

# GUIDE TO COMPUTING RESOURCES

## 1997



## ABOUT THIS GUIDE

The purpose of this Guide is to provide you with a comprehensive set of information about computing resources at SOU. We would appreciate any and all feedback about additional information you would find useful, and how we can improve the Guide for next year. Please send your comments to the Associate Director of User Services in Computing Services.

# TABLE OF CONTENTS

<b>ABOUT THIS GUIDE.....</b>	<b>i</b>
<b>WHO WE ARE .....</b>	<b>1</b>
<b>ACCESS TO SOU’S INFORMATION SYSTEM.....</b>	<b>2</b>
<i>Students.....</i>	<i>2</i>
<i>Faculty/Staff.....</i>	<i>2</i>
<i>Faculty Emeriti.....</i>	<i>2</i>
<i>Alumni.....</i>	<i>3</i>
<i>Others.....</i>	<i>3</i>
<i>Visitors.....</i>	<i>3</i>
<i>Account Summary.....</i>	<i>3</i>
<b>CAMPUS NETWORK SERVICES .....</b>	<b>5</b>
<i>Introduction to the SOU Network.....</i>	<i>5</i>
<i>Logging in to Networked Computers.....</i>	<i>5</i>
<i>Desktop Operating Systems and Software.....</i>	<i>7</i>
<i>Campus Communications.....</i>	<i>8</i>
<i>Remote Access.....</i>	<i>9</i>
<b>SUPPORT SERVICES.....</b>	<b>11</b>
<i>Help Desk.....</i>	<i>11</i>
<i>Self Help Materials.....</i>	<i>11</i>
<i>Training.....</i>	<i>12</i>
<i>Student Computer Labs.....</i>	<i>13</i>
<i>Repairs.....</i>	<i>15</i>
<i>Software Purchases.....</i>	<i>15</i>
<i>TouchTone Telephone Registration.....</i>	<i>16</i>
<i>Computer and Information Systems Design.....</i>	<i>16</i>
<i>Administrative Programming.....</i>	<i>17</i>
<i>Library—Electronic Resources &amp; Services.....</i>	<i>17</i>
<i>Scantron: Exam Grading and Survey Services.....</i>	<i>19</i>
<i>Financial Information Systems.....</i>	<i>20</i>
<i>Human Resources Information Systems.....</i>	<i>20</i>
<i>Telecommunications.....</i>	<i>20</i>
<b>COMPUTER EQUIPMENT .....</b>	<b>21</b>
<i>PCs on Campus.....</i>	<i>21</i>
<i>Purchasing a New Personal Computer.....</i>	<i>22</i>

<i>Equipment Moves</i> .....	24
<i>Upgrading your PC</i> .....	25
<i>Support for Used Equipment</i> .....	25
<i>Laptop Checkout Equipment</i> .....	25
<i>Ergonomics</i> .....	25
<b>OFF CAMPUS RESOURCES</b> .....	<b>27</b>
<i>Computer Rentals</i> .....	27
<i>Internet Service Providers</i> .....	27
<i>Extended Campus Programs Computer Training</i> .....	29
<i>Off-Campus Training Providers</i> .....	30
<i>Internet Training</i> .....	30
<b>POLICIES</b> .....	<b>31</b>
<i>Southern Oregon University Computing Resources Acceptable Use Policy</i> .....	31
<i>World Wide Web Guide</i> .....	33
<b>PERSONNEL DIRECTORIES</b> .....	<b>34</b>
<i>Staff Directory</i> .....	34
<i>Quick List: Whom to Call</i> .....	36

# WHO WE ARE

Computing Services is committed to contributing to instructional innovation and institutional change through the development of computer technology tools and resources which increase SOU's flexibility and effectiveness, and which fit the strategic needs of the University.

In particular, Computing Services engages in:

- the managed growth of an integrated on-line information system that serves as an information-rich environment for students, faculty and staff;
- creating universal access for students, faculty and staff to computing and information resources;
- assisting departments across campus in the design of information services which augment the university's activities;
- helping the university identify opportunities for creative uses of current and emerging technologies;
- making available appropriate software, administrative programs, and information sources, as well as offering learning opportunities so these resources can be used effectively;
- the continual improvement of a high-speed campus-wide network that links students, faculty and staff with each other and with the world-wide community of scholars; and
- providing the services needed to keep these information systems running.

# ACCESS TO SOU'S INFORMATION SYSTEM

## STUDENTS

All students at Southern Oregon University who are registered for any number of credit hours will automatically have a student account created for their use. These accounts provide access to the student network, student E-mail, Internet, Library, and a wide variety of information resources. Accounts will remain active as long as the student remains registered for classes at the university. If a student does not register for a term, the student's account will be deleted (although accounts will remain active over the summer to provide opportunity for Fall term registration).

The first time a student uses their account, they must agree to abide by SOU's Acceptable Use Policy. Student accounts may be revoked if a student does not adhere to the Policy, and students may be subject to discipline under the Student Code of Conduct. Complete copies of SOU's Acceptable Use Policy can be found in this Resource Guide, in the Student Handbook, on the rack with other user guides in the Student Computer Lab, and on SOU's web page at <http://www.sou.edu/csc/docs/accept.htm>.

If a student is experiencing difficulty with their account, they should first go to the Student Computer Lab and ask a Lab Assistant for help. If the Lab Assistant is unable to resolve the problem, the student will be referred to the appropriate staff member in Computing Services. Students will need to present their student ID in order to obtain assistance with their account.

## FACULTY/STAFF

All current faculty and staff may be granted campus network and E-mail accounts; access to campus administrative databases may be granted appropriate to their access needs. To obtain an account, the faculty or staff member needs to fill out a CSC Account Request form and obtain the signature of their school dean or manager. The CSC Account Request form is available by calling the **Computing Services Receptionist (2-6448)** or by dropping by the Computing Services Center, CS 119 (west wing, first floor foyer). Faculty and staff accounts will be closed when the individual ends their relationship with the university.

Faculty and staff are accountable for their use of university computing and information resources within the boundaries established in SOU's Acceptable Use Policy. Complete copies of SOU's Acceptable Use Policy can be found in this Resource Guide, in the Student Handbook, on the rack with other user guides in the foyer of the west wing of the Computing Services Center, and on SOU's web page at <http://www.sou.edu/csc/docs/accept.htm>.

## FACULTY EMERITI

Faculty Emeriti are eligible for E-mail accounts and may request this by obtaining and filling out the CSC Account Request form.

## ALUMNI

Alumni are eligible to utilize equipment and software in the student computer lab, but they are not eligible for personal computer accounts which provide access to E-mail or the Internet. Alumni must display a current, valid SOU Alumni membership card (obtainable at the Alumni Office in Plunkett Center) to gain access to the student computer lab.

## OTHERS

Some *programs* which are not a formal part of the university, but which do significant business here (e.g., American Language Academy), are eligible to apply for accounts for their staff and students, based on the terms of the University's agreement with their organization. These situations will be decided on a case by case basis, with the Director of Computing Services having final approval authority within Computing Services.

Some *individuals* who do not have faculty, staff, student, or alumnus status at the university may be eligible for computer access accounts (e.g., individuals participating directly in a university sponsored project). These situations will be decided on a case by case basis, with the Director of Computing Services having final approval authority within Computing Services.

Accounts in this category will terminate when the individual is no longer associated with the university or the qualifying organization.

## VISITORS

There are limited provisions for campus visitors to be granted access to computer services. Visiting faculty, sponsored by the Provost's Office or an academic department, can be given an account for the faculty/staff campus network. People assisting SOU faculty with projects can be granted access to campus computing facilities and can be granted an E-mail account. For more information call **Mike Corcoran (2-6944)**.

Visitors to campus who have no official connection to the university and who desire access to computers can check with several private organizations in the area. Refer to the Off Campus Resources section of this Guide for more details.

## ACCOUNT SUMMARY

A network account is required to use the SOU campus network. Each account requires a Login ID and Password. Faculty and staff apply for accounts by filling out the CSC Account Request form and having it signed by their department chair, dean, or manager. Student accounts are created automatically shortly after they register for credit classes.

