### Guides

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<tr>
<th>Tool</th>
<th>Description</th>
<th>How to use it</th>
<th>More information</th>
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<tr>
<td>Technology for Faculty/Staff</td>
<td>A place to create, store, discuss, and organize.</td>
<td>Groups, committees, training, documentation, files. Quick web content creation and editing, with collaboration and visibility restriction options.</td>
<td>How to Use Confluence</td>
</tr>
<tr>
<td>Technology for Students</td>
<td>Learning management system.</td>
<td>Course shells and virtual academic activities: discussions, dropboxes, quizzes and tests.</td>
<td>Desire2Learn</td>
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<tr>
<td>Media Services</td>
<td>Access to all college-related sites and resources.</td>
<td>Campus single-sign on, communities.</td>
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<tr>
<td>Virtual storage hosted by the college</td>
<td>Virtual storage hosted by the college.</td>
<td>Virtual storage hosted by the college. Legacy cloud storage option for students.</td>
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<tr>
<td>Confluence</td>
<td>A suite of productivity applications; Drive, Gmail (students), YouTube.</td>
<td>Desktop and mobile-capable Cloud storage and collaboration. Basic online office suite, surveys and forms. Gmail is the official college email for students.</td>
<td></td>
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<tr>
<td>Network Drives</td>
<td>Email client.</td>
<td>Email client. Official college email, faculty and staff.</td>
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<tr>
<td>Google Apps for Education</td>
<td>A suite of productivity applications; Drive, Gmail (students), YouTube.</td>
<td>Desktop and mobile-capable Cloud storage and collaboration. Basic online office suite, surveys and forms. Gmail is the official college email for students.</td>
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<tr>
<td>Qualtrics</td>
<td>Survey platform.</td>
<td>Survey platform. Online surveys and forms. Advanced features for surveying and data reporting or export.</td>
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<tr>
<td>Zoom</td>
<td>Web conferencing systems.</td>
<td>Conduct synchronous Web conferences with members of the college or outside the college. Good, also, for live-streaming events.</td>
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More about ITS

Information Technology Services Department (ITS) at Canisius College provides all computer, media, network, and telephone resources at Canisius. ITS staff members work hard to supply Canisius College users with the best in digital tools, resources, and options available for learning, teaching, research, and administrative work...

The groups within ITS include User Services, Administrative Computing (Programmer and Analysts), Infrastructure & Telephony, Media Center, and Network Engineering and Security. While no longer officially part of ITS, the FacTS (Faculty Technology Services) Center works closely with ITS to provide instruction, teaching, and learning technology support for students, faculty and staff. (See The FacTS Center site for more information)

FacTS Center: Support for Teaching and Learning:

The FacTS Center (Faculty Technology Services) was established to make academic technology services more accessible to full and part time faculty. It provides instructional design and support for on-campus, blended, hybrid and online courses. The FacTS Center staff is happy to help faculty with events and services such as:

- Consultation in the effective use of technology tools for classroom and online use
- Instruction in using our learning management software - Desire2Learn
- Instruction in using GotoMeeting
- Instruction in using Softchalk
- Support for use of Instructional Technology Classrooms (ITCs)
- Support in the use of productivity software (such as Word Processing or Spreadsheets)
- Seminars/workshops in academic technology
- Assistance with multimedia teaching materials
- Training for effective use of laptops and instructional tools
- Support for scholarly applications, including online survey and bibliographic management tools.

Academic Computing Advisory Committee

Academic Computing Advisory Committee invites participation from every academic department along with administrators from Information Technology Services and the FacTS Center. Participants discuss campus technology issues, explore software applications, and investigate new technology initiatives.

Help and Assistance

Help Desk Documentation
Frequently Asked Questions

Policies

Acceptable Use of Computer and Network Systems by Employees
Acceptable Use of Computer and Network Systems by Students
Privacy Guidelines
Other ITS Policies

Strategic Plan

Library and Information Services Long Range Plan, May 2012
Strategic Plan Updates