Welcome From Information Technology

Welcome to the Florida Tech family. As a technology-based university it is important for us to provide you with Information Technology facilities and support that allow you to reach your full potential in your assigned tasks. While many of you will have special IT-related needs, we provide you with a basic set of computing tools and network access. In addition the IT staff is ready to discuss and support your unique needs.

Basic Support

The basic support in your office includes your desktop computer, access to Banner (our administrative software system), standard Microsoft software, anti-virus tools, a unified network access logon, as well as some advanced Microsoft products. This includes a university-wide update service for the latest versions of:

- Webroot SecureAnywhere Endpoint Protection and Microsoft Operating Systems
- Microsoft Office Products (Word, Excel, PowerPoint, OneNote, Outlook, Access etc.)
- Additional Microsoft Products (Visio, Project, Visual Studio)

Access to network services is provided through a standard logon system, TRACKS, which is described in the attached documentation. Our campus network is state of the art with access to regional and national services. The instructional capture, delivery, and support services are constantly improving with more than half of the faculty using these services on a regular basis.

We also offer freeware and limited licenses on other products. Our site license with Microsoft allows each employee one copy of the Office products and any upgrade to the operating systems for home use. These Microsoft products are available as a work-at-home license through specific vendors for a nominal cost as described on the IT website. Your University email address is the official communication medium at Florida Tech. All students, faculty and staff use this as their official electronic communication medium.

Included in this packet is a description of our facilities and services and a quick-start reference guide.

Information Technology extends our welcome and support to help to achieve success in your new endeavors.

IT Services for Faculty, Teaching Assistants and Staff

A comprehensive listing of services and facilities is available online at the Information Technology website at http://it.fit.edu. Please visit the IT website for updated information on the services and facilities shown here.

IT, Department of Instructional Technology

The Department of Instructional Technology provides teaching technologies that directly support and enhance the teaching effort both in the classroom and Online. This process includes the design, installation, support and training on the use of presentation equipment in classrooms, conference rooms, meeting rooms, and lecture halls. Instructional Technology provides installation, support and training for use of a Learning Management System and multiple lecture capture systems for Online delivery.

Outside the classroom, Instructional Technology supports video studio recording, editing, and live recording and streaming of campus events. Campus wide video conferencing and digital signage installation support and training are handled by the department. For more information on these and other services provided by the IT Department of Instructional Technology please visit http://it.fit.edu/instructional/services.php

Workshop and training resources can be found at: http://it.fit.edu/training/index.php
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Canvas Learning Management System

The Canvas Learning Management System (LMS) is an online tool that allows faculty to provide instructional resources, assessments, and collaboration tools to students. Faculty and students may log into Canvas at http://canvas.fit.edu using their TRACKS ID. To get started with Canvas information and training please go to: http://it.fit.edu/training/lms/canvas.php

Please note: Florida Tech Online courses are not conducted using the Canvas system. Online Learning/UA faculty should contact the Office of Online Learning for assistance with courses.

Multimedia Classrooms

Florida Tech's multimedia classrooms simplify delivery of technology-enhanced course content. These classrooms may include multimedia projectors, document cameras, write-on LCD tablets, DVD/Blu-ray players and instructor workstations. Some upgraded classrooms include Apple TV integration, allowing mobile devices and Mac laptops to wirelessly display directly to the projector. Many classrooms also offer lecture capture capability (Panopto screen and instructor voice recording for online streaming). Adobe Connect is a web-based tool used for web conferencing and online meetings. See http://it.fit.edu/instructional/facilities.php for a listing of multimedia equipment in each room.

Fully-Equipped Multimedia Rooms

Fully-equipped classrooms have a full complement of multimedia equipment. An activated university TRACKS account and attendance in the Using Florida Tech's Multimedia Classrooms session is required to use the equipment in these classrooms. All equipment is controlled with a touch-panel located at the instructor's station.

Laptop-Ready Multimedia Rooms

Laptop-ready multimedia rooms are outfitted with LCD projection and audio systems and provide connections for laptops and video devices (such as VCR, DVD or Blu-ray players). No other multimedia equipment is installed and instructors must bring a laptop, VCR, DVD or Blu-ray player to class to use with these rooms. All equipment is controlled with a keypad, located alongside the laptop connection interface. See http://it.fit.edu/instructional/facilities.php for a listing multimedia equipment in each room.

