NEW YORK CITY COLLEGE OF TECHNOLOGY

CITY TECH

300 JAY STREET, BROOKLYN, NY 11201

The City
University
of
New York

SYLLABUS

Department of Communication Design
COMD3562: UX and UI Design

Spring 2023, Section E093
Class Meeting: Tuesdays 6:00pm-9:20pm | Pearl 124
Office Hours: Thursdays 11:00am-12:00pm | Pearl 122

Instructor: Professor Noreen Whysel
Email: nwhysel@citytech.cuny.edu
Book a Meeting: http://www.calendly.com/comd-nwhysel

COURSE DESCRIPTION

User Experience (UX) Design is an essential component in developing websites, applications, and any other type of product intended to be used by people. This course examines the leading concepts of user—centered design through readings, discussions and assignments. Practical concerns include evaluation of technology needed to create or maintain websites; and exploration of a step-by-step process for creating products using flow charts, wireframes and prototypes. Students will also gain an understanding of issues surrounding usability on the Web, knowledge management and Web strategy.

2 cl hrs, 2 lab hrs, 3 cr.

Prerequisites
Any COMD2300 series course

Course Objectives

INSTRUCTIONAL OBJECTIVES	ASSESSMENT
For the successful completion of this course, students should be able to:	**Evaluation methods and criteria:**
Define and explain basic concepts of UI/UX, Information architecture, product management and the role of Designers.	Students will demonstrate competency in written exercises and presentations leading up to an investor pitch.
Define and explain the applications of UI/UX, Information architecture and product management. Demonstrate production workflow	Students will demonstrate competency by completing two projects and presenting their process.

methodologies (like AGILE) to tackle complex problems in order to come up with a pertinent design solution.	
Demonstrate a proficiency in using current industry-standard Information Architecture (IA) tools and methods. Demonstrate how to choose the most appropriate method or approach for a specific project.	Group and individual interaction projects.
Speaking: the student will demonstrate the ability to articulate him/herself using relevant industry-specific vocabulary	Evaluate through class discussion and two project presentations.
Social Interaction: The student will demonstrate the ability to work in teams, including people from a variety of backgrounds, and build consensus.	Evaluate the collaboration and integration of the team during the group project, class participation and group presentation.

Course Platform
This is a On Site course. Sessions take place on campus at Pearl 124. Please check the course schedule carefully for which classes are online and which are on campus. For course materials and assignments, we will use Blackboard and Open Lab. Additional materials will be shared via a shared Class folder on OneDrive. As a CUNY student you have access to OneDrive and Microsoft 365 via your City Tech email. Transfer students should connect with me or the department CLTs for access.

I will post links to readings, lectures notes, handouts and assignments to the course page in Blackboard. While most lectures will take place on campus, there may also be recorded, video lectures and demos as well as live demos and discussions with guest speakers via Zoom or Blackboard Collaborate.

Lecture materials and handouts including this syllabus are organized in OneDrive in a shared folder called "Class Folder". You will be responsible for doing any pre-work, which may include watching videos, reading articles, posting on a discussion board or other activities that you do on your own. We will also employ collaboration tools such as Trello, Slack, Miro, and prototyping tools including Figma and Adobe XD. My goal is to get you familiar with tools that design teams currently use in practice.

Student Office Hours
Office Hours are for you and are an important part of your education. I will be available on Thursdays from 11:00am-12:00pm for office hours in Pearl 122 or on Zoom. You may make Zoom appointments with me via Calendly (https://www.calendly.com/comd-nwhysel) or walk in. I encourage you to meet with me, either individually or in groups, as often as you need, to discuss assignments and group work, clarify class topics, share your ideas and concerns, review tests, discuss portfolio or job/internships and to address any other matters where I might be helpful.

Teaching/Learning Method
● Lectures and readings/videos
● Demonstrations
● Project based labs
● Research assignments

● Individual and Group work
● Blackboard/Open Lab

No Required Textbooks
There are no required textbooks for this course. Readings and videos will be assigned from various online, open-access sources, including the Interaction Design Foundation library (https://www.interaction-design.org/literature), the Nielsen Norman Group (https://www.nngroup.com/articles/) and other sources.

