ST. JOHN'S UNIVERSITY'S GUIDE TO STUDENT TECHNOLOGY RESOURCES

INFORMATION FOR STUDENTS

VERSION 2018-08-24-001

The latest version of this guide may be found at:

http://facpub.stjohns.edu/~estudio/WelcomeStudents/StudentTechGuide.pdf

Periodic updates to this document will be stored at the same location.

Please provide feedback to **stjtechguide@stjohns.edu**

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Sullivan Lab: 718-990-6672

INTRODUCTION

The Office of Information Technology of St. John's University has prepared this resource guide to help you understand the variety of learning technologies available to students at the University.

This document is structured into three major sections:

- A high level description of the technology offerings here at the University
- How you will/can use those technologies throughout the year
- Some helpful how-to information

THE LANDSCAPE

The University possesses a wide variety of technology systems, places, and services. These include:

- Electronic Mail
- Some Helpful Places to Bookmark
- Some Important Places for Learning
- Computing Devices
- Communicate via the Network
- Software
- Collaboration and Storage Places
- Student Support and Technical Consultation

ELECTRONIC MAIL

You were issued a @stjohns.edu electronic mail account on Microsoft's Live365 system. It can be accessed through a variety of methods:

- using a browser (https://mysju.stjohns.edu) or
- using a mobile device (smartphone or tablet)

Some features include:

- 10 GB of mailbox space
- Outlook-like user interface
- Windows mobile support – e-mail on phone

Setting up student e-mail on your iPhone, Android or Blackberry Phone.

For iPhone:
- Open Settings
- Select Mail, Contacts, Calendars, then select Add Account & select Exchange
- Select Exchange
- On the next dialog box, enter the following information
  - Email: Firstname.lastnameXX@my.stjohns.edu (Note: The "XX" is the first year of Registration, so if your first year is 2017 enter 17)
  - Server: outlook.office365.com
  - Username: Enter full Email Address again Firstname.lastnameXX@my.stjohns.edu
  - Password: Password is same as MySJU (Note: If you changed your UIS password please use that instead)
  - Description: Enter SJU then click Next
For Android:
- Open setting
- Scroll down to Account
- Select Add Account
- On the next dialog box, select Exchange
- Enter the requested information

o   Email: Firstname.lastnameXX@my.stjohns.edu (Note: The "XX" is the first year of Registration, so if your first year is 2017 enter 17)
o   Server: outlook.office365.com
o   Password: Password is same as MySJU (Note: If you changed your UIS password please use that instead)
o   Description: Enter SJU then click Next

The University recommends that all students use their @stjohns.edu email accounts to correspond with faculty's @stjohns.edu email accounts.

PLACES TO BOOKMARK

Almost anything you want to do is available and accessible anywhere in the world where you can find an internet connection. Some of the major facilities are listed below.

Note: Several of these systems require authentication. More information about accounts and passwords is contained in the "Your St. John's Computer Identities" section:

UNIVERSITY WEBSITE (HTTP://WWW.STJOHNS.EDU)

The University's website contains general information about St. John's for you; things like:

- Information about St. John's; Campus maps, directions
- Course Catalog
- Links to the Library, RedStormSports, etc

MYSJU (HTTPS://MYSJU.STJOHNS.EDU)

MySJU is your portal to most of the other University systems which require authentication. Use MySJU:

- To view your courses; and links to other resources
- To link to Blackboard where you have more comprehensive course tools.
- To get information, like Announcements and FAQ (Frequently Asked Questions)
- To connect to UIS, Blackboard, E-mail and OneDrive without having to retype your ID and password
- To link to other resources such as the Library or the Bookstore to order books for your classes

BLACKBOARD (ACCESS THROUGH MYSJU)
 (Or directly through: https://mysju.stjohns.edu)

Blackboard is the University's Learning Management System. Backboard is used for Online Learning courses and hybrid courses. Your faculty will determine if the course will be in MySJU or Blackboard. Use Blackboard for:

- Accessing Course Content
- Taking Tests

- Submitting Homework
- Viewing other information resources (ex: YouTube)
- Viewing material from book publishers
- Submitting assignments through to anti-plagiarism software – Turnitin

Download Blackboard App from the iTunes App Store.

UIS (ACCESS THROUGH MYSJU)
OR FROM HTTPS://MYSJU.STJOHNS.EDU)

The University Information System (UIS) is your link to administrative resources. Use UIS for:

- Accessing Student Information (Financial Aid, Registering for Classes, Paying Bills, Managing Storm Card, Advisement Reports, etc…)
- Viewing Mid-Term and Final Grades
- Managing Personal Information (emergency contact, parking permit)

PLACES FOR LEARNING

CLASSROOMS
All classrooms are technology enabled. They have wireless and wired internet service, a computer with access to the full suite of software titles, projector or large display device, speakers, and are laptop ready.

