Technology at John Jay
The Academic Experience

In the Classroom
How does the campus use technology to enhance teaching and learning in my area of interest?
What technology exists in the classrooms?
How can I access Blackboard?
Can I use technology to collaborate with other students in both introductory and advanced courses?
Does the school give credit for courses taken online from other institutions and sources of instruction?

Support Services
Does the school have multimedia labs I can use to work on projects? Is there help available?
Are library collections and resources available online and accessible off campus?
Can the library deliver documents to you electronically, either via e-mail, or online file transfer?
Is there a cost associated with this service?
What kind of help does the library provide for research assistance, and when is the help available?
What technological resources and help are available to students with special needs?

The Administrative Experience
Taking Care of Business Online

Administrative Services
What services am I able to access online?
Is the school catalog available on the Web?

Privacy, Security, and Usage Rules
What security and privacy policies are in place to
protect my information?
How does the campus educate students about and protect them from identity theft?
Is there a campus code of behavior regarding the use of technological resources at John Jay College?
How does the campus notify students of their rights under the federal Family Educational Rights and Privacy Act (FERPA)?

**Student Life**

Enriching extracurricular experiences through technology

**Campus Resources**
Does the campus provide institutional e-mail accounts for all students, and is e-mail used as an official medium of communication?
Are there any public areas for computer access that are available for student use?

**Connecting with Others**
Does the campus have policies addressing peer-to-peer file sharing, computer viruses, and copyright violations?
Is contact information for students, faculty, and staff readily accessible electronically?
How do I find out about important information and activities going on at John Jay?
Are there Web sites for student organizations and clubs?
What technology-supported career-planning services are available for students?

**Technical Support**
What hardware and software standards, if any, does the campus require, recommend, and/or support?
What kinds of support services (help desk, training, troubleshooting) are provided by the campus, and
when are they available?
Does the campus have a plan for keeping its hardware and software current, and if so, what is the replacement cycle?
If I bring my own computer to school, what kind of technical support can you expect from the campus?
How does the campus manage e-mail spam and spyware?

Services and Fees
What You Pay For, and What You Get
Fees and Expenses
What, if any, technology fee is charged by the campus?
What does it cover?
Will I be required to purchase my own computer equipment and software?
Does the campus make computing and network access financially accessible? Is special student pricing offered for computers and peripheral equipment?

Other Services
What is CUNY Alert and how do I sign up?
How does the campus support printing for students, and is there a charge for this service?
Does the campus provide wireless network coverage?
If so, how much of the campus has wireless connectivity?
What security measures are provided by the institution’s IT department and what will be the student’s responsibility (for example, antivirus software)?
Does the campus include the cost of technical accessories in its technology fee, or are students required to purchase these items separately?
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?

Technology, Learning, and You
At John Jay College, you will be joining a community devoted to creating and sharing information. You will be encouraged to seek knowledge and explore new avenues of learning that will help to initiate creative exploration and collaboration as you pursue your academic endeavors.

The Department of Information Technology (DoIT) here at John Jay College is constantly seeking new and innovative ways to bring students, faculty and information together in a way that promotes an interactive learning experience for all.

Our goal is to assist you in finding answers to any questions you may have regarding the way that technology is being used to support learning and collaboration in your areas of interest, or possible area of study.
How does the campus use technology to enhance teaching and learning in my area of interest?

Technology at John Jay encompasses many facets, all of which come together to enhance learning and improve the educational experience.

Some of the resources the college has at its disposal include the following: Blackboard—an online course management system that provides remote access to course materials, assignments and class discussions; smart classrooms which make use of rich media content and interactivity; specialized computer labs and software applications; a Student Computer Lab Center which serves the student body here at John Jay College.

Much of what can be accomplished technologically is driven by the initiative and imagination of student and faculty collaborations, a relationship which ultimately benefits everyone.
What technology exists in the classrooms?

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

How can I access Blackboard?

Whether you are using a personal computer or a computer in one of the student labs on campus, as long as you have an internet connection, Blackboard may be accessed from anywhere through the CUNY Portal using your portal username and password. Log in at https://cunyportal.cuny.edu. You may also gain access to Blackboard using the CUNY Services (Web Apps) menu at the top of the John Jay College home page.

Students having trouble using Blackboard can also visit the Blackboard Support web page for tutorials and suggestions, or contact Blackboard Student Support for additional help. Students may access the Blackboard Student Support web page at www.jjay.cuny.edu/blackboard.

