INFORMATON TECHNOLOGY SERVICES UPDATES FALL 2022

- **M365 migration**
  Work continues to prepare for the email migration from CSI's on-premise hosted mail environment to [Microsoft 365 (M365), a cloud-based email system](). **The date for the migration is being pushed back as IT continues to work with CUNY and Microsoft.** In this regard, IT will be leveraging software to assist with the migration. This will allow for your mail to automatically be available in the new environment once the migration is completed. To provide support, IT will be creating a Zoom room with breakout rooms based on specific topics. In addition, support documentation is being created. Please refer to the [FAQ web page]() for additional updates. Some reminders:
    - If you are using the outlook client, the environment will be identical. If you are using the web version, there are some subtle differences. Information Technology's training team is offering [workshops]() providing an overview of the web interface.
    - Please continue to perform email housekeeping by deleting any unnecessary mail in your current mailbox to make the transition easier.
        - Self-help resources to assist you with mailbox housekeeping:
          [Outlook Desktop Client]()
          [Outlook Web Access (OWA)]()
        - If you need assistance or would like to receive some helpful tips, please register for the [Email Housekeeping – MS Outlook workshop](). You may also want to register for the TEAMS and M365 workshops if you have the opportunity.

- **Security**
  This has been a monumental task for IT staff. Software updates regarding critical vulnerabilities are received daily from Adobe, browsers, Microsoft, etc. IT has also been in touch with staff who are running servers that need to perform security updates. I am pleased to say that the College has been very cooperative. Thank you! In this regard, please continue to be cognizant of phishing emails, as this is the greatest threat to the College.
    - ***CSI101 Cyber Security Training***
      As a reminder, we are asking the College to participate in a CUNY course to learn more about cyber security. A broadcast was sent to the College community with the following information:
      You are already enrolled in the CSI101 Cyber Security Training. To access the course, log into Blackboard using your CUNY Login credentials
      (Username: [Firstname.Lastname##@login.cuny.edu]()).
      You may also access the course by logging into Blackboard directly, navigating to My Organizations, and clicking on the CUNY CSI101 Cyber Security Training organization.

- o *TEAMS MFA*
  Speaking of security, you may have noticed that MFA (multifactor authentication) has been enabled for TEAMS. This is a requirement by CUNY. If you or your staff experience any challenges, please contact HelpDesk@csi.cuny.edu for support. The following documentation has been created to assist you with setting up, logging into your account, and changing your Multi-Factor account for M365.
    - [Setting up Multi-Factor Authentication for Microsoft 365 Account](#)
    - [Setting up the Microsoft Authenticator App (iPhone)](#)
    - [Change the Multi-Factor Authentication (MFA) Options for your Microsoft 365 Account](#)
    - [Installing the MS Authentication App on an iPhone](#)
    - [Installing the MS Authentication App on an Android phone](#)
- o *Internet Explorer*
  The Internet Explorer 11 desktop application is no longer supported as of June 15, 2022. Microsoft is encouraging Internet Explorer users to migrate to Microsoft Edge. CUNY requires the removal of Internet Explorer from all college computers by September 9th. In preparation for the removal, you will want to export your Internet Explorer bookmarks to a new browser (e.g. Edge, Chrome, or Firefox). Instructions for exporting Internet Explorer bookmarks and importing the bookmarks to Microsoft Edge, Google Chrome, and Mozilla Firefox are below.
    - [Steps for Exporting Internet Explorer Bookmarks.pdf](#)
    - [Importing Bookmarks into Microsoft Edge.pdf](#)
    - [Importing Bookmarks into Google Chrome.pdf](#)
    - [Importing Bookmarks into FireFox.pdf](#)

- **Device Distribution for students taking online courses**
  A limited number of Chromebooks and iPad devices are available for loan to students who need them to participate in distance learning. To be considered, students must be enrolled in an online course offered by the College of Staten Island. Information Technology will be notifying these students to coordinate a date/time to pick up a device.

- **"Are You Ready to Learn Online?"**
  The Technology Training Team is offering workshops for students taking hybrid, hyflex, or online classes. Students can register for a workshop through our [registration](#) page.
  The dates are:
    - o Tuesday, August 23rd, 11:30 am – 1:00 pm
    - o Saturday, August 27th, 11:00 am – 12:30 pm
    - o Wednesday, August 31st, 6:30 pm – 8:00 pm
    - o Thursday, September 1st, 3:00 pm – 4:30 pm
  Topics to be covered:
    - o Technology Resources
    - o How is the virtual classroom different from a physical classroom?
    - o Balancing Time, Space, and Focus
    - o Blackboard & Zoom
  The team is also available to conduct faculty requested Technology Literacy workshops for classes.