Suggested Texts
While there is no assigned textbook, the following books are relevant and frequently cited in UX and UI design.

- *The Design of Everyday Things: Revised and Expanded Edition* by Don Norman.
- *About Face 3.0.* by Alan Cooper.
- *The User Experience Team of One: A Research and Design Survival Guide* by Leah Buley.
- *Information Architecture for the World Wide Web* by Jorge Arango, Peter Morville and Louis Rosenfeld.
- *Communicating Design* by Dan Brown.
- *Lean UX: Designing Great Products with Agile Teams* by Jeff Gothelf.
- *Managing Chaos* by Lisa Welchman.

Additional Resources
Additional required readings and suggested readings may be drawn from online and other resources listed in the following document: http://bit.ly/COMD3562-UX-Resources

Attendance Policy
The COMD BFA and AAS degrees are design studio programs. In-class laboratory activities and engagement with other students is a significant portion of the courses. Absences more than 10% of the total class hours may result in a 10% drop from your grade due to an inability to meet deliverables of participation. This may be in addition to other penalties that will be imposed for failure to complete in-class academic requirements. Missing more than 25% of total class meetings will not be permitted. Any 2 lateness's (15 minutes or more) will be equal to 1 absence.

Academic Integrity Standards
Students and all others who work with information, ideas, texts, images, music, inventions, and other intellectual property owe their audience and sources accuracy and honesty in using, crediting, and citing sources. As a community of intellectual and professional workers, the College recognizes its responsibility for providing instruction in information literacy and academic integrity, offering models of good practice, and responding vigilantly and appropriately to infractions of academic integrity. Accordingly, academic dishonesty is prohibited in The City University of New York and at New York City College of Technology and is punishable by penalties, including failing grades, suspension, and expulsion.

Mobile Phone Use
In this course you will make a lot of drawings and sticky note maps and you may need to take pictures to preserve your work. You will also use your phone to test prototypes in a mobile environment. For these reasons, mobile phones and other devices are permitted; however, you must LIMIT your phone, laptop or tablet use to course-related activities while class is in session. If your phone behavior is disruptive, you will be asked to take it out of the classroom. If you do not have a mobile phone or a camera with the

ability to transfer files to a computer or thumb drive, please let me know so we can have a plan for preserving your work for your project reports.

Grading

40%	Individual and Group Projects
	=20% Project 1: Research Project (Group)
	=20% Project 2: Prototype (Individual)
30%	Homework
10%	Weekly Quizzes/Essay
10%	Reading Response/Discussion
10%	Class Preparation/Participation

Letter	Numerical Range	Grade Points
A	93-100.0	4.0
A-	90-92.9	3.7
B+	87-89.9	3.3
B	83-86.9	3.0
B-	80-82.9	2.7
C+	77-79.9	2.3
C	70-76.9	2.0
D	60-69.9	1.0
F	59.9 or less	0.0

All assignments, readings, quizzes, and projects are graded on a percentage basis from 0-100. Some assignment types have more value than others: a score of 100 on a reading assignment is worth less, cumulatively than a score of 100 on a homework assignment. For this reason, your weighted score is a more accurate reflection of how you are doing than the total number of points.

Expectations

Students must complete and turn in all homework assignments on the due date, e*ven if you think it is not perfect*. Due dates are one week from the day they were assigned – or the next class meeting - unless otherwise indicated. There are some assignments that take longer and this will be indicated in the Assignment page in Blackboard.

Late assignments will receive a grade penalty. If an assignment is late, I will mark it zero unless or until you submit it, and there will be point penalties for each week it is late. It is very important to keep up with the homework throughout the semester because each assignment builds on prior assignments. These exercises form the backbone of your UX/UI knowledge and most of them are required to be included in your final prototype and presentation. You may have an opportunity for grade improvement on individual assignments if I see improvement in those that are included in the final project, but *only if the original assignment was submitted on time.*

You MUST turn in the final project, or you WILL NOT pass the course. Since the final project includes materials from prior weeks, missing or incomplete homework assignments or major projects can result in significant grade penalties. Scoring is cumulative. Please make an effort to complete each assignment and turn them in even if you think they are unfinished. You will get partial credit for an honest effort, which adds up.