In addition, the office of Instructional Technology Support Services (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. ITSS is constantly seeking new ways to provide Blackboard to students. For additional information and updates about Blackboard, please visit the ITSS website: http://www.jjay.cuny.edu/itss.

For updates related to new developments in Blackboard, please check the header bar located under the Home tab on your Blackboard home page, and also the Announcements module located on the right side.
Can I use technology to collaborate with other students in both 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. In addition, Blackboard offers distance-learning functionality, and discussion boards, wikis, and blogs are used by students and instructors as interactive tools.

The role that these and other technologies play in the classroom is dependent upon the class objectives set by individual professors and instructors.

The level of the course is not a restriction to the technology being used, but rather, the degree to which technology is used in the classroom is determined by the course content and the methods the professor or instructor uses to relay that information.

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 is determined on a case by case basis, per established guidelines adhered to by the Registrar and affiliate academic departments.
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. For students using the public access computers such as the Student Computer Lab, there is also help available in the form of training sessions, tutors, lab assistants, and of course, you may seek help from your professor or instructor should the need arise.
Are library collections and resources available online and accessible off campus?

Library collections and resources refer to catalogs, research databases, special collections, course reserves, full-text electronic journals, books and streaming media. Almost all of the electronic resources of the library are accessible by John Jay students and faculty, both on and off campus.

A proxy server is used 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; complete (full-text) electronic collections of journals and books; and electronic reserve readings.

Other available resources include JSTOR, PsycINFO, Sociological Abstracts, SocINDEX, Academic Search Premier, SCOPUS, Web of Science, ScienceDirect, Criminal Justice Abstracts, MLA Bibliography, NetLibrary, ebrary, and more. For a complete list of our databases and electronic journal titles, please visit: [http://www.lib.jjay.cuny.edu](http://www.lib.jjay.cuny.edu).

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

Most students find that our electronic collection of over 40,000 online periodicals amply (and immediately) fulfills their research needs. The articles, periodicals and other electronic documents available for students are provided free of cost. Graduate students also have access to interlibrary loan. Articles loaned through the interlibrary program may be e-mailed 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 at the Lloyd Sealy Library are available to help students during all the hours the library is open. The reference desk is on the upper floor of the library. Students can also text a librarian for assistance with finding reference material. Please visit the Lloyd Sealy Library’s web page and click on the link Text a Librarian (bottom-left) for more information. E-mail and telephone reference help is also provided.

Workshops on using library resources are provided regularly and frequently during the semester. Appointments for longer consultations can be made with reference librarians. To make an appointment, please inquire at the reference desk, and sign-up as directed.

What technological 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 web pages 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.
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. In order to support the efforts of John Jay College in ‘going green’ many of the services being offered at John Jay now have online components.

To improve efficiency and customer service, the City University of New York (CUNY) has begun implementing CUNYfirst, an application that will eventually provide centralized, efficient access to all student transactions. CUNYfirst will be accessed through the CUNY portal throughout the CUNY system.
Administrative Services

What services am I able to access online?

John Jay College provides a wide range of online services that can be accessed through its website, including, but not limited to registering for classes, viewing transcripts, requesting transcripts online, checking posted grades and paying tuition. For more information about the services mentioned, click on the Current Students link, located in the Information menu at the top of the John Jay College home page.

The best place to get started using these services is The Jay Express—your one-stop for all consolidated student services. In order to accommodate students, the Jay Express at John Jay College houses representatives from the key administrative offices on campus: the Office of Admissions, the Bursar, the Registrar, Financial Aid, and Testing Services. These individuals provide assistance to students with unresolved issues that require prompt attention, all in
one convenient location. Please visit the ONE STOP web-site for more information at http://jstop.jjay.cuny.edu.

You may also access this web page using the Current Students link (as mentioned). Access the page by clicking on the One Stop link in the Campus Resources menu.

Is the school catalog available on the Web?

The John Jay College catalog is available online. The catalog includes course descriptions, degree requirements, academic policies, and the semester/term schedule of classes. For more information, 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 cooperation with the University Information Security Office (http://security.cuny.edu), a number of local and university policies, procedures and guidelines have been instituted to protect the confidential information of faculty, staff and students. These include the following:

Internal controls such as regular testing of the security network; ongoing outreach programs that strive to raise staff awareness, and also to educate faculty and staff on the importance of their role in the protection of student information—this includes signed statements from staff pledging their commitment to protect confidential student data; ongoing external audits and system tests to ensure the integrity of the system.
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).

Is there a campus code of behavior regarding the use of technological resources at John Jay College?

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 exchanges.

