Office of Information Technology

Office of Information Technology (OIT) provides information technology services and support on the three main campuses of Rutgers University. This guide is intended to provide basic familiarity with OIT and the services it provides to faculty and staff at Rutgers. For more complete information on the Office of Information Technology, please visit our website at http://oit.rutgers.edu.

Rutgers NetID
Your key to a world of services
Access to nearly all of Rutgers IT services requires the use of a unique NetID. To create a NetID or to get more information on how you can use your Rutgers NetID, please visit http://netid.rutgers.edu.

RUWireless
Convenient network access
RUWireless provides wireless Internet access across the Camden campus. RUWireless is available in Armitage Hall, Robeson Library, Campus Center, Law Buildings, Science Building, Business & Science Building, Fine Arts, and Gym/Recreational Center as well as most outside areas on the main campus. The RUWireless website contains maps that show coverage areas, as well as instructions on how to use the service. For more information, please visit http://ruwireless.camden.rutgers.edu.

Need Help?
It’s just a phone call / email / visit away
The OIT Camden Help Desk is just a phone call away at 856-225-6274. Or, if it is more convenient, you can send us an email at help@camden.rutgers.edu. And if it’s really urgent, you can always drop in to our Help Desks in the Business and Science Building Room 109 or 132, or Campus Center Lab. For Help Desk hours please visit http://computing.camden.rutgers.edu/hours.php.
Campus-Based Email Services
OIT Managed email services available on each campus

OIT Camden offers all faculty and staff members individual email accounts on a number of OIT managed computer systems. OIT provides a professionally managed and maintained email service that provides attractive features such as SPAM management, regular backup of email files, and web-based and client-based (e.g., Outlook, Thunderbird, etc.) access to email. For Camden email services, please visit http://www-camden.rutgers.edu/HELP/email.php

For more information on OIT managed email services, please visit http://email.rutgers.edu.

Mailing List Services
From official lists based on demographics to special interest lists...

OIT offers two types of mailing list services:

RAMS (Rutgers Automated Mailing System) is designed to allow authorized users to send mail to specific demographic groups (e.g., all History majors in Camden, a specific course section, staff members of a specific department, etc.). The data used to generate the lists in RAMS is taken directly from official University registration and employment data sources.

Mailman allows users to create and manage their own mailing lists. These lists can be highly customized and geared toward specific interest groups. Mailman is integrated with the web, making it easy for users to manage their accounts and for list owners to administer their lists.

To learn more about RAMS and Mailman, please visit http://email.rutgers.edu.

SPAM Management Tools
Take control of your mailbox with SPAM fighting tools

“SPAM” is computer slang for the electronic equivalent of junk mail. SPAM floods message boards, newsgroups, mailing lists, and Rutgers email accounts with unwanted, unsolicited and often repugnant messages--usually advertisements, promotions or deliberate disruptions. Rutgers provides advice on how to avoid spam as well as tools for managing spam.

To learn more please visit http://nbcs.rutgers.edu/spam.
To update your spam filtering in Camden, visit https://crab.rutgers.edu/cgi-bin/usertools/webspamassassin

Computer Training
Get smart
Camden Computing Services offers free, hands-on computer training for faculty and staff. Various training opportunities are available and advance registration is required.

For more information, please visit http://edseries.camden.rutgers.edu.

Video Conference Meetings
OIT Camden manages video conference equipment (HD available) that is available for faculty/department use in BSB reserved rooms for communications with New Brunswick and other locations. Reserve rooms and equipment via: http://www.camden.rutgers.edu/computing/videoconference/reservation.php

Free and Discounted Software
Get the software you need at a great price

Rutgers offers free and discounted software to faculty and staff through the Rutgers Software Portal. Here is a sampling of the many brands available: Adobe, Apple, Microsoft, SAS, SPSS, and many others.

The software portal accepts Rutgers purchase orders for departmental purchases, and personal checks or Visa / Mastercard for personal purchases. For more information, please visit http://software.rutgers.edu.

Academic Software
Currently, departments and colleges share in the funding of the Maple, Mathematica, Matlab, ChemBioDraw, RefWorks, and Census Seat site licenses which are then made available to faculty and staff through the software portal at http://software.rutgers.edu. Students can gain access to this software through the public labs, but in the cases of ChemBioDraw and RefWorks, students can do downloads to their systems as well.

