2018-19 Technology Fee Budget

Transportation Fee Budget
2018-19

- Personnel, $3,643,648 (23%)
- Fringe Benefits, $2,327,928 (15%)
- Student Employment, $1,215,000 (8%)
- Administrative Overhead, $1,879,415 (12%)
- Supplies, $560,000 (3%)
- Equipment, $1,618,000 (10%)
- Contract Svcs, $4,730,800 (29%)
- Operational, $56,200 (0%)

Supervision...
2017-2018 Technology Fee Report

Information is posted on the IT website as well: click here to view

Background

The State University of New York instituted the Technology Fee at Stony Brook in the fall of 1996 so that the University may provide its students with the highest quality learning environment. The Technology Fee is utilized to provide specific student-centric technology needs such as computing, access to library databases, public computer labs, classroom technology, academic technology (Blackboard, Echo360, Adobe Connect, etc), and student system automation.

Student Benefits/Impacts

- Technology to support formal and informal learning environments
  - Educational technology in formally scheduled classrooms
  - Online learning content captured in lecture halls and classrooms (Echo 360) was moved to ECHO 360 Cloud services - Summer 2017. Students can now develop their own study guides in ECHO.
- Printing services from anywhere with an Internet connection from any device (email or Web)
- Distribution of standard software for student learning and productivity
  - Participation in the Microsoft Campus Agreement
  - Internet Security Software (Symantec Antivirus)
- Wi-Fi access in classrooms and common areas (lounges, reading rooms, and outside areas)
- Instruction / help for student use of computing and information technology
  - On-site consulting in most public computing labs (SINC Sites) to provide assistance with access, printing, and technology use
  - Face-to-face workshops and seminars available to all students
  - Online help pages and documentation for configuration, customization and installation of SBU supported devices and software
Student Access

- 1700 workstations (West Campus)
- 24 hours/5 days a week access to the Melville Library Reading Room
- 86 workstations at Stony Brook Southampton
- 169 workstations in Residential Halls
- 12 Public Computing (SINC) sites in Academic Buildings
- 6 Public Computing areas in Library Reading Rooms, Chemistry, Math Physics & Astronomy, MASIC and Southampton Branch libraries,
- 6 Graduate Student Computer Labs
- Virtual SINC Site - access to most software that is in the SINC Sites, connected to MySBFiles and full Print From Anywhere capabilities 24 hours a day/7 days a week
- Printing support for all registered students using the Pharos print system including recycling programs for sustainability and the use of recycled paper
- Print release stations available (Outside of SINC Sites) at all campuses and in the Residence Halls
- Wireless network improvements at Chemistry Building, Frey Hall, and Library
- Continued improvement in security and privacy standards for the campus community
- New initiatives such as iCREATE, Wolfie Tank, supporting student innovation

Fast Facts for Categories

HSC & Stony Brook Medicine IT Funds

HSC and Stony Brook Medicine IT Funds were established to purchase paper, toner, and pay for the maintenance of the seven HSC Library public printers.

Computer Labs and Classrooms (SINC sites)

Public IT service sites and CoLA’s are locations equipped with network-connected computers with productivity software, scanners, and high speed printers that are available to all SBU students.

- In Fall 2017, 14,910 students used a SINC site (unique login)
- 1,700 workstations (West Campus)
- 86 workstations (Southampton)
- Every SINC Site on campus is staffed by Undergraduate Students who assist students with their technical needs.
- Connection speed in all public labs is 100 Meg to 1 Gig
- Adobe Creative Cloud software is available in Fine Arts 1301, Staller Hybrid Classroom and Melville Library Main SINC Site Macs.
- Software at the public IT service sites is metered so licensing decisions are based upon usage
- Friendly, comfortable IT locations and classrooms that encourage collaboration
• Document/image scanning stations for student use
• Maintain public site availability 24 hours/5 days a week in the Central Reading Room of the Melville Library, Sunday-Thursday. The Central Reading is also deemed a “Quiet Study only” space.
• Maintain computer classrooms for hands-on instruction that are available to students when classes are not scheduled
• Monitor and repair software on all public workstations located throughout campus
• Integration with Virtual SINC Site so students can access specialized software anywhere, anytime

Public Printing
Access to public printing services (Print From Anywhere) is provided for public lab workstations and personal computers. Printing is done by high-speed laser printers distributed in buildings or areas where students work. Printers are located in computer labs, lounges, and lecture halls.

