Here’s a quick reference guide to help you navigate through all the services that SJSU IT has to offer.

We call it the What-is-it-and-Why-use-it Guide to Technology. It comes with brief descriptions of how to get the most out of each application so you can perform at optimal levels. Even better, there are links to pages for more details.
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**Research-related Tools:**

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Who to contact for help with services:

Owner: IT Division
Contact: itservicedesk@sjsu.edu
Visit: [http://www.sjsu.edu/it/support](http://www.sjsu.edu/it/support)

- one.SJSU
- System Access
- Zoom
- MyGPS, and its associated services
Who to contact for help with services:

Student Data Warehouse
Owner: IT Division
Contact: itservicedesk@sjsu.edu
Visit: http://www.sjsu.edu/it/support

OnBase

DocuSign
Who to contact for help with services:

**SOTE/SOLATE**
Owner: Academic Affairs Division, University Personnel
Contact: institutional-research@sjsu.edu
Visit: [http://ir.sjsu.edu/Surveys/Projects/SOTE/](http://ir.sjsu.edu/Surveys/Projects/SOTE/)

**Curriculog**
Owner: Office of Undergraduate Education
Contact: undergraduate-education@sjsu.edu
Visit: [https://www.sjsu.edu/curriculum/](https://www.sjsu.edu/curriculum/)

**eFaculty**
Owner: University Personnel
Contact: efaculty@sjsu.edu
Visit: [https://www.sjsu.edu/up/mycareer/faculty/efaculty.php](https://www.sjsu.edu/up/mycareer/faculty/efaculty.php)
Who to contact for help with services:

- Canvas
- Adobe Creative Suite
- Qualtrics

Owner: eCampus
Contact: ecampus@sjsu.edu
Visit: http://www.sjsu.edu/ecampus/support/
Who to contact for help with services:

Owner: eCampus
Contact: ecampus@sjsu.edu
Visit: http://www.sjsu.edu/ecampus/support/

- REEF iClicker
- ArcGIS
- Document Cameras
Who to contact for help with services:

- **CSU Student Success Dashboard**
  - Owner: CSU Chancellor’s Office

- **Cayuse**
  - Owner: Office of Sponsored Programs, Research Foundation
  - Contact: research-foundation-osp@sjsu.edu

- **EAB SpartanConnect**
  - Owner: Enrollment Management
  - Contact: SpartanConnect@sjsu.edu
  - Visit: [http://www.sjsu.edu/sfs/spartanconnect/](http://www.sjsu.edu/sfs/spartanconnect/)
Why use it:

Faculty will need to know their SJSU ID and password in order to access class rosters, design classes inside Canvas and access SJSU email. Need to reset your password? Don't know your username?

Visit: https://one.sjsu.edu
LinkedIn Learning

What is it?
LinkedIn Learning provides eLearning courses on a wide variety of topics for all campus audiences. Faculty and staff can build structured learning pathways and use metrics to track outcomes.

Why use it:
Faculty can integrate LinkedIn Learning courses into Canvas and assign learning pathways to students. It’s also a handy tool for professional development, with courses on everything from syllabus building to specialized industry refreshers.

Visit: http://www.sjsu.edu/ecampus/teaching-tools/llinkedin
Duo Multi-Factor Authentication

What is it?

Duo Multi-Factor Authentication adds a second layer of security to your SJSUOne account. By verifying your identity using a second factor (such as a key fob or your mobile device), multi-factor authentication makes it much more difficult for anyone else to log into your account, even if they know your password.

Why use it:

Activating Duo on your SJSUOne account will extend your password renewal schedule from 180 days to two years. Additionally, multi-factor authentication is compulsory for faculty and staff, per CSU Chancellor's mandate.

Visit: [https://www.sjsu.edu/it/services/computer-security/duo/](https://www.sjsu.edu/it/services/computer-security/duo/)
System Access

What is it?
While all Faculty have the ability to access class rosters and enter grades, the System Access Request Process is how you get access to more information inside our central systems. This process will allow you to see information about individual students, access financial data and more inside Central Finance, and Financial Transaction Systems.

Why use it:
Advisors, Department Chairs and Directors will want this access to look closer at individual students, set or remove registration holds and complete financial transactions. Visit: http://www.sjsu.edu/it/security/forms/
SOTE/SOLATE

What is it?
CoursEval is for teaching evaluations and is able to support both regular and special session courses. CoursEval can be accessed from inside Canvas and is also mobile friendly.