COMPUTER LABS
Recognizing that you may need access to academic software titles for their class work, the University provides computers with a full suite of software titles at various locations on all campuses. The main computer lab locations also have black and white as well as color printers. Printing can be initiated from the lab computers or from your laptops. Computer labs are located in:
- Queens: Marillac Hall, Sullivan Hall, Dr. Andrew J. Bartilucci Center
- Staten Island: DaSilva Hall
- Manhattan: 2nd Floor Library
- Long Island: Hauppauge (Long Island Graduate Center)

GENERAL USE COMPUTERS
Additional computers are available for general use in other locations around campus, they are: D'Angelo Center 2nd Floor Concierge, St. Augustine Library and PC Lab in room 308, Admission Welcome Center. **Please note that these computers cannot access faculty file servers or faculty H drives (Home Drive).**

DISCIPLINE SPECIFIC LABS
Several departments have established rooms with unique computer equipment and software. Some of the labs are:

- Computer Animation Lab
- Lesley and William Collins Business Analytics Lab
- Pharmacy Lab
- Fine Arts
- CPS labs: Cyber Security/Homeland Security/Innovation/Computer Science

COMPUTING DEVICES

All new incoming full time undergraduate freshman and transfers students who have satisfied their financial obligations to the University are eligible to participate in the Academic Computing Initiative. All students that participate in the Academic Computing Initiative Program are charged a Laptop Usage Fee each semester until they graduate. This fee includes the on-site support services, 4 year extended warranty, 4 year accidental damage protection, and 3 years of theft on the laptop. Detailed specifications can be found in the attached link.
www.stjohns.edu/laptopinfo

NETWORK

You may use the University's internal campus network. Wireless access is available to you in all learning areas, classrooms, dining halls, and many outdoor areas. Wired jacks are provided in some dorms and buildings.

St. John's University now allows you to setup your mobile device or personal laptop yourself. To be connected you must be on campus and must know your Network Login information. If you are unsure what that information is see the instructions below.

All students are also provided with accounts on the University's Microsoft Active Directory network. This account is needed to use any of the lab or general use computers throughout the campus.

Students' Network Username

First letter of their first name with **first four letters of their last name** and the **last three numbers of their X number**. Name is the exact name that appears on your Storm card. You can also use your complete e-mail address to login to the network (firstname.lastname17@stjohns.edu)

Students' Network Password

By default, it is Capital S, lowercase j and the 8-digit number on the Storm card OR just the 8-digit number on the Storm card.

WiFi Settings for Mobile Device or Personal Laptop

1. **Android Device**
   - Go to settings
   - Under the "Connections" tab, click Wi-Fi. Make sure the setting is set to ON.
   - Search for wireless networks available, and click on SJUMobile
   - A prompt will appear to enter in University credentials. Under "Identity," enter in the assigned SJU
   - username, and the Password in the corresponding area. Then, click CONNECT.

- When connection is authenticated, it will connect.
2. **iOS Device**
    - Select Settings
    - Select Wifi
    - Make sure Wifi is turned on. If it is off you must turn on your wifi
    - Select SJUMobile
    - Enter the assigned SJU Username and Password, and click Connect
3. **Mac OX 10.6 -10.12**
    - Click the Wifi icon in the top bar on the right side
    - Select "SJUMobile" from the available networks
    - A prompt will appear asking you to enter in Enterprise Credentials. Enter the assigned SJU network Username and Password. Click JOIN
    - A prompt will appear asking to accept the authentication certificate. Click CONTINUE
    - Depending on the security settings, a prompt will also appear for the computer username and password to confirm the Certificate Trust Settings. Click UPDATE SETTINGS, after the log in information is entered
    - Once it is accepted, network connection should be working. Please verify by click on the Wi-Fi icon at the top of your screen. You should see a check mark next to SJUMobile
4. **Windows 7**
    - From your desktop, click the Wi-Fi signal located on the bottom right corner of the screen
    - Select SJUMobile **>** Connect
    - Enter Username and Password **>** Connect

For additional assistance with setting up the SJUMobile visit the Laptop Shop or Micro Labs.

SOFTWARE

Over 90 software titles are available on the University's Computer Lab, public area, and classroom computers.

COLLABORATION AND STORAGE PLACES

In addition to e-mail, students using their Microsoft Office 365 account have access to OneDrive . OneDrive provides each student with 1TB of cloud space. Microsoft Office 365 is a suite of Office Web Applications that provides a user access to documents online that can be edited and shared online.

