

IT&S Welcomes You to Guilford!

What does IT&S provide?

Guilford College Information Technology & Services provides support to the college community for a fully networked campus with connectivity to academic and administrative buildings and residence halls. IT&S provides support for college owned hardware and supported software. IT&S has five areas (Enterprise Applications, Project Management, Infrastructure, Instructional Technology, User Services) with oversight by the Chief Technology Officer. The IT&S Help Desk (336-316-2525) should be contacted if there are questions regarding any of the following IT&S services:

- ⤵ Training formal or just-in-time
- ⤵ Technical support on college standard software
- ⤵ Technical support on college owned hardware
- ⤵ email support (Lotus Notes)
- ⤵ Telecom – dial tone, network, voice mail, internet service
- ⤵ Multimedia setups and checkouts – data projectors, laptops, digital cameras, VCR/DVD, etc.
- ⤵ Administrative systems support
- ⤵ Web site development and technical support
- ⤵ Discipline specific software installation
- ⤵ Application development
- ⤵ Cable TV for all Residence Halls and all but one alternative house
- ⤵ 3 computer labs available (two of them 24 hours a day) in Bauman
- ⤵ Computer Classrooms – 4 in Bauman, 1 in Duke, 1 in King (contact registrar's office to use)
- ⤵ Multimedia Classrooms (contact registrar's office to use)

Help Desk Information

- ⤵ Help Desk number 316-2525
- ⤵ Help Desk hours
 - Classes in session Mon – Thurs 8:30 am – 10:30 pm, Fri 8:30 am – 5 pm, Saturday 9-4 and Sun 6 - 10
 - No classes 8:30 am – 5:00 pm Mon – Fri
- ⤵ When using Help Desk be clear about specific issues/problems – what software, what error, last change made, any specific error messages

What do Faculty or Staff receive?

- ⤵ Computer account and password
- ⤵ Home directory with 1GB of storage space (additional space available on request)
- ⤵ Optional class network space
- ⤵ Departmental network space

Computer Resources: IT&S will provide every faculty member with access to a college owned workstation. Adjunct faculty share desktop computers in their shared office space. Guilford College uses both Windows and Mac OSX operating systems. Computer requests are made through department chairs during the annual budget planning cycle (November/December each year) for new positions. IT&S will make every effort to fill computer requests made outside this time frame, but can not guarantee equipment availability, operating system or machine type preference (desktop vs laptop). Computers are leased on a three year replacement cycle (some equipment is still on the original four

year cycle) and are maintained on a service warranty. Faculty members should expect to keep their assigned machine for the duration of that cycle. Faculty members are responsible for routine maintenance of their college owned machine such as keeping it free of dust and debris. Should you encounter a problem with your college owned machine, contact the IT&S Help Desk at 316-2525 for service.

Accounts & Network Space: You will be given a username and a system password. It will contain certain preset folders and files that will be explained during your account setup process. All employees and students will receive a copy of the college Network Acceptable Use Policy (NAUP). Any questions regarding the NAUP should be directed to the IT&S Help Desk. You can view the NAUP online here: <http://www.guilford.edu/naup>

Printing and Copying: There are no locally attached printers. Printing and copying from networked printers and copiers will be tracked for all employees, and each department will receive charge backs for those services.

Class Space: Faculty may choose to setup additional network share spaces for their class activities. You may choose to have a share space available to your class for files you wish to distribute (within copyright laws), for students to deposit class projects and individual papers in one convenient location, or any combination of the two. The share space will remain on the network and will be backed up. It is the faculty member's responsibility to manage that share space and clean up items within it at the end of each semester. If you want to retain the class work within a share space, the Help Desk can assist you at the end of the semester prior to your cleanup process. If you wish to create a networked share space for your class, contact the IT&S Help Desk and provide the following information:

- ⤵ Name of Class (i.e. HIST 101)
- ⤵ Faculty Name
- ⤵ List of Students Names in Class.
- ⤵ Type of Access for students. (i.e. Read/Write, Read only, etc. The faculty member and the network administrators retain full control.)

Department Space: Staff and Faculty will typically have a departmental share space on the network. Coordination among department members in keeping resources within these shares cleaned up is greatly appreciated by IT&S. If a departmental share space becomes overwhelmingly large, a department head may be contacted to request a cleanup. The Help Desk is always available to assist with archiving files on CD's prior to cleanup.

Lotus Notes (email)

Lotus Notes is our campus email system. It contains your email, calendar/scheduling, campus and personal address book, and to do lists. Your Lotus Notes account can be accessed from any computer on campus, or from the web. Help Sheets are available via the IT&S page on Guilford's website.