Why use it:
CoursEval provides many new reporting options for individual faculty, department chairs, and deans' offices. The reports are more graphical and easy to read, and there are options to view results longitudinally within a class or across different classes. Chairs can also easily separate the results for lecturers versus permanent faculty.
Visit: http://ir.sjsu.edu/Surveys/Projects/SOTE
Curriculog

What is it?
Curriculog is a curriculum management system for faculty that automates the process of curriculum and program approval, and improves communication about curriculum around campus and among faculty.

Why use it:
Curriculog makes submitting new course curricula and updating or changing existing curricula for approval as easy as a couple clicks. With this new process, faculty members can see if curriculum review is in progress, has been approved, or if further information is required.
Visit: https://sjsu.curriculog.com
Zoom

What is it?

Zoom provides high quality web, audio, and video conferencing so that students, faculty, and staff can have online meetings, classes, collaborations, and share screens among conversation participants. What’s more, Zoom can be used on Windows, Mac, iOS and Android phones and tablets.

Why use it:

Zoom lets you host meetings remotely. You can conference in guest lecturers to your classes or those students unable to attend due to transportation issues or health concerns. What’s more, Zoom gives you the ability to record your lecture for later review. Many professors say just listening to their own lectures causes a dynamic shift in their performance.

Visit: http://www.sjsu.edu/ecampus/teaching-tools/zoom/
eFaculty

What is it?

eFaculty is a database for faculty to report on their individual research, scholarship, and services. Using it for RTP processes eliminates the need for paper binders, allows reviewers to access materials remotely, and allows for inclusion of non-paper based materials.

Why use it:

It streamlines faculty reporting process for achievements and progress. The information you enter about yourself into the eFaculty database can be populated into electronic dossiers for RTP processes, accreditation reports and tables, or other department, college, and university-level reporting.

Visit: https://www.sjsu.edu/up/mycareer/faculty/efaculty.php
**GPS**

**What is it?**

My Graduation Pathway to Success (MyGPS) is a suite of planning tools for students. It includes:
- MyRoadmap
- MyProgress
- MyScheduler
- MyPlanner

**Why use it:**

MyGPS and its suite of planning tools help students manage all of their requirements and obligations to achieve success. With MyGPS’s suite of tools Frosh see a clear 4-year path to graduation and transfer students are guided down a 2-year path. Indirectly, MyGPS can support faculty and staff, as departments can use student plans to help with scheduling. Visit: [http://www.sjsu.edu/mygps/](http://www.sjsu.edu/mygps/)
GPS  MyRoadmap

What is it?
Shows students required courses needed in each of their majors (and minors) for 4-yr graduation.

Visit: http://www.sjsu.edu/advising/roadmaps/
GPS
MyProgress

What is it?
Part of MySJSU's Advisor Center, it tracks student progress on achieving their graduation requirements.

Visit: https://www.sjsu.edu/ue/faculty-staff-resources/myprogress.php
GPS  MyScheduler

What is it?

Students can create/compare multiple semester schedules and input work, recreation, and sports obligations.

Visit: http://www.sjsu.edu/sfs/MyScheduler/
Students can map their entire academic path to graduation. It is interactive and can guide them with major, minor, and general education requirements while also notifying students of classes they’ve already taken and any test or transfer credits they might have acquired.

Visit: https://www.sjsu.edu/ue/student-resources/myplanner.php
Student Data Warehouse

What is it?

SDW is an academic data reporting initiative aimed at bringing more timely and comprehensive student data to the fingertips of faculty and staff. It integrates student background and demographic characteristics with program, semester, and course-level records. Its rollout is happening in stages to various user groups on campus, with early report offerings focusing on graduate advising and enrollment management.

Why use it:

The SDW provides faster ways to obtain student contact lists and search for student data using highly customized criteria. It also offers daily updates on enrollment and degrees awarded, making it a good source for tracking student outcomes and building data sets for more in-depth analyses.

Visit: [http://www.sjsu.edu/it/services/business/analytics/](http://www.sjsu.edu/it/services/business/analytics/)
Student Success Dashboard

What is it?

The Student Success Dashboard was created by the CSU Chancellor's Office. It’s a series of graphical data dashboards that show various aspects of student performance at the program or department level. The data cover such topics as student demographics, average course outcomes, and graduation rates.

Why use it:

Faculty can access it to view how students, on aggregate, are performing in their courses as compared to other courses. Chairs and program directors can use these data to adjust their programs based on need and faculty can do the same thing with their coursework and for curriculum planning.