Multimedia Classroom Training Information

Information on the Using Florida Tech's Multimedia Classrooms is available at http://it.fit.edu/training/index.php. TRACKS accounts are required for the use of these facilities and these accounts. TRACKS accounts are activated during seminar attendance so faculty can effectively use all multimedia technology. Instructors teaching in departmental and laptop-ready classrooms should also attend this training.
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http://it.fit.edu

- Video Production
- Multimedia Recording Auditorium, Olin Engineering Room 118
- Using iTunesU to Deliver Audio and Video
- Event Support and Multimedia Equipment
- Videoconferencing
- Technology Support Center (TSC)
- Applied Computing Center (ACC)

Video Production Studio

Located in Olin Engineering Complex Room 119, the studio provides video production services to enhance delivery of course content. The studio may also be used for the creation of promotional videos. Services include video capture, production, and post production work. Additional information is available at http://it.fit.edu/instructional/media.php. Contact Katrianna King at kking@fit.edu for assistance.

Multimedia Recording Auditorium-Olin Engineering Room 118

OEC Room 118 provides the ability for Lecture Capture (capture instructor video and voice, presentations and student interaction). Contact Katrianna King kking@fit.edu for further information.

Using iTunesU to Deliver Audio and Video

Florida Tech has teamed up with Apple to create an iTunes media site for university-wide use. This project is known as iTunes University, or iTunesU. Florida Tech faculty, staff and students can use iTunesU to post and download their own audio and video content. This audio/video content is available from the main iTunes store and is accessible by anyone in the world. iTunesU is located at http://itunes.fit.edu; contact Jared Campbell at jared@fit.edu for training on using this service.

Event Support and Multimedia Equipment

IT, Instructional Technologies provides support for university-level special events on campus. This support may include setup of multimedia equipment and onsite technical staff for events. Multimedia equipment provided includes LCD projectors, laptops or presentation stations and document cameras. In addition, live Internet (streaming video) broadcasts may be set up for campus events to allow for wider community viewing. To schedule support for an event, please visit http://it.fit.edu/instructional/event_support.php.

Videoconferencing

Room-based videoconferencing is available at a variety of locations throughout campus including the Library room 410, and Florida Tech Commons rooms 104 and 305. Contact Katrianna King kking@fit.edu or Jared Campbell jared@fit.edu for assistance with the video conferencing systems. Desktop-based videoconferencing and collaboration is available using Adobe Connect, Skype or Google Hangouts.

Technology Support Center (TSC)

The Technology Support Center is located at the north end of the President's Complex within the Academic Quad. This facility provides technical support to faculty, staff and students. A description of services provided can be found in the services area below. The TSC may be contacted at 321-674-7284 or techsupport@fit.edu; web-based assistance is available at http://it.fit.edu/support.

Applied Computing Center (ACC)

The Center, located on the 2nd floor of the Evans Library, is the only staffed public computing facility. It is an academic environment for students to gather to collaborate on projects in addition to personal computing. Services available include: Internet connectivity; Microsoft Office, SPSS, and Matlab software; presentation and multimedia software.
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- Other Accessible Public Computing Labs
- Tracks Accounts — Email
- Software Installation in Multimedia Classrooms/Teaching Labs
- Technical Support—Technology Support Center (TSC)
- ID Card Door Access
- Wireless Computing Access

Other Accessible Public Computing Labs
Olin Engineering Complex rooms 127, 128, 130, 132, 228, 229 EVH-205 are student-accessible computing labs and are available 24 hours a day, 7 days a week. When not scheduled for class, these labs are available for use. Your Florida Tech ID card is required for access; you can apply for access using the online Key Request system at https://campus.fit.edu/doors. (TRACKS login required)

Tracks Accounts—Email
This is the single sign-on account that provides access to email, Instructor Workstations, personal web pages and computing accounts. Your University email address is the official communication medium at Florida Tech. All students, faculty and staff use this as their official electronic communication medium. You may forward your University email to another email address if you prefer. For more information about email (including directions on setting up an e-mail client or accessing via web browser) go to http://it.fit.edu/accounts/email_staff.php.

Software Installation in Multimedia Classrooms/Teaching Labs
Software may be installed on instructor and student workstations for instructional use. Instructors must provide detailed information about the software license and which computers need the software. No demo, trial, or unlicensed software will be installed. One week of notice is required for software installation on Instructor Workstations. Software will be installed twice a semester on Student Workstations: two weeks prior to the term and seven weeks into the term. Requests to install software on those dates should be submitted no later than 4 weeks before the installation date. Contact Lab Support at x8023 to request a software installation. For details, visit http://it.fit.edu/policies/ and view policy IT-1008.