<b>Account Type</b>	<b>Description</b>	<b>Who Can Have One</b>
Basic Faculty/Staff network account	Access to the Campus Network, Applications, E-mail, and Internet from any campus computer. Access to E-mail from off campus.	Full- and part-time faculty and staff. Adjunct and emeritus faculty.
Student network account	Access to Applications, E-mail and Internet from campus computer labs. Access to E-mail and Internet from off campus.	All registered students.
BANNER-SIS *	Access to the Student Information System.	Staff involved in student registration and records. Faculty involved in student advising.
BANNER-FIS *	Access to the Financial Information System.	Staff involved in purchasing.
BANNER-HRIS *	Access to the Human Resources Information System.	Staff involved in personnel functions.
KRONOS *	Access to the Student Payroll System.	Staff involved in student payroll.

*\* Requires Basic Faculty/Staff network account as well*

# CAMPUS NETWORK SERVICES

## INTRODUCTION TO THE SOU NETWORK

SOU has an extensive network of computing resources. Nearly every faculty and staff member has a desktop PC which is connected to the campus wide Novell network. Students may access the campus network by using computers in student laboratories and other student areas.

The Novell network is comprised of several “file servers.” A variety of software is installed on each of these file servers and each has sufficient disk space to support the storage of users’ electronic documents. Other computer systems, such as the DEC Alpha computer (SOSC2), which supports the Banner Student Information System (SIS), are also connected to the network. All of these computer systems are connected together on an Ethernet network backbone using a combination of fiber optic and twisted pair cable and high speed routing equipment.

All faculty, administrative staff and registered students are provided with a network account. (Refer to the Account Policy section for more details.) Each computer user has a directory on the network, referred to as the “F drive,” for storing personal electronic files. In addition, a group directory, known as the “G drive” is provided for each department to store shared software and documents. Access to a variety of printers is also available when logged into the network.

Computing Services manages several campus-wide software site license agreements which provide faculty, staff and students with access to a broad suite of software packages at no cost to the end user. Software is located on, and accessible from, the network file servers.

## LOGGING IN TO NETWORKED COMPUTERS

### *Students*

#### *In Computer Labs*

Students logging in to any of the lab computers (Main Lab, School of Business, Access Center and Residence Hall Labs) or other designated student computers (such as Student Activities equipment in the SU) now need to use their login ID, followed by a period, and their “context.” This is because we have redesigned the NetWare Directory structure to improve performance; student home directories are now spread out over 5 contexts, rather than just one. The contexts for students’ personal accounts are based on the first character of the login name, and fall within one of four alphabetical groupings:

**a-e, f-k, l-r, s-z.**

So, for example, Joe Tester, whose Student ID ends with 9999, would log in at a lab or other designated student computer using the login ID:

**test9999.s-z**

As new satellite labs are installed in the academic departments, they will be setup in the same way.

### ***In Faculty/Staff Area***

When logging in to a non-student computer (such as one in a faculty/staff area), students need to add a little more information, because they are outside of their context. Specifically, they need to add a period, the “students” context, and another period. So, when Joe Tester goes to his afternoon job in his professor’s office, he would log in as:

**test9999.s-z.students.**

Remember that the periods “.” are important.

### ***Generic Student Activities Accounts***

A number of accounts have been set up for use by clubs, student government, and other programs. Since these are not “personal” accounts, they use the fifth context: “act” (short for “Activities”). So, following the same rules above, a staff member from the zucchini club would use a lab or other designated student computer by logging in as:

**sczucch.act**

Again, that same staffer using a computer outside the student context (in a faculty/staff area) would log in as:

**sczucch.act.students.**

For information on account names and restrictions, contact your club advisor or Carol Gies.

## ***Faculty/Staff***

### ***In Own Office or Work Area***

Faculty and staff logging into their own computer need only to enter their user name. You’ll be informed of what that is when your account is created. The very first time you log in, you’ll need to create a password.

### ***In Computer Labs***

Faculty and staff logging into a lab computer (or at anything other than their own computer), need to add the period, context, and another period. This is the same Lab login procedure as last year. By using your own network login you will have access to the same Lab software and menus that students see, as well as access to your personal network drive (F: drive). An additional menu, normally hidden to students, will also be available, with software such as GroupWise, Banner, etc.

To log in, enter your user name and context (surrounded by periods) at the login screen. The user name is the same one you use to log in to your computer in your office. The context is usually your department. Example:

**Williams.csc.**

To see what your correct user name and context are: first log in to your *own office computer*, then go to the DOS prompt, and enter: **whoami** (that’s “who am I” as one word). The computer will

tell you who you are, including your complete User ID. Drop the SOSC at the end, and this is your name and context.

The password you use in the lab (or anywhere) is the same one you use when logging in to your own computer.

## DESKTOP OPERATING SYSTEMS AND SOFTWARE

Computing Services is committed to supporting both the Macintosh and Windows operating systems. We do our best to ensure that the software programs on the network are widely available. However, there may be limitations on what you will find accessible and useful, depending on the hardware configuration of your computer.

### *Windows Computers*

For Faculty and Staff at SOU, Windows 3.1 is still the most widely used desktop operating system on campus. However, the transition to Windows 95 is underway. PCs in the student computer labs were upgraded to Windows 95 during the Summer of '97; conversion for Faculty and Staff will begin in the Fall of '97.

The transition to Windows 95 will take place throughout the '97/'98 academic year. Users with a Windows 95 capable machine may schedule an installation appointment by contacting **Diana Cowart (at 2-8543)**. The minimum hardware configuration to support Windows 95 is a 486/66 PC, with 16MB RAM, SVGA monitor, 1MB of video RAM, and 500MB hard drive. You must also have a Windows 95 license for the computer. For more details on how to prepare for the upgrade to Windows 95, see the Windows 95 document at the CSC documents web site ([www.sou.edu/csc/docs/](http://www.sou.edu/csc/docs/)).

If you purchase a new computer this year, it will be installed with Windows 95.

### *Support for Macintosh Computers*

Many Macintosh systems on campus are using Mac OS 7.5 or higher. To keep pace with changes in the Macintosh environment, users running versions older than 7.5 are encouraged to upgrade to the new version. Computing Services can assist you in the purchase and installation of Mac OS 8. Contact **Diana Cowart (at 2-8543)** to arrange for an upgrade to Mac OS 8.

### *Campus Software*

A wide variety of popular software programs are available from the campus network. Electronic mail, access to the Internet, Campus wide information databases and a variety of other on-line services are also available from the network. On Windows computers access to these network services is made available through a campus menu system. The menus are intuitively organized to help computer users easily find any computer program or service provided on the campus wide network. For Macintosh systems, similar services are accessed through an application alias on the Apple menu.

Upgrades to the Windows 95 or newer Macintosh versions of software packages available on the campus menu are limited by budget constraints. However, we are working on a plan to

provide a limited amount of new software this year. Expect to hear more about software upgrade options by Winter term. If your Department has the funds to upgrade to new software versions, Computing Services will assist you in setting this software up to run from the network.

A variety of software programs used for specific teaching, research and administrative uses are purchased by individual departments and installed on the network for select users. Since the configuration and support requirements of each software product varies, we cannot assure that every software product will work reliably on the campus network. Anyone considering the purchase of a software program that will be installed on the network should contact **Teri Modes (2-6451)**, Associate Director of Systems & Operations, to review the configuration, hardware and support requirements.

## CAMPUS COMMUNICATIONS

### *E-mail for Faculty & Staff*

Faculty and administrative staff utilize a campus wide E-mail system called GroupWise. The GroupWise E-mail system provides a robust set of E-mail features which enhance communication activities for the campus community. The system shares a common address list which includes all faculty and staff; public group” address lists can be used for routing mail to groups of people—for example, a campus committee, all faculty, or the entire campus. E-mail addressed for distribution across the Internet can be sent using the GroupWise system. The GroupWise software also includes calendar and scheduling features which enable users to schedule group meetings and perform “busy searches” to determine the availability of meeting attendees. Meeting attendance can be confirmed by E-mail and the appointments automatically appear in your personal calendar.

### *E-mail for Students*

The student E-mail system is separate from, and different than, faculty and staff E-mail. Students use Netscape as their mail software. E-mail messages are delivered to a POP3 mail server named “Tao” and then are copied to message folders in the student’s personal directory on the Novell network. Faculty may exchange E-mail with students from the GroupWise system; it is also possible for Faculty to distribute E-mail messages from the GroupWise system to class rosters. Faculty interested in having a class roster distribution list established should provide the **Help Desk (at 2-6900)** with the CRN number for the class to which they wish to route E-Mail.

### *Newsgroups*

Newsgroups are a quick and easy means of conducting discussions between people with mutual interests, but who may not be able to physically gather in the same place and time. They are an especially effective way to supplement in-class activities, or to communicate with a broad spectrum of people. (Newsgroups are more resource-efficient than listservs or multiple broadcast E-mails.)