STUDENT SUPPORT AND TECHNICAL CONSULTATION

- For general help, please contact the Sullivan Lab at **718-990-6672**.

- For technical assistance with your St. John's laptop, contact the Laptop Shop at **718-990-7487**. You can also visit the Laptop Shop located on every major campus (Sullivan Hall located in the Queens, Staten Island).

- For other assistance with MySJU, UIS, E-mail or Blackboard, contact the Information Technology at **718-990-5000** or e-mail ServiceDesk@stjohns.edu.

THE SEMESTER: FROM START TO FINISH

This chapter outlines some of the normal student activities performed during each semester to provide some context for the various services and facilities described in the previous chapter.

AT THE BEGINNING:

VIEW YOUR COURSES

- Logon to MySJU (https://mysju.stjohns.edu) and then select the "ACADEMICS" tab. The courses you are registered for should be listed.
  For each course:
    o View the syllabi
    o View links to material
    o View files uploaded from faculty
    o If there is a Blackboard shell, you can directly link to Blackboard from MySJU.
- For Blackboard: logon (https://bbprod.stjohns.edu) – if MySJU is unavailable
    o View syllabi
    o View course links
    o View files uploaded from faculty
    o View course content from publishers
- Use Blackboard App

BOOKS FOR YOUR CLASS

Login to MySJU. Then click on the link to the University Bookstore.

SEND YOUR CLASSMATE OR PROFESSOR AN EMAIL

There are multiple ways to do this. Both MySJU and Blackboard maintain up to date student records. **It is recommended that you use your .Stjohns.edu email address to communicate with your classmates & professor.**

- Using MySJU
- Using Blackboard

VIEW LINKS TO EXTERNAL MATERIAL

- Using MySJU
- Using Blackboard

VIEW DOCUMENTS SHARED BY YOUR PROFESSOR

There are a variety of ways to share files:

Sullivan Lab: 718-990-6672

- View the file in MySJU
- View the file in Blackboard
- Link the file on Onedrive

DURING THE SEMESTER

IN A CLASSROOM

Almost all classrooms are technology ready with projectors, speakers, internet, computers with University software, and the ability to connect a laptop to the projector.

SUBMITTING HOMEWORK

Multiple techniques are available:
- Submit through Blackboard.
- Send email from your @stjohns.edu email account, 15mb attachment size limit.
- Store the file on your OneDrive and send your professor a link.

MID-TERM GRADES

Login to UIS, select the Student Tab, then select Student Records, select Midterm Grades, then select term and click Submit.

END OF THE SEMESTER

VIEW FINAL GRADES

Login to UIS, select the Student Tab, then select Student Records, select Final Grades, then select term and click Submit. There will also be a shortcut link posted in MySJU.

CLASS CLIMATE

At the end of the semester, students will receive an e-mail with links to a confidential survey of your class.   The University encourages all students to complete the survey.

GETTING HELP

For technical assistance during the semester with your St. John's University issued laptop, please call **718-990-6672**. For any other assistance, please visit the Laptop Shop located on the Queens & Staten Island Campus.

YOUR ST. JOHN'S COMPUTER IDENTITIES. WHAT USER NAME AND PASSWORD DO I USE?

Multiple different computer accounts are currently created for you. We understand the complexity this creates and continue to develop ways to consolidate these accounts.

(1) LOGGING INTO YOUR NETWORK ACCOUNT/UNIVERSITY LAPTOP/LAB COMPUTER

Network/Lab Computer User Name: First letter of their first name with first four letters of their last name and the last three numbers of their X number. Name is the exact name that appears on your Storm card. You can also use your complete e-mail address to login to the network (firstname.lastname16@stjohns.edu)

Network/Lab Computer Password: By default, it is Capital S, lowercase j and the 8-digit number on the Storm card OR just the 8-digit number on the Storm card. You may change your password by typing CTRL, ALT, DEL at any Network/Lab desktop computer on campus. Choose change password and select at least eight (8) characters, at least one (1) alphanumeric characters and at least one (1) capital letter that you will remember.

University Laptop User Name: First letter of their first name with first four letters of their last name and the last three numbers of their X number. This will only work on your assigned University Laptop (local account).

University Laptop Password: Initially choose your own password when you first pick up your laptop. You may change your password by typing CTRL, ALT, DEL. Choose change password and select at least eight (8) characters, at least one (1) alphanumeric characters and at least one (1) capital letter that you will remember. This will only work on your assigned University Laptop (local account).

User Name Example: (Jane Smith) jsmit123, (Matthew Sullivan) msul123

> Tip: Use MySJU to jump into UIS and Blackboard

(2) LOGGING INTO MYSJU

User Name: Your email name (example: jane.smith16) without the @st.johns.edu.