- **Hyflex/Hybrid Smart Classrooms**
  There are over 80 Smart Classrooms that are equipped with technology to support remote students who are unable to attend a course that meets in person on campus. This technology includes a document camera, another camera that captures content written on a whiteboard/blackboard, a conference microphone, and dual monitors. All of this technology is integrated with Zoom. In addition, 1P-109, 3S-109, and SG-112 were upgraded with AI tracking cameras, one-touch control panels with multiple presets and zones, and audio solutions with numerous virtual microphones.
  For a full list of rooms, please visit https://www.csi.cuny.edu/online-resources/hyflex-learning.
  For Hyflex training please contact the Technology Training Team to schedule an in-person training session.

- **Computer Labs**
  - Upgrades
    This summer, we have upgraded the following instructional labs with new systems: 1S-110, 2N-115, 2S-114, 3N-109, 3N-113, and 5N-108. Once the renovations are complete in the 1N-004 and 1N-005 labs, these rooms with also be equipped with new computers during the Fall semester. Other areas which were given additional computers include the 1A-101 and 1N-114 labs. New monitors replaced the 3S-206 labs, and over 260 SSDs replaced existing hard drives in numerous student machines throughout the campus (various teaching and research labs, as well as public access systems, such as lobby machines, Cybercafe, and 1C Rotunda, to name a few.)
  - Computer Availability in Open Labs and Library
    Besides instructional labs, CSI has numerous computers that are available in the 1L202, 1L212, and 3N217 Open Labs and the 3 floors of the Library, all of which are equipped with several software packages that students need to complete assignments. Students can check the availability of computers in these spaces before they arrive and determine which lab to use based on how many computers are available at any given time. The information is available in both a table format for ADA compliancy, as well as a graphical map of the space. Computer availability is refreshed every 15 seconds at this site: https://www.csi.cuny.edu/online-resources/office-information-technology-services/computer-labs-multimedia-classrooms/csi-lab-stats.

- **Office 2019**
  All computer labs have been upgraded to Office 2019; IT will continue to upgrade Faculty and Staff machines throughout the fall semester.

- **Yuja**
  Did you know that CSI has a video platform that integrates with Blackboard allowing you to create and edit video content? The Yuja video platform is easy to use and allows for lecture capturing, live streaming, and simple to use content management. It impressively expands the potential to create accessible (ADA compliant) and engaging video content and offer online learners collaborative experiences that are fully integrated within Blackboard. If you are interested in using Yuja in your course, please contact Mark.Lewental@csi.cuny.edu.

- **Wayfinding**
Be sure to tell your students about CSI's Wayfinding technology. Using Google Maps and GIS technology, the College community can enter a location and follow the walking directions to arrive at their destination. Buildings are equipped with posters with QR codes that provide building information about occupants and office locations.

- **Virtual Reality (VR)**
Information Technology encourages you to explore CSI's VR lab to provide an immersive learning experience using virtual reality technology. Learners can interact with 3D model worlds offering them an opportunity to engage and improve their retention of material taught in classrooms and be exposed to "real life" situations. Please contact Linda.John@csi.cuny.edu for more information.

- **Virtual Labs/VDI**
Information Technology will continue to provide remote access to software needed for classes. This is done through our 1L-202 Virtual Computer Lab. For more information, please visit our virtual labs web page. In addition, we have implemented a limited number of licenses for a server based VDI implementation which allows remote access to a desktop which contains a majority of the open computer lab software packages. For additional information, please contact the helpdesk@csi.cuny.edu .

- **Remote Access Study Spaces**
Students who are taking an in-person course on campus may also need to participate in an online course. In that regard, there are computers in the 1L-212A computer lab that a student can use to connect to their online course. In addition, outdoor wireless is available at certain locations.

- **Technology Support**
Training and Helpdesk support will be provided both in-person and virtually. If you require an in-person meeting with the Technology HelpDesk, we recommend that you make an appointment at the In-Person Appointment Scheduling link.

  Virtual training will continue to be offered to students through the Virtual Open Computer Labs. Faculty & Staff training will be provided weekly. To view a listing of training sessions being offered, visit our registration pages.
  - Faculty & Staff training
  - Student Training

- **Programming and Web Development**
  - With the implementation of Drupal 9 and upgrade of the CSI website, the web team provided multiple training sessions to both the academic and administrative community for learning how to update and maintain their websites. In addition, we ran several training sessions and provided documentation for preparing ADA compliant documents. For further information, please contact Joyce.Taylor@csi.cuny.edu
  - The programming team provided support for managing and implementing the vaccination mandate. The team provided multiple programs with the data needed to communicate and manage enrollment of students that were registered and not yet vaccinated. Contact information as well as course and course modalities were provided for each cohort. In this regard, The CSI website was updated constantly with ever changing requirements regarding the vaccine mandate.
  https://www.csi.cuny.edu/academics-and-research/returning-csi