

Spring 2024 –New Faculty Orientation

IT Services General FAQ

bit.ly/3KzAXRr



How do I get my UMass Boston user account and email address?

Your UMass Boston user account lets you access all the technology services at the university with the same username and password and is also your UMass Boston email address. As a new employee, you will automatically have an email address created for you. You will receive an email to your personal email address with instructions when your UMass Boston email address is ready.

Learn more: <https://www.umb.edu/it/help/new-faculty-hub>

How do I connect to Wi-Fi on campus?

Wi-Fi is available in every teaching, learning, and working space on campus. To connect, select the network named 'Eduroam' and log in with your UMass Boston username and password. Your UMass Boston username and password can also be used at hundreds of other universities around the world if they also offer the 'Eduroam' service.

Learn more: <https://www.umb.edu/it/wifi>

What software is available to me through the university?

Many of the important software applications you may need for your work are available for free or at a nominal cost. This includes Microsoft Office Suite (Word, Excel, PowerPoint, and more), as well as apps like Stata, SPSS, SAS, MATLAB, Mathematica, Adobe Acrobat and Creative Suite, and lots more.

Learn more: https://www.umb.edu/it/software/faculty_staff

How do I get technical support on my computer or application?

The UMass Boston IT Department staff are standing by to help you with your technology questions and problems. If the staff of the IT Service Desk can't help, we'll connect you with someone who can. Contact us by live text chat, email, phone or walk-in.

Learn more: <https://www.umb.edu/it/help>

How can I learn more about IT Services available to me?

Did you know we have a Makerspace? Did you know your students can borrow a Chromebook laptop for the whole semester? IT applications help your teaching, learning, and working every day, but each app has names that might not be totally clear if you haven't use it before, so we built an "IT Toolbox" webpage to help summarize some of our most important apps so you can more quickly and easily understand which are useful to you and learn more.

Learn more: <https://www.umb.edu/it/toolbox>

I have an emergency

Please call or text Apurva Mehta @ 617.438.6067.

AV & Classroom Technologies FAQ

How do I obtain a Zoom License?

Zoom is a video conferencing collaboration tool that can be utilized for administrative or faculty meetings, remote presentations, faculty/student meetings, guest lecturer presentations, webinar hosting, virtual classrooms, and virtual office hours, etc.

Please email IT-ClassTech@umb.edu to request a Zoom Pro License.

<https://www.umb.edu/it/training-classroom-support/avsct/zoom-video-conferencing>

Can I record my lectures?

Yes, we use a system called 'Echo360 ALP'. Echo360 ALP is a cloud-based service that continues to support the creation and streaming of lectures while adding many new exciting features. Students are now able to take notes and ask questions about recorded lectures, as well as bookmark particular parts of slides or lectures to save for later. These tools are designed to better aid students in review. Please email echo360@umb.edu to request support for Echo360 Classroom Capture recording or Universal Capture support.

Learn more: <https://www.umb.edu/it/training-classroom-support/avsct/echo360>

How do I find out what type of technology equipment is installed in my Classroom?

Our classrooms are equipped with AV equipment (Overhead Projector or a Flat Panel Screen, audio), DVD/Blu-Ray player, laptop connectivity, a resident computer and a document camera. For any questions about the technology in the classrooms, or to request a demonstration of the technology in the classrooms, please email IT-ClassTech@umb.edu.

Learn more: <https://www.umb.edu/it/avsct/tech> - click on your building to see a list of what equipment is included in each classroom.

How do I request training or support for Zoom, Echo360 or Classroom Technology?

Please email IT-ClassTech@umb.edu to request training or support.

Can I use my iPad or Tablet to present wirelessly to the display system in my classroom?

Yes, we have Mirroring 360 installed on every classroom resident computer. Use Mirroring360 to wirelessly mirror your Chromebook, iPad, iPhone, Android, Windows, and Mac screens to the AV Projection System in several classrooms, allowing you to walk around the classroom with your device and present wirelessly to the projection screen.

Learn more: <https://www.umb.edu/it/training-classroom-support/avsct/mirroring-360>

Learning Design FAQ

What is Learning Design Services?

We are a team of Learning Designers here to help you design your Blackboard course, find the best tools available to meet your learning goals, answer questions about educational technologies and much more. We can help with any question around pedagogy, use of educational technology tools and any teaching and learning question you might have for in person, online or hybrid modalities.

How do I get technical and pedagogical assistance?

Learning Designers and Educational Technologists are available Monday through Friday from 9:00am to 5:00pm

- Walk in Hours: Healey Library – 3rd Floor: Monday through Friday from 9:00am to 4:00pm
- Virtual Office Hours (VOH) via Zoom: Monday through Friday 9:00am to 3:00pm
- Link found on <https://www.umb.edu/learningdesign>
- Book a Consult – <https://bit.ly/elearningconsult>
- Email: LearningDesign@umb.edu
- 24/7 technical help: <http://umb.echelp.org>
- Learning Design Services Website <https://www.umb.edu/learningdesign>
- Teach Online website <https://teachonline.umb.edu>
- Teaching and Learning Online YouTube Channel
https://www.youtube.com/channel/UCBFNxdb7MF_ovnFAcWL23fA

Why use Blackboard vs. another solution or not at all?