Pin/Password: By default, your six-digit date of birth (MMDDYY – last 2-digit of your birth year), which you can change to another 6-digit pin/password that you will remember. Change password by going to **UIS**, Personal Information.

(3) LOGGING INTO UIS OUTSIDE OF MYSJU UIS DEEP LINKS?

User Name: Your X number (capital X) or your Social Security Number (no dashes).

Pin: By default, your six-digit date of birth (MMDDYY – last 2-digit of your birth year), which you can change to another 6-digit pin/password that you will remember. Your MySJU password and your UIS PIN are always the same. It is recommended that you change your password at least once a semester.

LOGGING INTO STUPUB ACCOUNT

(Your professor will request a STUPUB account if needed)

To go to your stupub account, double-click on the **My Computer** icon on the desktop. Type ftp://stupub.stjohns.edu into the address bar, and press the Enter key.

Username and password is the same as your network account (see Item 1 above).

Your stupub folder is used to store html files that can be uploaded to the Web. The name of your stupub folder is your user name. Some students may have to include a ~ before the user name when including it in a web address. Web address: http://stupub.stjohns.edu/username/filename.htm

Summary

System	Username	Password	Uses
Network	<networkname> composed of first letter of your first name followed by the first four (4) letters of your last name and the last 3 digits of the X number.	8 or more characters. Default is Sjxxxxx	Computer Lab, General use computers, network printers
Student email	<firstname.lastnamexx>@stjohns.edu (xx represent the 2-digit year you first attended St. John's)	Same as network	Through MySJU
MySJU	<firstname.lastnamexx> (xx represent the 2-digit year you first attended St. John's)	Same as UIS	Main Portal to access Classes, UIS and Blackboard
UIS	<X number> or Social Security # with no dashes	(six digit number) default is birth date	Check all financial & academic and personal information
Blackboard	<firstname.lastnamexx> (xx represent the 2-digit year you first attended St. John's)	Same as UIS	Online classroom
Onedrive	<firstname.lastnamexx>@stjohns.edu (xx represent the 2-digit year you first attended St. John's)	8 or more characters. Default is Sjxxxxx	Digital storage

PLACES TO BOOKMARK

MYSJU

The centerpiece to St. John's academic facilities is the web portal: MySJU (https://mysju.stjohns.edu).   The portal provides announcements, access to registered courses, electronic mail, the University's Learning Management System, Blackboard, Library information, UIS for administrative functions (i.e., class registration, housing assignments, bill payments), help information, to name a few.   Most of the aforementioned access uses single-sign-on technology to facilitate automatic authorization to these other systems.

The main MySJU tab pages are:

- YOUR HOME
- ACADEMICS
- FINANCES
- CAMPUS LIFE
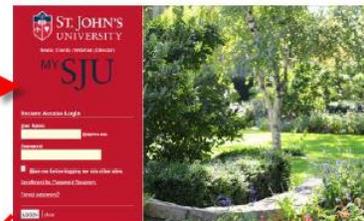- CAREER SERVICES
- EMPLOYEES
- HOW DO I?

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www.stjohns.edu

MySJU Home Page

MySJU Login Page

MySJU

MySJU ACADEMICS
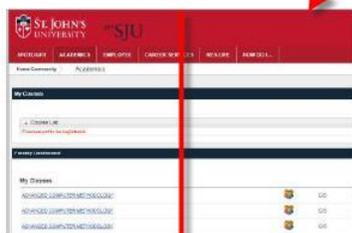
MySJU HOW DO I?

Blackboard

UIS

BLACKBOARD:

St. John's Learning Management System is Blackboard. Blackboard is an online "course management system" that can be used as a supplement to traditional, in-classroom courses, or as a way to conduct and manage online courses. Blackboard provides students access to their courses with a single login. Because it is web-based, it also makes course materials readily available to students any time they wish.

ONLINE LEARNING

The Office of Online Learning and Services (OLS) supports excellence in online teaching and learning to further the education mission of the University. OLS oversees online faculty development, implementation of hybrid and fully online courses and programs and facilitates optimal learning experiences for online students.

All of our online learning programs are supported by a full range of online student services such as online registration, advisement, financial aid, library resources, campus ministry and much more. Our online courses are of the same high caliber and as academically challenging as those taught in our classrooms, and the credits earned are identical.

To learn more about the Office of Online Learning and Services, please visit us at http://www.stjohns.edu/academics/online-learning.

