Faculty & Staff Technology Services

Computing & Information Technology (CIT)

fosters student learning and development by providing technology infrastructure and facilities, information technology services, and support for faculty, staff, and students at SUNY Geneseo.

HelpDesk: Milne Library, (585) 245-5588

EdTech Suite: South Hall 225

Main Office: South Hall 119, (585) 245-5577

http://cit.geneseo.edu

IT Support

CIT HELPDESK

The CIT HelpDesk is staffed by both professionals and students. The HelpDesk can be reached at (585) 245-5588, by email at *helpdesk@geneseo.edu*, or visit our website at *cit.geneseo.edu*. To report a computer, telephone, classroom, or lab problem through our online ticketing system, login with your Geneseo username and password at *help.geneseo.edu*

TECHNOLOGY SUPPORT

Each academic department is supported by a Technology Support Professional (TSP). Your TSP can assist you with all computing needs. Your department secretary can provide you with direct contact information.

Facilities

WIRELESS NETWORK

All buildings, including residence halls, are wireless. Many laptop friendly workspaces with wireless connectivity, power outlets, and large displays are available for individual and collaborative work.

COMPUTER LABS

Macs and Windows computers for student use can be found in campus computer labs. Select computer labs may be reserved for presentations or a class that requires the use of technology. Contact the Scheduling and Events Office to reserve classroom labs.

CLASSROOM TECHNOLOGY

Presentation technologies are available in all Geneseo learning spaces. Contact the CIT HelpDesk to find out who can best help you with your classroom technology needs.

Services

MYGENESEO

my.geneseo.edu is the customizable,web-based information portal to SUNY Geneseo. Resources such as email, time accruals, KnightWeb, campus news and events and more are found here. Faculty and staff can either access their email through our portal or use one of our supported email programs.

BANNER AND KNIGHTWEB

Banner is the campus student information system used to manage business associated with faculty, students, courses, registration, grades, transcripts, housing, billing, and many other aspects of the college. KnightWeb is the web self-service interface to Banner used by faculty and students. Faculty can enter grades, view schedules and class lists, download rosters, and access academic advisement information.

KnightWeb accounts are automatically created for all faculty and advisors. Problems accessing KnightWeb should be directed to the Records Office at (585) 245-5566. Banner and KnightWeb can both be accessed via *my.geneseo.edu*

WEBSITES

You can have a personal website using the campus Web Content Management System. Contact the CIT HelpDesk if you are interested in a personal website

FILE SERVER SPACE

Employees have access to shared departmental and project space on our central file servers. Contact the CIT HelpDesk if you need help using your file server space.

Teaching Tools

LEARNING MANAGEMENT SYSTEM

Canvas is a modern LMS that has hundreds of intuitive features for faculty to engage students and enrich the learning experience. Faculty can post documents and other resources, give assessments, create discussion forums, receive and grade assignments, integrate publisher content, post grades, and more.

Canvas will replace myCourses (Angel) as Geneseo's Learning Management System (LMS) beginning this fall. Thirty Geneseo courses will be piloting Canvas during the fall semester, and new faculty are encouraged to participate. Canvas will completely replace Angel in summer 2017. For more information about Canvas, please email *canvas@geneseo.edu*

AUDIO VISUAL CONTENT CREATION

CIT can assist you with recording, manipulating, and hosting audio and video content created by you or your students.

COLLABORATE

Collaborate is a simple, convenient, and reliable online collaborative learning and web conferencing tool that can be used in Canvas, myCourses, or on it's own.

LYNDA.COM

Geneseo students, faculty and staff have FREE access to the entire *lynda.com* training library (over 7,500 courses, and more are added every week) through Geneseo's site license. Courses can be accessed 24/7 on any desktop computer, laptop, or mobile device (iOS and Android). Faculty can assign courses to their students to track learning progress.

Special Services

EQUIPMENT LOAN

A variety of audio/video equipment such as camcorders, adapters, and more are available from the CIT HelpDesk. Ask a HelpDesk technician for a full list of items available, as well as quick tips for using the equipment.

TELEPHONE

For more information about voicemail and other telephone services, visit *go.geneseo.edu/myphone*

TEST SCORING

Optical scanning and scoring is a way to obtain exam results and statistics using a scannable answer sheet and answer key. Importable results are emailed. Scan forms are available in South 119.

Software

GOOGLE APPS

For Education are available to Geneseo students, faculty, and staff.
go.geneseo.edu/googlehelp

SOFTWARE

Geneseo has negotiated strategic licensing agreements with software vendors to make their products available to college-owned & personal computers.
software.geneseo.edu

WIKI

The wiki is powered by a software application called Confluence, which has many specialized features.
wiki.geneseo.edu

VIRTUAL COMPUTING LAB

The Virtual Lab allows access to Geneseo software from anywhere
go.geneseo.edu/virtuallab

YOUR GENESEO USERNAME AND PASSWORD

Your account at Geneseo gives you access to nearly all of our services including email, myGeneseo, Canvas, wiki, Google apps, software downloads, printing services, server, and more! User accounts remain active for as long as you are employed at Geneseo.

Don't get reeled in by phishing scams!
CIT will never ask for your password

Stay In Touch!

- For general information about CIT services and support, visit our webpage at *cit.geneseo.edu*
- Network and Server Status: CIT posts notices regarding service interruptions and planned outages at *citstatus.geneseo.edu*
- CIT News - *newsbytes.geneseo.edu*
- Twitter - @CITGeneseo
- Facebook - Like 'CITGeneseo'