

The Queensborough Community College E-Newsletter

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USING MICROSOFT FORMS

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Microsoft Forms can be used for many things in an academic environment, from researchers doing surveys to instructors giving quizzes. Forms also have more options than most polling tools integrated into online meeting software.

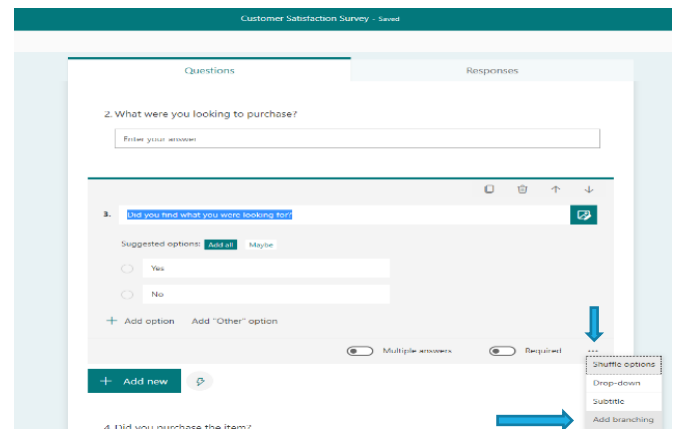
Figure 1 QCC Login Menu



Forms are available as part of the Office 365 subscription that faculty and students of CUNY are provided. Forms can be accessed by selecting Office 365 Student Email (Yes, even faculty!), there you will choose:

Login to access Office 365 Student Email messages >

Students will enter here as they normally would, faculty will need to enter their CunyFirst Login with the @login.cuny.edu. It is suggested that you copy



the ID, since you will have to enter it again when redirected.

MICROSOFT FORMS WALKTHROUGH

This article will build a customer satisfaction survey for a customer who has recently shopped at retail store. On the left hand side there are all the Office 365 apps including Microsoft Forms. There are two ways to start this.

- If you expect to have responses coming in over a short period of time and then are done, start by selecting Forms and choose new Form.
- If you expect the form to be used for an extended period of time and want the updates to continually update the same excel sheet then choose Excel. Be aware, this will not work on the desktop version of Excel. Rename the sheet and on the Insert tab select Forms then New form.

SELECTING QUESTIONS

The title of the form should be changed to Customer Satisfaction Survey. Then click on Add New. This will give you options to add new questions and it provides types of question. Forms also gives sample questions. For this one, choose date. The answer type is made to be date and it prompts for the text of the question. Here enter "When did you visit the store last?" The

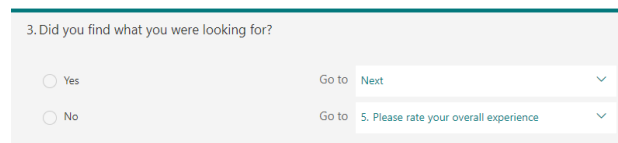
next question will be a text type and will ask “What were you looking to purchase?” Then choose Option type and ask “Did you find what your were looking for?” Notice it gives you options to add Yes and No. Add another Option type and ask “Did you purchase the item?” Again add Yes and No. Add a new question of the Rating type. You may leave the defaults and for the question add “Overall Rating”.

In addition, to the above question types Forms also allow a file to be uploaded, a “Likert” and Net Promoter Score.

BRANCHING

Branching will give options to skip questions based on certain answers.

Go back to question 3. Select the ellipsis (3 dots) and then select add branching. For each answer, a destination question can be selected. For Yes select Go to Next and for No select Go to Question 5.



3. Did you find what you were looking for?

Yes Go to **Next**

No Go to **5. Please rate your overall experience**

You can now select the Back option at the top of the form to exit the branching page.

SHARING THE FORM

On the upper right hand corner of the page is a Share button. This is how you tell people about the form. There are options for anyone to respond, anyone in your organization, or only specific people in your organization.¹There is also a link to the form that you can share with those you want to use the survey.

LOOKING AT THE DATA

On the top of the form there is a Responses tab. This will give you some basic information about the responses. However, if you want to do more complex analytics, you may want to open the results in Excel.

Microsoft Forms can be a great way to collect data and analyze it. I encourage you to play around with it and learn where it can be useful to you. Google Sheets and Forms have similar functionality so you can use

them if you are more comfortable in that environment.

COMPUTER RESOURCES IN THE LIBRARY FOR STUDENTS

CHRISTINE (MI-SEON) KIM
SCIENCE LIBRARIAN/ASSOCIATE PROFESSOR
KURT R. SCHMELLER LIBRARY

[QCC library](#) is located on the second and the third floor in the library building. Computers are free to use for QCC students without login credentials. Note: additional computers are available at [Academic Computing Center](#) (ACC) on the first floor (ID required) in the library.

PHYSICAL TIGER ID

Students can get a physical Tiger ID in the library building (library basement: LB02).

WI-FI CONNECTION

Tiger username and password are needed for connecting from your own devices to Wi-Fi. Tiger credentials are different from CUNYfirst login credentials or your Office 365. If Tiger account is not set up, click [here](#).

PRINTING

Tiger username and password are needed for printing in the library. Students are allowed to print up to 300 black and white sheets per semester. Unused sheets don't roll over to the next semester.

Mobile printing: Students are allowed to print from any devices with internet access. Log onto [My Print Center](#) and upload the document. For more instructions, click [here](#).

LAPTOPS

No laptops are loaned from the library. However, students enrolled for the semester can request a device by clicking [here](#), using Tiger username and password.