We recommend that faculty, staff, and students use Netscape as their software for reading/writing to newsgroups. An extensive instructional handout on the use of newsgroups can

be obtained by calling the **Help Desk (2-6900)**. A list of, and links to, newsgroups for SOU classes and activities can be found at [www.sou.edu/news.htm](http://www.sou.edu/news.htm).

You can get a newsgroup set up to suit your specific needs by calling **Bob Wright (2-6914)**.

### ***The Campus Calendar***

The SOU Campus Calendar is a program developed specifically for use by the faculty, staff, and students at Southern Oregon University. An effort is underway to evaluate other calendaring options. The purpose of the calendar is to facilitate (1) planning— by publishing campus activities that are scheduled up to a year in advance, (2) marketing— by giving the campus community a single place to post information about all types of campus events, and (3) participation in campus life— by making it easier for you to find out about events that interest you. The Campus Calendar is accessible to both Windows and Macintosh users.

Faculty or staff on campus who have computers running Windows can submit their events through a form within the Campus Calendar program. DOS and Mac users can still submit their events as they always have (to Leslie Spencer, SU 321) on paper or through E-mail. Students can submit activities via their faculty sponsor.

*Room scheduling must be arranged through the normal channels; submitting an event to the Campus Calendar does not reserve a room, unlock a door, provide lights, heat or food service.*

For Windows users, the Campus Calendar program can be found under Campus Communications on the main menu. For Macintosh users, the Campus Calendar program requires that you set up an alias. For assistance in doing this, please call the **Help Desk (2-6900)**.

Detailed instructions on how to use the Campus Calendar program can be found at [www.sou.edu/csc/docs/cal.htm](http://www.sou.edu/csc/docs/cal.htm).

## **REMOTE ACCESS**

A variety of “telecommuting” options are in place for Faculty, Staff and Students who have home computers, notebook computers or who have a need to access the network from a computer when traveling on campus related business. Because everyone has different hardware and software running on these remote computers, it is sometime difficult to assist “telecommuters” with every kind of problem that arises. To ensure that your use of these services is as trouble free as possible, we encourage you to follow our recommended guidelines for hardware and software configuration. Read below for a description of the kinds of services that are available.

### ***Faculty & Administrative Staff***

In the past, DOS and Windows PC users have had access to GroupWise E-mail and files stored on the network using a DOS based program called ReachOut. Macintosh users have had two options for remote E-mail access, GroupWise Web Access and GroupWise Remote. Access to the Library Rogue Linx system has also been available to those that had a telecommunications program such as Procomm (PC) or Zterm (Macintosh) on the remote access computer. The

number of telephone lines available for these uses has been limited. While these systems are still in place, we do not plan to distribute the ReachOut system to new requesters. The ReachOut system, which uses older DOS based technology, will not work with future versions of the GroupWise software. Over the course of this year, the ReachOut system will be phased out. During the Fall Term, the remote access systems will be expanded and enhanced to provide a more extensive set of “telecommuting options.” As these new capabilities become available announcements via E-mail will be distributed to campus.

If you have an Internet account, purchased through a service provider such as Infostructure, CDSNet, AOL etc., you may access your GroupWise mailbox using a Web Browser, like Netscape or Internet Explorer.

For more information about our remote access systems, see the CSC documents web site at [www.sou.edu/csc/docs/](http://www.sou.edu/csc/docs/).

### ***Students***

Students registered at Southern Oregon University have full dial-in Internet and E-mail access. This service is provided by the Technology Resource Fee. The dial-in account is automatically set up along with the student’s network and E-mail accounts. Students must activate these accounts by logging in at a computer on campus the first time. For more information on available services and instructions for how to setup your remote computer, go to [www.sou.edu/lab/dialup/](http://www.sou.edu/lab/dialup/).

# SUPPORT SERVICES

## HELP DESK

Computing Services provides extensive support for university-owned software and hardware. When you need help, the first place to call is the **Help Desk (2-6900)**. Our staff is trained and ready to help you solve hardware problems, software problems, account requests, etc. And when they don't know the answer, they are able to contact the right person to solve the problem. Many problems can be solved immediately over the phone, some require a visit in person; technicians can even "reach out" to your computer over the network (with your permission) and assist you while you watch on screen. Being the frontline of our support efforts, we strive to make sure the Help Desk is the first to know of any major situations — often before most other users on campus are aware there is a problem!

Please note that there are some systems (such as FIS) for which Computing Services does not provide direct support. When in doubt, call the Help Desk, and they can refer you to the correct department, if necessary.

Help Desk support is available Monday through Friday, 8 AM to 5 PM. One hour a week is reserved for staff training. (The particular hour varies from term to term.) Voice mail is available whenever the Help Desk is closed or when all lines are busy, or when all technicians are out helping other users.

Please make the Help Desk your first call for assistance rather than calling Computing Services staff directly, unless otherwise specified. This enables us to balance our work loads, track trends, and ensure reliable support. If you have any compliments or complaints about the quality of service from the Help Desk, please contact **Curt Whittaker (2-6956)**, Associate Director of User Services.

## SELF HELP MATERIALS

Computing Services stocks a limited number of manuals for the software used most on the campus network (such as WordPerfect and GroupWise). These are available for purchase by departments (sorry, not for personal purchase) at our cost, which ranges from \$20 to \$40. We are sometimes able to order other manuals, and are willing to fill those requests whenever possible. But please keep the following points in mind: we sometimes have to wait until a minimum quantity is reached before placing an order; we will need to charge back the cost of the manuals to the requesting department; and almost everything is already available on-line — for free!

On-line documentation comes in various forms, including extensive help files. You can find these under the Help menu, and as a Help button in many dialog boxes. In many cases, these help files are word-for-word reproductions of the information found in the manuals, but with the advantage of being context-sensitive; that is, the Help file opens to the topic of whatever you were working on.

In addition to Help files, many programs (such as WordPerfect 6.1 and Microsoft Word 6.0) provide Coaches or Wizards. These have the advantage of not only telling you how to perform a function, but they actually walk you through the steps, using your own data. That way, when you're done with the Coach or Wizard, you're done with that part of your document. For help finding Coaches, Wizards, and online manuals, call the **Help Desk (2-6900)**.

There are also complete copies of the manuals for GroupWise and WordPerfect on the network. From the campus menu, choose Online Resources, then Manuals & Documentation.

Finally, the SOU Bookstore stocks third-party reference books on a wide variety of computer topics.

For the Internet-savvy, you can find extensive resources on the World Wide Web. If you're looking for help with a program you're using, you can often find the manufacturer on the Web. To find it, first try using the company's name surrounded by "www." and ".com," as in "http://www.microsoft.com". If that doesn't work, try the Tech Locator at: **www.zdnet.com/locator/**. You can even learn more about the Internet itself at: **www.learnthenet.com**.

Also see the "Training" section of this Guide for information on classes and workshops.

## TRAINING

Computing Services, in cooperation with Extended Campus Programs, regularly presents computer training for faculty and staff. Classes cover the software used most on campus (especially those applications found on the campus menu), including word processing, spreadsheets, electronic mail, and the Internet. These classes—most of which last 2 to 3 hours—are free, and offered on a first come, first served basis. Class schedules and descriptions are published at the beginning of each term and are available on the Computing Services Web pages at **www.sou.edu/csc/** or by calling the **Help Desk (2-6900)**. All Campus E-mail will also be used to alert faculty and staff when these schedules become available.

Customized training for departments or groups of users can be arranged. Subject areas, times, formats, and locations which vary from the normal training offerings are all possible. Contact **Curt Whittaker (2-6956)** to inquire about options and costs.

In an effort to accommodate varied learning styles and schedules, Computing Services continues to evaluate self-paced learning programs as alternatives to classroom training. These may take the form of audio and videotape courses, workbooks, CD-ROM programs, and on-line tutorials. Additional information will be published as these materials become available.

Finally, computer training is available through other companies and on the Internet. For more information, see the "Off Campus Resources" section of this Guide.

### *Computer Skills Checklist*

Computing Services believes there is a basic level of proficiency that all computer users on campus need to attain in order to make effective use of the information systems on which the

university is becoming more and more reliant. We are committed to providing training and assistance so that all users can work at this level of self-sufficiency.

A list of these basic computer literacy skills is available on the web at [www.sou.edu/csc/docs/baskills.htm](http://www.sou.edu/csc/docs/baskills.htm), or by calling the **Help Desk (2-6900)**.

