

Santa Clara University

Student Technical Services Information Technology Class of 2015

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Information Technology: Student Technology Services

- **What are Information Technology's Services**
 - Provides Campus Computing/Communications Infrastructure
 - Networking/Telephony Services
 - Ecampus
 - E-Mail
 - Printing
 - Technology Support
 - Support for Faculty, Staff and Students
 - Hardware and software troubleshooting
 - Student support through Student Technical Services

Information Technology: Student Technical Services

- **What Technology is available to students?**
 - High-Speed networking (100 Mbit) and Wireless
 - E-Mail (500 MB of storage, up to 14 months of stored e-mail, web access, personal web page hosting)
 - Cable TV (approximately 40+ channels)
 - Internet Access (1 Gbit connection)
 - Virus scanning software (Symantec Endpoint Protection)
 - Duplexing black and white and color printers in Learning Commons
 - Printers in the residence halls
 - Course management software (Camino and Eres)
 - Course Registration (Oracle/Peoplesoft)

Learning Commons, Technology Center, Library



● Information Commons/Library Space/Technology Center

- Windows PC, Mac workstations (dual boot), Media lab
- Collaborative work rooms
- Commons Help Desk
 - Student Technical Services Help Desk
- Technology Training
- www.scu.edu/library for more information
- ~35 discipline specific departmental labs across campus

Student Technical Services Help Desk What about Student Technical Support

- The desk has two parts: Commons Help Desk and Student Technical Services on the right
- The reference Librarians staff the desk facing the Circulation desk for Reference assistance as part of the schedule managed by the Library
- Student Technical Services provides support to all students
 - Connectivity problems in residence halls (data, cable TV, wireless)
 - Virus/spyware clean up
 - Drop off PC for diagnosis and support (no hardware repair)



Information Technology: Student Technology Services



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- Where and when can my student get help?
 - Student Help Desk (408-554-5050)
 - Open
 - 7:30 AM – 2 AM M-Th
 - 7:30 AM – 10 PM Fri
 - 10 AM – 10 PM Sat,
 - 10 AM – 2 AM Su
 - Extended hours during Finals week (24X7)

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- The Student Help Desk is located in the Information Commons, first floor of the Learning Commons
- Drop off or while-you-wait PC diagnostics and support available
- Is there a charge for our service?
 - No, there is no charge. We refer hardware issues to the manufacturer or repair vendor when repair is necessary.



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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.
- Students will need the **original cd/dvds** to receive assistance with their computers if software needs to be reinstalled. (operating systems and programs)
- Bring an ethernet cable for a faster connection in your room.
- Make sure your student knows their Novell Network login and Novell GroupWise login information. (this information is given to each student during orientation)

Students will need Novell login 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

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- **What kind of laptop or desktop should I buy for my student?**
 - We support both Macs and PC's
 - Complete Care is strongly recommended
 - Contracts with Apple and Dell to provide discounts to students (other brands OK)
 - Access through Ecampus
 - Bring some form of removable storage
USB flash drive, CD-RW/DVD-RW, external Hard Disk Drive
- **What about that great deal on an inexpensive “Great Quality” computer?**
 - Tech support and stability issues
 - Limited or no warranty service

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- **Dell desktop (Optiplex over Dimension)**
 - Dell Optiplex 990 (several configurations)
- **Dell laptop (Latitude over Inspiron)**
 - E6320, E5520, E6420
 - Good choices for mobility
 - E6520
 - More powerful laptop
- **Apple Macintosh**
 - Mac Mini, iMac
 - MacBook, MacBook Air, MacBook Pro

Information Technology: Student Technology Services Purchasing Recommendations

- **Dual processor**
- **Memory – 2 GB minimum recommended**
 - 4 GB and up is better (especially for Windows 7)
- **Larger hard drive if student is into music and/or video**
 - 160 GB is probably fine for normal use
 - 500 GB + if music/video is a concern
- **Screen size to preference**
- **Convenient USB ports**
- **USB Flash Drives (label internally with Student Name and phone number)**
 - Great for saving and backing up their coursework and other files
- **Printer is not required**
- **Security Cable for laptop**

Downloading music and other copyrighted works

- **Over half of our bandwidth is consumed by entertainment traffic**
 - The MPAA, RIAA, and HBO actively search for copyright infringement activity on college campuses
- **SCU had 270 DMCA violation notifications last year**
 - Up from 178 in AY 10-11
 - Up from 168 in AY 09-10
 - 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

● Higher Education Opportunity Act of 2008

- Colleges and Universities must put into place plans “to effectively combat the unauthorized distribution of copyrighted material by users of the institution’s network” without hampering legitimate education and research use according to regulations that went into effect July 1, 2010
- Colleges and Universities that do not comply risk losing their eligibility for federal student aid
- Schools must educate their campus communities on the issue and offer legal alternatives to downloading “to the extent practicable”

Downloading music and other copyrighted works

- Possible DMCA notifications to institutions include:
 - 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 Option for individual to settle in advance of potential lawsuits
- **SCU has received a few subpoenas for a DMCA violations in the past**
 - 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

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- **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>
- **E Campus for Apple and Dell discounts**

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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 purchasing:** <http://www.journeyed.com/AICCU>
- This presentation is available on the IT website: <http://it.scu.edu>