UNIVERSITY INFORMATION SYSTEM (UIS)

- Seamlessly login from MySJU
- All users will have access to their personal information; change PIN, Emergency Contacts, etc.
- Student UIS Links
    o Storm Card – Manage your Storm Card
    o Academic transcript
    o Financial Aid
    o Term Bill
    o Advising Reports
    o Much More…

Sullivan Lab: 718-990-6672

PLACES FOR LEARNING

St. John's University is continually investing in purpose-built buildings and facilities to provide stimulating Learning Spaces that are more than just physical classrooms. This section describes the learning spaces of various sizes and configurations, our classrooms with technology, general computer labs and specialized Learning Environments (labs). Learning spaces are available on the various University campus locations. All academic software is accessible from these learning spaces.

As a St. John's student, you have access to facilities that consist of 7 computer laboratories, over 200 multimedia classrooms, computer classrooms, and Library patron computers. Deployment of desktop computers to these facilities now totals over 1,000 Intel-based workstations and over 125 high-end Macintosh computers.

The Queens campus has 13 dedicated computer classrooms and Staten Island has 6 that house both Intel Pentium and Macintosh computers. The Oakdale campus has 2 computer classrooms, the Manhattan campus has 2 combination computer labs/classrooms with the latest Intel-based hardware and the Rome campus has one of the same. Each computer classroom at all five locations provides you with individual computers through which you are able to participate in hands-on learning.

CLASSROOM TECHNOLOGY

157 classrooms were recently upgraded with the latest standard technology configuration installed in a podium. The instructor can use the Windows or Macintosh computer installed in each podium and project the computer's screen at 1024x768 and 1080p resolutions to a large screen. The computer's audio output is connected to wall mounted or ceiling speakers. Network connectivity provides access to the internet and to academic servers. DVD movies may be played from the Windows computer. A connection cable for USB devices is also available. If desired, a laptop can be used instead of the podium computer for wireless projection. Connections to the projector, speakers, and electrical power are available at the podium.

Student and faculty wireless service is available in all classrooms. The resident computer in the classrooms is reviewed for performance and is maintained in a 3 year replacement cycle.

High definition video conference sessions can be established on most of our campuses for campus to campus classes/meetings or for connectivity with outside organizations. Four classrooms (Queens D'Angelo Room 310, Staten Island DaSilva Room 208, Manhattan, and Rome) are designed for intercampus classes. Each is equipped with front and rear cameras and additional large monitors to view the audience in the other room.   Portable video conference equipment is available in Queens, Manhattan, and Paris for on request sessions.

STUDENT COMPUTING LABS

GENERAL COMPUTER LABS
Contain more than 150 Intel workstations and over 18 high end Macintosh computers. The university has many Intel (R) Core (TM) 3.4 GHz platforms with CDRW/DVD drives and 8 GB of RAM matched by multimedia monitors, Windows 10 operating system (OS), the MS Office 2016 Professional suite as well as many other Windows-based applications.

All the computers are connected to the St. John's University computer network, UNIX servers, and EMC CIFS servers. Macintosh computing resources consist primarily of Mac Pros, with 16 gigabytes of RAM, and running MAC OS X – El Capitan.

Designated laptop work areas are available for St. John's students in most of the St. John's University computer lab facilities. Students can bring in their laptops and connect to the network, email and use the printing equipment. Both black and white and color printers are available in the computer labs for student use.

COMPUTER ANIMATION LAB

You can learn animation techniques that can be applied in making digital feature films and commercials emphasizing computer graphic imagery. A new computer animation lab would enable graduates to enter this burgeoning field.

This lab supported by contributions from the Dr. Deckinger family, is used as a classroom/lab for student research and project work. The space has also evolved into a vital hub for student development of print and web portfolios; which has aided upper classmen and graduates in securing academic internships and industry positions. There are WACO drawing tablets to select computer positions in Animation/Advertising Lab for enhanced student class support. Special computer microphones were added to the Animation/Advertising lab environment. This is for use by students in class lessons to create various voice-overs and sound effects to projects.

LESLEY AND WILLIAM COLLINS BUSINESS ANALYTICS LAB

This lab brings real-time news, market information, financial data and industry-class analytical tools to our students and faculty members. This type of facility enables our students to learn about and live in financial markets and business environments and situations throughout the world. Three screens run simultaneously: One captures CNN and news of major corporate mergers; another downloads historical stock data and a third with a faculty member and student team using this information to make decisions about a specific business case.

PHARMACY LAB & THE HEALTH EDUCATION RESOURCE CENTER (HERC)

St. John's College of Pharmacy and Health Sciences became one of the first Colleges of Pharmacy in the United States to partner with medication management company Talyst, Inc., where students are trained to use the technology in the laboratory.

