

# ACADEMIC INFORMATION TECHNOLOGIES and LIBRARY CAFÉ

## SERVICE LEVEL AGREEMENT

FACILITY/SERVICE	CONTACT/LOCATION/URL	NOTES	TIME FRAME
<b>FACULTY TRAINING &amp; DEVELOPMENT LAB</b>	<a href="http://ait.brooklyn.cuny.edu/">http://ait.brooklyn.cuny.edu/</a> 718.951.4634 Room 382 Library		
Faculty training: One-on-one	Faculty Training & Development Lab <a href="http://ait.brooklyn.cuny.edu/">http://ait.brooklyn.cuny.edu/</a>	Drop-in or by appointment (An appointment is required for a meeting with a member of the professional staff.)	M-Th 9-6; F 9-1 An appointment will be scheduled within 48 hours of your call.
Faculty training: Workshop series	Faculty Training & Development Lab <a href="http://ait.brooklyn.cuny.edu/">http://ait.brooklyn.cuny.edu/</a>	Registration required; online registration available	According to each semester's schedule
Faculty training: Blackboard 5.0 workshops	Faculty Training & Development Lab <a href="http://ait.brooklyn.cuny.edu/">http://ait.brooklyn.cuny.edu/</a>	Blackboard is an electronic learning platform that makes it easy for faculty to develop & manage course sites which include multimedia; grade book management; online communication; examinations & much more. Registration required; online registration available	According to each semester's schedule
Faculty training: Web survey & forms workshops	Faculty Training & Development Lab <a href="http://ait.brooklyn.cuny.edu/">http://ait.brooklyn.cuny.edu/</a>	Registration required; online registration available	According to each semester's schedule

Faculty training: Customized workshops	Faculty Training & Development Lab <a href="http://ait.brooklyn.cuny.edu/">http://ait.brooklyn.cuny.edu/</a>	Workshops can be planned to accommodate any number of attendees, on any academic information technologies topic.	M-Th 9-6; F 9-1 An appointment to discuss your needs will be scheduled within 48 hours of your call.
Website & course site development: Blackboard 5.0	Faculty Training & Development Lab <a href="http://ait.brooklyn.cuny.edu/">http://ait.brooklyn.cuny.edu/</a> <a href="http://blackboard.brooklyn.cuny.edu/">http://blackboard.brooklyn.cuny.edu/</a>	Blackboard is an electronic learning platform that makes it easy for faculty to develop & manage course sites which include multimedia; grade book management; online communication; examinations & much more.	An appointment to discuss your needs will be scheduled within 48 hours of your call.
Website & course site development: Other	Faculty Training & Development Lab <a href="http://ait.brooklyn.cuny.edu/">http://ait.brooklyn.cuny.edu/</a>		An appointment to discuss your needs will be scheduled within 48 hours of your call.
Equipment access & training	Faculty Training & Development Lab <a href="http://ait.brooklyn.cuny.edu/">http://ait.brooklyn.cuny.edu/</a>	Drop-in or by appointment (An appointment for training is recommended, to ensure that an appropriate staff member is present.) The AIT website lists the Lab's equipment	M-Th 9-6; F 9-1 An appointment will be scheduled within 48 hours of your call.
Software access & training	Faculty Training & Development Lab <a href="http://ait.brooklyn.cuny.edu/">http://ait.brooklyn.cuny.edu/</a>	Drop-in or by appointment (An appointment for training is recommended, to ensure that an appropriate staff member is present.) The AIT website lists the Lab's software.	M-Th 9-6; F 9-1 An appointment will be scheduled within 48 hours of your call.