Please contact **Curt Whittaker (2-6956)** for advice on training classes which will help you learn any of these skills.

## STUDENT COMPUTER LABS

There are a variety of student computer labs on campus. Each lab provides unique hardware and software resources for students. However, from most labs on campus it is possible for students to log in to the network using a personal network account, access files they have stored in their personal network directories (the F: drive), access their E-mail and get to the Internet.

There is no G: drive on the lab computers, as there was last year. Instead, a set of directories called "Class Data Folders" is listed on the menu, and is divided by academic department. This provides a place for instructors to store documents they want students to be able to access. Faculty can add files to the appropriate department directory (or remove them) without having to go to the lab, by copying them to the **G:\classes** directory on their own computer. We recommend you create sub-directories in G:\classes, and name them for your classes (e.g. art115).

### *Main Computer Lab*

The largest student computer lab on campus is a general purpose lab, which houses more than 200 microcomputers and operates on a Novell NetWare network to provide software services to Windows and Macintosh computers, as well as access to the Internet and electronic mail. Output for the entire laboratory is done on high-speed laser printers. Special facilities for visually and physically disabled persons are available. Scanners and color printers provide specialized input and output capabilities.

Areas in the lab are used for classes, but a portion is always available for general walk-in use. All major categories of software (word processing, spreadsheets, databases, presentation graphics, etc.) as well as many specialized programs are available to users. Access to computing facilities is currently free to registered students, members of the Alumni Association, and University faculty and staff, although there is a small charge for color printing media. Laser printing is currently free, as long as users do not abuse printing privileges.

### *Software for Specific Classes*

Faculty may request to have software installed in the lab (proof of sufficient licenses is required) for use by their students. Because not all software "behaves" nicely in a networked environment and we may need time to work with it, we ask that you provide us with the software three weeks before your students need to use it. Contact **David Whipp (2-6957)** to schedule a lab software installation.

### ***Windows PCs***

There are 125 Windows based 486 DX2/66 PCs with 16 MB RAM, an SVGA color monitor, and a 3.5 inch disk drive. There are 45 Pentium PCs with 16 MB RAM and a 3.5 inch disk drive. All computers run Windows 95. Software available from the main lab menu is still 16-bit (Windows 3.x). Upgrades to the 32-bit (Windows 95) versions are anticipated by Winter Term.

### ***Macintosh Computers***

There are 40 Macintosh PowerMac 7600 computers with 32 MB RAM and a CD-ROM drive; 1 Macintosh 7100 with 32 MB RAM, CD-ROM, AudioVision Monitor (disabled student workstation). All computers run Macintosh OS8.

### ***Printers***

- 6 HP LaserJet 4si laser printers (for 1st floor; 4 on PC network, 2 on Macintosh network)
- 1 HP LaserJet 5si laser printer (for 2nd floor computers)
- 1 HP DeskJet 1600CM color ink jet printer (available on the network to PCs and Macintoshes)

### ***Scanners***

- 2 color scanners for OCR (text recognition) and graphics (1 PC, 1 Macintosh)
- 1 black and white scanner for OCR and graphics (Mac)

## ***School of Business Lab***

The School of Business Lab is used primarily by students enrolled in business courses. There are 25 Pentium 200 MMX computers with 32MB RAM and CD-ROM Drives. The lab is connected to the campus network, but has a unique set of business specific software programs in addition to some of the general use software available in other labs. The Microsoft Office 97 programs are available in this lab.

## ***Residence Hall Labs***

The Housing Department manages 3 residence hall labs. They are located in Cascade, Susanne Homes and Greensprings. The total number of computers among all 3 locations is about 25. The computers are Pentiums and have access to the same software as the main computer lab. Use of these facilities is limited to Residence Hall students only. Contact **Kathy Spears (2-6377)** for more information.

## ***Medford Campus Lab***

Medford Campus has a computer lab for use by students who take classes at that location. There are 15 486/66 computers at this location. This lab is connected to the campus network, but has a different set of software programs on the menu. The Microsoft Office 95 programs are available in this lab. Contact **Amy Sanpei (2-8110)** for more information.

## *Student Access Center — “The Underground”*

The Student Access Center has a special use computer lab with 16 Windows 95 computers. The primary use for this lab is placement testing (e.g., math placement) and developmental education software for students. Contact **Kelly Hudgins (2-6213)** for more information.

## *Other Department Specific Labs*

There are a number of smaller, program-specific labs in many academic departments on campus. These labs use a variety of hardware and software specific to the program. Most of the facilities are on the campus network.

## REPAIRS

Computing Services repairs university-owned computer equipment, including Intel/Windows and Macintosh computers, Hewlett-Packard printers, and other peripherals. Depending on the nature of the problem, the brand of equipment, and whether the equipment is under warranty, the repairs will be made either onsite (which may be in your office or our repair shop) or by arranging for repair through a manufacturer-authorized service center.

To obtain service, first call the **Help Desk (2-6900)**. In many cases, they can help you solve the problem over the phone or by coming to your office. If it is determined that the problem requires hardware repairs, they will refer it to our repair shop. A hardware repair technician will then come to your office to repair the equipment or take it back to the shop. Most repairs and replacements are made within a few days, and nearly all are made within two weeks. In emergency situations, it may be possible to arrange for loaner equipment.

There are no labor charges for service of campus equipment; the cost of materials, if any, is billed to the department that owns the equipment. Our technician can estimate your cost after diagnosing the problem. Sorry, we do not offer repair services for personal equipment or for equipment located off-campus.

Remember, please call the Help Desk first. If you need to contact our repair technician (for example, to follow up on a repair), please use E-mail. This will enable us to provide the best possible service to all customers.

## SOFTWARE PURCHASES

The personal computer software programs which are available on the network are licensed to SOU under negotiated license and maintenance agreements with software manufacturers. These license agreements authorize the university to make the software available to users only from computers on the campus network. Users interested in purchasing software for their home computers may make purchases through the campus bookstore, mail order or other retail stores.

We suggest the following guidelines in obtaining assistance for your computer software purchases.

### **Personal Purchases:**

We suggest you use the SOU Bookstore or

other retailer.

**Software Manuals:** Manuals are available for software that runs on the SOU network. Contact **Karen Haynes (2-6449)**.

**Single Copy Purchases:** For software to be used on SOU computers, use Computing Services or the Bookstore. Computing Services has information concerning special educational discounts. Sometimes, depending on the product we are able to get a better discount than the Bookstore.

**Multiple Copy Network or Site Licenses:** For software to be used on SOU Network computers, purchases need to be coordinated through Computing Services. Contact **Karen Haynes (2-6449)**.

## TOUCHTONE TELEPHONE REGISTRATION

Students are able to use the telephone to register for classes instead of reporting to the Registrar's Office each term to register in person. TouchTone Telephone Registration (T-Reg), part of the university's 5 year Title III development grant, represents the first major use of voice response technology at SOU. Students may also receive their grades, check their class schedules, and find open class sections. New for Fall 97 is an Accounts Receivable function which will allow students to determine the status of their account and to make credit card payments by calling T-Reg. The goal of voice response applications is to improve services to students by removing on-campus location as a requirement to receive service.

Special voice response software from SCT has been selected for use with T-Reg. The benefit of using the SCT software is that it is part of the Banner suite of products and is fully compatible with the existing Banner Student Information System package used here at SOU. To use T-Reg dial **2-TREG (552-8734)**. If errors or problems occur contact the **Help Desk (2-6900)** or **Mike Corcoran (2-6944)**.

## COMPUTER AND INFORMATION SYSTEMS DESIGN

If you are interested in obtaining a computer and/or information system (numerous or large computers, classroom or lab equipment, specialized equipment, databases or applications which are specific to your field, etc.), Computing Services would like to work with you during the planning phase. Our participation is critical if your system will need to be connected to the campus network. We can help you make sure that you have asked yourself all the right questions, that you are aware of all the necessary costs, and can generally assist you with making sure that your system will integrate with the existing campus network at minimum cost and with a minimum of hassle. For assistance with designing computer and information systems, call **Teri Modes (2-6451)**.

## ADMINISTRATIVE PROGRAMMING

Computing Services directly supports enterprise-wide administrative applications via its Enterprise Database Programming team. The team provides the following services: systems analysis and design, programming, testing, documentation, and ongoing support. Examples of enterprise-wide systems currently supported by the Database team are Banner Student Information System, the Data Warehouse, and Voice Response. If you need to discuss any aspect of these systems, call **Mike Corcoran (2-6944)**.

