



SOAR 2008 Student Fact Sheet

Information & Technology Services (ITS)

<http://www.springfieldcollege.edu/ITS>

Who we are . . .

The ITS Department provides computing and communications services including campus-wide network service, Internet, e-mail, telephone systems, and cable TV service to the Springfield College community.

Telephone Service: All residence hall rooms are equipped with local telephone service and individual voicemail. Students must provide their own telephone set. Answering machines are not permitted and students are responsible for setting up their own college voicemail. (Note: Some cordless phones do not work well with voicemail systems.)

Long Distance Dialing: The campus book store has pre-paid calling cards available.

Cable Television Service: The ITS Department maintains a 60 channel cable television system. A mixture of entertainment and educational programming is provided. Six premium movie channels are included in the system. All residence hall rooms are equipped with a CATV wall jack.

Public Access Computer Stations: The ITS Department provides approximately 300 public access lab computers for academic and personal computing needs. Over 100 applications are available including e-mail, word processing, spreadsheet, graphic design, web design, statistical analysis, database design, Internet access, and library research. The labs that are located in Babson Library are open most days from 8:00am until midnight and follow the library's hours. Laser printing is available in most labs along with trained lab assistants to help answer questions.

E-mail: All full time students receive individual e-mail accounts which can be accessed from any Windows based computer with Internet access and a web browser. This student email is maintained and supported for the entire time a student is registered at Springfield College through one year after the last registered class. After said time, that student login account and email file are removed from the Springfield College system. Students will receive a notification of this email removal thirty days prior to the automated removal action.

Desktop Software: Springfield College has adopted Microsoft Office as the standard productivity application suite on campus. It is installed on all lab computers and is available for purchase by students at a discounted academic price.

Residence Hall Computing: All residence halls are equipped for direct campus computer network connections for e-mail, Internet, library, and course work access. An active network wall jack is provided for every student. Only Windows platforms are supported on the college network. Wireless access is available in some common areas on campus.

Student Technical Help Desk: A help desk is available to students for technical support of cable television, telephone, network, and computer services. Dell authorized technicians are available for computer support for all makes and models. Students can contact the Student Technical Help Desk at extension 3777 on campus.

Computer Network (Self-Service) Registration Process: To ensure a safe and secure network experience, Springfield College uses a network registration process for connecting student computers to the campus network from the residence halls. The process uses the student's Springfield College e-mail username and password to check each computer for current Windows updates and updated anti-virus software. If updates are needed, the system will guide the student to online resources to obtain the required updates.

For more information go to <http://www.springfieldcollege.edu/resnet>.

Campus Web: The Campus Web link can be found within the "My SC Web" tab on the Springfield College Homepage (<http://www.springfieldcollege.edu>) Students can access their own information and perform a variety of self-service functions including: add/drop courses on-line when permitted, view class schedules and unofficial grades transcripts, and view their business office account. Students may also access the College's on-line bookstore and the Student Clearinghouse from within Campus Web. The self-service functions can be used for password retrieval, change of name, and change of address.

Computer Hardware/Software Minimum Requirements: In order for your computer to access the campus network reliably, it must meet or exceed the following minimum requirements.

IBM PC or compatible Pentium 4 or higher

Windows XP/Vista (non supported OS's: Windows 95/98/ME, Macintosh, Linux)

256MB RAM (512MB recommended)

250MB of free hard disk space

10/100 Ethernet network card

(Students should have their original system restore CD's available for computer service on campus.)

Acceptable Use of Technology:

All students must abide by the "Springfield College Acceptable Use of Technology Policy" which can be found at <http://www.springfieldcollege.edu/ITS/AcceptableUse.pdf>.

SC Alert:

Students are encouraged to sign up for the SC Alert system. SC Alert sends emergency notifications and important messages from the College to your mobile phone, Blackberry, wireless PDA, pager, Smart or Satellite phones, and e-mail addresses. Go to <http://www.springfieldcollege.edu/home.nsf/SC-Alert> for more information.