



IT Operating Principles

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Syracuse University
School of Education (SOE)
<http://soe.syr.edu>

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Overview

This document establishes operating principles for managing the computing resources for the School of Education (SOE). Computing resources include computer accounts, network services, data storage, servers, computers, peripherals, handheld devices, tablets, cellular and landline telephones and photocopiers.

The School of Education is a unit of Syracuse University (SU). Nothing in this document supersedes the policies, standards, and procedures of Syracuse University or SU's Information Technology Services (ITS) Department. Standards and procedures are subject to change without notice.

University security standards will be maintained to secure university systems and the data which resides on them. All electronic data, including emails, are the property of Syracuse University and may be subject to Syracuse University's Records Retention Policy. General Information on records retention can be found at <http://rm.syr.edu/retention.html>. Guidance on managing email can be found at <http://arm.syr.edu/email.html>.

Philosophy

Technology is essential to educational enterprise. The primary technology priority of the School of Education is to provide a technology platform for faculty, students and staff that is as robust and reliable as possible within practical resource constraints.

Technology Support Group

Within the School of Education, general technology support is provided by the Technology Support Group (referred to as TSG in this document), a component of the SOE Dean's Office.

Syracuse University Policies

Remote Access Policy

Access to Syracuse University's computing network and enterprise data from a non-campus location requires faculty and staff to take a number of precautions to reduce the risks of identity (account information) theft and of compromising the integrity of the University's computing network and information systems. http://supolicies.syr.edu/it/remote_access.htm

Those who work from remote locations are required to abide by the University's Secure Remote Access Policy and the Standard for Secure Remote Access to Enterprise Applications. A remote access authorization process has been established to educate faculty and staff about the security issues and the technology requirements involved with accessing the University computing system from remote locations. Anyone accessing enterprise data from a non-campus location must be authorized to access the data and authorized to work remotely.

Syracuse University's virtual private network (VPN) service enables students, faculty, and staff to access online University information resources and services from off-campus locations in the most secure manner possible. VPN builds an encrypted, virtual tunnel from a client's computing device to the University's network and, by doing so, protects the privacy of the data that is exchanged over the Internet between the device and the SU network.

All faculty and staff who access SU enterprise data from an off-campus location are required to use the University's VPN system. Additionally, VPN will be required for students, faculty, and staff who use the following services to manage files from off-campus locations:

- Remote desktop applications
- Terminal Services through RDP or Web
- FTP services (File Transfer Protocol)
- SSH services (Secure Shell services)

The SURA tool is currently issued by ITS for VPN connection to Windows-based computers. The SURA tool and a Macintosh VPN setup tool is located at <https://its.syr.edu/downloads/>. Your laptop and home desktop are required to have updated virus protection and the latest OS updates (mac or windows).

Copyright Policy

Syracuse University has established a Copyright Portal at <http://copyright.syr.edu/> to provide information to members of the SU community about copyright and other rules and regulations that govern information creation, use, retention and adaptation of for scholarly purposes. Please use this website as a reference for understanding and complying with copyright policy. Contact information is provided for you should you have specific questions.

Account Policy

Faculty and Staff

Effective upon date of appointment, full and part-time faculty and staff affiliated with the School of Education (SOE) at Syracuse University (SU) are issued computer accounts according to the university's provisioning system. Each individual is provided with a NetID which will provide access to the university's computing resources including:

- network connections to SU's high-speed Internet service and wireless network
- network storage space on the central computing system
- e-mail service (sending and receiving)
- computers in public computing labs
- departmental computers
- MySlice University portal

Individuals must activate their NetID at <http://its.syr.edu/netid/> and during this process individuals will setup and maintain a secure password for their account. Passwords are intended to prevent unauthorized access and are not to be shared. Misuse is a serious concern and may result in a loss of privileges and restriction of use.

TSG is available to provide an orientation to University and SOE's computing environments for new hires.

Emeritus Faculty- Emeritus faculty are valuable assets to the School of Education and retain limited computing privileges for as long as they stay active within the School.

- Email - Retired faculty who are granted Emeritus status will retain their SU email address and account as long as they stay active with the SOE. Only the web based email client will be supported. Should the retiree choose to use an alternate email client, required server settings to retrieve email from the exchange server will be provided.
- Storage Quota - Emeritus professors will be given one week beyond their retirement date to reduce their email and personal network file space to 100MB each. If more than 100MB of network space is still being used after one week, the files will be copied to disc, sent to the retiree and then removed from the network.
- Web Pages – Emeritus professors may be eligible to retain their faculty webpage; a request must be submitted to soehelp@syr.edu prior to their last working day.
- Distribution List - Membership to the email faculty distribution list will be transferred to the emeritus distribution list.

Retired Professional Staff – In recognition of their service, limited computer access is extended to retired professional staff

- Email - Retirees will retain the SU email address, but it is required for the individual to have an external email address created to which all SU email will be forwarded. To forward email the individual must use the university NetID management site.
- Other Services - All other SOE computing resources will be disabled upon retirement.

Leaves and Retirement

Research Leaves - Faculty members retain access to all computing resources.

Other Leaves of Absence- Faculty and staff on other leaves (medical, parental, military, etc.) will generally retain access to their computing resources. Some situations may warrant limiting or

disabling access to email and network storage. Access to administrative systems will be temporarily locked. Full rights and account access will be restored upon return to work.

