AUGUSTANA COLLEGE
INFORMATION TECHNOLOGY SERVICES

Augustana College maintains state-of-the-art information technology facilities to support the instructional program of the College. Currently there are more than 300 personal computers designated for student use located in labs throughout the campus. These labs enable the students to complete class assignments, perform research, and develop a high level of computer expertise. Each computer is connected to the campus network, allowing access to resources such as e-mail, networked printers, instructional software, and high-speed connection to the Internet. Access to the network resources is also provided to students who choose to bring their own computers to campus.

Students living in residence halls or townhouses have the opportunity to obtain a high-speed connection to the network and the Internet resources from their own room.

For those with a laptop computer, Augustana also provides wireless network access in select areas on campus. Currently the Olin Center as well as the 3rd, 4th and 5th floors of the library is covered by wireless service. To access the wireless network, laptops must be equipped with an 802.11b-compliant wireless network card. For those with a conventional Ethernet card, there are also Laptop Connecting points on the 4th floor of the library and in the Olin Center.

POLICY INFORMATION

The ITS Department of Augustana College wishes to provide a high-quality computing environment for the Augustana community. For this to take place, certain ethical standards need to be observed by all members of the Augustana community.

The guidelines listed below apply to all network users.

Restrictions:

Augustana College students, faculty and staff will not use the college computing facilities for:

- any activity which is illegal under Federal or State law
- sending harassing email
- using the college property for commercial purposes
- any activity that violates the integrity of or interferes with the normal operation of the college computing system
- unauthorized use of another person's user identification and password
- unauthorized transfer of a file or files
- unauthorized entry into a file to use, read or change its contents
- monitoring or viewing network traffic

If it seems your Augie account is draining the network resources, a Network employee will contact you regarding.

Software and Copyrighted Material

Users are permitted to use college-acquired software for any activity that is within the mission of or support of the College. Augustana College has negotiated agreements that make certain software generally available. Software that is available through institutional site licenses is subject to copyright and license restrictions, and users are not allowed to make or distribute copies without authorization. Contact the Helpdesk (x7293) for further information.

Software installed by the user may be subject to software audit processes and users should be prepared to present proof of ownership or right to use documentation. In addition, due to the vast amount of software products available, ITS will do their best to support individually installed software; however support issues are the responsibility of the users. This includes upgrade releases of supported products.

Online distribution of copyrighted material without the written permission of the copyright holder is not allowed.

Available Resources

Computer Labs

Augustana maintains a number of academic computing labs throughout campus, along with departmental labs and clusters that may provide specialized software or hardware. All computing facilities are limited to Augustana student, faculty, and staff use; users may be asked to present their Augustana ID at any time. Quad City Graduate Center students with a valid ID may use Olin labs. Olin computer classrooms also function as computer labs when they are not reserved for use. Other labs generally cannot be reserved and are open for use during normal building hours. During Week 10 and Finals Week, the Olin Center offers 24-hour access on weekdays.

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General use computer labs can be found in the following locations:

Olin Center 1st floor Open Access Lab	20 Dell computers
Multimedia Lab	15 Dell computers, 4 Macintosh
Olin Center Computer Classrooms	Rm 105, 109, 110 21 Dell computers in each
Library 3rd floor	14 IBM computers
Library 4th floor	26 IBM computers
Science 204	20 Dell computers
Residence Halls	4-5 Dell computers in each residence hall: Andreen, Carlsson, Seminary, Erickson, Westerlin

Departmental labs can be found in the following locations. These labs may be reserved for use by the department that operates the lab. Preference is given to the students and faculty members of the department.

Location	Department	Description
Olin Center Rm 204	**Math/Computer Science**	21 Dell computers
Science 3rd floor	**Chemistry**	4 Dell computers
Sorensen 103	**Business Administration**	8 Dell computers
Sorensen 1st floor	**Education**	14 Macintosh computers
Bergendoff Music Lab	**Music**	6 Macintosh computers
Swenson 2nd floor	**Geography**	14 Dell computers
Denkmann Basement	**German**	2 Dell computers
Library 2nd floor	**Library**	22 Dell computers

* Subject to change.