Moodle Course Management

This is the course management system used at Guilford. Moodle is an open source CMS, that is equivalent to Blackboard, or WebCT. Faculty wishing to create a Moodle course should contact the ITS Help Desk at 2525 to arrange for training on the CMS.

Banner or BannerWeb

Banner is our administrative application. Staff will receive training from the department key user. Faculty will access through the BannerWeb interface from Guilford's website. BannerWeb enables faculty to post student's grades, and perform advising activities. Staff members having questions

regarding Banner should first contact their key user. Faculty members with questions regarding BannerWeb contact the registrar's office (336) 316-2121.

IT&S Help Desk

The Help Desk supports all standard software installed on your campus owned computer, (see request for discipline specific software below) provides training, and help sheets. All questions and problems are to be called into the Help Desk at ext x2525 (on campus) or (336) 316-2525 (off campus). We will attempt to solve your problem on the phone if possible, but all calls will be logged into our help desk software for tracking and future problem resolution. It is important that you provide us with as much specific information as possible including error messages, so that we may better serve you. If you wish to request specific training for a group or class, the Help Desk will be glad to coordinate that with you.

Media Services

Equipment setups for media presentation are handled through the Help Desk with the exception of College owned tapes, film and CD media. That media can be checked out at the circulation desk in the Library. Requests for equipment setups, and check outs, are made through the Help Desk on a first-come first-served basis and can not be guaranteed unless there is **at least 24 hours notice**. IT&S will make their best effort to accommodate late requests, but cannot guarantee service. Media should not be moved from locations, without contacting the Help Desk. Before you call or come by make sure that you have the following information at hand:

- ⤵ Your name and office phone number.
- ⤵ Department, building and room number where the media items are needed.
- ⤵ The beginning and ending time of your class or event. IT&S will retrieve the equipment.
- ⤵ If this is going to be a reoccurring request for the duration of the semester, you will need to advise the Help Desk at the time of the initial request.
- ⤵ Make sure that the media request is read back to you to reaffirm the date, time, place and type of equipment needed.

Requests for Discipline Specific Software

Additional software may not be installed on any college owned computer without prior approval from the department of IT&S. The college must license all software used for a discipline specific classroom. IT&S will install discipline specific software and ensure that the application will launch from the installation site. **IT&S does not support discipline specific software**. The faculty member requesting the use of the software will be responsible for technical support and should be prepared to do so. If you have software you would like to use for your class, requests should begin at the Help Desk **one semester prior to its intended use** and the following information provided:

- ⤵ Software to be reviewed. (This process will entail IT&S reviewing the software for duplication, (does this already exist elsewhere via another software package already in place at the college.) network compatibility and licensing issues **only**. IT&S makes no judgment on the value of such software for your classroom experience.
- ⤵ Requested payment process for the software. (Is your department paying, is this part of your book package for class).
- ⤵ Date you will begin using software in class.
- ⤵ Number of students this software will serve.

Once the software has been reviewed, IT&S will verbally OK the use of such software. Current purchase order procedures on campus require the signature of the IT&S Director on any computer hardware and software. IT&S will assist you with that process and software may be delivered to IT&S, as they will be the party responsible for the installation.

Other Useful Information

Voice Mail

Phone and voice mail services are provided by IT&S. Look for voice mail setup instructions in your campus mailbox. Your initial setup will include information on how to setup your voice mailbox, and the features available. Voice mail is used for personal messages and important campus wide messages sent by Senior Administration.

The Guilford Buzz

The Buzz is Guilford's daily email listserv providing faculty, staff and students timely information on daily campus events and important reminders. Your account will receive the Guilford Buzz, but you may opt out if you wish. All campus members may submit to the Buzz. See the Buzz details here:

<http://www.guilford.edu/gbuzz>

The Guilford Beacon

The Beacon is Guilford's online newsletter delivered through an e-mail listserv that include top news stories, special interest items, community announcements and a schedule of events for the following week. Students, faculty and staff of the college may submit material for the *Beacon*. See the Beacon details here:

<http://www.guilford.edu/beacon>

Backups: The network servers are backed up on an hourly (for the current day), daily (for the current week), and weekly basis. If you experience a loss of data due to an unforeseen circumstance, contact the Help Desk to request a restore of files.

Computer Rebuilds: Every summer, IT&S rebuilds all college owned computers to include the latest versions of college owned and supported software, any new software the college will be supporting campus-wide, and any updates to the current operating system. All employees will assume responsibility of copying any personal files that may have been placed on the computer's hard drive to their personal share space. IT&S will reinstall any specific software that was installed on a college owned computer, once the rebuild has taken place – provided licensing remains up to date.