

Santa Clara
University

Student Technology Services
Information Technology
Class of 2013

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- What is Information Technology Mission?
 - Provides Campus Computing/Communications Infrastructure
 - Networking/Telephony services
 - Ecampus
 - E-Mail, Printing
 - Technology Support
 - Faculty/Staff Support
 - Hardware and software troubleshooting
 - Student support through Student Technical Services

Information Technology: Student Technology Services

- What technology is available to students?
 - High-speed networking (100 Mbit) and Wireless
 - E-Mail (250 MB of storage, up to 14 months of stored e-mail, web access, personal web page hosting)
 - Cable TV (approximately 40+ channels)
 - Internet Access (500 Mb pipe)
 - Virus scanning software (Symantec Endpoint Protection)
 - Printers in Learning Commons and residence halls
 - Course management (Angel and Eres)
 - Course Registration (Oracle)

Information Services (Information Technology, Media Services, University Library)



- Information Commons/Library Space
 - Windows PC and Mac workstations (dual boot)
 - Commons Help Desk
 - Student Help Desk
 - Technology Training
 - See www.scu.edu/library for more information

Start Here

- What about Student Technical support?
 - We provide technology support to all students
 - Connectivity problems in residence halls
 - Data, Cable TV, wireless
 - Virus/spyware issues removal
 - Drop off PC diagnosis and support (no hardware repair)



- Where and when can my student get help?
 - Student Help Desk (408-554-5050)
 - Open 7:30AM - 2AM M-Th, 7:30AM - 10PM F, 10AM - 10PM Sat 10AM-2AM Su
 - Extended hours during Dead and Finals week
 - Located in the Information Commons, first floor of the Learning Commons
 - Drop off or while-you-wait PC diagnostics and support
 - How much does it cost:
 - Nothing, there is no charge!

Information Technology: Student Technology Services



- What should I know before fall move-in?
 - Have your PC unpacked and set up early in the move-in process so that an RCC can help you during move-in weekend should you need assistance.
 - Bring an ethernet cable (NOT a phone cord!)
 - Make sure your student knows their Novell Network login and Novell GroupWise login information.
 - They will need that for the Network Access Agent network registration process
 - It is also needed for wireless network login.
 - Please do **NOT bring hubs, routers or wireless access points** with you.
 - They likely will not work on SCU's network
 - Many devices will actually interfere with University network services

Information Technology: Student Technology Services

- What kind of laptop or desktop should I buy for my student?
 - We support both Macs and PC's
 - Contracts with Apple and Dell to provide discounts to students (other brands OK)
 - Access through Ecampus
 - Bring some form of removable storage
USB keydrive, CD-RW/DVD-RW, ext. HDD
- What about that great deal on an ACER or Great Quality computer?
 - Tech support and stability issues
 - Limited or no warranty service

Purchasing Recommendations

- Dell desktop (Optiplex over Dimension)
 - Dell Optiplex 760 (several configurations)
- Dell laptop (Latitude over Inspiron)
 - E4300, E5500, E6400
 - Good choices for mobility
 - E6500
 - More powerful laptop
- Apple Macintosh
 - Mac Mini, iMac
 - MacBook, MacBook Air, MacBook Pro

Purchasing Recommendations

- Dual processor
- Memory – 2GB minimum recommended
 - 2GB and up is better (especially for Vista)
- Larger hard drive if student is into music and/or video
 - 120 GB is probably fine for normal use
 - 250 GB + if music/video is a concern
- Writable CD/DVD
- Screen size to preference
- Convenient USB ports
- Flash Drives (label internally with Student Name)
- Printer is not required
- Security Cable (laptop)

Downloading music and other copyrighted works

- Over half of our bandwidth is consumed by entertainment traffic
 - The MPAA and RIAA actively search for copyright infringement activity on college campuses (HBO has joined the group recently)
- SCU had 164+ DMCA violation notifications last year
 - up from 60 in AY08-09, up from 80 in AY07-08, and up from 20 in AY06-07
 - SCU must respond to each DMCA “take down” notice
 - All network access is removed until:
 - the student demonstrates that he/she has legal authorization for the material, -or- The infringing materials are removed.
 - Student then participates in a “**learning moment**”
 - with the Dean of Students Office

Downloading music and other copyrighted works

- **Changes in DMCA notifications to institutions**
 - Preservation notices sent to SCU (preparatory to subpoena)
 - pre-offer settlement letters that SCU is being asked to forward (40 days from date on the letter to respond)
 - Letter forwarded to student with work infringed listed.
 - Minimum fine of \$750.00 per infringement.
 - Pre-Subpoena notifications (new)
 - Option for individual to settle in advance of potential lawsuits
- SCU has had 4 individuals subpoenaed for a DMCA violation
 - Should SCU receive a subpoena, the university will comply and release requested information under such court order.

Downloading music and other copyrighted works

- So what does this mean to me?
 - If your student is sued by the entertainment industry, you could be liable
 - Up to \$150,000 per infringed work
 - Up to \$300,000 if the rights to distribute are owned by someone other than the copyright holder
 - The Family Education Records Protection Act will not prevent SCU from releasing student information if subpoenaed
 - Because of the network registration and monitoring system, we already have identifying evidence stored
 - Encourage your student to use legal methods of downloading music.
 - iTunes or similar music downloading service

Information Technology: Student Technology Services

- Where can I buy computer stuff around here?
 - Fry's Electronics Best Buy
 - Micro Center Central Computer
 - Pixel USA Radio Shack
 - Apple Store (Valley Fair Mall)
 - Campus Store
- For software
 - <http://www.journeyed.com/AICCU>

Questions/Comments?

- Please pick up a handout before you leave.
- Helpful information on it includes:
 - Diane Cranor: 408-554-6922 (dcranor@scu.edu)
 - Advice on computer purchases for your student
 - IT Website: <http://it.scu.edu>
 - Main SCU Website: <http://www.scu.edu>
 - Links to ECampus and other electronic resources are available on the main SCU website
 - Student Helpdesk: 408-554-5050
 - Student Services Website: <http://www.scu.edu/techservices>
 - Software: <http://www.journeyed.com/AICCU>

