

Faculty/Staff Guide to the General Electric Foundation Computer Center

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Computer Center Location.....	Hammermill 130
Public Lab Locations.....	Hammermill 135, 139, 143; Lilley Library (room 4); Nick 155, 156; REDC 153, 175, 176; Witkowski 109, 110
Public Lab Hours	Monday through Thursday, 8:00 a.m. to 9:00 p.m. (except for H135, Library lab; Nick 156; Friday, 8:00 a.m. to 6:00 p.m. REDC 153, 175, 176) Saturday, closed Sunday, closed
Library Lab Hours.....	Monday through Thursday, 8:00 a.m. to 11:30 p.m. Friday, 8:00 a.m. to 5:30 p.m. Saturday, 12:00 p.m. to 7:30 p.m. Sunday, 1:00 p.m. 11:30 p.m.
H135; Nick 156; REDC 153, 175, 176	Open 24/7 with ID card access during fall and spring semesters Lab Hours Call 898-6250 for holiday, summer, or semester break hours
School Labs	Access restricted to students enrolled in courses for that school. Contact the school for lab locations and hours.
Computer Kiosk Locations.....	Junker Center, Kochel Center, Roche Hall (Zurn Building), and Reed Union Building; Lawrence, Niagara, Perry, Senat, Tiffany residence halls
Wireless Locations.....	Academic buildings: Hammermill, Junker Center, Kochel Center, Lilley Library, Nick, Otto Behrend lobby, Reed, REDC, Science Lab Complex, Turnbull
Modem Phone Number	898-7200
Help Desks.....	898-6415 (Hammermill labs), 898-6083 (Lilley Library lab) 898-6709 (REDC)
Request Computer Help	bditHELP@psu.edu
Technical Information Site (Faculty).....	https://wiki.psu-erie.bd.psu.edu/faculty
Computer Center Web Page.....	http://www.pserie.psu.edu/compcntr/compindex.htm

Computer Labs

The Computer Center is located on the first floor of the Hammermill Building. The Computer Center manages eleven public labs as well as many school-specific labs.

The public labs are located in the following buildings: Hammermill, Lilley Library, Nick, REDC, and Witkowski. The hours of the public labs are listed in the chart above and on the Computer Center's web site. The public labs are available to all students except when the labs are scheduled for classes. However, the Lilley Library Lab (L4) and the CyberLounge lab in Hammermill (H135) are never scheduled for classes and are always open to students.

The school-specific labs are only available to students in those curriculums. The school labs typically offer discipline-specific software as well as a limited selection of general software.

The workstations in the public and school-specific labs are networked to a common server cluster. The PCs are configured with Intel processors and run under the Windows XP or Vista operating system. A variety of software is available in the public labs including course-specific software, general application software (such as Microsoft Office), and communication and Internet software (for email, Web browsing, etc.).

Scheduling of Computer Labs

Faculty and staff may reserve a computer lab for hands-on class work and seminars. If the lab is to be reserved for a portion of a semester, instructors need to complete the *Computer Resource Requirement Form*. This form is distributed to each school several months prior to the upcoming semester. Top priority is given to those forms that indicate a need for specific dates and times.

The computer labs may also be reserved on an ad hoc basis; preferably two weeks advance notice is required. The labs are reserved on a first-come, first-serve basis.

For more information or to schedule a lab for a *portion* of a semester, contact Todd Say. If you need to reserve a lab (or a technology classroom) for an *entire* semester, contact the Registrar's office. (Although all technology classrooms have an instructor PC, if you need an additional computer in the classroom, contact CMC to schedule a portable classroom PC that provides network access and overhead display capabilities.)

Electronic Access Accounts

An Access account is a user ID and password that enables faculty and staff to use the computer labs as well as the full range of Internet services on and off campus. (Students automatically receive an Access account.) To apply for this account, contact the staff assistant in your school or department. After you receive notification that your account has been created, you may obtain your user ID and password by using the electronic, card-swipe signature stations. The stations are located in the CyberLounge (H135), Registrar's Office (Erie Hall), REDC 162 Help Desk, and outside Bruno's Café (Reed Building).

Connecting to the Penn State Network

Faculty and staff have a high-speed Internet connection in their office. Wireless access is also available in most academic buildings on campus. (Refer to the Fast Facts on page one for locations.)

Off-campus users with a PC or Macintosh can use a modem to dial into the Penn State network. Faculty and staff who use a third party Internet service from home can establish a secure connection to Penn State resources by using the University provided VPN client.

Software is available via download at: <https://downloads.its.psu.edu>. Visitors will find Symantec AntiVirus, the Cisco VPN client, MSDNAA software, freeware office productivity suites, and much more. A variety of platforms are supported including Windows, Macintosh, and Linux.

Personal and Course Web Space

Penn State provides free Web space to faculty, staff, and students for personal use. More information on how to apply for personal Web space is available at: <http://css.its.psu.edu/publish/itsweb.html>.

In addition, faculty may request an ANGEL account in order to provide course information to students. ANGEL is a course management system which provides faculty with Web space for course information and with tools for communication and course administration. For more information, visit: <https://cms.psu.edu>. If you need assistance with ANGEL, contact Behrend's [Center for Teaching and Educational Technologies](#).

Course Software and File Server Disk Space

Course-specific software, which is properly licensed to Penn State Behrend, can be installed onto the Computer Center's file server. The Computer Center should receive the software and accompanying documentation two weeks in advance of when the software is needed. Faculty can also request disk space on the Computer Center's file server for their course-related files or for their students' class work.