Technical Support—Technology Support Center (TSC)
This is your single point of contact for technical support. The Technology Support Center may be contacted at 321-674-7284, by email at techsupport@fit.edu or you may enter a request on-line at http://it.fit.edu/support. Services provided include desktop assistance with operating systems, supported software applications, Banner and related administrative software, email accounts, anti-virus software, coordination of hardware maintenance, printer support and password resets. Classroom technical support requests (including emergency assistance) are processed through the TSC, as well as requests for network and telephone support. Additional information, including hours of support and frequently-asked questions is available at http://it.fit.edu/support.

ID Card Door Access
Many facilities throughout campus use the university ID card for access instead of traditional key locks. To request access to a specific building or room go to https://campus.fit.edu/doors. (TRACKS login required)

Wireless Computing Access
Wireless access is provided in all campus buildings other than dormitories. You must register your laptop for access prior to use. More information, including coverage maps and laptop registration, is available at http://it.fit.edu/networks/wireless.php.
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Software Licenses—On-Campus and Work-at-Home

The university owns a site license for Webroot antivirus software and Microsoft Office Suite, Project, Visio, Visual Studio, OneNote, and Publisher. These products are licensed to be installed on any university-owned machine. In addition, all university faculty and staff are permitted one copy for work-related use at home for a substantially discounted price. For MS operating systems, only upgrades are covered; Windows 7, 8, and 8.1 are available. For details, visit http://it.fit.edu/faq/55. Also, SPSS and Mat Lab are available. For those packages, contact Technology Support Services for information at techsupport@fit.edu or call 321-674-7284.

Email List Forums

Email lists can be created for classes. Contact the Technology Support Center at techsupport@fit.edu for assistance. You may wish to subscribe to facforum and fitforum, the faculty and general Florida Tech discussion lists. To subscribe send an e-mail message using your TRACKS account to: fitforum-subscribe@lists.fit.edu or facforum-subscribe@lists.fit.edu. You can manage your email list subscriptions at https://lists.fit.edu.

Administrative Computing Services (Banner)

Banner is the administrative information system on campus and training is available in areas of student records, reading budgets in finance, and how to enter requisitions into the system. ACCESS is the self-service portal that provides student advising, class schedules, and class rosters. Instructors submit final grades through ACCESS. Time sheets are entered and data such as prior year W2s and job history are available in ACCESS. ACCESS uses your TRACKS account to log on. ACCESS is accessible by clicking on the “Access Florida Tech” link to the left of the search window at the top of www.fit.edu. Also please visit http://it.fit.edu for further information and questions regarding your administrative computing needs.

Survey/Evaluation Scanning

The university provides SCANTRON equipment for survey processing and analysis, and for exam scoring. Contact your department for forms and the Technology Support Center for assistance and appointment times.

Web Services (Provided By University Marketing/Communications)

Web services are available for consultation, university and personal projects, and training for faculty. Detailed information for personal and group pages is available at http://it.fit.edu/accounts/web. For requests and general information contact Web.

Online Courses and Programs

The Office of Online learning has responsibilities for review and endorsement of all courses and programs for electronic offering. Proposals for the adoption of new technologies for delivery of online and distance learning require the review and endorsement of this office. For assistance with your plans for online courses and programs, contact Brian Erhlich, Associate Vice President and Director of Online Learning, at berhlich@fit.edu or 321-674-8202.

Copy Center (Provided by Business & Retail Operations)

Copy and print services are available at the university Copy Center, located in Building 406 of the Academic Quad. Services also include poster printing, binding and laminating. For further information call 321-674-7477.
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- Teleconferencing Service
- Faculty Profiles
- Academic Information Technology Committee

Teleconferencing Service

Telephone conferencing service through the university is available at a cost of 3.5 cents per minute per connected user. Participants are provided a toll-free number to dial in. For further information contact the Telecom office at telecom@fit.edu or at 321-674-8002.

Faculty Profiles

This web site provides a database of Florida Tech faculty expertise. The system may be accessed at http://www.fit.edu/faculty/profiles. Profiles are editable by the individual faculty members via the online interface provided.

