

<i>NOTE: Individual colleges may provide additional resources and support which may be specific to their academic environment</i>								
<i>● Services offered to ALL CSU faculty</i> <i>▲ Services restricted to the college's own faculty members only</i>	IS&T	CTE	Center for eLearning	IMS & University Library	College of Business Admin	College of Education & Human Services	College of Law	College of Urban Affairs
Purchase computer (Standard and high-end configuration for Windows/MAC Desktop, Laptop; PC Tablet)	●						▲	
Provide computer software licenses free or at discounted prices (Microsoft, Adobe, SAS, SPSS)	●							
Provide support for computer hardware and standard software	●				▲	▲	▲	
Provide Call Center / Helpdesk* support	●			●*		▲*	▲*	
Provide Email/Calendar Support	●					▲	▲	
Provide Data Network support	●					▲	▲	
Provide Voice Network support	●							
Help design and develop materials for regular courses			●	●		▲	▲	
Help design and develop materials for online courses			●	●		▲	▲	▲
Help design and develop Blackboard courses			●			▲		▲
Blackboard Administration			●					
Assist in posting materials on the web (e.g. Readings, assignments, exams, audio and video files)			●	●	▲		▲	▲
Answer questions regarding copyrighted materials		●	●	●		▲	▲	
Create web pages			●	●	▲	▲	▲	▲
Create and advise on use of graphics			●		▲	▲	▲	
Advise on web standards, policies and guidelines; Provide templates, sample pages, banners, etc.; Assist in publishing web pages	●				▲		▲	
Check out equipment								
▪ Laptop			●	●	▲	▲	▲	
▪ LCD / Overhead Projector			●	●		▲	▲	
▪ Digital Camera (Still / video)			●	●		▲	▲	

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▪ iPod			●			▲		
▪ PC / LCD Projector cart				●			▲	
▪ DVD player / TV cart				●			▲	
▪ VCR / TV cart				●			▲	
▪ Audio cassette recorder/player				●			▲	
Train / Assist in using								
▪ Adobe Acrobat	●		●			▲	▲	
▪ Adobe Photoshop	●		●			▲	▲	
▪ Dreamweaver	●		●			▲	▲	
▪ Impatica	●		●			▲		
▪ MS Office Suite	●		●			▲	▲	
▪ Respondus			●					
▪ SAS (+online reference)	● ⁺					▲		
▪ SPSS						▲		
▪ Blackboard	●		●					▲
▪ CampusNet	●					▲	▲	
▪ Email	●					▲	▲	
▪ PeopleSoft	●							
▪ Survey Software						▲		
Provide training and support for podcast / vodcast creation	●		●					
Advise regarding which tools would be appropriate to use for developing course material	●	●	●			▲	▲	▲
Arrange for technology related training	●			●		▲	▲	▲
Help faculty learn presentation and other software programs	●		●			▲	▲	
Reserve a computer classroom / training room [±]	● [±]			● [±]	▲	▲	▲	▲
Provide facility for video conferencing				●				▲
Assist faculty in use of video conferencing facility			●	●		▲		▲
Provide facility and/or training* to scan text and images (academic departments only [†])			●	●		▲	▲	▲ [*]
Help edit, digitize or convert formats of video and audio recording			●	●		▲	▲	▲
Design and edit professional quality videos for DVD,				●		▲	▲	▲

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VHS, or streaming								
Arrange for digital photography			●				▲	▲
Record classes, lectures and/or events in studio or on location				●			▲	▲
Provide streaming video and audio hosting				●		▲	▲	▲
Help create Teaching Portfolio		●				▲		
Assist in improving teaching methods		●	●				▲	
Help integrate technology into teaching practices	●	●	●	●		▲	▲	▲
Provide classroom assessment techniques		●	●					
Assist in locating items on CSU website(s)						▲	▲	
Assist in accessing or searching web ⁺ , library resources (e.g., Ohio Link, databases, CD, etc)				●			▲	
Help in finding grant opportunities for online course development								▲
Ensure that the technology-assisted materials and evaluation processes are accessible to students with disabilities.			●					

The **Information Services and Technology (IS&T)** division is responsible for ensuring that Cleveland State University's information technology resources are aligned with the strategic priorities of the institution. We ensure that the IT services are dependable, easy to use, cost efficient and operate effectively. To that end, IS&T regularly processes performance criteria and obtains customer service feedback to improve internal and external process effectiveness. We develop effective IT policies, procedures and standards soliciting customer input regarding their substance and rationale. IS&T strongly advocates the use of and adherence to standards as a key step in providing a scaleable, common and affordable CSU computing environment. We support CSU's core missions of education, research, service and accessibility which can only be achieved by working in partnership with students, faculty and staff. We strive to be the IT services partner of choice, delivering customer focused quality services and support products that add value to CSU.