Educational software support	Faculty Training & Development Lab <a href="http://ait.brooklyn.cuny.edu/">http://ait.brooklyn.cuny.edu/</a>	Assistance with College-supported software is provided on a drop-in basis, by telephone, or in faculty offices.	M-Th 9-6; F 9-1 If an appointment in your office is required, one will be scheduled within 48 hours of your call.
Internet/World Wide Web access & training	Faculty Training & Development Lab <a href="http://ait.brooklyn.cuny.edu/">http://ait.brooklyn.cuny.edu/</a>	Drop-in; an appointment for training is recommended.	M-Th 9-6; F 9-1
Caucus training	Faculty Training & Development Lab <a href="http://ait.brooklyn.cuny.edu/">http://ait.brooklyn.cuny.edu/</a> <a href="http://caucus.brooklyn.cuny.edu/~caucus/">http://caucus.brooklyn.cuny.edu/~caucus/</a>	Caucus software allows online asynchronous communication between faculty & students. Please follow the instructions on the College's website or call for an appointment.	M-Th 9-6; F 9-1 An appointment will be scheduled within 48 hours of your call.
Software distribution	Faculty Training & Development Lab <a href="http://ait.brooklyn.cuny.edu/">http://ait.brooklyn.cuny.edu/</a>	The Faculty Lab distributes freeware, shareware, & a small number of licensed software products.	M-Th 9-6; F 9-1 Requested software will be provided within 48 hours.
Advice about software & hardware selection/purchase	Faculty Training & Development Lab <a href="http://ait.brooklyn.cuny.edu/">http://ait.brooklyn.cuny.edu/</a>	Faculty Lab staff will advise on the selection/purchase of software & hardware for personal or professional use.	M-Th 9-6; F 9-1 An appointment will be scheduled within 48 hours of your call.
<b>MULTIMEDIA CLASSROOMS</b>	contact Faculty Lab Staff: 718.951.4634 Windows – Room 383 Library Macintosh – Room 384 Library <a href="http://ait.brooklyn.cuny.edu/">http://ait.brooklyn.cuny.edu/</a>	1 Windows & 1 Mac classroom. Reservations are required (availability can be viewed online); staff support is available.	M-Th 9-6; F 9-1 Multimedia classrooms are reserved on a first come/first served basis.

<b>MORTON &amp; ANGELA TOPFER LIBRARY CAFÉ</b>	<a href="http://ait.brooklyn.cuny.edu/librarycafe/">http://ait.brooklyn.cuny.edu/librarycafe/</a> 718.951.4672		
Student training: Blackboard access & use	Library Café	Drop in.	M-Th 8-11:45; F 9-4:45; S-S 10-5:45
Student training: Workshop series	Library Café <a href="http://ait.brooklyn.cuny.edu/librarycafe/">http://ait.brooklyn.cuny.edu/librarycafe/</a>	Drop in; no registration required.	According to each semester's schedule, posted on the Web
Equipment access & training (students)	Library Café <a href="http://ait.brooklyn.cuny.edu/librarycafe/">http://ait.brooklyn.cuny.edu/librarycafe/</a>	Drop in; sign up for a machine in 1-hour segments.	Training: M-Th 8-11:45; F 9-4:45; S-S 10-5:45 Access: 24/7 except holidays
Software access & training (students)	Library Café <a href="http://ait.brooklyn.cuny.edu/librarycafe/">http://ait.brooklyn.cuny.edu/librarycafe/</a>	Drop in; sign up for a machine in 1-hour segments.	Training: M-Th 8-11:45; F 9-4:45; S-S 10-5:45 Access: 24/7 except holidays
Internet/World Wide Web access & training	Library Café <a href="http://ait.brooklyn.cuny.edu/librarycafe/">http://ait.brooklyn.cuny.edu/librarycafe/</a>	Drop-in; sign up for a machine in 1-hour segments	Training: M-Th 8-11:45; F 9-4:45; S-S 10-5:45 Access: 24/7 except holidays
Electronic group study/meeting rooms (3)	Library Café	Drop in; sign up for a room in 1-hour segments	Training: M-Th 8-11:45; F 9-4:45; S-S 10-5:45
Full-text electronic journals, books, reference materials, online catalog	Library Café <a href="http://library.brooklyn.cuny.edu/electronic_resources/">http://library.brooklyn.cuny.edu/electronic_resources/</a>	Drop in, sign up for a machine in 1-hour segments.	24/7
Laptop configuration	Library Café	By appointment.	M-Th 8-11:45; F 9-4:45; S-S 10-5:45 An appointment will be scheduled within 48 hours of your call.
Scanning	Library Café	Drop in; limit of 5 images; products are jpgs.	M-Th 8-11:45; F 9-4:45; S-S 10-5:45; documents are available in 48 hours.
Document distribution	Library Café	Leave materials for students & Café staff will distribute them for you.	M-Th 8-11:45; F 9-4:45; S-S 10-5:45