SOFTWARE

Microsoft Office is installed on all of library computers. Students can also access to Office 365 online applications, including Outlook and Microsoft

¹ .Faculty and students in CUNY are not in the same organization, so if this is meant for students it will have to be set to anyone. In addition, if you want to identify respondents they will need to identify themselves as part of the survey.

Office. Log into Microsoft Office 365 [here](#) using CUNY login credentials.

PERIPHERAL DEVICES & OTHERS

- Computers on the third floor are equipped with webcams and microphones
- Headphones and calculators are available for loaning only for using in the library. However, calculators can be loaned for a classroom test
- Students can use a scanner but must have their own USB flash drive to save documents
- Smartphone chargers are not loaned to students

Any questions? Contact us.

Email: askqccref@cuny.libanswers.com

Phone: 718-631-6241

VDI AT QCC

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VDI stands for Virtual Desktop Infrastructure. It is a virtual computer desktop environment. What that means is you can log into VDI and it looks like you are sitting at a Windows 10 computer even if you are using a Mac or iPad or Chromebook. It is actually running Windows 10 and can run any software a regular Desktop Windows 10 can.

QCC is moving many student based computer activities over to VDI since there is very little money to upgrade existing equipment, which includes student labs, ACC and library computers.

It is important to note that VDI is a student based environment and faculty login credentials do not work on the system. Faculty must request Tiger ID credentials to get access to VDI. To do this, email Tony Hong at Thong@qcc.cuny.edu and ask for an ID to access VDI. Finding instructions to VDI is as easy as searching for "Student VDI" on the QCC website and the first link will walk you through installing the Horizons Client and logging into VDI.

Each department can set up their own Desktop Pool or image, with software their classes use. There is also one supplied by ACC which has software licensed to QCC for use by students.

This system has many advantages for QCC students. As already mentioned, money is a big issue. Managing the system is easier as well, since individual departments only have to deal with one image and not with multiple PCs. It also saves money for students who don't have to buy Windows PCs in order to get access to Windows software. There are disadvantages as well. One of these is that faculty may not know what is available to the students and cannot guide them in the use of VDI, since they may not have access to the system. Another disadvantage is that it depends on users having an internet connection and it is not a far stretch to imagine that the students who have the most need of this are probably the same ones with limited access to internet service.

AN INTERVIEW WITH DENIS BEJAR

BY PHILIP NELAN
ASSISTANT PROFESSOR NURSING DEPARTMENT

Can you introduce yourself, how long at QCC, your background, the name of your office (Office of Educational Technology), your job, and responsibilities?

My name is Denis Bejar and I am currently an IT Academic Applications Director. I also serve as the College's Learning Management System Administrator. I oversee the day-to-day activities of the Office of Educational Technology (OET); including, Technical Support for multiple Ed Tech Platforms, Blackboard Administration, Faculty Development, Faculty Consultations, Online Course Design and Online Course Assessment. I have worked at Queensborough since 2010.

I have worked in this field (Ed Tech) for more than 15 years. My expertise lies in Faculty Development, Educational Technology and Distance Learning. I have also worked as an Adjunct Instructor in the Business Department for a few years. I am particularly interested in the way technology impacts the educational process. I hold a Bachelor's Degree in Economics from Queens College and a Master's Degree in Business Administration from Stony Brook University. I also completed certifications from Quality Matters™ and the Online Learning Consortium.

In March 2020 education as we know it made a major shift in terms of going virtually. What did this transition mean for your office?

The transition to online instruction was not easy but the College was able to scale up the operations to address the overwhelming challenges. Before COVID-19, the college was offering only 15 fully online classes and only 64% of the faculty were using Blackboard (The College's Learning Management System). In response to the need for remote instruction, the Office of Educational Technology (OET) developed multiple resources and innovative ways to support the faculty and improve students' engagement in online courses. One of the major initiatives was to convert the eLearning Institute, a four week intensive online training designed to prepare faculty for online teaching, into a fully online program. Participants attended a series of live webinars and completed weekly hands-on activities on topics such as; Blackboard Basics, Student-Centered Practices in Online Teaching, and a wide variety of instructional technologies. Between June 2020 and April 2021, more than 130 faculty completed the eLearning Institute. We also offered weekly webinars on different topics for those who were not able to sign up for the eLearning Institute. We received more than 400 registrations for those webinars.

I am also the liaison for CUNY's "Online Teaching Essentials" course. Our data shows that more than 200 QCC faculty completed the course between May 2020 and July 2022.

As QCC transitions back to face-to-face classes or hybrid, what resources or services does your office offer for faculty, staff, and students?

The pandemic has been both an opportunity and a challenge for educators, administrators and instructional technologists. Virtual classroom was an essential environment during the pandemic and it has also become a significant tool post-pandemic. The technology to support virtual classrooms is now shaping the future of education and it may even have an impact on the how students will learn in the future.

During the pandemic, the OET created to a virtual office that is available from 9am to 5pm. We will keep this service available so faculty can connect with us remotely.

What is the best way to reach your office?

You can find our contact information on our web page: <https://www.qcc.cuny.edu/oet/>

Or you can send us an email at bbsupport@qcc.cuny.edu

This is a publication of the Committee on Computer Resources, a standing committee of the Academic Senate. The Committee on Computer Resources are Barbara Frary, Chair, Joanne Sun, Secretary, Philip Nelan, Mi-Seon Kim, Robert McAlear, Larisa Honey & Zhou Zhou.