conducted separately for faculty, staff, and

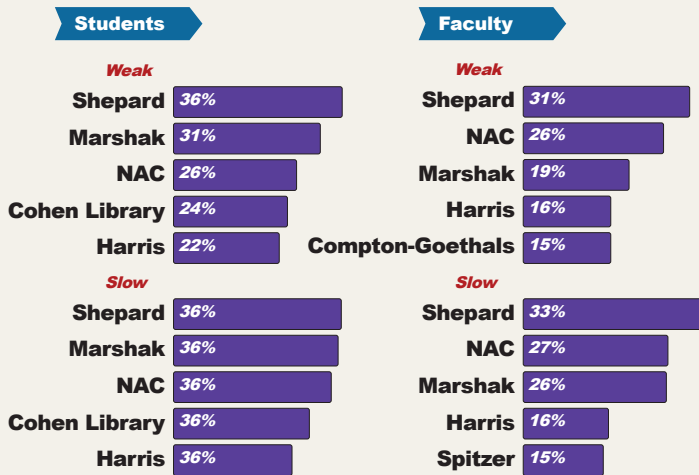
students; Step Two involves open meetings for faculty, staff and students; and Step Three is the actual plan development. The first and second steps have been completed. A good number of students (1,076), faculty (132) and staff (208) responded to the survey and approximately 90 faculty, staff and students participated in the open meetings. A draft plan is now being developed. Thank you to everyone who participated in the survey and meetings. Your feedback is essential to our efforts to improve our services. ■

### Survey Says...

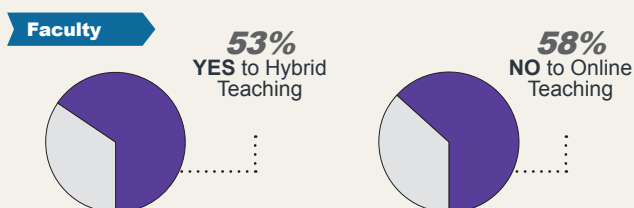
#### Computer Training



#### WiFi Connectivity



#### Interactive Teaching



### Open Meeting Chat...

“IT staff provide good service, but the **infrastructure is obsolete and**”

“Our **old computers** perform poorly when upgraded with most recent applications and operating”

“Access to **Wi-Fi is spotty** and, when you do get access, the signal is weak.”

“When **CUNYfirst** arrives, our **antiquated computers** won’t be able to support it.”

“Transporting **audiovisual equipment** from iMedia to classrooms throughout campus often **wastes time**, especially when”

“Faculty **email lacks stability and essential features** such as integrated calendaring, contacts and documents”

“**Students need training** in Microsoft Office, Blackboard, email systems, and the CUNY”

“Keeping current with **software updates** is frustrating because only IT staff have administrative”

“Ability to teach **hybrid or online courses** is stymied by lack of IT development and **inadequate**”

[CLICK HERE FOR MORE SURVEY RESULTS](#)

# Student Services

## e-Services Available to CCNY Students

**Blackboard** An interactive on-line learning tool which allows you to receive course content, take tests and quizzes, participate in on-line discussions with your fellow students, and/or instructor(s), submit course materials, view course syllabus, etc. [cunyportal.cuny.edu](http://cunyportal.cuny.edu)

**eSIMS** Online system to register, pay your tuition, check your grades, view and print your transcript, view your class schedule, and check your financial aid status. You must select CCNY as your primary college on the Portal. [cunyportal.cuny.edu](http://cunyportal.cuny.edu)

**ePermit** An online system for requesting approval to take a course at another CUNY college. Solely for CUNY students, faculty and staff. [cunyportal.cuny.edu](http://cunyportal.cuny.edu)

**DegreeWorks** An easy to use web-based degree audit and academic advising tool. It includes an orderly display of all courses taken, a checklist of outstanding requirements to graduate, active stops on a record, current registration appointments and initial English and Mathematics placement levels, etc. [cunyportal.cuny.edu](http://cunyportal.cuny.edu)

**CUNY eMall** A virtual shopping plaza, where merchants offer a variety of discounts and other promotional programs and FREE software to faculty, staff and students. Should you choose to purchase goods or services from any of the listed eMall providers, you are contracting directly with them for the goods and services that they provide. [cunyportal.cuny.edu](http://cunyportal.cuny.edu)

**CCNY Libraries** Find e-Journals, reference databases, research assistance, subject guides, and useful resources compiled by the subject specialists at the City College Libraries. [libguides.ccny.cuny.edu](http://libguides.ccny.cuny.edu)

**CUNY Alert** Subscription service to receive text or voice alerts of emergencies and weather-related closings on your campus via cell or home phone and e-mail. [www.cuny.edu/news/alert.html](http://www.cuny.edu/news/alert.html)

**Live@CCNY** A new state-of-the-art e-mail and communications suite for CCNY students. Everything you do online - e-mail, shared calendars and chatting - now works together better than ever with 24/7 reliability. Provided by CCNY through a CUNY-wide partnership with Microsoft. [www.citymail.ccny.cuny.edu/](http://www.citymail.ccny.cuny.edu/)

**Twitter** Get news and updates on Twitter. CCNY Tweets: [@citycollegeny](https://twitter.com/citycollegeny) [@ccnyhelpdesk](https://twitter.com/ccnyhelpdesk) [@ccnyblackboard](https://twitter.com/ccnyblackboard)

**YouTube** The CCNY OIT YouTube channel is a collection of tutorials demonstrating how to access or configure a variety of City College IT resources. [www.youtube.com/info4ccny](http://www.youtube.com/info4ccny)

**Facebook** City College is on the social networking service for news, updates, and events [www.facebook.com/ccnyIT](http://www.facebook.com/ccnyIT)

**InYourClass** A student portal combining educational and social networking technologies for academic use. [www.inyourclass.com](http://www.inyourclass.com)

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