Equipment Available for Check Out

Quantity	Equipment
	Audio Equipment
1	portable amplified PA speaker (with mic and line inputs)
3	microphones, XLR connector
1	amplified speakers (line input)
	Video equipment
2	camcorder – Panasonic VHS
3	camcorder – RCA VHS
1	camcorder – Sony 8mm
1	digital camcorder – JVC (MiniDV)
1	Sony VHS VCR
1	document camera (Navitar)
	Digital cameras
3	high-resolution digital cameras (Kodak, CompactFlash storage)
3	medium-resolution digital cameras (Sony Mavica, floppy storage)
	Storage devices
1	portable USB 4x CD recorder (Buslink USB)
3	portable Zip drives (2 parallel, 1 USB)
4	Iomega Peerless 20GB cartridges
	Laptops
3	low-end laptops (Dell 133, Gateway, Toshiba)
12	laptops (Dell Inspiron 3200, 3800, 4000, 7000, Toshiba)
	Transparency projectors
1	35 mm slide projector (Kodak)
1	Overhead transparency projector
	Accessories
6	wireless mice (Gyro, Logitech, Sharp)
3	Tripods
1	Canon portable inkjet printer

Equipment Loan Policy

Checkout is limited to faculty, students, and staff of Augustana College.

Equipment is prioritized for academic use.

- Equipment reserved for other uses may be preempted by an academic need.

All cameras and camcorders are available for one day.

- Exception - one camera is reserved for a three (3) hour maximum checkout.

All laptops are available for up to 48 hours.

- One laptop is reserved for one-day maximum checkout

- ITS will consider longer checkout periods for academic use.

All other equipment is available for up to 48 hours.

- Circumstances requiring extended use will be considered.

Faculty/Staff Extended Checkout

- For special purposes, equipment may be checked out for longer than the standard time period. However, the equipment may be recalled with a 24-hour notice if another person needs the equipment.

Holidays and academic breaks

- Equipment may be checked out over holidays and breaks provided that all equipment is returned as soon as the break is over.

User Responsibility

- Equipment must be returned in the same condition as it was when checked out. Any damage to the equipment, due to accident or neglect, is the responsibility of the person who checked out the equipment. Users must report any noticed damage immediately to ITS. Users may be billed for damaged or lost equipment. All users must sign an agreement of responsibility upon checkout.

- Users must return the equipment at the agreed time. There is a $5 per day charge for late returns. In addition, if an item is lost, the borrower will replace it at replacement cost.

Audiovisual Equipment on Campus

Audiovisual (AV) equipment includes but is not limited to: LCD projectors, camcorders, VCRs, CD players, cassette players, DVDs, document cameras, sound systems, slide projectors, overhead projectors, and TV displays, and accessories. For other equipment, double check with ITS before contacting an outside company for rental or purchase

- For AV equipment support, all inquiries should be directed to ITS through the Helpdesk (7293) or via email (cchelpdesk@augustana.edu)
- Requests for new AV equipment or repairs should be sent to ITS. Since we deal with AV equipment regularly around campus, we will be able to recommend the best option for your needs. Funding for new equipment or maintenance should come from your departmental budget. If departmental funding is not available, we will work together to explore other options.
- ITS has a limited budget for unexpected AV repairs and LCD projector replacement bulbs. Please notify the ITS Helpdesk of equipment needing repairs. We may be able to swap out the equipment while it is being repaired or replaced. If repair costs are excessive or unjustified, we may need to evaluate options for replacing the equipment using departmental funds or a combination of funding.
- Any unused or unneeded AV equipment should be returned to ITS so that it can be used elsewhere on campus. If ITS upgrades the equipment in a department (for example, a "smart classroom") any previous equipment should also be returned to ITS for use elsewhere on campus.

- ITS provides a number of AV items for checkout. Before purchasing an item, consider using the resources already provided by ITS if the item will only be used occasionally.

Intranet Site

Augustana provides an intranet web site for use by the Augustana community at http://campus.augustana.edu. This web site is accessible only by computers on campus. Off-campus users wishing to access the site may use http://offcampus.augustana.edu by providing a valid Augustana login and password.