Some administrative systems are not supported directly by Computing Services. The Banner Financial Information System is supported by the Business Services Office (this system is explained in more detail later in this guide); the Financial Aid Information System is supported by the Financial Aid Office; the Payroll Information System is supported by the Payroll Office; and the Human Resources Information System will be supported by the HR Office. If you are uncertain whom to contact regarding a particular information system, contact the **Help Desk (2-6900)**. We will assist you in determining your next point of contact.

Unfortunately, Computing Services does not have sufficient staff to assist departments with the programming of PC databases and applications. While departments can sometimes make arrangements with students to provide programming, we strongly encourage departments to appoint a regular staff member to closely supervise such projects and assume responsibility for them at the student's departure. If you need assistance or guidance in this, please contact **Mike Corcoran (2-6944)**.

## LIBRARY—ELECTRONIC RESOURCES & SERVICES

The Library provides a variety of electronic and computer related resources and services, many of which faculty can access directly from campus offices through the network. Look under "Online Resources" on the campus menu for the following resources:

- RogueLinx**      the library's online catalog and information service; in addition to entries for books, journals, government publications and maps, RogueLinx also contains:
  - ArticleLinx**      index to about 1,000 journals from 1985 to the present; most of these journals are available in the library; appropriate for undergraduate, lower-division students.
  - Orbis**              a union catalog of the combined holdings of 14 Oregon libraries, including the University of Oregon. You can request books directly from any of the Orbis libraries by using the "Request item" function. They will be delivered to the library in 2 to 3 days.

**FirstSearch** a commercial service providing remote access to about 60 databases in a variety of subject areas. Most databases are journal article indexes; a few are full text. Look under “Other library catalogs and resources” in RogueLinx. Contact the **Reference Department (2-6442)**, for the required password. You may electronically request interlibrary loan of many items located in FirstSearch databases by selecting the “ORDER” option, which forwards your request to us for action, saving you the trouble of re-copying citations.

For questions about RogueLinx or how to use it, contact **Teresa Montgomery (2-6837)**.

**Library CD-ROM Network** a number of the CD-ROM reference services are available on the network, including those in the areas of business, biology, psychology, education, and others, plus the *Oregonian* and *New York Times* newspapers. Other CD-ROMs are available only in the library.

For questions on the CD-ROM network, contact **Jim Rible (2-6821)**.

The library also provides added access to electronic information through its *Library Web Page*, [www.sou.edu/library/](http://www.sou.edu/library/). In addition to RogueLinx, Orbis, and FirstSearch, services available on the Web include:

**IAC Databases** 3 commercial databases providing both indexes and the full text of many articles. *Expanded Academic ASAP* indexes 1600 journals, with 600 including full text; *General Business File* provides much full text information, including company profiles and investment reports, as well as indexing for over 1,000 journals; and the *Health Reference Center* indexes 165 general health journals, providing full text for 110 of them plus health reference books and pamphlets.

**Britannica Online** the Web version of one of the best known encyclopedias.

**Project Muse** electronic subscriptions to all of Johns Hopkins University Press’s 40+ journals, accessible from anywhere on campus.

**Interlibrary Loan Forms** to electronically request that an item be borrowed from another library, use this form from your office and save a trip to the library building. For help, contact **Anna Beauchamp (2-6823)**.

**Contents Alert** sign up to automatically be sent table of contents pages from your favorite professional journals; over 12,500 journals are included. To see the list of available journals, look for Contents Alert under “Library Services” on the Library’s Web page. To sign up for Contents Alert, contact **Kathy Hoxmeier (2-6844)**.

**Virtual SOU Library** carefully selected and useful web information for government publications, maps, reference material, and Internet resources for subjects covered by SOU’s curriculum. For questions or suggestions contact your library liaison or **Dale Vidmar (2-6842)**.

Questions concerning the Web page in general should be directed to **Dale Vidmar (2-6842)**.

In addition to the above resources, the library also provides a number of multimedia CD-ROMs which can be used on equipment in the library (both PCs and Macs); some of these CDs can be checked out. There are also machines providing Netscape access available in the library.

## SCANTRON: EXAM GRADING AND SURVEY SERVICES

The Exam Grading Service of the Computing Services Center will score and summarize input from multiple choice examinations of up to 150 questions for classes. Answers must be recorded on special EGS sheets available from the Center. The sheets have five choices for each question, marked A through E, but questions can have fewer or more choices if needed. Different point values can be assigned to groups of questions if desired. Up to six different exams and keys can be used for any examination. Exam sheets are available to departments in lots of 500 at a current price of \$20.00 per package.

Materials can be left in the mail drop in the west wing of the Computing Services building, and will be placed in the appropriate department mail box for pick up when ready. Turnaround is normally 24 hours. Output consists of (a) three rosters of name, ID number, raw and percent scores, in (i) ID number sequence, (ii) alphabetic sequence, and (iii) descending score sequence; (b) an item analysis showing the frequency and relative frequency of each answer for each question, and a biserial correlation for each question; (c) a statistical summary of the examination results, including a histogram of score frequencies, and (d) (optional) a report by student of the scores and a list of questions answered incorrectly by the student.

The Center can also support processing special documents recorded on EGS sheets, but is unable to assist in the design, printing, dissemination, or collection of documents, or the analysis of data gathered. For more information on the types of documents Computing Services can process, contact **Larry Stecker (2-6954)**.

## FINANCIAL INFORMATION SYSTEMS

The Banner Financial Information System is administered jointly between Business Services and Information Technology Services (ITS) in the Chancellor's Office. The database and software is maintained by ITS and access is provided via a telnet session from your desktop to the ITS offices in Corvallis.

The **FIS Help Desk (2-6493, CH 100)** is the primary contact for reporting trouble, setting up new accounts, and resetting passwords within FIS. When you cannot reach someone at this number, and if it is an **emergency**, you can call 7-EASY (3279) to reach ITS.

## HUMAN RESOURCES INFORMATION SYSTEMS

The Banner Human Resources Information System is currently being developed jointly between Southern's HRIS Office and ITS. Initial implementation is scheduled for March 1998 and the first payroll from the new system is scheduled for July 1998.

Southern's HRIS project manager is **Nan Russell (2-8244)**.

## TELECOMMUNICATIONS

The telecommunication services at SOU are provided by a private branch exchange (PBX) switch. The switch equipment and software is manufactured by Lucent Technologies (formerly a part of AT&T) and is housed in the Computing Services Building. The telecommunications equipment, software, and cable plant is maintained jointly by technicians from Lucent and both the SOU and OSSHE telecommunications staff.

The Telecom office staff is the primary contact for reporting trouble, billing inquiries, setting up new equipment, and coordination of telecommunications needs in campus growth and remodeling.

**Billing information:**      **Dona Nelson (2-6800), Britt 102**

**All other requests:**      **Tess Dunaway (2-6300), Britt 102**

# COMPUTER EQUIPMENT

## PCs ON CAMPUS

Some level of standardization of computer equipment and software is fundamental to the successful implementation of any enterprise network. Computing Services endeavors to integrate a wide variety of software, database systems, on-line services and computer hardware into a cohesive, reliable and properly maintained network environment to service campus-wide computing needs. This can often be a challenging task caused by the compatibility problems of using aging equipment and software with current technologies. The configuration of the hardware (in terms of processor speed, BIOS version, memory, video display and hard disk size) determines the level of performance and the ability to run certain software applications.

To keep pace with technology developments and user demands, our network and the software products we use are frequently updated. Sometimes, when changes occur, the new systems do not support older hardware and software. In our environment, we are approaching the time when it will be necessary to discontinue support for older DOS equipment (286 and 386 PCs) and some DOS software programs. Most 286 and 386 PCs on campus were replaced last year, but if you still have one of these older computers on the network, you should plan to upgrade it early this year.

Under Windows 95 most of the more widely used DOS programs available on the campus menu will continue to work. However, software manufacturers are discontinuing support for many older DOS programs, making this a good time to consider a transition to the Windows versions of your favorite programs. To help you make the change, Computing Services offers classes on all of the word processing, spreadsheet and presentation products available on the network menu.

Support for 68000-68030 Macintoshes is also being phased out. Users with these older units should plan for their replacement in the 1997-98 academic year.