The Health Education Resource Center (HERC) is located in the Sister Jane M. Durgin Pharmacy Education Center in St. Augustine Hall -B22. This instructional resource center features a specialized collection consisting of books, periodicals, media, and electronic resources in the areas of pharmacy and allied health, and provides educational and technical services to support the course objectives of the College of Pharmacy and Health Sciences.

WRITING CENTER

The Writing Center was founded in 2006 as a place for students to discuss their writing with trained writing St. John's consultants.

In addition to providing one-to-one consultations with students, the Writing Center sponsors readings and presentations by students and faculty, as well as faculty conversations about writing pedagogy and research methods.

SMARTBOARD

Smartboard is an Interactive whiteboard which supports interaction with multimedia content. It enables notes to be written and saved in digital ink, for subsequent distribution to students, thus providing a visually engaging experience for students.   The classrooms that have Smartboards are: Sul 207, 304 & 313, SJH 111A, and Bartilucci

Center 121/122 (One big room). There are also Smartboards in DaSilva 208, Mahoney 105 and the Library Commons Area on the Staten Island campus.

TOUCH SCREENS

A touch-screen monitor senses touch and can be used to input data or issues commands to a computer or other device. All updated classrooms have podium touch screens.

STUDENT RESPONSE SYSTEMS

Clickers provide students review questions that are reflective of their understanding and transform question and answer into an interactive and engaging learning environment.   This is used by the School of Education and the College of Pharmacy and Health Sciences. Poll Everywhere licenses are also available.

LIBRARY

The St. John's University Libraries commit themselves to the teaching and learning processes by providing content-based information resources, instructional services, and other support in the most effective formats for University programs and research. The Libraries provide the foundation for the University's mission of academic excellence and lifelong learning.

TURN IT IN

This cloud based service checks for possible plagiarism by comparing submitted papers to several databases. It scans its own databases, and also has licensing agreements with large academic proprietary databases.

DATABASES

The library has subscriptions with over 200 resources that cover a wide variety of subject areas and contain many scholarly and full text articles.

CAMPUS GUIDES

Campus Guides (https://campusguides.stjohns.edu) offer convenient access to the libraries' research resources, arranged by subject discipline. It also offers quick access to our Databases A-Z, Tech Guides and workshop listings. http://campusguides.stjohns.edu

LIBRARY CATALOGS

Databases A - Z
ePeriodicals by Title
Video Collections
Goverment Documents
Academic Podcasting Initiative
eBooks eTexts

Sullivan Lab: 718-990-6672

eReference Shelf

SERVICES:

Interlibrary Loan
Reference
Circulation
Course Reserves
Research Instruction
Online Learning
Instructional Materials Center
Media Center
Quiet Study and Group Study
University Archives and Special Collections

COMPUTING DEVICES

STUDENT UNIVERSITY LAPTOPS

All new incoming full time undergraduate freshman and transfers students who have satisfied their financial obligations to the University are eligible to participate in the Academic Computing Initiative. All students that participate in the Academic Computing Initiative Program are charged a Laptop Usage Fee each semester until they graduate. This fee includes the on-site support services, 4 year extended warranty, 4 year accidental damage protection, and 3 years of theft on the laptop. Detailed specifications can be found in the attached link. www.stjohns.edu/laptopinfo.

COMMUNICATE VIA THE NETWORK

WIRED AND WIRELESS NETWORK ACCESS

The Information Technology department provides wireless network services in academic and study areas throughout the St. John's University campuses to complement the laptop program.