Schedule of Classes
Class meets on Tuesdays from 6-9:20pm in Pearl 124. This is an **ON CAMPUS** class. The City Tech Meeting Grid for SPRING 2023 is at:
https://www.citytech.cuny.edu/registrar/docs/spring_2023_meeting_grid.pdf

Vacation Dates
February 21: Classes follow a MONDAY Schedule
April 11: Spring Break

Please check email for announcements of any COVID-related or other changes to on-site class schedule.

Topics
The following is a general outline of topics — the order may change as the semester progresses. Professor Whysel may add, switch or remove lecture content or assignments during the course of the semester to accommodate calendar events and holidays or guest speakers. Any changes will be communicated before the class and on Blackboard.

All class resources including presentations, handouts and recordings are located at:
http://bit.ly/COMD3562-OneDrive-Class-Folder

You need to log in with your CUNYFirst ID to access these materials. These resources have been migrated to OneDrive very recently so there may be some glitches. If you have any trouble accessing materials, please contact Professor Whysel for instructions.

Class Outline

CLASS	DATE / LOCATION	CLASS OUTLINE	DELIVERABLES
1	January 31 P-124	**Lecture Topic - Intro to UX and UI Design** ● Introductions ● Review Syllabus ● Review Course Tools ● Design Principles ● What are UX and UI Design? **Laboratory Exercise** ● Tools Exercises ● Interviewing: http://bit.ly/COMD3562-Student-Survey Post your reading response to Slack at https://comd-whysel.slack.com.	**Week 1 Homework** ● Student Survey ● Reading Response Due: Tues., February 7

2	February 7
	P-124
		Lecture Topic - UX Workflow
		● UX Roles and Workflow
		● UX Design Approaches and Context
		● Software and Resources
		  ○ Kanban
		  ○ Gannt Chart
		  ○ Miro Boards
		● Group Project Kickoff
		● Week 2 QUIZ
		
		Laboratory Exercise
		● Trello exercise
		● Agile/Waterfall Design Studio
		● Software tutorial (Adobe XD or Figma)
		
		Invite me to your individual Trello board, then post a screenshot to Blackboard.
		
		Post your reading response to Slack at https://comd-whysel.slack.com.
		
		The Week 2 Quiz is available on Blackboard in the Assignments page.
			Week 2 Homework
			● Trello workflow
			● Trello Update (PM)
			● Reading Response
			● Week 2 Quiz
			
			Due:
			Tues., February 14

3	February 14 P-124	**Lecture Topic - UX Research Part One** ● UX Research Techniques ● User and Stakeholder Interviews ● Defining the Problem ● Writing a Creative Brief ● Feature Prioritization **Laboratory Exercise** ● Creative Brief and Hypothesis ● Feature Prioritization Post your reading response to Slack at https://comd-whysel.slack.com.	**Week 3 Homework** ● Miro deliverables ● Trello Update (PM) ● Reading Response **UXR Assignment A** ● Creative Brief ● MoSCoW Map ● Feature Prioritization chart ● Discussion Guide Assignment A Due: Tues., February 28 Post deliverables to your Group Miro board and share links on Blackboard Assignment page.
NO CLASS	**February 21**	**Classes are on a MONDAY Schedule**	**Be sure to submit your Week 3 HW by Feb. 28**

4	February 28 P-124	**Lecture Topic - UX Research Part Two** ● Problem Definition, Revised ● Empathy Map ● Personas ● Jobs to Be Done ● User Scenarios ● Customer Journeys **Laboratory Exercise** ● Synthesizing Research ● Create Persona and Customer Journey Add your completed deliverables to your group board including your individual interview responses. Post a link to the board in the Assignment page on Blackboard. Post your reading response to Slack at https://comd-whysel.slack.com. The Week 4 Quiz is in Blackboard on the Assignments page.	**Week 4 Homework** ● Empathy Map ● Persona ● Journey Map ● Trello Update (PM) ● Reading Response ● Week 4 Quiz Due: Tues., March 7
5	March 7 P-124	**Lecture Topic - Ethics and Accessibility** ● Design Ethics ● Inclusion ● Addressing Culture and Demographics ● Accessible Design ● QUIZ **Laboratory Exercises** ● User Interviews ● Website accessibility report Post your Accessibility report to Blackboard. This is an individual assignment. There is no group homework this week. Post your reading response to Slack at https://comd-whysel.slack.com.	**Week 5 Homework** ● Accessibility Report ● Trello Update (PM) ● Reading Response **UXR Assignment B** ● Informed Consent Form ● Interview Responses Due: Tues., March 14