The policy can be viewed at http://www.jjay.cuny.edu/IT.006_-_CUNY_Computer_Resource_Use_Policy.pdf.

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.
Student Life
Enriching extracurricular experiences through technology

Whether you are a full-time or part-time student, the social, extracurricular, and career services activities at John Jay College will be an important part of your educational experience. Students here at John Jay College use the technological tools at their disposal to promote the development of student communities on campus.

Benefits for individual students include the development of established peer-driven and student-faculty networks, increased technological skills, personal enrichment and development through training, and improved social and computer-mediated communication skills.
Does the campus provide institutional e-mail accounts for all students, and is e-mail used as an official medium of communication?

All students are provided with an institutional e-mail address with 100 megabytes of storage. Since a student’s address may change without the college being notified, e-mail is currently the primary means of communication and interaction with students.

All students should make sure that they check their John Jay College e-mail accounts frequently. It is very important that you do so. The fact that your e-mail is your primary contact means that not only will you be receiving messages from the institution regarding student services information and updates that affect campus life, but also, most importantly, you will be receiving information from the instructors who conduct your courses as well. If your e-mail storage capacity is at its limit, or in other words, your mailbox is full, any messages you receive after that time will be undeliverable. This may mean that you could miss important announcements, notices regarding your assignments, or any other notices sent by your professors or instructors regarding coursework or course materials. You can request to have your John Jay College e-mail forwarded to your personal e-mail account. For more information, please visit http://www.jjay.cuny.edu/webmail.
Are there any public areas for computer access that are available for student use?

Public access to computers is available to students across the campus. In addition to the Student Computer Lab and department computer labs, there resources available. Locations for these computer resources are as follows: Cyber Lounges—North Hall (1st Flr., 4th Flr.) and Westport (1st Flr. Rm. 101); Cyber Cafe—North Hall (Rathskeller, 2nd Flr.); Cyber Counter—Haaren Hall (2nd Flr.). There are also computers in the Lloyd Sealy Library available for use.

In addition, John Jay College has a dedicated wireless network that serves the entire campus. For more information about the wireless network, visit the Department of Information Technology (DoIT) website: http://www.jjay.cuny.edu/doit. In the Quick Links menu (left side) on the DoIT home page, click on the link Wireless Information to find information on connecting your electronic devices—laptop, smart phone or electronic tablet—to the John Jay College network. If you require assistance, visit the student computer lab, located in the New Building, Suite L2.72.00NB. One of the technology savvy lab technicians on duty will be happy to assist you.

If you have a wireless connection to the John Jay network, you can transmit your documents wirelessly to be printed through the JayPrint Printing Service through the following URL: http://jayprint.jjay.cuny.edu. These documents can be printed at any of the three EZ Print stations on campus: North Hall (1404N), Westport (1st Flr. Lounge area), Lloyd Sealy Library (Haaren Hall). Log in with your John Jay College username and password to access your documents to be printed.

For more information about computing facilities, please refer to the ITSS website: http://www.jjay.cuny.edu/itss. Click on the link for Computer Lab Services on the ITSS main page.
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 associated 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 about security policies, training, resources and initiatives, etc. For further information, please visit http://security.cuny.edu.

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. Access the directory through the Web Apps menu at the top of the John Jay College home page. The link, entitled Phone Directory is located in the John Jay Services menu.

Student contact information is considered private. It is not accessible through the John Jay College home page. In addition, student contact information, (primarily John Jay College e-mail) is not generally shared, even for student-to-student communication. You retain the option of accepting or rejecting another student’s request for your contact information.
How do I find out about important information and activities going on at John Jay?

Important announcements are sent to your John Jay student e-mail account. E-mail can be accessed on campus in all computer facilities and e-mail kiosks. Announcements for activities and events are also posted electronically on the information monitors located in all high-traffic areas in campus buildings.

Are there Web sites for student organizations and clubs?

Information about student clubs and organizations can be found at http://jstop.jjay.cuny.edu. Click on the Life@Jay action menu and select the Student Clubs link. You can also check student organizations by clicking on the Student Life tab, located in the content tabs bar at the on the John Jay College home page. To see Student Organizations, click on the Student Engagement Opportunities action menu on the left side of the page.

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.
Technical Support

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

No specific hardware standards are required by the institution for a student’s personal computer. However, if possible, student should ensure that he or she has all the applications or software necessary to complete all coursework. All computer labs on campus available for student access have the necessary software installed.