Classrooms, study halls, libraries, Residence Hall lounges, and many outdoor areas have wireless service. Additionally, the wireless service is compatible between all campuses with the exception of the Law School.
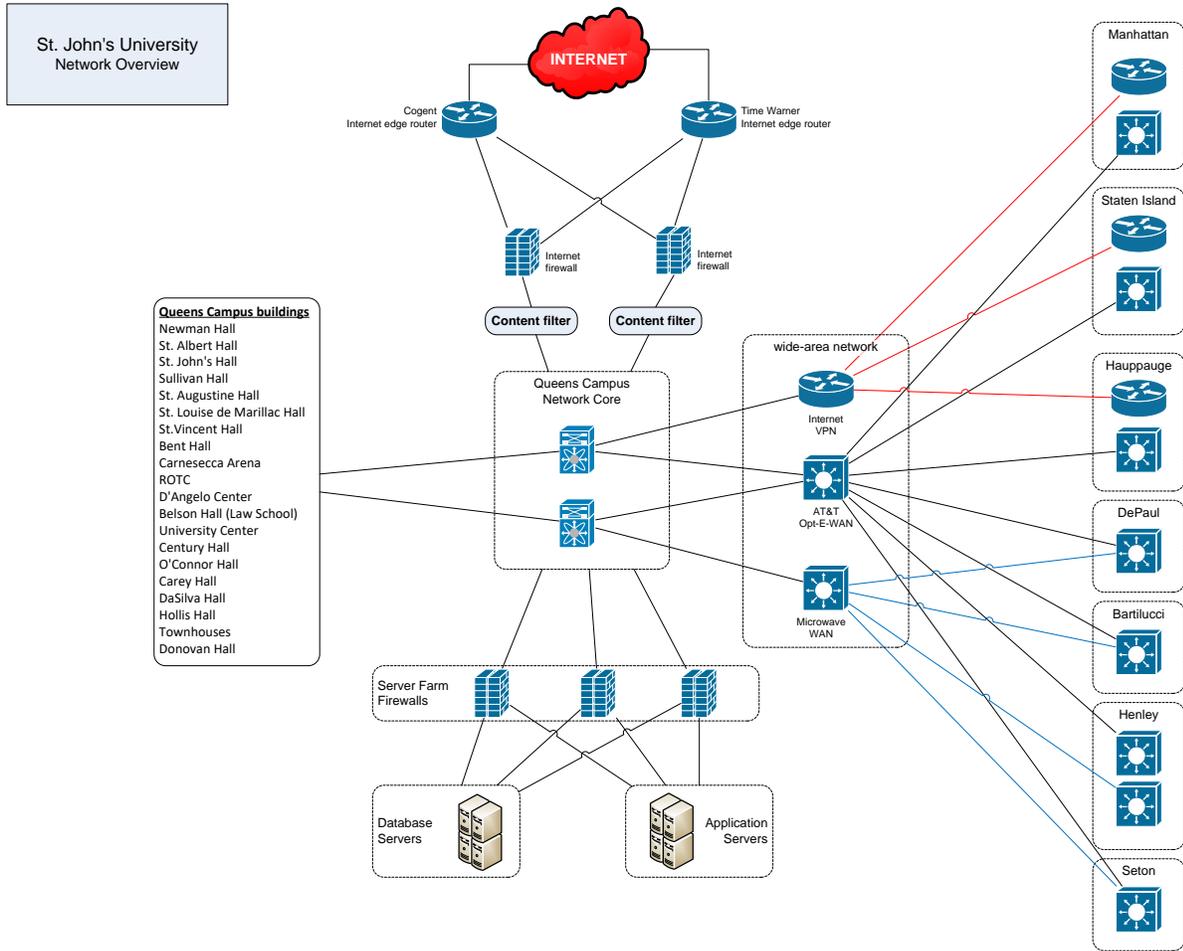
Wireless Technology standard continues to evolve and St. John's University will continue to evolve with them.

INTERNET

The University's internet service is provided by two ISPs -- Cogent (10 Gbps) and Time Warner Cable (10 Gbps) -- via two physically diverse circuits on the Queens campus. All New York campuses and buildings receive their Internet service through these Queens circuits. Internet traffic is distributed across both circuits and, in the event of a failure of either circuit, the traffic is automatically re-routed to the other circuit. Additionally, Internet traffic is managed using Procera PacketLogic appliances. This device provides the University with bandwidth management and content filtering capabilities.

INTERNAL NETWORK

The University's New York campuses, as well as its off-campus residences and academic facilities near the Queens campus, are inter-connected using AT&T's Opt-E-WAN metro-Ethernet service. In addition to that connectivity, each site has an alternate path to the Queens campus; either through a microwave WAN link or via an Internet-based VPN link. While much of the University's network traffic is to/from the Internet, these WAN services also provide remote locations with access to the University's internal web services as well as to shared file servers. All of the University's New York locations use the Queens Network facilities as their gateway to the Internet.

Sullivan Lab: 718-990-6672

St. John's University
Network Overview

INTERNET

Cogent
Internet edge router

Time Warner
Internet edge router

Internet
firewall

Internet
firewall

Content filter

Content filter

Queens Campus buildings
Newman Hall
St. Albert Hall
St. John's Hall
Sullivan Hall
St. Augustine Hall
St. Louise de Marillac Hall
St.Vincent Hall
Bent Hall
Carnesecca Arena
ROTC
D'Angelo Center
Belson Hall (Law School)
University Center
Century Hall
O'Connor Hall
Carey Hall
DaSilva Hall
Hollis Hall
Townhouses
Donovan Hall

Queens Campus
Network Core

wide-area network

Internet
VPN

AT&T
Opt-E-WAN

Microwave
WAN

Manhattan

Staten Island

Hauppauge

DePaul

Bartilucci

Henley

Seton

Server Farm
Firewalls

Database
Servers

Application
Servers

WEBEX / VIDEO CONFERENCING

WebEx:

Cisco WebEx is now available to all St. John's University staff, faculty, and students. Use WebEx to hold online virtual meetings for your daily meetings, classes, group work, and even webinars.