- Blackboard is already enabled for all courses at UMass Boston. All students listed in your WISER section are automatically enrolled in your Blackboard course. Blackboard is Single Sign On (the same login as your email and other UMB applications).
- Blackboard is also supported by Learning Design Services who can be reached at Learningdesign@umb.edu (help tickets are automatically created when you email us)
- Extensive resources available on <http://www.umb.edu/learningdesign>
- Online open office hours 5-days a week 9-3pm accessible from the Blackboard home page
- Learning Designers offer private consultations and are bookable from our website
- There is 24/7 support for students and faculty via phone, chat, or ticketing within Blackboard.
- Blackboard integrates with many other learning tools such as VoiceThread, Zoom, and Gradescope, etc.
- Blackboard courses come preloaded with a UMB template so that students see consistency from class to class.

How do I set up my blackboard course?

Every course taught @ UMass Boston has a Blackboard shell. Please visit the Blackboard Quick Start Guide at <https://bit.ly/BB-QuickStartGuide> or email LearningDesign@umb.edu for assistance.

Learn more: <https://www.umb.edu/learningdesign>

How to access Blackboard and Educational Technology?

An email will be sent from a Learning Designer to the new faculty regarding how to set up Blackboard and other educational technologies. If faculty aren't entered in the UMass Boston WISER system (i.e., if they do not have an ID), then the Program Director or Department chair can request a temporary account for access to Blackboard. Please email LearningDesign@umb.edu to learn more.

Resources on Tools for teaching

Besides Blackboard, we offer and support a wide range of tools such as Zoom, VoiceThread, Turnitin, Gradescope, LinkedIn Learning, Pronto, Google Workspace and other tools to enhance teaching and learning.

Learn more: <https://www.umb.edu/learningdesign/tools>

Where can faculty find affordable texts and materials for planning a curriculum?

A newly launched service to help reduce the cost of education by using Free or Low-Cost textbooks was launched in Spring 2022.

Visit the https://www.umb.edu/elearning/open_education/oer_adoption_program to learn more about OER (open educational resources) and how to get assistance finding and adopting them in your course.

What are my options for delivering tests in my classroom and online?

- Blackboard has a built-in test tool; we can help you import tests or build tests
- Gradescope is a tool that can be used with paper-based tests.
- Respondus Lockdown Browser and Monitor can be added to online tests to help prevent cheating.

Learn more about Assessment Strategies, Activities, and Integrity

<https://teachonline.umb.edu/assessment>

Do you support the Google suite of collaborative and teaching tools?

- Yes, we have Google Workspace, and we support it.
- All UMass Boston faculty, staff, and students have access to Google Workspace using their UMB login credentials.

How do I make my course (Online or F2F) accessible?

- Blackboard has a built-in tool (ALLY) that monitors if shared documents are accessible, and it gives suggestions to repair issues.
- The learning designers can also meet with you individually or in our drop-in sessions to help you improve your overall course accessibility.
- Accessible courses help make all students successful.

Research Computing FAQ

What services are available?

Research Computing group provides, and brokers specialized resources in support of research activities. Services include high performance computing, storage, and analytical applications. Consultation is available for any IT related research needs, including data security, risk mitigation, and equipment specification. Local high-performance clusters (chimera, gibbs, shiny, etc.) along with a shared cluster in Holyoke (Massachusetts Green High-Performance Computing – MGHPCC) round up the available HPC resources. **Learn more:** <https://www.umb.edu/rc>

If I have a question?

Feel free to email IT-RC@umb.edu or call 617.287.5399. The small team is located in the Lower-Level of the Library.

How do I get an account on {chimera, gibbs, shiny, etc.}?

For HPC accounts – email us the request. Students will need a faculty member to vouch for the request.

- For shiny accounts – faculty should email with project requirements and list of students to include.

I just got a MAXQDA license, and it is already telling me it is expired.

What's up with that?

Our MAXQDA subscription expires once a year, usually late summer. In addition, MAXQDA will sometimes expire all our licenses mid-cycle when new releases come out. Email us, and we'll assign a new license.

I can't reach chimera – is it down?

Chimera is accessible only on campus or VPN. Please make sure you are on the campus network (wired or eduroam) and/or VPN before connecting.

How do I transfer data?

For our HPC and other hosted Linux systems – scp can be used to transfer data for most needs. For large transfers, please email us and we can assist.

- For data subject to Data Use Agreements (DUAs) at other universities – we will likely need to sign a DUA here and can negotiate an acceptable mechanism for data transfer.

How can I share data or resources with external collaborators?

- We offer both OneDrive and Google Workspace for collaboration with external researchers, with allocations up to 5TB. For larger requirements, please reach out to the Research Computing group.
- For our PIs who have contributed resources to our HPC clusters, external collaborators can be granted access to such resources as a Guest Investigator or similar appointment. Contact us for more information.