6	March 14 P-124	**Lecture Topic - Sketching and Ideation** ● Sketching ● Prototyping ● Paper Prototype **Laboratory Exercise** ● 8-Up Warm-up Exercise ● Creating an Empathy Map, Customer Journey Map and Lo-Fi Prototype Add your completed deliverables to your group board including your individual sketches. Post a link to the board in the Assignment page on Blackboard. Post your reading response to Slack at https://comd-whysel.slack.com	**Week 6 Homework** ● Sketches ● Trello Update (PM) ● Reading Response Due: Tues., March 21
7	March 21 P-124	**Lecture Topic - Information Architecture** ● Wireframes and Navigation ● Mind Maps and Concept Maps ● Affinity Diagrams ● Card Sorts ● QUIZ **Laboratory Exercise** ● Optimal Sort analysis Add your completed deliverables to your group board. Post a link to the board in the Assignment page on Blackboard. Post your reading response to Slack at https://comd-whysel.slack.com. The Week 6 Quiz is in Blackboard on the Assignments page.	**Week 7 Homework** ● Card Sort ● Trello Update (PM) ● Reading Response ● Week 6 Quiz Due: Tues., March 28 Post to your card sort results to your Group Miro board

8	March 28 P-124	**Lecture Topic - Design Critique** ● Presentation Tips ● Understanding Your Audience ● Critique vs Criticism ● Report Format **Laboratory Exercise** ● Design Studio Exercise 2 ● Practice Presentations Post to your Group Miro board. Post your reading response to Slack at https://comd-whysel.slack.com.	**Week 8 Homework** ● Group Presentation ● Trello Update (PM) ● No Reading Response Due: Tues., April 11
NO CLASS	**April 4**	**SPRING BREAK**	
9	April 11 P-124	**Lecture Topic – Group Presentation Day** ● Project 1 Group Presentations and Critique ● QUIZ Complete the Group Critique form. Links to the presentations are available on the form. Post your reading response to Slack at https://comd-whysel.slack.com. The Week 9 Quiz is in Blackboard on the Assignments page.	**Week 9 Homework** ● Group Critique ● Trello Update (PM) ● Reading Response ● Week 9 Quiz Due: Tues., April 18
10	April 18 P-124	**Lecture Topic - Interaction Design** ● What is IxD? ● Task/User Flows ● Buttons and Other Controls ● Forms ● Low- to Mid-Fidelity Prototyping ● UI Design Patterns **Laboratory Exercise** ● Create User Flow and App Wire Flow Post a link to your completed deliverables for Week 10, including a link to your draft prototype (for extra credit) in the Assignment page on Blackboard. Post your reading response to Slack at https://comd-whysel.slack.com.	**Week 10 Homework** ● Task List ● User Flow ● Wireframes/ Wireflow ● Prototype draft ● Trello Update ● Reading Response Due: Tues., April 25