To request the installation of software or the creation of server disk space, please submit a work order.

Purchasing Hardware and Software at a Discount

Full-time faculty, staff, and students are eligible to receive discounts on brand name hardware and software from a variety of computer vendors. This discount program is coordinated by the Computer Store at University Park. Price lists, product information, and ordering instructions may be obtained from the Computer Store's home page at: <http://computerstore.psu.edu>. If you need further information or have any questions about this discount program, you may contact the Computer Store or the Computer Center. The phone numbers for the Computer Store are 800-251-9281 (for calls within PA) and 814-865-2100. The email address for the Computer Store is computerstore@psu.edu.

Seminars and Training

Computer training for general topics (Office, Thunderbird, etc.) is provided to faculty and staff via seminars or one-on-one training. The group seminars are announced using the Behrend Employee Listserv. Requests for individual training or group seminars may be requested via the Computer Center's [work order form](#).

ITS Training Services at University Park also offers several different avenues for training: seminars, video tutorials, and software guides. The seminars are usually given in State College and/or via Adobe Connect. (Connect is a desktop conferencing application which allows you to virtually attend or participate in seminars, meetings, etc.). Typically, information about ITS seminars is forwarded to the Behrend Employee Listserv. For the most current information or to register for ITS seminars, see: <http://its.psu.edu/training>.

Another great resource for faculty, staff, and students are the video tutorials from Lynda.com Inc. PSU has a University-wide site license for these tutorials which may be accessed via <http://its.psu.edu/training/lynda/>. They are available at no cost to PSU faculty, staff and students. The tutorials include a wide variety of topics and can be accessed 24/7.

Printed guides for learning various software applications (along with exercise files) are also available. Due to the site license that Penn State has with the Indiana University for these guides, copies must be requested through Behrend's Copy and Multimedia Center (CMC). For more information and usage guidelines, please visit: <https://intranet.bd.psu.edu/bd/cc/Training/External%20Materials/default.aspx>.

If your students need assistance with Microsoft Office, FrontPage, and WebMail, you may want to suggest the one-on-one tutoring that is provided by the [Learning Resource Center](#). Students can take advantage of this tutoring by contacting the Learning Resource Center to arrange for an appointment.

For more information about seminars or training, contact Carolyn Dudas.

Getting Help

The Computer Center staff provides a variety of support services to faculty and staff. Some examples of services include: recommendation, installation, and repair of office hardware and software; establishing a connection to the Penn State backbone (for access to the Internet); assisting with classroom technology needs; and providing general software training.

Most types of assistance require that a work order be placed with Michelle Brown. You may submit a work order via the Web by going to: <http://www.pserie.psu.edu/compcntr/workorder.htm> or by calling 898-6018. Once a work order is received, it is assigned to the appropriate staff member. Work orders are completed based upon priority and the order in which it was received.

For your reference, see the Computer Center Staff chart. This chart (located on the last page), lists all of the Computer Center staff members along with their phone number, email address, and area of support.

Also, student computer consultants are available to help users in any of the public computer labs. These consultants are stationed at the help desk in the Hammermill, Library, and REDC computer labs. The consultants can provide general assistance with the Center's hardware and software. Users may also contact the on-duty computer consultants by phone to receive help. (See the chart on the first page for the help desk phone numbers.)

Computer Center Staff

Name	Title	Support Area	Phone	Email
Shawn Alexander	Systems Administrator	Academic	Ext. 7208	sma7@psu.edu
Brad Angelcyk	Programmer/Analyst	Administrative	6795	bta2@psu.edu
Ken Bauer	Systems Administrator	Academic	6143	kjb6@psu.edu
Michelle Brown	Administrative Support Assistant II	Academic/Admin.	6018	mrb4@psu.edu
Mort Buss	IT Support Specialist	Academic	6672	mkb15@psu.edu
Carolyn Dudas	Web Developer/Info. Specialist	Academic/Admin.	6458	ddz@psu.edu
Lou Faulhaber	Network Systems Specialist	Academic/Admin.	6416	ljf2@psu.edu
Fred Fenstermaker	Systems Administrator	Administrative	6703	fxf6@psu.edu
Julie Green	Database Specialist	Administrative	7165	jcg6@psu.edu
Ron Hoffman	Manager, College IT Services	Academic/Admin.	6409	ronh@psu.edu
Larry Kosin	Senior Systems Administrator	Academic	6020	lzk8@psu.edu
Michelle Newcomb	IT Support Specialist	Academic	6969	mln16@psu.edu
Rick Sawtelle	IT Support Consultant	Academic	7160	rrs11@psu.edu
Todd Say	Manager, IT Support Services	Academic	6410	jts12@psu.edu
Jim Serafin	Senior Systems Administrator	Administrative	7131	jps8@psu.edu
Nick Silka	IT Support Specialist	Administrative	6413	nps112@psu.edu
Scott Smith	Systems Administrator	Academic	6135	sas45@psu.edu

Other Behrend Resources

The **Center for Teaching and Educational Technologies (CTET)** is located in South Cottage. It is the primary resource for the support of pedagogy with and without the use of technology. The educational consultant(s) at the center can work with you to design teaching strategies that encourage student participation and critical thinking. Each year, CTET hosts the Behrend College Teaching Seminar series and the Classroom Observation Program. The center also provides support with the use of ANGEL, PRS Clickers, StarBoard, and Turnitin. For more information, contact Qi Dunsworth (QiDunsworth@psu.edu) at 898-6537 or visit <http://www.pserie.psu.edu/faculty/teachingcenter/>.

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