To help build user communities for each of the software packages at Rutgers, one can join the respective User Community on Sakai. For more information for each of these go to http://oirt.rutgers.edu/software.
Infected Computer?
Has your PC slowed down to a snail’s pace?
When you try to go to a WEB site does your PC send you somewhere else? Does your PC seem to have a mind of its own? Then try the System Clean CD produced by Camden Computing Services. It is loaded with software and information that can be useful in eradicating problems that can infest your PC. The CD is “self-starting”, menu driven, and available at any Help Desk.

FindTech Connections offers volume discounts
The FindTech Connections web site offers volume discounts on computer purchases for both institutional and personal use. FindTech leverages the buying power of the entire University and passes the savings on to you.

For more information, please visit http://findtech.rutgers.edu.

myRutgers Portal
Convenient access to multiple Rutgers resources
Primarily targeted at students, the myRutgers portal brings together a variety of information and services that are also available to faculty and staff at Rutgers University. The portal can be customized to suit individual interests and also provides another easy way to check email.

To learn more please visit http://my.rutgers.edu.

It’s Not Easy Bein’ Green
Printing conservation the Rutgers way
During the summer, the PrintGreen initiative began in the computer labs to ensure Rutgers is even more environmentally and fiscally responsible when it comes to paper usage. Current limits are set based on data from previous years usage patterns. The current limits exceed the printing needs of almost all students. The PrintGreen effort should help contain the growth in paper usage and waste that occurred in recent years.

For more information, please visit http://printing.rutgers.edu.

Protect University Information
Don’t be a cyber-crime victim
No computer or workstation is immune to compromise. University information and network assets are of significant value and protecting them is the responsibility of everyone handling these assets. Departments maintaining non-public personal information are responsible for that information and any disclosure of it. Departments holding unnecessary personal/confidential information should remove and properly dispose of it. It is everyone’s responsibility to take appropriate measures to keep information/data confidential and private due to the dangers of identity theft and compromise of that information.

- Know how to report a computer abuse incident.
- Keep your laptop secure at home and while traveling.
- Use the Cisco VPN client for telecommuting to keep information confidential.
- Keep non-public personal information encrypted and delete any unnecessary non-public personal information (NPPI).
- Never store NPPI on mobile equipment.
- Do not send NPPI over a wireless connection.
- Do not open a link embedded in an email. They can be phishing sites where any information you provide can be used for identity theft.
- Never share personal information (e.g. passwords, social security numbers, credit card numbers) in email or at untrusted web sites (phishing).
- When discarding an old computer, wipe the drive clean.

For more information on these and other tips related to department IT security as well as personal identity security visit http://rusecure.rutgers.edu.

RIAS (Rutgers Integrated Administrative System)
Online purchasing, financial accounting and reporting, and more on the way...
In the year 2000, Rutgers began to design and implement a university-wide, integrated web-based administrative system (RIAS) to support Rutgers’ strategic direction of providing employees with tools and data to make better decisions and streamline business processes to take advantage of best business practices. The first phase of the project, Procure to Pay, was implemented in July 2002.

In 2007, RIAS Phase II - Financial Accounting and Reporting was implemented. With Financial Accounting and Reporting, authorized faculty and staff have unprecedented access to realtime financial data on their accounts.

In 2008, the third phase of RIAS - Human Resources gets underway.
For more information on RIAS, please visit http://rias.rutgers.edu.
RU-iptv
TV over the data network
RU-iptv is an innovative new service designed to provide video programming over the Rutgers University data network. Launched through a partnership between the Office of Information Technology (OIT) and the Department of University Relations, RU-iptv offers local, national and international programming, as well as live coverage of Rutgers campus events.

For more information, please visit http://ruiptv.rutgers.edu.

Enterprise Application Services
Administrative applications and more...
Enterprise Application Services (EAS) is responsible for the design, implementation, operation, maintenance and evolution of systems and services that support “business” computing at the university. From admission through graduation, from paychecks to web payments, EAS systems and services provide both the interface and foundation architecture for administrative operation of central university functions. The goal of EAS is to provide excellence in architecture and excellence in service to all faculty, staff and students as they conduct university business or receive university services.