- Class postings, readings, and syllabi
- Access to athletic and fine arts schedules
- Online Cosmo (phone and office directory)
- Augie Faces (student and staff picture directory)
  (If you prefer your picture not be included, please call the Helpdesk
  and it will be removed.)
- Online Notice Boards
  - General notice board
  - For sale board
  - Employment listings
  - Ride board for carpooling
- Information on campus offices and departments
  - Access to campus forms
  - AugieMart – online store for Augustana equipment for sale
- Webcams showing locations around campus

Classroom Instruction

Members of the ITS staff offer free evening classes to students and staff. These classes take place in the beginning of each term. See the ITS website for class offerings and schedules.

Sample classes include:

- Intro to Access
- Intro to Microsoft Powerpoint
- Powerpoint Advanced
- Photoshop

Procedure/Info regarding Student Accounts

1st-year students Network/Email accounts are set up at registration. Students choose a password at this time, which is saved in a database.

Transfer Students Network/Email accounts are set up through the Helpdesk office (x7293) located on the first floor in Olin.

Students on Foreign Term Network/Email accounts remain open and are accessible.

Seniors Accounts are disabled in the September following graduation. Accounts can be left open longer with special permission from ITS. Also, there is an Alumni Email Service that is available for students after graduation.

It is the student's responsibility to backup email and data before graduation.

Students who take a term off or are under academic restriction will lose access to their accounts and their data will be deleted unless previous arrangements are made.

Students can contact ITS with special requests such as additional disk space.

Beginning in the summer months, students bringing their own PCs to campus in the fall will be expected to fill out a "Personal Computer to Network Access Application". This application will provide necessary information for the ITS department to promote a smooth transition in hooking up their PCs to the campus network. In signing this application, students are agreeing to the rules and responsibilities associated with access to the campus network in their rooms and on campus property.

Miscellaneous Info

In order to keep the volume of e-mail to a minimum, emails sent to "Everyone" are discouraged. If you prefer not to receive such emails, please notify the sender. The Helpdesk can assist you with help in filtering.

Users must follow posted information regarding use of equipment in classrooms, labs, open access, etc…

At the discretion of ITS staff, users may be charged for personal (non-academic) printing over 100 pages.

Always save data in two places. (zip disk, floppy disk) ITS can assist in backup of large amounts of data. Call the Helpdesk.

Registered grad-center students have privileges to access the Internet on campus PCs.

Guests of the college should contact the Helpdesk or an ITS staff member for computer usage.

Email and Network Privacy

Augustana College **does not** monitor the contents of email, the contents of any user's private directories, and Internet usage. With a user's verbal or written permission, ITS staff may access email or files in a user's private directories for diagnostic purposes. However, if asked by the appropriate authorities (for example: Dean's Office, Security, or law enforcement), we reserve the right to do so.

ITS Staff Resources

The ITS Department is comprised of four groups; Networking, Hardware Support, the Development Group and Educational Technology. The Educational Technology group assists both students and faculty in various areas of instructional technologies.

The ITS Department of Augustana College employs a Student Computing Coordinator to assist students with computing questions/problems. This Coordinator is available during regular office hours, Monday through Friday, 8:00AM-4:30PM. Calls should first be directed to the Campus Helpdesk @ 794-7293 and then the calls will be forwarded to the appropriate personnel.

Staff and Faculty should call the Helpdesk @ 794-7293 for problems or questions related to their pc's. Helpdesk hours are Monday through Thursday 8:00AM-Midnight, Friday 8:00AM-7:00PM, Saturday 10:00AM-6:00PM and Sunday from noon to midnight. The Building Secretary does scheduling classrooms in the Olin Center. Her number is 794-7292.

Work on student-owned PCs
ITS will provide network card configuration and virus removal for student PCs at no charge. However, any other problems such as system cleaning, ADware removal, software conflicts, or hardware issues will be charged a $5 diagnostic fee and $30/hour. All computers brought in for work must be accompanied by a completed authorization form. ITS reserves the right to refuse work on any student-owned PC, in which case the student will not be charged.