Visit: https://public.dashboards.calstate.edu/public/csu-by-the-numbers/graduation-rates
DocuSign

What is it?
DocuSign is an electronic signature system available for faculty and staff.
It is will soon be available on most Faculty Affairs documents around hiring and appointments.

Why use it:
DocuSign makes life easier by taking the hassle out of obtaining or providing signatures. Use DocuSign to get an electronic signature or provide yours from the comfort of your office or workstation.

Visit: http://www.sjsu.edu/it/training/docusign.php
OnBase

What is it?
OnBase is a single stop shop for departments and their faculty to move and manage documents and workflow from a paper based storage system to an electronic system. What’s better, OnBase is tailored to your department’s specific needs. SJSU departments already using OnBase:

• Graduate and Undergraduate Programs
• Enrollment Services
• Human Resources
• Advancement
• Finance

Why use it:
You’ll have instant access to electronic versions of documents and know where they are in the workflow. It supports documentation efficiency by providing a secure separation of “confidential” documents. The automated workflow process collects digital signatures, provides reminders and routes documents to help you stay organized.

Visit: [http://www.sjsu.edu/it/services/collaboration/software/onbase.php](http://www.sjsu.edu/it/services/collaboration/software/onbase.php)
Canvas

What is it?
Canvas is a learning management system that provides a connection point for access to digital tools. The system provides students with access to course content and activities that are personalized and customized by instructors.

Why use it:
Canvas is a secure learning environment, where materials can get shared, assignments and quizzes can get created, grades can get recorded, and collaborations can occur. Instructional designers are available to assist with course design and getting started.
Visit: http://www.sjsu.edu/ecampus/teaching-tools/canvas/
Adobe Creative Cloud

What is it?

Adobe Creative Cloud is a group of applications and services that support creativity. This includes applications for desktop and mobile, such as Photoshop, Illustrator, InDesign, Acrobat Pro DC, and many more.

Why use it:

Adobe Creative Cloud supports creative design activities. Whether creating an image, video, or other artwork, the applications included provide the necessary tools.

Why use it:
iClicker activities encourage active participation as responses are recorded in real-time. Additionally, when connected with Canvas, results can sync with the gradebook.
Visit: https://www.sjsu.edu/ecampus/teaching-tools/iclicker/

What is it?
iClicker is a student response system that enables presenters and participants to interact dynamically through question-and-answer polling and accurately record results. New features of iClicker this semester include GPS capabilities and heat map and short answer question types.
Personalized Checkup Service

What is it?

During a one-on-one session with an SJSU IT Service Desk technician, you’ll get a complete personalized checkup to help you optimize your entire computer setup for online.

Why use it:

Rest assured that your work- and teach-from-home configurations are correctly set for a secure and stable technology environment.

Visit: [https://www.sjsu.edu/workanywhere/tech-tools/about-tools.php#pccheckonlinecom](https://www.sjsu.edu/workanywhere/tech-tools/about-tools.php#pccheckonlinecom)
Equipment Loaning

What is it?

Our equipment loaning service gets the technology you need in your hands. We carry general equipment like laptops, monitors, and webcams, as well as specialized equipment for work within your field.

Why use it:

The equipment loaning service is great if you need something for a few months or a semester.

Visit: [www.sjsu.edu/equipmentcheckout](http://www.sjsu.edu/equipmentcheckout)
G Suite

What is it?
G Suite is a collection of web-based communication and productivity tools with full-featured mobile device support, including email, spreadsheets, video conferencing, document management, presentations, data storage, and more.

Why use it:
Working collaboratively in the cloud allows you to streamline file versions, access your work from anywhere, and continue right where you left off.
Visit:
https://www.sjsu.edu/it/services/collaboration/email.php
Camtasia

What is it?
Camtasia allows you to easily record your on-screen activity or upload high definition quality videos, customize and edit content, and share your videos with viewers on nearly any device.

Why use it:
Camtasia helps you to create powerful, yet easy-to-use professional videos without having any prior experience with video editing. Visit: https://www.sjsu.edu/ecampus/teaching-tools/camtasia-snagit/camtasia
Servers & Storage

What is it?

If your research or instructional program requires special equipment or resources, please reach out to SJSU IT so we can help you build a solution that meets your needs while following campus procedures. We want you to have the tools to success.

Why use it:

The SJSU IT Division is here to support your ongoing work and drive student outcomes.
Visit: http://www.sjsu.edu/it/services/
Cayuse

What is it?
Cayuse provides faculty, researchers, and support staff an easier, faster interface to Grants.gov. Cayuse is a software system that makes it easier to gather and submit the required forms involved in the S2S Application for Federal Assistance for grants and fellowships. With Cayuse, there is no need to log in to Grants.gov.