WebEx Meeting Center—Great for daily, weekly, even monthly meetings.

Here's how you do it. Simply, follow the links below to get started:

[WebEx for Students](#)

Video Conference:

Over the last few years, the University has broadcast the Commencement exercise to other large rooms on the same campus. More recently, the Commencement exercise was available via the internet to a limited number of family members who could not physically attend.

To date we have used this technology for special events.   Equipment has been installed to enable classrooms in Queens, Staten Island, Manhattan, and Rome to participate together as one class.

SOFTWARE

Academic Software

St. John's University's computer labs and classrooms include over 90 software titles which have been requested by faculty members to meet courses' requirements. Included are titles on Windows and Macintosh systems. Each desktop platform, Windows and Macintosh, include necessary titles for the particular location. The available software is updated to reflect the changing courses' curriculum each semester. Faculty requests the software titles and, after appropriate approvals, the software is updated in the computer labs and classrooms.

With the similar software configuration installed in podium and computer labs for each campus, the Faculty can train / demonstrate the software using the podium computers in the classrooms. Students can complete their assignments using computers in the computer classrooms and/or labs as well as, at times, their laptops. The list of software titles can also be accessed by clicking on the link Software Titles. http://facpub.stjohns.edu/~estudio/software/softwarelist.pdf

If your course require a software title not on this list, or you need software for your computer, please contact the eStudio

COLLABORATION AND STORAGE PLACES

You will need the means in which to store course content and homework during the semester. Outside of the storage spaces that you are provided by the learning management systems, Information Technology provides you with various alternatives for you to store content.

OFFICE 365

Information Technology provisioned all faculties with Microsoft Office 365 accounts. OneDrive in Office 365 allows users to upload files anytime/anywhere to cloud-based storage and access them from a Web browser. The service offers 1TB of free personal storage, with individual files limited to 50 MB. A Silverlight-based tool can be installed to allow drag-and-drop uploading.

STUPUB (STUDENT PUBLICATION WEB FOLDER)

STUPUB is a web service that allows students to create and post web pages and content that can be viewed publicly on the internet. A student may request a STUPUB account from the class faculty.

PROFESSOR'S SHARE

Some professors use St. John's file servers to share information and/or collect homework assignments. Information about these facilities will be provided by your professor. Ask the lab support team if you need assistance. The website below contains the instruction about how to connect the Professor Share Drive. http://facpub.stjohns.edu/~estudio/WelcomeStudents/Student-ProfessorsDrives.pdf

The following table summarizes these capabilities.

FEATURES	BLACKBOARD	ONEDRIVE	STUPUB
Organizing files with folders	Yes	Yes	Yes
Downloading files	Yes	Yes	Yes
Zipping files and folders	Yes	Yes	No
Sharing files and folders with others	Yes	Yes	No
Space available	Server Dependent	1 TB	75 MB

SUPPORT AND TECHNOLOGY CONSULTING

THE LABS

The Student Labs focus on the supporting students on the use of technology that they could use.   The primary Lab is in Sullivan Hall located in the Queens Campus.   You can call the Sullivan Lab at 718-990-6672.

Hours of operation: Sunday – Thursday 7:00 AM – 2:00 AM and Friday – Saturday 7:00 AM – 11:00 PM during the academic semester.

MYSJU SUPPORT

The MySJU Support Hotline is available for issue with login into MySJU, University Information Systems (UIS), Blackboard and Student E-mail (LIVE@EDU). You can call the Information Technology at 718-990-5000. Students can also e-mail at ServiceDesk@stjohns.edu .

Hours of operation: Monday – Thursday 8:00 AM – 5:00 PM and Friday 8:00 AM – 3:30 PM

NON-ACADEMIC TECHNOLOGIES AND SERVICES

SERVICE AND SAFETY

- **Campus Notification System** - University Information screens are located at various locations on our campuses. The content is managed by the Marketing and Communications department.

- **Emergency Notification System** - Public Safety used MIR3 to send emergency messages and campus closing alerts via text messages and phone calls to all students, faculty, and administrators according to the emergency contact information registered in UIS. We recommend that all students review their emergency notification information at least once a semester.

- **Classroom Phones** - A phone is installed in every classroom to make it easier for faculty members to contact Public Safety, facilities or IT Classroom support. Caller-id information for each phone is defined with the room location to facilitate Public Safety assistance. Important phone numbers are posted near each telephone.

- **Public Address System** - All buildings on campus are tied to a public address system for emergency announcements. The public address system is tested during periodic fire drills tests.

Sullivan Lab: 718-990-6672