For more information, including a list of administrative applications, please visit https://eas.rutgers.edu/eas-faculty-staff.html.

Services for Faculty

Sakai @ Rutgers
Sakai is a one stop shop for courses, research projects, committees, and other collaborative activities. The Office of Instructional and Research Technology runs Sakai, the collaborative learning environment at Rutgers. Sakai has approximately 30,000 unique users per week, and represents approximately 30% of the for-credit course sections taught each year. Sakai has become the platform of choice for most faculty in the Rutgers-Camden and Rutgers-New Brunswick campuses.

Some of the things you can do with Sakai:
• Manage courses with up-to-date rosters, photo rosters, and simple class communication methods (never manage another class mailing list again!)
• Share materials with students, staff, and colleagues at other universities
• Conduct a hybrid course with intuitive discussion forums and easy content sharing
• Have access to always available file storage
• Share grades with students during the semester and send official course grades to the Registrar with one click
• Share Rutgers Library eReserves right in your worksite

For more information, please visit http://sakai.rutgers.edu. Camden support is available through the Camden Office of Instructional Design & Technology.
To arrange for a consultation, please visit http://idt.camden.rutgers.edu.

Electronic Classroom Support
All Classrooms on the campus have a minimum design of a ceiling mounted projector, a wall mounted interface (also known as a Smart Panel box) to connect a laptop computer, internet access and a VCR/DVD player. A select number of classrooms also contain a computer. Faculty members are encouraged to ‘test drive’ their room prior to the first class meeting.

For more information including specific room configurations and training, please visit http://smartclassrooms.camden.rutgers.edu

Campus Computer Labs
Bring your class to where the students go for computing
OIT operates a number of computer labs on the campus (Business & Science Building, Campus Center, Robeson Library). In these labs, students have access to Windows and a few Macintosh computers, a wide variety of software applications and high speed laser and color printers. There are two lab locations (BSB 108 and Robeson basement) that are available to be reserved for limited instruction. These labs can accommodate 18 and 40 students, respectively, and can provide hands-on access to specialized software during the teaching of the class.

For more information on these specialized labs, please visit http://computing.camden.rutgers.edu/reservations.
Enhance Student Learning with Technology
Support for the use of technology in instruction is available through the Camden Office of Instructional Design & Technology, in which staff will work individually or in groups with faculty to enhance student collaboration, increase the effectiveness of class discussions, and improve student engagement.
To arrange for a consultation, please visit http://idt.camden.rutgers.edu.

Podcasting / iTunes U.
From concept to production, the Office of Instructional and Research Technology works with faculty to create podcasts showcasing their research, publications, and views on technology.

You may subscribe to these podcasts at http://itunes.rutgers.edu.

For more information about getting started with Podcasting at Rutgers, please visit http://idt.camden.rutgers.edu.

Alternate Realities
Imagine an environment where students come willingly to participate. This environment has clear tasks and an overall goal for all students. Each task completed advances the student closer to the end goal. In order to complete tasks, students must process content, give input, and solve complex problems. Each task builds upon the last and students must learn from previous successes and failures. This is the environment often faced when playing many of today’s games.

Games and virtual worlds have a lot to offer education:

- Focus on problem solving
- Experimental acquisition of knowledge and skills
- Gatekeeping - requiring task completion to advance
- Teamwork and/or competition
- Social collaboration in single-player games
- Freedom of exploration and discovery
- Engaging environment - learning by accident
- Personal expression/reflection (fan art/fiction, etc.)

For more information, please visit http://idt.camden.rutgers.edu
To learn more about games in education, please visit http://oirt.rutgers.edu/games.

OIT News Digest
Stay up to date with news and announcements
To help faculty and staff keep abreast of changes in OIT services, OIT provides a monthly news digest. If you wish to receive this digest, please send email to oirt@rutgers.edu.

Online Class Rosters and Grade Submission
Authorized faculty and staff can view, download and administer class rosters and submit grades and warnings online.