Rhodes Tower 1104

www.csuohio.edu/offices/ist/

Contact: Rowen Garcia

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The **Center for Teaching Excellence (CTE)** was established to promote and encourage a culture of excellence in teaching and learning at Cleveland State University. They assist faculty at all levels of experience in improving and enhancing instructional delivery of all types. They have special interest in technology, and in the various forms of distance education.

Monte Ahuja Hall, Rm. 321

www.csuohio.edu/offices/teachingexcellence/

Contact: Dr. William Beasley

216-687-5583

w.beasley@csuohio.edu

The **Center for eLearning** supports development of high quality online and blended programs and courses at Cleveland State University that expand opportunities for students to meet their educational goals.

The Center has adopted five key strategic goals to fulfill its mission:

- Ensure high quality eLearning courses and programs at CSU.
- Develop new programs rapidly that respond to demonstrable needs in the educational marketplace.
- Offer eLearning programs that will significantly enhance enrollments at CSU.
- Develop a sustainable organizational model for eLearning that promotes both growth and quality and fosters internal and external collaboration.
- Develop a delivery and support system that provides consistent, satisfying, and seamless educational experiences for eLearning students and faculty.

Rhodes Tower 201

www.csuohio.edu/elearning/

Contact: Center for eLearning Office

216-687-3960

elearning@csuohio.edu

Instructional Media Services (IMS) is an integral part of the University's goal to expand electronic technologies that enhance the teaching-learning experience. IMS provides audio, video, photography, graphic arts, and multimedia production for CSU's faculty and staff. The IMS Media Lab provides students, faculty and staff with a facility and the equipment for using instructional media materials like video and audio cassettes. IMS maintains a full range of electronic media for loan to CSU faculty and staff. We provide maintenance and repair on equipment owned by other CSU departments.

IMS microteaching classrooms use video and audio to enhance the teaching/learning experience. We facilitate CSU's interactive distance learning connections with other sites, install and operate media retrieval equipped classrooms, and develop multimedia programs for the classroom.

Rhodes Tower Building

library.csuohio.edu

Contact: Bruce Jeppesen

216-687-2364

b.jeppesen@csuohio.edu

The **Nance College of Business**

Administration offers:

- High-quality, applied business education
- All the resources of a respected university, plus meaningful interaction with our local and regional business communities
- The best value for the money - Convenient, accredited, affordable, and connected

As we partner with other organizations to solve community issues, we are proud to strengthen the foundation for regional economic growth through cooperative corporate and community-based initiatives.

Monte Ahuja Hall, Rm. 420

1860 East 18th Street

www.csuohio.edu/business

Contact: Otis Gooden / Dean's Office

216-687-9256 / 3786

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The **College of Education and Human Services (COEHS)** offers 22 different undergraduate major or minor programs which lead to provisional teacher licensure in Ohio. The college also offers undergraduate human services majors in a number of areas, including nursing, sports manager, and exercise/fitness specialist. Graduate degree offerings include master's degrees in Curriculum and Instruction, School and Community Agency Counseling, Educational Administration, Adult Learning and Development, Community Health Education, Sports Management, and Exercise Science; Educational Specialist degrees in Administration and Counseling; and a doctoral degree in urban education.

Rhodes Tower 1416
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The Cleveland State University **Cleveland-Marshall College of Law** is located on the university's urban campus in downtown Cleveland. We have been training lawyers since our forerunners, the Cleveland Law School and John Marshall Law School were established in 1897 and 1916 respectively. Since becoming part of Cleveland State University in 1969, Cleveland-Marshall College of Law has enhanced its long-standing reputation in the region by recruiting and educating committed men and women who wish to serve and lead in communities dedicated to change and growth in Ohio and throughout the United States. The law school continues to enhance its national reputation and influence by recruiting and enrolling students from across the country, through its academic lecture series and Visiting Scholars Program, and through networking events with alumni across the United States and abroad.

1801 Euclid Avenue
www.law.csuohio.edu/
Contact: David Genzen
216-523-7372
david.genzen@law.csuohio.edu

The **Maxine Goodman Levin College of Urban Affairs**, Ohio's only College of Urban Affairs, is ranked among the top eight schools of urban affairs in the United States. The College is ranked second in the graduate specialty of city management and urban policy in *U.S. News and World Report's* 1998, 2002, and 2005 editions of "America's Best Graduate Schools."

The College offers twelve degree programs: Bachelor's, Master's, Ph.D. and dual degree programs provide the opportunity to earn the Juris Doctor (J.D.) with a Master in Public Administration, Master of Urban Planning, Design, and Development and Master of Environmental Studies.

A focal point for community outreach and research, the College is home to the *Economic Development Quarterly (EDQ)*, the leading journal in the field of economic development.

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Note: On occasion, college service providers will work with faculty from other colleges on a case by case basis.