Academic Information Technology Committee

The ACITC provides a forum for communication to and from faculty and students on topics related to instructional and research computing whereby opportunities and concerns can be stated and resolved. Further information is available at http://www.fit.edu/acitc.
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<th>Service</th>
<th>Description</th>
<th>Where to go</th>
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| TRACKS Account                  | Required for access to email, Exchange, websites, ACCESS, PAWS, the campus network, and other IT provided services. | Website: [http://it.fit.edu/accounts/tracks.php](http://it.fit.edu/accounts/tracks.php)  
Email Information: [http://it.fit.edu/accounts/email_staff.php](http://it.fit.edu/accounts/email_staff.php)  
Contact Technology Support for assistance: techsupport@fit.edu or 674-7284 |
| Technology Support              | General assistance with campus technologies. Mon-Thurs 8AM-11PM; Fri 8AM-5PM; Sat 1PM-4PM; Sun 1PM-6PM | Website: [http://it.fit.edu/support](http://it.fit.edu/support)  
Requests: [http://support.fit.edu/](http://support.fit.edu/)  
Contact: techsupport@fit.edu or 674-7284 |
| Multimedia Classroom Information| Instructor Workstation (IWS) training is required for access to campus multimedia classrooms. | To attend an Online IWS training session: [http://goo.gl/zAajTI](http://goo.gl/zAajTI)  
To schedule hands-on IWS training, email: Jared@fit.edu  
To schedule a classroom: Registrar Office at 674-8115  
To schedule an event: Campus Services at 674-8125 |
| Building/Door Access            | Access to electronic locks for rooms and buildings.                         | Website: [https://campus.fit.edu/doors](https://campus.fit.edu/doors)  
Contact Technology Support for assistance: techsupport@fit.edu or 674-7284 |
| Wireless/Wired Network Registration | Register your desktop computer, laptop, iPad, Android, etc. for use on the campus network. | Wireless Information: [http://it.fit.edu/networks/wireless.php](http://it.fit.edu/networks/wireless.php)  
Network Registration: [http://it.fit.edu/networks/register.php](http://it.fit.edu/networks/register.php)  
Contact Technology Support for assistance: techsupport@fit.edu or 674-7284 |
| Administrative Computing and Banner Access | Access to administrative systems used on campus.                           | Website: [http://it.fit.edu/admcom/](http://it.fit.edu/admcom/)  
Contact Technology Support for assistance: techsupport@fit.edu or 674-7284 |
| Course Design                   | Assistance with best practices in course development and design.            | Contact Jason Griggs: Jgriggs@fit.edu or 674-7495 |
| Canvas Learning Management System (LMS) | Web-based course content management system                                  | Website: [http://canvas.fit.edu](http://canvas.fit.edu)  
For support login and click HELP Training: [http://it.fit.edu/training/lms/canvas.php](http://it.fit.edu/training/lms/canvas.php) |
| Web Services                    | Assistance with design and development of university websites               | Website: [http://it.fit.edu/web.php](http://it.fit.edu/web.php)  
Personal Website: [http://it.fit.edu/accounts/web](http://it.fit.edu/accounts/web)  
Contact Web Services for assistance: webservices@fit.edu |
| Video and Media Services        | Video production, broadcasting, editing, live-streaming, training, and video conferencing. | Contact Katrianna King for assistance: kkking@fit.edu or 674-8442  
Event Support Request: [https://support.fit.edu/forms/events.php](https://support.fit.edu/forms/events.php) |
| Departmental Software Support   | Assistance with any departmental software issues.                           | Contact Technology Support for assistance: techsupport@fit.edu or 674-7284 |
| Audiovisual Equipment Checkout  | Projectors, laptops, screens, and VCR/DVD players for on-campus use.       | Available through IT, Instructional Technology  
Website: [http://it.fit.edu/instructional/event_support.php](http://it.fit.edu/instructional/event_support.php)  
Contact Instructional Tech 674-8728 or nquatraro@fit.edu |
| Research and HPC Support        | Assistance with server hardware and software.                              | Website: [http://it.fit.edu/computing/hpc.php](http://it.fit.edu/computing/hpc.php)  
Or contact Technology Support for assistance: techsupport@fit.edu or 674-7284 |
| Computer and Software Purchasing Support | Assistance with purchasing computer and software for on-campus and/or home use. | Website: [http://it.fit.edu/purchasing/](http://it.fit.edu/purchasing/)  
Contact Technology Support for assistance: techsupport@fit.edu or 674-7284 |
| Discussion Forums               | Campus email discussion lists.                                              | Email Lists Website: [http://it.fit.edu/accountsemail_lists.php](http://it.fit.edu/accountsemail_lists.php) |
| Telecom                         | Support for telephone lines, voicemail and long-distance service and access codes. | Website: [http://it.fit.edu/communications](http://it.fit.edu/communications)  
Telephone Directory: [http://www.fit.edu/directories](http://www.fit.edu/directories)  
Contact or service request: telecom@fit.edu or 674-8002 |