**The standards charts on the pages that follow explain the hardware configurations necessary to successfully connect your computer to the campus network and take advantage of technology advances coming down the road.**

## *Configuration Standards for Intel/IBM PCs On Campus Network*

Component	Windows 3.x	Windows 95
<b>Processor</b> (either desktop or notebook)	486/33MHz, 486/66MHz, Pentium	486/66 or Pentium
<b>Memory</b> (minimum/recommended)	8/16 Megabytes*	16/32 Megabytes*
<b>Disk Drive Size</b>	200 – 500 Megabytes	500 Megabytes – 1 Gigabyte

*\* Machines configured with recommended memory will provide optimal performance.*

## *Configuration Standards for Macintosh Computers on Campus Network*

Component	MAC OS 7.1**	MAC OS 7.5 or 8.0
<b>Processor</b>	68040 (Centris 610, LC 475, Quadra 610, 605, 630)	PowerPC 601, 603, 604, 603e, 604e (Power Macintosh line)
<b>Memory</b> (minimum/recommended)	8/16 Megabytes***	16/32 Megabytes***
<b>Disk Drive Size</b>	200–500 Megabytes	1.2 Gigabyte

*\*\* Systems included in this chart running MAC OS versions earlier than 7.5 should be upgraded to version 8.0 and configured with 32 Megabytes of memory to be ready to run the next version of Banner (FIS by November 1997, SIS by May 1998).*

*\*\*\* Machines configured with recommended memory will provide optimal performance; real RAM is preferred, but RAM Doubler software can also improve performance on Macintosh systems.*

## PURCHASING A NEW PERSONAL COMPUTER

Most academic and administrative departments are responsible for funding the purchase of their desktop computers and printers. The State of Oregon has purchasing agreements in place which prescribe price and product guidelines. Computing Services is prepared to assist you in the purchase of computer equipment. When the equipment arrives it is delivered to Computing Services where it is tested and configured and then installed in your department.

In Computing Services, **Diana Cowart (2-8543)** can help with advice and planning your order, and **Karen Haynes (2-6449)** coordinates the ordering of equipment.

## ***Buying Recommendations***

Computing Services has developed some guidelines and recommendations to ease the burden associated with making buying decisions and to ensure that equipment purchased will work properly with campus wide systems in place today and planned for the near future.

Prices for computer products change regularly as technology advances. As the manufacturer introduces new products, they normally reduce the cost of older models that are being phased out. Buying a system that is at the end of its life cycle means that it is less expensive and no longer state of the art. The cost of computers at beginning, mid and end of life cycle has stayed relatively constant over the past 5 years, but the capabilities of the equipment get better, so it sometimes seems that they are getting cheaper. As a buying strategy it is usually best to buy a product mid-way through its life cycle to get current technology at a reasonably affordable price. The following recommendations are based on this mid-life cycle strategy. Using this strategy will assure that the equipment will be able to support today's software technology and probably the next generation as well.

### ***Intel/IBM Compatible***

Computing Services is currently recommending Tangent computers which meet these specifications:

- Pentium 166 or 200 MHz MMX
- Hard Drive 2.5GB
- 32 MB Memory
- 15" Color SVGA Monitor
- 2 MB Video RAM
- Windows 95

Note: A network interface card (NIC) to connect the computer to the network must be purchased through Computing Services—cost is approximately \$30. Power brown outs in the Ashland area make it necessary to install a quality surge protector. The Isobar surge protector we recommend costs \$40.

When making your buying decisions please consider the many benefits of purchasing a Tangent computer. Because we have standardized on Tangent, Computing Services is able to stock parts for these systems. When parts are on hand we can provide you with faster repair service. Remember that the Tangent computers come with a 3 year system (1 year on the monitor) warranty. Some manufacturers do not provide a 3 year warranty. Our technicians are most experienced with the Tangent hardware. This means that we can provide you with faster service when you encounter equipment and software configuration problems.

### ***Macintosh***

- Power Macintosh 7300 180 MHz
- Hard Drive 2 GB
- 32 MB Memory
- 15" Color Multiple Scan Monitor
- Mac OS 8

Note: We recommend the Power Macintosh over the Performa product line. Power Macintosh models are a more appropriate business computer; they provide better performance and the necessary network interface to connect the computer to the campus network. Network interface cards to connect a Performa model to the campus network cost approximately \$95.

### *Laptops*

Compared to desktop PCs, the features, configuration standards and cost vary more significantly between notebook computer models. Screen size/display/resolution, hard drive size, number of plug-in-card slots (PCMCIA), memory upgrade limits, pointing devices, weight, CD-ROM, sound systems and battery life are some of the features that differ between units. Expansion and upgrade options may be limited. What you will need depends on how you plan to use the notebook. We can offer some general advice:

- Pentium 133 or 166 MHz
- 32 MB Memory
- 2 GB Disk Drive
- 2 Type II/1 Type III PCMCIA Card Slot
- 12" or larger screen (Preferably TFT Active Matrix, 800x600 resolution)
- Windows 95

If you plan to use the notebook for making digital presentations to groups, you will want to make sure it has an external video port.

A number of configuration issues must be considered if you want to connect the notebook to the campus network. A PCMCIA network interface card (NIC) to connect the computer to the network must be purchased through Computing Services - Cost is approximately \$175. A combination network/modem card can be purchased as an option. The cost is approximately \$350 for a 33.6 v.34 modem. If you are considering connecting a notebook to the campus network, please contact **Teri Modes (2-6451)** for assistance in planning your purchase.

### *Printers*

Hewlett Packard LaserJet 5N or 5M  
(for workgroups of 1-12 people)

Hewlett Packard LaserJet 5SiNX or 5SiMX  
(for larger workgroups or areas where printing volumes exceed 35,000 pages per month)

Note: To attach the printer to the network it is important that you purchase the HP model that includes a network card. The models listed above include these cards. Purchase the N model if you are using the printer with just Windows PCs. Purchase the M model if you are using the printer with Windows and Macintosh computers.

## EQUIPMENT MOVES

We are happy to assist with equipment relocations. Contact **Diana Cowart (2-8543)** for assistance in planning an equipment move. Should you choose to move the equipment on your own, please notify us whenever you do so. Many of our network management systems track

location information, which tells us who the primary user of the equipment is and its place on the network. Having this information helps us to isolate problems and do a better job assisting you with configuration problems when you call the Help Desk. Inventory information is also used to forecast budgets for systems upgrades; we depend on data accuracy to estimate the cost correctly.

## UPGRADING YOUR PC

In a few situations, it makes sense to upgrade a PC rather than replace it. The determining factor is usually the age of the equipment. If you have a 486/66 MHz or Macintosh 68040 desktop computer which is less than 3 years old, adding memory or a larger disk drive can be done with relatively few problems and will be less expensive than replacing the machine.

However, in general we advise against processor upgrades or replacing several components like memory, disk and processor for several reasons. The cost of the upgrade components often adds up to 50% or more of the replacement cost of a new machine, leaving you with an older machine which is no longer under warranty. Also, due to the age of the equipment the upgrade process is often burdened with compatibility problems which surface when new hardware components are installed with a set of existing components.

If you are considering an equipment upgrade and need some advice please call **Fred Ganger (2-6965)**.

## SUPPORT FOR USED EQUIPMENT

Buying a used computer is usually not a good idea. Used equipment is often not configured to adequately meet the performance needs of today's Windows and Windows 95 software. Also, used equipment is often out of warranty and prone to component failures, making the cost of repairs more expensive in the long run than buying a new system. We advise against the purchase of used equipment for use on campus and can make no guarantees about connecting such equipment to the network.

## LAPTOP CHECKOUT EQUIPMENT

Computing Services has a limited number of notebook computers that can be checked out by faculty and staff for use on school business. The hardware capabilities and software installed on each of these units varies. For more details or to schedule the checkout of one of these units call **Fred Ganger (2-6965)**. Supplies are limited and special requests require some lead time, so please plan ahead and provide us with as much advance notice as possible.

## ERGONOMICS

Computing Services and the Office of Security and Safety want everyone using a computer to do so in a safe and comfortable manner. We encourage all users and managers to investigate options for the ergonomic set up and use of computers, monitors, keyboards, desks, chairs, etc. For more information, consult the booklet, *Health & Safety Guidelines for Video Display Terminals in the Workplace*. To request a copy, contact the **Help Desk (2-6900)** or the campus **Safety Officer**,

**Wes Brain (2-6909).** Wes can also provide consultation for your own workstation, as well as information on free workshops and other resources.