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

The Help Desk is open seven days a week. The hours are as follows: Mondays through Fridays, 8:00 AM–10:00 PM; Saturdays and Sundays, 8:00 AM–6:00 PM. Troubleshooting services for computer hardware is currently not provided by the Help Desk.

If you would like to enhance your skills, 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.
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.

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.

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

An enterprise class Anti-Spam system is currently deployed on campus. This system blocks over 3 million instances of spam—and various forms of malicious e-mail—each month, before they can get into a student’s e-mail. In addition, the college has a combination of systems that monitor for signs of spyware, find it, and stop it before it can do any damage.
Services and Fees
What You Pay For, and What You Get

There is a strong connection between the quality of technological services and their associated costs. College campuses, including John Jay College, charge for these services in different ways.

All the classrooms on in use on campus are computerized and all are multimedia capable as well. Students often are not aware of the associated costs necessary to keep the networks on campus technologically relevant and maintained so that they are not burdened with having to deal with technical issues while in pursuit of their academic goals.

We at ITSS hope that the answers to the questions provided here helps you, the student, to become aware of the benefits you will receive as a result of your contributions to the Student Technology Fee.
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 student 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 as much 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 laptops and personal computers, you are not required to purchase these items in order to complete your studies at John Jay. The Student Computer Lab Center is available for student use for completing assignments, engaging in research, or for printing. It is located in the New Building, Room L2.72.00NB. The former location, Room 1404N in North Hall, will remain open until further notice.
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 using the college’s network and computing facilities. John Jay College does not have a program for the purchase of computers, but the City University of New York (CUNY) offers products at reduced prices through the CUNY eMall, an online store for technology and other services. A CUNY portal account is required to access the eMall. A portal account username and password is assigned to every registered CUNY student.

Please visit [https://cunyportal.cuny.edu](https://cunyportal.cuny.edu) to create a portal account, log in to the CUNY portal, or reset your password, if needed. Should you need to purchase software, you can access the CUNY eMall through the CUNY Portal web page by logging in with your username and password, then clicking on the CUNY eMall link at the top of the web page. Selected software is available free of cost. Other available software can be purchased at a reduced price by John Jay students and faculty.
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 e-mail. To register for this service, please visit www.cuny.edu/news/alert.html to sign up.

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 of both.

If a student exceeds his or her credit, additional funds can be deposited in his or her account at pay stations located in the Student Computer Lab Center in the New Building, Room L2.72.00NB, or in the Lloyd Sealy Library.
Does the campus provide wireless network coverage? If so, how much of the campus has wireless connectivity?

John Jay College provides campus-wide wireless network coverage. The John Jay College wireless network is compatible with most laptops and other mobile devices. You must have a valid John Jay College e-mail address in order to be connected to use this service.

Connections to the wireless network are handled by the Department of Information Technology (DoIT) on campus. If you wish to be connected to the network, please review the following web page for instructions on how to connect your laptop or mobile device:

http://www.jjay.cuny.edu/academics/2485.php

You can also visit the DoIT Help Desk ((New Building, L2.63.10NB) or the Student Computer Lab Center (New Building, L2.72.00NB) for assistance.

Students can now send documents to be printed wirelessly. Documents can then be printed at the Jay Print centers, available in the Lloyd Sealy Library (Haaren Hall) and also in Westport (first floor, opposite room 112).

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 (if needed) or to access the CUNY portal. After logging in using your username and password, access the CUNY eMall by clicking the link located on the top-right side of the page.

Does the campus include the cost of technical accessories 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.
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 specific requirements that explain in detail the technological training that is required for success in a chosen field. There is no required program of study or assessment that focuses on general information technology literacy.

However, there are classes that are being offered if a student wishes to expand his or her knowledge beyond existing major requirements. These courses are as follows: Computer Literacy (CLT 101), Data Processing (MAT 260), and Computer Competence and Information Literacy (COM 120).
No matter what, you’ll be using computers and other technological resources for your coursework. Please be sure to make yourself aware of any technological developments taking place at John Jay College that will enhance your learning experience and hasten your development along your chosen career path.

Even if you’re undecided now about a program or a career, you’ll be a learner, a technology consumer, and you will discover just how far your newfound knowledge can take you, both here at John Jay College and beyond. 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; valid questions will provide you the answers you seek. The goal of this guide was to provide answers to the questions that students have asked while making themselves aware of the facilities and services here at John Jay College. Please use the following review sheet with sample questions for further guidance.

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).
Review

Use this checklist to make sure you make yourself aware of important information regarding the various Information Technology (IT) services at John Jay College.

☐ 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 provided online through the John Jay College web page, 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 J Express for student services