For more information on this and other academic support services, please visit the Enterprise Application Services page at https://eas.rutgers.edu/eas-faculty-staff.html.

To access class rosters and grade submission directly, please visit https://sims.rutgers.edu/rosters.

Tools for submitting and managing grades, and for viewing class rosters are also available through Sakai. Please see the previous section on Sakai for more details.

Optical Test Scanning/Scoring
An optical test scanner to aid faculty in grading multiple choice exams is available in the Business & Science Building, room 132. It can also be used for scoring surveys conducted on multiple choice forms. Individual or self-instruction on the operation of these two software packages is available for distribution on 2 DVDs and may be obtained from the Help Desk Consultants.

Further online information on this scanning/grading device can be found at: http://computing.camden.rutgers.edu/scanner/index.php
Services for Researchers

Research Support
Camden Computing Services is the first point of contact for research faculty IT support in Camden. We can help in many areas including infrastructure, high performance computing, and other unusual technologies. We would guide faculty toward the OIT Office of Instruction and Research Technology (OIRT) in New Brunswick when appropriate. OIRT is also a bridge to many outside organizations such as Internet2, NJEdge, Teragrid, and others.

Please contact help@camden.rutgers.edu, 856-225-6274

Internet 2 Initiative
Internet2 is a consortium of 207 universities and 48 affiliate members including museums, libraries and non-profit corporations. The consortium members work together with industry and government to develop the next generation of network applications and technologies that can take advantage of significantly higher bandwidth than today’s Internet. Rutgers was one of the early participants in the consortium and continues to serve as a member institution.

The primary goals of Internet2 are to:

- Create a leading edge network capability for the national research community
- Enable revolutionary Internet applications
- Ensure the rapid transfer of new network services and applications to the broader Internet community.

If you have questions about Internet2 and the opportunities it provides, please contact OIRT at oirt@rutgers.edu.

High Performance Computing Resources
High Performance Computing (HPC) is a collective term to describe computational facilities that have the capacity to outperform the current high-end standalone machines. HPC facilities can vary from massively parallel processing supercomputers to clusters of commodity personal computers. Rutgers has a rich history of providing facilities and expertise to encourage the adoption of HPC technologies in support of its research and education goals. OIRT serves as a coordination point at the university for this important technology.

Please contact http://oirt.rutgers.edu/res/facultyfirst.html.

Web Development
An important component of many research programs at Rutgers is the development of a web site to support the organization and exchange of information and ideas. These web sites may be project-specific or simply to support a particular research group. Rutgers faculty and researchers have many web development resources available to them.

For more information, please visit http://oirt.rutgers.edu/res/www-development.html.

Statistical and Analytical Support Services
Statistical work can be performed on all OIT central systems. SAS statistical software is available on these resources. A graphical version of SAS can be used under the Xwindows system, which is available for Linux and Macintosh based systems. Various tape reading devices are also available to extract data for use in research.

For more information, please visit http://oirt.rutgers.edu/res/statistics.html.

Geographic Information Systems
Geographical Information Systems (GIS) describes the computer hardware and software used to collect, manage, display and analyze large amounts of spatially-referenced data. This type of analysis, often when combined with other resources, can be a powerful new method for identifying potential data relationships. GIS is available for students in the classrooms and labs.

For more information, please visit http://oirt.rutgers.edu/res/gis.html.
Free Consulting Services
Computing Services offers a variety of services in support of departmental computing support staff at the University. Here is a small sampling of the services offered:

- Free IT consulting and planning
- Hardware/software configurations/recommendations
- Assistance with departmental IT hiring
- Software distribution for many site licensed products

For more information, please visit http://computing.camden.rutgers.edu.

Technical Support Staff Meetings
OIT organizes monthly meetings of Camden IT technical support staff as well as University IT technical support staff.

For more information, please write to help@camden.rutgers.edu.

Telecommunications Resources
The Telecommunications Division (TD) is the university business unit responsible for the design, implementation, operation, maintenance and evolution of central voice, video, and data networks. These high performing networks are critical utilities at the university and are fundamental to the success of research, teaching, and learning. TD strives to provide seamless and pervasive telecommunications for the university community.