• Maintain ~90 public-access, high-capacity printers to support high-quality and timely printing services
• Print From Anywhere queue management and print quota allocation system improved print job throughput by providing even access to printing services, reducing waste, and eradicating excessively large print jobs
• Print.stonybrook.edu allows students to log in, check their quota, and manage print jobs
• Students can print from anywhere (including from email and smart devices). Use our computer/print map to find a location nearest you: https://it.stonybrook.edu/services/computer-labs/map
  ○ 72 printers (West Campus)
  ○ 8 printers (East Campus - HSC Library)
  ○ 6 printers (Southampton)
  ○ 2 printers (School of Dental Medicine)

Academic Technology and Software
Access Stony Brook University supports various academic applications and software tools to enhance the teaching and learning experience for both its faculty and students.

• Ongoing Blackboard (learning management system) support including Production, Quality Assurance, and Development servers.
• Application Building Block maintenance and support including vendor-suggested enhancements
• Blackboard Mobile App for iPhone and select Android devices
• Campus-licensed software including VoiceThread (Narrated Power Points), Digication (ePortfolios), Respondus for online exams, Studymate to create virtual study tools
• Over 3,600 Blackboard courses were active for Fall 2017 semester / ~24,851 unique users
• 370 active Adobe Connect rooms
Since moving to the new ECHO service in July, there have been 44,200 hours of recordings each month, and an average of 29 lecture recordings each day. Over 37,500 student interactions among 5000 students.

Customer Engagement and Support

Stony Brook University’s central IT Help Desk is called Customer Engagement & Support. Located on the fifth floor of the Melville Library, it is open Monday - Friday, 8:30am - 5pm. Members of the campus community can call our service desk at 631-632-9800 for IT support, or log trouble tickets through the University’s new Help Portal at http://service.stonybrook.edu

New Tech Station walk-in center in ECC lobby, open M-F, 8:30am-5:00pm

There is a walk-in center and a drop-off service where students can bring their computers and devices to be looked at if they experience trouble connecting to Wi-Fi, need help installing software, or suspect that their machine has been infected with malware.

- Client Support works to help solve end users’ IT issues via phone, email and in-person. In 2017, Client Support closed ~33,000 help tickets.
- Customers reported a 97% satisfaction rating for the services they received, giving Client Support high marks for “Professional, Courteous, and Friendly” service.
- Launched a new Information Technology Service Management (ITSM) tool in Fall 2017 to serve as the single destination for reporting issues and making requests for IT services. It gives students, faculty and staff an easy way to reach out for fast, effective support.

Classroom Technology

Stony Brook is working to ensure classrooms are updated on a regular basis with state-of-the-art technology to improve the teaching and learning process.

- Audio Visual support is offered to all instructors on East, West, Southampton and Manhattan campuses.
- 57 classrooms have automated lecture capture (Echo360) system in place. A total of ~2,500 lectures were recorded last year resulting in over 800,000 viewing hours.
- Support for over 200 media-equipped classrooms
- 11 video conferencing facilities on East, West, Southampton and Manhattan campuses
- Historically, ~15 new instructional facilities are added each year
- Continued support for student “Bring Your Own Device” (BYOD) in classrooms such as charging stations, connection cable loans, & wifi.

Library Databases

Stony Brook provides access to more than 655 library databases and is constantly evaluating its subscriptions and potential new subscriptions.

- A complete list of databases can be found on the Libraries website - http://guides.library.stonybrook.edu/az.php
- JSTOR, Web of Science, etc
Networking

Internet access, cell phone service, and telephones are provided through the University’s data network services infrastructure. With the ever-increasing demand by students for faster speeds and greater capacity due to the ever-growing number of devices they bring to campus, networking resources are constantly being challenged and upgrades are frequently needed.