# OFF CAMPUS RESOURCES

## COMPUTER RENTALS

Visitors to campus who have no official connection to the university and who desire access to computers can check with several private organizations in the area. For instance, DJ's Video, a local video rental store, has 2 Power MACs and one IBM compatible PC on which customers can rent time. The approximate charge is \$0.17 per minute, plus about 50 cents per page of printing. As of the summer of 1997, DJ's did not have a connection to the Internet. Other possibilities are the Paper Moon coffee house and Garo's Java House in Ashland and Afterglow Copy and Computer Center and Kinko's in Medford. Kinko's has 3 IBM Pentium 100s and 3 Power Macs at a rate of \$12 per hour (prorated by the minute) and they are open 24hrs. Some of the sites have modem connections to the Internet and some do not. These circumstances can change quickly, so we cannot guarantee that any of these specific companies will offer this type of service past the summer of 1997.

## INTERNET SERVICE PROVIDERS

Access to the Internet is becoming increasingly important to the educational experience. While we provide Internet access on campus, we are unable at this time to duplicate the extent of those services to all users at home. (Students have Internet access at home as part of their Technology Resource Fee.) We therefore recommend faculty and staff contract with an Internet Service Provider (ISP) to receive dial-up service at home. Listed below are companies that provide dial-up access to Internet services, including the World Wide Web, E-mail, Usenet newsgroups, FTP, IRC, Gopher, etc.

This list is provided as a convenience, and is not intended as an endorsement of any company or organization. Efforts were made to ensure the accuracy of the list at the time of printing (September, 1997), but Computing Services is not responsible for any omissions or errors. Please check with individual companies for information on their services and pricing.

<b>Local &amp; Regional Internet Service Providers</b>		
<b>Company &amp; Location</b>	<b>Phone &amp; URL</b>	<b>Approx. Monthly Fee</b>
<b>CDS Internet</b> Medford, Grants Pass, Klamath Falls	(541) 773-9600 (800) 943-4638 www.cdsnet.net	\$19.95 for virtually unlimited time. \$25 setup fee.
<b>InfoStructure</b> Ashland & surrounding areas	(541) 488-1962 www.mind.net	\$19.95 for unlimited time. \$10 setup fee.
<b>JeffNet</b> Ashland & surrounding areas	(541) 552-6301 (541) 734-3721 www.jeffnet.org	\$10 @ 14.4 kbps; \$15 @ 28.8 kbps in Jackson County; \$20 @ 28.8 kbps in Josephine County; up to 8 hours/day.
<b>MagickNet</b> Grants Pass, Medford, Klamath Falls, Ashland	(800) 229-5638 (541) 471-2542 www.magick.net	\$19.50 for 100 hours PPP (graphic); \$14.50 for 100 hours shell access (text only). \$20 setup & installation fee.
<b>Medford Internet</b> Medford and surrounding areas	(541) 773-5000 www.medford.net	\$19 for almost unlimited time.
<b>Teleport</b> Portland & Willamette Valley, Medford	(503) 223-0076 www.teleport.com	\$25 for 120 hours; \$18 for 30 hours; \$12 for 30 hours shell access (text only); discounts for teachers and librarians. \$10 setup fee.
<b>WaveNet</b> Medford and surrounding areas, Brookings, Gold Beach	(541) 776-5049 www.wave.net	\$29.95 for almost unlimited time; \$19.95 for 100 hours; \$8.95 for 10 hours; extra hours @ 50¢ each.

<b>National Internet Service Providers</b>		
<b>Company</b>	<b>Phone &amp; URL</b>	<b>Approx. Cost</b>
<b>EarthLink Network</b>	(800) 395-8425 www.earthlink.net No local access; 800# only	For 800# access, \$24.95 for 5 hours; extra hours @ \$4.95. \$25 setup.
<b>Netcom</b>	(800) Netcom1 www.netcom.com No local access; 800# only	\$19.95 for unlimited time. \$25 setup.
<b>SpryNet</b>	(800) Sprynet www.sprynet.com Local access is 2400 baud only	\$19.95 for unlimited time; \$9.95 for 7 hours; \$4.95 for 3 hours (each additional hour \$1.95).

<b>Consumer-oriented Online Services</b>		
<b>Company</b>	<b>Phone &amp; URL</b>	<b>Approx. Cost</b>
<b>America Online</b>	(800) 827-6364 www.aol.com	\$19.95 for unlimited time; \$4.95 for 3 hours (each additional hour \$2.50). (First month is free, including 50 hours.)
<b>CompuServe</b>	(800) 848-8199 www.compuserve.com	\$24.95 for 20 hours (each additional hour \$1.95); \$9.95 for 5 hours (each additional hour \$2.95). (First month is free, including 10 hours.)
<b>Prodigy</b>	(800) 776-3449 www.prodigy.com	\$19.95 for unlimited time; \$9.95 for 10 hours (each additional hour \$2.50). (First month is free, including 20 hours.)

## EXTENDED CAMPUS PROGRAMS COMPUTER TRAINING

Training is available through Southern Oregon University's Extended Campus Programs. The ECP Computer Program schedules classes at the Medford and Ashland Campus. Course topics

include Windows 95, Microsoft Office (Word, Excel, PowerPoint, and Access), How to Purchase a Computer, Keyboarding/Typing, Using the Internet, and more! These short (4 to 8 hours) classes are scheduled primarily during the evening hours to accommodate work schedules.

Discounts are available for SOU faculty and staff. For more information, or to register for a class, please contact **Amy Sanpei (2-8110)**, Computer Program Coordinator.

## OFF-CAMPUS TRAINING PROVIDERS

In addition to the free computer training offered to faculty and staff, there are companies that offer computer training for a fee, and cover general topics such as word processing and spreadsheets, and more advanced topics like web page development and network management. They may be able to provide training topics not offered on campus or at times more convenient to your schedule.

This list is provided as a convenience, and is not intended as an endorsement of any company or organization. Efforts were made to ensure the accuracy of the list at the time of printing, but Computing Services is not responsible for any omissions or errors. Please check with individual companies for information on their services and pricing.

Local Computer Training Providers	
Company	Phone
Bailey Computer Service Center	772-7006
Fred Pryor Seminars	1-800-255-6139
MicroAge	773-9989
New Horizons in Training	772-0744
Project 'A'	488-1702
Totally Mac Graphic Arts	770-1373
SOU ECP	552-8110

## INTERNET TRAINING

An emerging source of training is the Internet. For example, you can go through a basic tutorial about the Internet on the Web at: **www.learnthenet.com**. As another example, ZDNet University offers a wide variety of computer-related courses. For only a \$4.95 monthly membership you can sign up for classes covering software applications, programming, etc. For more information, point your browser to **www.zdu.com**. Please be sure to read the fine print for all Web-based services, and note that individuals are responsible for any fees for these services.

# POLICIES

## SOUTHERN OREGON UNIVERSITY COMPUTING RESOURCES ACCEPTABLE USE POLICY

In support of the Southern Oregon University's educational mission, Computing Services provides computing, networking, and information resources to the University community of students, faculty, and staff.

### ***Rights and Responsibilities***

Computers and networks can provide access to resources on and off campus, as well as the ability to communicate with other users worldwide. Such open access is a privilege, and requires that individual users act responsibly. Users must respect the rights of other users, respect the integrity of the systems and related physical resources, and observe all relevant laws, regulations, and contractual obligations.

### ***Electronic Privacy***

Users have a responsibility to respect the privacy of others. Violations of this responsibility include, but are not limited to:

- Using a computer account that you are not authorized to use. Obtaining a password for a computer account without the consent of the account owner.
- Using the campus network to gain unauthorized access to any computer system.
- Attempting to circumvent data protection schemes or uncover security loopholes.
- Masking or forging the identity of an account, individual, or machine.
- Attempting to monitor or tamper with another user's electronic communications, or reading, copying, changing, or deleting another user's files or software without the explicit agreement of the owner.
- Accessing clearly confidential files that may be inadvertently publicly readable.
- Accessing confidential information about a person (such as their educational records) without their consent or other authorization.

### ***Interpersonal Conduct***

Users are expected to follow acceptable standards of ethics and conduct in their electronic interactions with others. Inappropriate conduct includes:

- Using electronic mail to harass or threaten others, or to send inappropriate mass mailings. This includes sending repeated, unwanted E-mail to another user; initiating or propagating electronic chain letters; sending multiple mailings to news groups, mailing lists, or individuals (e.g., "spamming," "flooding," or "bombing").

- Posting materials on electronic bulletin boards, or otherwise transmitting or reproducing materials that are slanderous or defamatory in nature, or that otherwise violate existing laws or the University's codes of conduct.
- Displaying obscene, lewd, or sexually harassing images or text in a public computer facility or location that can be in view of others, or the unsolicited distribution of these materials.