11	April 25 P-124	**Lecture Topic - Usability Testing** ● Expert Reviews ● Moderated and Unmoderated User Testing ● User Test Script ● Severity Ratings ● Privacy, Consent and Testing Ethics ● QUIZ **Laboratory Exercise** ● Cognitive Walkthrough ● Heuristic Analysis ● Moderated Test Script ● Consent Form Add your completed deliverables for Week 11, including a link to your updated prototype in the Assignment page on Blackboard. Note that there is a separate due date for the script and the actual test. Post your reading response to Slack at https://comd-whysel.slack.com. The Week 11 Quiz is in Blackboard on the Assignments page.	**Week 11 Homework** **Assignment A** ● Moderated Test Script ● Consent Form **Assignment B** ● Part One: ● Pat Two: User Test Report ● Trello Update ● Reading Response ● Week 11 Quiz Assignment A Due: Tues., November May 2 Assignment B Due: Tues., May 9
12	May 2 P-124	**Lecture Topic – Branding** ● Brand Experience ● Brand Foundation ● Design Systems ● Content Strategy and Governance **Laboratory Exercise** ● Work on logo and brand foundation ● Begin to build wireframes and a working prototype of the feature in Adobe XD or Figma. Add your completed deliverables for Week 12, including a link to your draft prototype, to the board in the Assignment page on Blackboard. Post your reading response to Slack at https://comd-whysel.slack.com	**Week 12 Homework** ● Brand Foundation ● Logo ● Trello Update ● Reading Response Due: Tues., May 9

13	May 9 P-124	**Lecture Topic - Visual Design** ● What is Visual Design ● Color ● Typography ● Grid ● Style Guides ● Final Essay Assignment **Laboratory Exercise** ● Create a style guide ● Continue to mock up Project 2 prototype ● Test your prototype with classmates Add your completed deliverables for Week 13, including a link to your draft prototype in the Assignment page on Blackboard. Not there is a separate due date for the script and the actual test. Post your reading response to Slack at https://comd-whysel.slack.com	**Week 13 Homework** ● Style Guide ● Trello Update ● Final Essay Style Guide Due: Tues., May 16 Essay Due: Tues., May 23
14	May 16 P-124	**Lecture Topic - Trends** ● Design Studio **Laboratory Exercise** ● Work on final project and presentation Add your completed prototype and presentation for to the Project Showcase Miro board. Upload your presentation and prototype link to the Assignment page on Blackboard. Post your reading response to Slack at https://comd-whysel.slack.com	**Week 14 Homework** ● Individual Presentation ● Trello Update ● Individual Prototype ● Reading Response Due: Tues., May 23 Submit to Blackboard and the Project Showcase Miro Board.
15	May 23 P-124	**Project 2 – Presentation Day** ● Individual Prototype and Presentations Please make sure your prototype and presentation are ready and posted to the Class Showcase Miro board. And post your final essay assignment to Blackboard by the end of the day.	**Congratulations! And Enjoy your Winter Break** (And if want to do an INC, please let me know by next week. There are forms and deadlines).

Readings

Readings for each week are due the following week. There will be one reading from the list below and an additional one or two articles that I will assign occasionally. I will let you know if there is an additional reading.

Reading responses will be on Slack. Look for a Slack invitation to join our course slack and your class channel (http://comd-whysel.slack.com). Next, log in to Slack and answer the question posted before the next in your class channel. I may add or change a reading, so please check Slack for the latest version which will be posted after class each week.

Slack Invitation: https://join.slack.com/t/comd-whysel/shared_invite/zt-1elvi4wsz-gTPLhFIN2peqokrLiDcGXg

Reading responses should be at least three sentences long and be relevant to the question prompt and to your class projects where indicated. Please check spelling, grammar and cite any external sources or examples you would like to share so everyone in the discussion can access them.

Readings are listed below by the week we are discussing the article. For example, the "Week 1: What is UX and UI Design?" reading is assigned to be discussed on Week 1, the first day of class. Please be prepared to discuss this reading then.

Week 1: What is UX and UI Design?
What is User Experience (UX) Design? Interaction Design Foundation. https://www.interaction-design.org/literature/topics/ux-design

What is User Interface (UI) Design? Interaction Design Foundation. https://www.interaction-design.org/literature/topics/ui-design

Week 2: UX Workflow
Designing for The Human Side of Banking by Jesse James Garret. Medium. https://medium.com/capitalonedesign/designing-for-the-human-side-of-banking-28897220defb

Week 3: User Research Part 1
When to Use Which User-Experience Research Methods by Christian Roger. Nielsen Norman Group. https://www.nngroup.com/articles/which-ux-research-methods/

Week 4: User Research Part 2
Methods to Help You Define, Synthesize and Make Sense of Your Research by Rikki Friis Dam and Yu Sieng Teo. Interaction Design Foundation https://www.interaction-design.org/literature/article/methods-to-help-you-define-synthesise-and-make-sense-in-your-research