- Provide Wi-Fi access for all students, faculty, staff and residents in all buildings (residential and academic) through WolfieNet-Secure.
- Provide wired network connectivity for all faculty, staff and resident students in all buildings (residential and academic)
- Provide telephone service for all faculty, staff and resident students in all buildings (residential and academic)

iCreate

iCREATE is a part of the Division of Information Technology, supporting its core values of innovation and engagement and has stakeholders/partners from diverse areas such as the College of Business, College of Engineering and Applied Sciences, IREP, and VP of Economic Development. Many areas and majors/programs throughout the University community utilize iCREATE services and offerings to further their research, innovation and STEAM goals.

- Innovation Lab (Harriman 210):
  - Laser engravers
  - Self service 3D printers
  - Sewing machines
- Design studio (Engineering 222):
  - Digital Media center to create content
  - a Video Wall
  - Vive
- Greenhouse (Harriman 205):
  - movable and unmovable white boards
  - collaboration area’s
  - two new apple tvs
  - the green screen
  - digital media center
  - conference tables
  - coffee corner
- iCREATE offers trainings for students such as:
  - how to use a 3D Printer
- operate a laser engraver or vinyl cutter
- use a sewing/embroidery machine
- operate a drone

- Events sponsored by iCreate include:
  - WolfieTank
  - InnovateIT
  - BuildIT,
  - How Did I “DoIT” series where professionals in business discuss their accomplishments and setbacks that helped them get to the position that they are in now.

Visit: [http://www.stonybrook.edu/icreate/](http://www.stonybrook.edu/icreate/) to learn more!

### University-Wide Purchases

Software and hardware made available to both sides of campus.
- Microsoft Office and Windows for student machines.

### FAQs

**What is the DoIT Student Technology Fee Advisory Board?**

DoIT’s student advisory board provides student perspectives on the technology needs of the Stony Brook student body. This involves providing feedback on current DoIT services and policies and suggesting new services that would help students be successful learners. Information technology includes SINC Sites, printers, networking, telephones, technical support, and technology workshops as well as teaching & learning tools. Since all students, (undergraduate, graduate, commuters, residents, part-time, and full-time) utilize campus technology, it is important for DoIT to understand all of the different needs. For more information about our advisory board visit: [https://it.stonybrook.edu/about-us/student-advisory-board](https://it.stonybrook.edu/about-us/student-advisory-board)

**What is DoIT doing to make sure every student has fast, reliable Wi-Fi access?**

DoIT has partnered with the campus community to implement a continuous Wi-Fi expansion and replacement program, which will continue to improve Wi-Fi connectivity and reliability on all SBU campuses.
When can I use my SBU email account?

As soon as you activate your NetID in SOLAR, you may begin using your SBU email account. Your official SBU email account is yours to use. All official University communications will be sent only to your stonybrook.edu address, and many professors prefer to receive emails solely from your stonybrook.edu address, as proof of authenticity. We recommend you check your SBU email account at least once a day. We offer an SBU-branded version of Google Apps for Education to students on West Campus, Southampton and Manhattan that includes not just email, but free unlimited storage through the Google Drive cloud.

How do I get my copy of Microsoft Office software?

You can download Microsoft Office using the instructions at http://it.stonybrook.edu/software/title/microsoft-office at no additional cost. It is no longer possible to purchase a DVD installation copy of Microsoft Office software. Microsoft is one example of the many software packages the Tech Fee makes available. For a list of other software titles, please see Stony Brook’s complete software catalog: http://it.stonybrook.edu/services/software-catalog/browse

Can I get access to specialized academic software like SPSS or ARCMAP without physically visiting a SINC site?

Yes. The Virtual SINC Site (VSS) offers access to high-demand and costly software packages from your mobile device or desktop computer, wherever you are. In just a few clicks, you can control over to a high-powered computer with software like SPSS, MATLAB, Mathematica, Microsoft Office and more. VSS allows you to share your files, and to release print jobs via print from anywhere. For more information on VSS, go to http://it.stonybrook.edu/services/virtual-sinc-site.

For an overview of the software and services that DoIT offers to students, visit http://it.stonybrook.edu/students