### ***Interference with Computer Use or Operations***

Efforts to interfere with the use or operation of University computing resources are prohibited. These include:

- Knowingly performing an act which will result in the denial of service to other users by rendering equipment or systems unusable or otherwise interfering with the normal operation of computers, terminals, peripherals, or networks.
- Knowingly running or installing on any computer system or network, or giving to another user, a program intended to damage or to place excessive load on a computer system or network. This includes but is not limited to programs known as computer viruses, Trojan horses, and worms.
- Wasting or overloading computing resources. This includes printing too many copies of a document or other unnecessary output, and using networked resources for recreational participation in Muds, Moos, Mucks, Mushes, IRC, Talk, and online/network computer games.
- Unauthorized interception or diversion of network transmissions.

### ***Recognition of Other Laws and Policies***

Users are responsible for understanding and obeying both the policies set forth in this document and the laws and policies of other entities and organizations. Special attention should be paid to avoid:

- Violating terms of applicable software licensing agreements or copyright laws. Specifically, computer software protected by copyright is not to be copied from, into, or by using campus computing resources, except as permitted by law or as consistent with software licensing.
- Violating copyright laws and their fair use provisions through inappropriate reproduction or dissemination of copyrighted text, images, etc.
- Using university resources for commercial activity such as creating products or services for sale.
- Giving or selling access for an account or services to someone who would not normally be able to access that account or receive such services (this includes giving access to your own account as well as to someone else's).
- Participating in any activities that violate:
  - existing federal and state laws
  - university regulations and policies (e.g. Student Computer Lab rules)
  - terms and conditions for specific electronic services accessible through our network (e.g., OSSHE).

## ***Enforcement***

The University reserves the right to monitor and record on an exception basis, the usage of all computing resources if prohibited, threatening, or abusive behavior has been observed or reported, whether observed by another user or through normal system maintenance. The University may use information gained in this way in disciplinary or criminal proceedings. An individual's access to computer resources may be suspended immediately upon the discovery of a possible violation of these policies. Violation of these policies will be reported to the appropriate area for possible disciplinary action.

Penalties may be imposed under one or more of the following: Southern Oregon University regulations, Oregon State System of Higher Education regulations, Oregon law, or the laws of the United States. Offenses which are in violation of local, state, or federal laws will result in the immediate loss of computing privileges, and will be reported to the appropriate University and law enforcement authorities.

## **WORLD WIDE WEB GUIDE**

Southern Oregon University is committed to establishing an effective presence on the World Wide Web. Our presence should be an inviting information resource for current and prospective students, faculty, staff, alumni and friends of SOU and the community, wherever they may be. To that end, the SOU Home Page and related pages should represent — in a positive light — the people, programs, and mission of the University, for instructional as well as promotional purposes.

A guideline for creating public web pages is available from Computing Services; call the **Help Desk (2-6900)** and ask for *Guidelines for Creating Web Pages*. We'll forward a copy to you via E-mail or campus mail, whichever you prefer. For those of you who are comfortable looking for documents on the web, these same guidelines can be found by navigating SOU's web (Campus Resources ... Computing Services ... User Guides ... Guidelines for Creating Web Pages) or by going directly to **[www.sou.edu/csc/docs/webguide.htm](http://www.sou.edu/csc/docs/webguide.htm)**.

Once you have completed a web page that you'd like to have linked to SOU's web, contact our **WebMaster (Jim Rible; 2-6821)**. Jim can help you with making your document accessible.

A web presence for students' personal home pages does not yet exist at SOU, but we hope to make that available sometime during the academic year of '97 - '98.

# PERSONNEL DIRECTORIES

## STAFF DIRECTORY

### *Director — TBA*

Provides leadership to the department and university in recommending, designing, implementing, supporting and maintaining both administrative and academic information services; provides leadership in development of policies, standards, and procedures to ensure optimal use of resources; coordinates as appropriate with Oregon State System of Higher Education schools to ensure necessary integration of services.

### *Dr. John Laughlin, Interim Director*

Facilitates communication between the department and campus management.

### *Diana Cowart, Professional Services*

Coordinates user requests for and schedules computing services technicians to perform equipment installations and moves; primary campus liaison for departmental special events; manages public E-mail groups for campus; maintains official records for campus-wide software site licenses; provides administrative assistance to the Director.

### *Karen Haynes, Purchasing Services*

Assists users across campus with placing purchase orders for computer equipment and software purchases; provides all purchasing and accounting functions for the department.

## *Information Systems*

### *Mike Corcoran, Associate Director*

Supervises development and management of administrative databases and programming, including the Student Information System and TouchTone Registration. Also manages the Student Computer Lab.

### *Lisa Denney, Lead Systems Analyst*

### *Peggy Smith, Programmer/Analyst*

### *Susan Goldberg, Programmer*

Design, develop, maintain, and support the Banner Student Information System and other administrative applications.

### *Larry Stecker, Operator/Programmer*

Provides system printing services, system backups and maintenance, and programming. Provides direct user support for scanning exams, faculty evaluations, and grades. Sets up and maintains Adaptive Access in the Student Computer Lab.

### *Tom Rutledge, Programmer/Analyst*

Provides primary technical support for the TouchTone Registration system; also provides PC support to the Registrar's and Admissions offices.

## ***Operating Systems***

### ***Teri Modes, Associate Director***

Supervises the design, development, maintenance, and management of the campus network, including infrastructure (hubs, routers, etc.), servers, menuing, delivery of software, integration with other campus resources, PC configurations and connections to the network.

### ***Richard Holbo, Data Communications Analyst***

Installs, configures, and maintains the campus network infrastructure which includes routers, hubs, dial-in systems, Internet connection, and wireless equipment. Monitors and tunes network components for optimum performance.

### ***Paul Lieberman, Systems Manager***

Performs system administration for the campus Novell network and its associated file servers, E-mail system, Web infrastructure, print servers and all of the software necessary to keep the network running and deliver services to the users' desktops.

### ***David Whipp, Data Communications Technician***

Installs software applications on the campus network; manages processes which make those applications run properly on the users' desktop computer; provides primary support for desktop operating system configurations to connect computers to campus network; supports the network server backup system.

### ***Bob Wright, Systems Analyst***

Provides systems support for the setup of Faculty, Staff and Student Network accounts; maintains the student E-mail system; manages SOU's newsgroups; works with the Help Desk to provide user support and training on the Student Information System.

## ***User Services***

### ***Curt Whittaker, Associate Director***

Manages end-user support services including training, Help Desk, and hardware repair. Supervises Help Desk personnel and student employees.

### ***Mike Toohey, User Support Analyst***

Provides on-site, direct user assistance with software and hardware problems.

### ***Fred Ganger, Computer Support Analyst***

Installs, maintains, and repairs PC computers and printers.

## QUICK LIST: WHOM TO CALL

Below is a list of contacts for specific computer-related issues. If an issue does not appear on this list, please contact the **Help Desk (2-6900)** first, and they will be able to direct your call to the appropriate person.

Services or repairs to university-owned computers	Help Desk 2-6900
Help with university-owned software	Help Desk 2-6900
Help with the Banner Student Information System	Help Desk 2-6900
Assistance and accounts for the Financial Information System	FIS Help Desk 2-6493
Request accounts for network and Banner Student Information System	Help Desk 2-6900
Advice on purchasing new computer equipment	Diana Cowart 2-8543
Placing equipment orders	Karen Haynes 2-6449
Scheduling equipment installation	Diana Cowart 2-8543
Equipment relocation	Diana Cowart 2-8543
Installing software on network	Teri Modes 2-6451
Web Page Guidelines	Help Desk 2-6900
Linking web pages to SOU's web	Jim Rible 2-6821
CSC Training schedules and information	Help Desk 2-6900
Requests for customized computer training	Curt Whittaker 2-6956
Information on ECP's computer classes	Amy Sanpei 2-8110

Multi-user or Network software purchases	Teri Modes 2-6451
Purchase of software manuals	Karen Haynes 2-6449
Information and assistance with the telephone system	Dona Nelson (billing) 2-6800  Tess Dunaway (all other) 2-6300
Assistance with Scantron Exams and Evaluations, and with special requests for documents needing Scantron processing	Larry Stecker 2-6954
Information on how to create a Class Roster on paper or disk using Banner	Help Desk 2-6900
CRN E-mail list for class	Help Desk 2-6900
Adaptive Access questions	Larry Stecker 2-6954
Laptop checkout	Fred Ganger 2-6965

"We're working on it!"

