

# Information and Technology Services Facts

## **Telephone Service**

All residence hall rooms are equipped with local telephone service and individual voice mail. Students provide their own telephone set. (Some cordless phones do not work well with voice mail systems.) Answering machines are not permitted and students are responsible for set up and use of college voice mail.

## **Long Distance Dialing**

Springfield College provides a convenient low cost calling plan to all students. Watch for an information packet to be mailed to your home this summer.

## **Cable Television Services**

The ITS department maintains a 60 channel digital cable television system. A mixture of entertainment and educational programming is provided. Six premium movie channels are included in the system. Programming is received on multiple satellite receivers and a 3.8 meter steerable dish. All residence hall rooms are equipped with a CATV wall jack.

## **Public Access Computer Stations**

ITS provides approximately 250 public access lab computers for academic and personal computing needs. Over 100 applications are available including, E-mail, word processing, graphic design, statistical analysis, Internet access, database design, and library research. These labs are open from 8:00am until midnight most days and follow the main library's hours. Laser printing is available along with trained lab assistants to help answer questions.

## **Email**

All full time students receive individual E-mail accounts which can be used from any computer with Internet access and web browser software.

## **Desktop Software**

The college has adopted Microsoft Office as the standard suite of software applications. It is installed on all public access and lab computers and academic pricing is available for student purchase.

## **Residence Hall Computing**

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

## **Student Technical Help Desk**

A help desk is available to students for technical support of Cable Television, Telephone, Network, and Computing Services. Students may dial extension 3777 and follow the appropriate menu prompts.

## **Computer Network (Self-Service) Registration Process**

To ensure a safe and secure network experience Springfield College uses a network registration process for connecting student computers to the network from the resident halls. The process uses the Springfield College Email user name/password and checks each computer for current operating system patches and that antivirus software updates. If updates are needed the system will guide the user to online resources to obtain the updates. More information can be found at [www.springfieldcollege.edu/resnet](http://www.springfieldcollege.edu/resnet).

## **Campus Web**

The Campus Web link, which can be found within the "My SC Web" page of the Springfield College Homepage ([www.springfieldcollege.edu](http://www.springfieldcollege.edu)) allows students to access their business office account balances as well as their class schedules and unofficial grades transcripts. The Campus Web link also allows faculty members to access their class schedules and class lists, and to enter mid-term and final grades for their students.

## **Minimum Hardware/Software Requirements**

In order for your computer to access the campus network reliably, it must meet or exceed the following minimum requirements:

IBM PC or Compatible Pentium 3 or higher

Windows 2000/XP Pro recommended (non-supported OS : Window95/98/ME,Macintosh, Linux)

128 MB of RAM

20 MB of free hard disk space

10/100 Network Adapter

Students should have their manufacturer's restore/recovery CD available for service

## **Service Contact Information**

Student Technical Help Desk: (413) 748-3777 (on campus Ext.3777)

Springfield College Information and Technology Services (ITS):

Visit the Springfield College ITS website for updated computer and network information:

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