Week 5: Ethics and Accessibility
Video: Mike Monteiro, How Designers Ruined the World. An Event Apart. https://aneventapart.com/news/post/how-designers-destroyed-the-world-by-mike-monteiro-an-aea-video

A Designers Code of Ethics by Mike Monteiro. Mule Design. https://muledesign.com/2017/07/a-designers-code-of-ethics

Week 6: Sketching
7 Reasons for UX Sketching by Chris Spalton. Nielsen Norman Group
https://www.nngroup.com/articles/which-ux-research-methods/

Week 7: Information Architecture
Card Sorting: A Definitive Guide by Donna Spencer & Todd Warfel. Boxes and Arrows.
https://boxesandarrows.com/card-sorting-a-definitive-guide/

Information Architecture Expert Panel – Part One by Amy Jiménez Márquez. Boxes and Arrows.
https://boxesandarrows.com/information-architecture-expert-panel-part-one/

Week 8: Design Critique
Feedback without Frustration (video):
https://scottberkun.com/2011/feedback-without-frustration-video/

How to Give and Receive Criticism by Scott Berkun
https://scottberkun.com/essays/35-how-to-give-and-receive-criticism/

How to Get Better Feedback by Scott Berkun
https://scottberkun.com/2013/how-to-get-better-feedback/

Week 9: Presentation Day
No Reading Assignment

Week 10: Interaction Design
Turn User Goals into Task Scenarios for Usability Testing. Nielsen Norman Group.
https://www.nngroup.com/articles/task-scenarios-usability-testing/

Write Better Qualitative Usability Tasks: Top 10 Mistakes to Avoid. Nielsen Norman Group.
https://www.nngroup.com/articles/better-usability-tasks/

Week 11: Usability Testing
Usability Testing 101, by Kate Moran. Nielsen Norman Group.
https://www.nngroup.com/articles/usability-testing-101/

How To Setup a Mobile Usability Test by Kim Flaherty. Nielsen Norman Group. (video):
https://www.nngroup.com/videos/how-setup-mobile-usability-test/

Severity Ratings for Usability Problems by Jakob Nielsen. Nielsen Norman Group.:
https://www.nngroup.com/articles/how-to-rate-the-severity-of-usability-problems/

Week 12: Branding
Brand Is Experience in the Digital Age by Kate Kaplan. Nielsen Norman Group.
http://www.nngroup.com/articles/brand-experience-ux/

Week 13: Visual Design
What is Visual Design? By the Interaction Design Foundation https://www.interaction-design.org/literature/topics/visual-design

The Building Blocks of Visual Design by Yu Siang Teo. Interaction Design Foundation.
https://www.interaction-design.org/literature/article/the-building-blocks-of-visual-design

5 Principles of Visual Design in UX by Kelley Gordon. Nielsen Norman Group.
https://www.nngroup.com/articles/principles-visual-design/

Week 14 - 15: Trending Topics, Final Reading (counts as a Quiz)
I will post a selection of videos from a recent design conference to Slack after class. Please pick one video and write at least three paragraphs summarizing:

1. What did the speaker talk about? What did you find interesting?
2. How does it relate to something you learned about in class?
3. How might you use it in future interactive design projects?

Project Descriptions

Project 1: Group Project - UX Research Report/Presentation

The GROUP project consists primarily of user research and low fidelity prototype you can use to perform a user test. You will work in groups of four to five students.

- Cover page including:
    - Team Names
    - COMD 3562 UX and UI Design, Section OL48
    - Professor: Noreen Whysel
- Problem Definition
- MoSCoW Map and Feature Prioritization chart
- Competitive Analysis/Business Plan Canvas
- Interview Script
- User Research artifacts
    - Empathy Map
    - Persona
    - User Scenario
    - User Journey Map
    - Card Sort Results
- Low Fidelity prototype
- User Test Results

Project 2: Individual Project - Prototype and Presentation (2 parts)

The INDIVIDUAL project consists of a branded, high-fidelity prototype you can use to perform a usability test. You will create the prototype based on the research completed in the group assignment.