To learn more about the services provided by the Telecommunications Division, please visit http://www.td.rutgers.edu.

Technical Support Mailing Lists
There are a number of IT support mailing lists in use at the University. These lists provide a forum for obtaining technical advice and guidance, realtime updates on the status of services, platform specific troubleshooting as well as, a place to bounce ideas off of other technical staff with similar interests.

For more information on the available lists and how to subscribe, please write to help@camden.rutgers.edu.

IT Support Toolkit
While originally designed with the "Unit Computing Specialist" position in mind, this site is intended to help all Rutgers IT professionals find the information they need in order to successfully perform their jobs. It contains a great deal of Rutgers-specific information and, though not intended as an all-inclusive technical manual, it does contain some very helpful technical advice as well.

To access the toolkit, please visit http://ucstoolkit.rutgers.edu. ADDENDUM (3/1/2010)
Rutgers Antivirus Delivery System (RADS)
Protect your computer
RADS 5 is a free anti-virus and anti-spyware service provided by the Rutgers University Office of Information Technology to all current students, faculty, and staff. RADS 5 is compatible with all Microsoft operating systems from Windows 98 through Windows Vista. It works with workstation and server editions and runs on X86, AMD64, EM64T, and IA64 processors. For more information on rads please visit http://rads.rutgers.edu

Electronic Portfolios
Increase the effectiveness of student learning across the curriculum with the use of ePortfolios. Give students the opportunity to reflect on their educational experience for the purpose of gaining insight and direction, by collecting and reflecting on information about school courses, work experiences, and personal interests. Camden Career Services will assist units in establishing ePortfolios from conceptualization through implementation.
For more information, visit: http://cc.camden.rutgers.edu/students/exploring/CreatingandYourPortfolio.pdf
For assistance with programmatic assessment, contact the Camden Career Center - careercenter@camden.rutgers.edu

Student Access to Mathematical Software
Maple 13, Mathematica 7.0.1, and Matlab 2009a is available for class instruction and student use in the Newark, Camden, and New Brunswick public labs. Of course, assignments can be distributed via the web, but students can save their results to their campus ICI based accounts with the H: drive or to their thumb drive.
Pilot service to support student access to these mathematical packages from RUWireless, their home, or their campus residence will be available upon request. This pilot service will allow students to access and run these mathematical packages on central systems using their browser with the ability to port results to a PDF file for local printing. Faculty that would like to offer this pilot service to their class, please contact help@camden.rutgers.edu to set up access for you and your class. More information on accessing and using this service is found at : http://www.camden.rutgers.edu/HELP/Documentation/Unix/remoteXserver.html

NJEDge Services
As a member of NJEDge, Rutgers departments are able to use NJEDge services that include:
• NJVid.net, a video-streaming portal, that received a grant from Institute of Museum and Library Services (IMLS), and it is housed at NJEDge facilities and is reached via the NJEDge network. Together Rutgers, NJEDge, and William Paterson will be enhancing the capabilities to include videos that can have access limited to a specific course at any member institution. NJVid uses the same software that the Rutgers Libraries use for RUcore.libraries.rutgers.edu.
• Video Conferencing MCU which has a web based scheduler that allows you to schedule up to a 10 way meeting (larger multi way meetings can be arranged) which can include use of an ISDN or phone bridge. The MCU is free. ISDN and phone connections would be billed to those sites when they connect.
• NJEDge offers fee-based services for Disaster Recovery and Co-Location facilities.
• In addition, NJEDge negotiates statewide contracts that members can take advantage of including audio/voice conferencing services, VOIP services, and more

Adobe Connect
Adobe Connect is web conferencing software that will allow you to video conference and share documents. Starting in the fall of 2009, OIRT and Division of Continuing Studies will be coordinating a beta-test of Adobe Connect open to all members of the Rutgers Community. Please contact oirt@rutgers.edu or visit http://connect.rutgers.edu/ for further information.

Additional University-wide services available or in Development
Cyber-enabled Environment
Using Your NetID Beyond Rutgers
YouTube EDU and iTunes U
Fee-Based Services
More information about these services may be found on the OIT-NB Faculty Staff Technology Guide:
http://nbcs.rutgers.edu/facstaff/index.html