



Commonly Asked Questions by Faculty

- 1. I am a new Faculty/Staff member, do I get a computer? If so, what type of software is on it?**
 - a. The OIT provides one primary computer to each full time faculty/staff and administration member. These computers are a part of the Computer Lifecycle Replacement Program and are refreshed every 4 years. The preference of what type of computer lies with the individual if it is not already determined by their department based on their job requirements. We provide standardized software that can be found on the faculty resources page located on the OIT website. Any non-standard software or hardware requests must be a separate purchase from your department.

- 2. What type of printing options does Montclair State University provide?**
 - a. Most departments have a networked printer. These printers, in most cases, are networked through the iPrint Server. In order to find out if your department has a networked printer, please go to <http://iprint.montclair.edu> and look for your location.

- 3. I am part of an academic unit; can I call the University Help Desk?**
 - a. While the University Help Desk services all of Montclair State University, some schools have Technical Teams located in their prospective buildings that will be the first point of contact. This includes CSAM, CHSS and SBUS.

- 4. I need to teach in a mediated classroom, do you offer training?**
 - a. Training is offered at the beginning of each semester for the mediated classrooms. For individual training, please contact the Training Department at x5449 or the University Help Desk at X7971.

- 5. I teach in a mediated classroom in University Hall, is there a laptop or desktop in each room?**
 - a. University Hall does not have laptops or desktops located in each room. You will need to bring in your laptop to set up to the podium. If you do not have a laptop and wish to borrow one, please contact the University Help Desk to request a laptop loan. Laptops are required to be returned after the class.

6. Does the Office of Information Technology offer software for home use?

- a. The OIT offers complimentary software for faculty/staff and administration with a valid MSU NetID. This software can be found on the Software Archive tab located on the OIT website. In addition, Microsoft Office, SPSS and SAS can be loaned out for 24 hours from the TSC.

7. I have a laptop that I would like to bring to campus, is this possible?

- a. MSU offers network connectivity to all faculty/staff and students that need to connect to the MSU network. In order to do so, you must register your computer once, using a valid MSU NetID, to the network via the Netriculate page. This page can be found after opening any browser. Wireless on campus is limited to certain buildings. Visit our wireless campus map located at <http://oit.montclair.edu/resources/facultystaffwireless.html> for a listing of wireless areas.

8. I have been told that it is my responsibility to back up my computer and make sure my documents are secure. Does OIT recommend a form of backup?

- a. The OIT offers a network storage space located at <http://netstorage.montclair.edu>. This network storage is backed up nightly and is accessible from home. We offer up to 300Mb of space on this drive. For other options, all standard computers come with a CD-RW that you can use to back your documents up to a CD. We recommend backing up at least once a month or more frequently for important documents. For documentation on burning a CD, **Windows users**, please go to: http://oit.montclair.edu/documentationpdf/Windows_XP_Using_the_CD_Burning_Software.pdf
Mac users, please go to: http://oit.montclair.edu/documentationpdf/Mac_OS_X_Burning_a_CD.pdf

9. What type of accounts are available at Montclair State University? How do I get a login or password?

- a. At Montclair State University there are several accounts available to you. These accounts include NetID, E-Mail, Blackboard, Meeting Maker and SIS. Most accounts are accessible via your MSU NetID. For a full listing of accounts and how to obtain them, please go to http://oit.montclair.edu/documentationpdf/How_do_I_get_an_account.pdf

10. I currently teach in a class that does not provide a projector. Is there a place that I can go to borrow this equipment?

- a. The OIT provides equipment loans to faculty and staff members. Available equipment includes: slide projectors, tape recorders, portable public address systems, and portable projection screens. Equipment is provided as a free loan with a valid Montclair State University ID card. To view a complete list of equipment available, please go to <http://oit.montclair.edu/resources/equipmentloans.html>

11. Where is the Help Desk and how can I reach them?

- a. The University Help Desk is located in the Technology Solutions Center, 5th Floor, University Hall. Please dial extension 7971, or email to <http://helpdesk@mail.montclair.edu>

12. What resources can help you and your students create a portfolio that documents your progress at Montclair?

- a. The Technology, Training and Integration Group (TTI) offers instructional design support that can get you started with ePortfolio creation that uses predefined templates within Blackboard. <http://oit.montclair.edu/trainingandevents.html>
<http://montclair.blackboard.com>

13. You realize that you could infuse some new techniques into your teaching. Where can you go on campus to improve your teaching skills and get a few important tips?

- a. Every month Technology, Training and Integration (TTI) offers workshops and faculty forums that will assist faculty with infusing technology into their pedagogy. For a complete list of workshops and the registration link go to <http://oit.montclair.edu/trainingandevents.html>

14. I want to use a course management system to help me teach my courses. Do you have something like this and, if so, what do I do to get started?

- a. Yes, the course management system we use on campus is Blackboard. All of your courses and associated student rosters will be listed there based on the information in the Registrar's database. For more information go to <http://oit.montclair.edu/resources/facultystaffbb.html>

15. I'd like to attend some training classes that are offered by OIT. Where can I view the schedule, and how do I register?

- a. Every month Technology, Training and Integration (TTI) offers workshops and faculty forums that will assist faculty with infusing technology into their pedagogy. For a complete list of workshops and the registration link go to <http://oit.montclair.edu/trainingandevents.html>

16. How does one conduct an online/hybrid course?

- a. We recommend that you make an appointment with an instructional designer who can assist you with the development of the online/hybrid course. <http://oit.montclair.edu/tti/ttistaff.html>

17. Is there any way to use an online voice component for my classes?

- a. Yes, there are several ways that you can do this. We recommend that you participate in our podcasting workshops offered through the TTI training and events page. <http://oit.montclair.edu/trainingandevents.html>

18. Is there a program I can use to apply narration to my web pages?

- a. Yes, there is an application called Wimba, whereby voice narration can be applied to web pages. There are several ways that you can do this. We recommend that you participate in any of our Wimba workshops offered through the TTI training and events page. <http://oit.montclair.edu/trainingandevents.html>

19. Is it possible to narrate my whole lecture and put it online for students to download to their iPods?

- a. Yes, there are several ways that you can do this. We recommend that you participate in our podcasting workshops offered through the TTI training and events page. <http://oit.montclair.edu/trainingandevents.html>

20. I can't find time to attend training classes. Is there somewhere I can get documentation? Are 1-on-1 appointments available and who do I contact?

- a. Training documentation for programs supported by MSU is available at <http://oit.montclair.edu/documentation.html>

1-on-1 appointments, individualized group training, etc, can be arranged by calling Susan Graham at extension 5449, or emailing to <http://grahams@mail.montclair.edu>