Part 1: UX Design Report/Presentation

- Cover page including:
    - Your Name
    - COMD 3562 UX and UI Design, Section OL48
    - Professor: Noreen Whysel
- Revised Problem Statement
- Branding and Style Guide
- User Flows and Wireflows
- Working Prototype
- User Tests Results

Part 2: Prototype

You will create a working prototype of your website or application using Adobe XD or Invision. It does not have to be a completed website or App store ready. Most likely it will be a single activity or user task, such as a login, onboarding or other activity. It does need to demonstrate a complete user task, such as a login flow or other activity.

COMD IT Services

Key Resources:

- Luis Vasquez - Senior College Laboratory Technician
- Michael Cannetti - Senior College Laboratory Technician
- www.comdcltfaq.wordpress.com (Also link to Openlab for notifications and updates.)
- comdclt@gmail.com
- lvasquez@citytech.cuny.edu
- mcannetti@citytech.cuny.edu
- (929)320-0338
- Google Chat with comdclt@gmail.com email.
- Students can use Google Chat for Chat Tech Support Questions.
- Slack Chat is available for Faculty only.
- One A.M. CLT (Michael) 8am-4pm.
- One P.M. CLT (Luis) 1pm-9pm.

Office of Computer Information Services:

- Faculty IT Support: helpdesk@citytech.cuny.edu
- Student IT Support: studenthelpdesk@citytech.cuny.edu
- OCIS Phone Number: (718) 260-5626
- Student HelpDesk Number (718) 260-4900
- 9am-5pm
- Website: it.citytech.cuny.edu

Blackboard Support:

- Dr. Karen Lundstrom
- Evelyn Pak
- itec@citytech.cuny.edu
- (718) 254-8565
- http://websupport1.citytech.cuny.edu/facultybb.html
- https://cisweb.cuny.edu/blackboard/AfterHoursSupport-Blackboard-COVID19-Outbreak.pdf

Computer Loaner Program:

- https://www.citytech.cuny.edu/loaner
- 30 MacBook Airs
- 127 Apple iMacs
- Chromebooks
- iPads
- Currently no loaner WACOM Tablets
- No Loaner Cameras

ADOBE CC 2021:

- CUNY Student ID Usernames will not work off campus.
- Adobe does not work on a Chromebook.

- CUNY is working with Adobe to change the contact in order to give students use off campus. TBD when that will happen.

Remote and Virtual Desktop Solutions:
- LabStat Remote Desktop.
- Apporto Virtual Desktop.
- http://www.citytech.cuny.edu/virtual-lab/
- https://gpnet.citytech.cuny.edu/global-protect/login.esp

Basic Tips:

- Use Microsoft One Drive with your CUNY Login to backup data to the cloud.
- Follow the COMD Facebook page at Communication Design at Citytech and Instagram @comd_citytech
- Apple Keyboard Shortcuts: https://support.apple.com/en-us/HT201236
- You will need a USB-C Adapter for MacBooks to connect external storage devices.

Remote Desktop to the Classrooms:

- First you must install the VPN Client.
  - On a Mac it Global Protect
  - On a PC is it VNC.
  - http://www.citytech.cuny.edu/virtual-lab/docs/Chromebook.pdf
- Then once you've done that, you'll to make sure that you've signed into the VPN with your Citytech ID credentials and you make sure that you are linked to gpnet.citytech.cuny.edu
- Then you go to www.citytech.cuny.edu/virtual-lab
- Choose General Labs or Academic Labs and then choose a COMD Computer.
- Click Connect next to the computer name.
- Hit Allow.
- You will see the IP Address of the computer. Hit Connect again.
- Type in Student with a capital S in the user name. (No Password.)
- Hit Connect Again.
- It will bring you to the log in screen on that computer in the classroom. Hit Student and you are in.

How To documents and videos:

Virtual Labs Demo Videos:
https://comdcltfaq.wordpress.com/2020/08/25/article-51-8-25-2020-virtual-labs/

Virtual Desktop Connection Issues for Mac:
https://comdcltfaq.wordpress.com/2020/08/27/8-27-2020-virtual-desktop-connection-issues-for-mac/