Why use it:
Cayuse collects all data and attachments, performs validity checks, and submits to Grants.gov. Cayuse stores profile information on faculty and automatically populates the S2S form with all required institutional data. More importantly, faculty can continue work on the Science Section while the Office of Sponsored Programs at the Research Foundation reviews the other components of the proposal and identifies potential issues regarding compliance with sponsor and university policies.

Visit: https://sjsu.cayuse424.com/
SpartanConnect is SJSU’s implementation of EAB’s (Education Advisory Board) Student Success Management platform, Navigate. EAB conducts and shares extensive educational research around student success including collecting and sharing best practices among its partner institutions. SpartanConnect is an online platform that facilitates connecting students, faculty, advisors, and student support services on campus with each other in support of student success.

What is it?

Why use it:

The entire SJSU community can use the free resources on this website to broaden their understanding on student success research. Progress report campaigns run each semester to facilitate information collection from faculty so students can be connected to advising and other resources on campus that enhance their student success. Use SpartanConnect to access class rosters or contact students in a particular class. Create an ad hoc progress report to connect a particular student to campus resources. Faculty can schedule and track advising appointments and summaries. Students can use SpartanConnect to schedule appointments or request assistance from campus units including advising, tutoring, housing, career, and others. Visit: [https://www.sjsu.edu/sfs/spartanconnect/](https://www.sjsu.edu/sfs/spartanconnect/)
Qualtrics

What is it?
Qualtrics is a research platform that allows users to design surveys and collect information. Surveys developed can include 100+ different question types, embedded data, branching, display logic, mobile compatibility, and randomization capabilities sent via an anonymous link or to a contact list.

Why use it:
Qualtrics can be used to collect information for research projects, courses, and department operations. Surveys can be created without any coding experience with results stored in a password-protected environment. Additionally, surveys can be shared among others to work on the survey design and analysis. 
Visit: [http://www.sjsu.edu/ecampus/research-tools/qualtrics/](http://www.sjsu.edu/ecampus/research-tools/qualtrics/)
ArcGIS

What is it?

ArcGIS is a suite of software applications focused on geographic information. It allows for the collection and management of data and professional maps. This can range from the creation of simple web maps to complex analytical models.

Why use it:

ArcGIS allows users to work with geographic and spatial information along with other data points. This provides the opportunity to visualize and analyze the relationships, patterns, and trends among the selected components.

Visit: https://www.sjsu.edu/ecampus/teaching-tools/arcgis/
IBM Academic Initiative

What is it?

Thanks to the Memorandum of Understanding signed between IBM and President Mary Papazian, SJSU is teaming with IBM to provide our community with the most advanced cloud-based technologies that exist in the marketplace today: AI, Machine Learning, Watson, Quantum, High-Performance Computing, and much more.

Why use it:

These technology resources have the potential to exponentially improve your research speed and scope. They’re also great tools in the classroom, giving students hands-on experience with the relevant, modern technology.

Visit: [https://www.sjsu.edu/it/ibm-collaboration](https://www.sjsu.edu/it/ibm-collaboration)
VPN@SJSU

What is it?
VPN@SJSU provides web-based remote access, aka 'virtual private network' connection to SJSU. VPN allows users outside of the SJSU network access to restricted resources (such as connecting to file shares, servers, and desktops) as if they are physically located on the SJSU campus.

Why use it:
VPN service gives you a secure, fully-encrypted connection for securely working within the SJSU network environment. Visit: https://www.sjsu.edu/it/services/network/vpn/
SPSS

What is it?

SPSS is a software suite used for data management and statistical analysis. It includes statistical functions related to descriptive statistics, bivariate statistics, and numerical and group predictions. Statistical features allow for analysis, reporting, modeling, and data mining.

Why use it:

SPSS gives researchers powerful statistical analysis features and SPSS AMOS provides structural equation modeling. Visit: https://www.sjsu.edu/ecampus/research-tools/spss
NVivo

What is it?

NVivo is software that supports qualitative and mixed methods research. It helps you organize, analyze and find insights in unstructured, or qualitative data. This includes sources such as, interviews, open-ended survey responses, articles, social media and web content.

Why use it:

NVivo can support your research activities through quickly organizing, storing and retrieving data, uncovering connections in ways that aren’t possible manually and backing-up findings with evidence.

Visit: https://www.sjsu.edu/ecampus/research-tools/nvivo