Students

Student accounts are maintained by ITS. The University NetID and password provides students access to university computing services. All students are notified prior to their arrival on campus to activate their NetID. Further information about student accounts can be found at <http://its.syr.edu>.

Alumni

After graduation, students retain access to their university NetID (including email) for roughly one year after the last term of attendance. SOE Alumni should refer to the Office of Alumni Affairs for specific account policies. <http://www.syr.edu/alumni/>

Guest Accounts

An associate account in the School of Education provides the ability to access campus computing resources as determined appropriate by TSG and the SOE sponsor. Associates are identified as anyone who is not an employee or student (alums or prospective students are students). Access may include the ability to login to campus computers, wireless networks, network file storage, email and other computing resources as needed in a specific situation. A SOE faculty or staff sponsor should email soehelp@syr.edu with the written request at least 5 business days prior to when the account is needed with details on what is needed.

Special Circumstances

Employee Resignation/ Termination – There is no obligation to continue providing account access for individuals who have resigned or have been terminated. Accounts are locked and access to email, proxies, network, listservs, and administrative systems are terminated on departure.

Exception: If the employee is/was a student the account will be governed by student or alumni policies. If the employee is also an SU alumnus, the account will be active for one year after the last term of attendance.

Death – Access to the account is only allowed under the supervision of a university technology official after approval by Human Resources. Requests for access are made through the Dean's Office. Department or project-related files can be moved to appropriate alternate systems or storage. While recognizing the sensitivity of the situation, University-owned computers, software and other resources located off-campus must be returned to the University, unless determined by the University to be obsolete.

School of Education Principles

Resource Quotas

Because network storage is a finite resource, strategies are required to make best use of those resources. The quota strategy employed by ITS and SOE is an allotment of network space granted to each individual. The SOE receives a quota from ITS based on the number of faculty and staff in our full-time equivalent (FTE) counts.

TSG manages quotas on all SOE computing accounts and departmental space and reserves the right to request and enforce cleanup when quotas are exceeded. Music, video, and photos are typically large data files. Personal data files, especially music, video, and photos should be kept to a minimum.

Within SOE, allocations are distributed as follows:

Each university employee can be allotted up to:

- 1 GB of data storage
- 1 GB of email storage

Each authorized SOE guest account may be eligible to receive network space:

- 50 MB of data storage
- 50 MB of email storage

Departmental File Storage:

- 1 GB of data storage

Additional storage can be procured for additional cost.

Research Projects:

Quotas vary based on folder usage and file storage needs. A reasonable standard for planning purposes is 1GB per \$100,000 of project budget.

Hardware Acquisition and Maintenance

Computer Deployment

Administrative Offices – Full time administrative staff members in administrative offices and academic departments will have an office computer made available to perform their administrative work. To simplify maintenance and support, PC/Windows is the standard for administrative machines.

Full-Time Faculty – Because computers are integral to academic work, full-time faculty members receive an allocation from the School of Education for computer equipment on hire.

Part-Time Faculty - The department, at its discretion, is responsible for assigning an appropriate computer.

GA/TAs- Shared computers are typically available. Computers are upgraded at the availability of a newer computer. If the department feels that is it not adequate the department is responsible for acquiring the funds to purchase a new computer.

Project Staff – Computers are purchased with project funds unless not allowed by the granting agency. If not allowed, the best available computer will be assigned.

Initial Set Ups

Faculty - For new faculty, the amount allocated for computer equipment is documented in the appointment letter. The faculty member will have until June 30th of the fiscal year of hire to spend the setup money unless other arrangements are made. TSG maintains the budget balance.

In rare cases, part-time faculty members may receive an allocation for computer setup. The amount will be documented in the appointment letter. If no provision for computer setup was made, the department, at its discretion, is responsible for assigning an appropriate computer.

Replacement Schedule

Administrative Offices – Staff computers are generally upgraded on a four (4) year cycle with a newer computer from within SOE. A department may choose to use departmental funds to purchase newer or upgraded computers at its discretion.

Full-Time Faculty – Full-time faculty members are eligible for a computer replacement after four (4) years. TSG maintains records of computer purchases and custody/ownership. Typically the date of the last computer purchased determines eligibility for replacement. Replacements may be delayed during periods of leave. Computer replacements under this program are not transferable.

Under this program faculty may replace an existing computer with a different model. However, SOE provides only sufficient funding to replace the outdated computer with a comparable model. Departmental funding may be needed to purchase models costing more than provided for under this program.

As with all purchases, the faculty member must consult with TSG in order to ensure compatibility and support prior to purchase. All replaced computers must be turned into TSG for repurpose or proper disposal, even when a laptop replaces a desktop computer.

Home computers are not supported or replaced by TSG. Computers purchased under this program are intended for use in the faculty offices.

All other replacements are made in a cascading system. The best available computers are provided to the highest priority clients. The oldest ones will then be returned to TSG for reallocation or disposal.

Upgrading Existing Equipment

Upgrades for operating systems and basic applications, such as MS Office, are provided as school-wide upgrades by TSG. Specialized software (ex. NVivo, EndNote, Adobe Acrobat Pro, etc.) and hardware upgrades (ex. Memory, dual monitors) or peripherals (ex. Printers and scanners) are paid for with department funds.

Hardware Ordering

All computer-related hardware orders are made through TSG utilizing the university E-pro (electronic procurement) system. Before purchasing any computing devices (including peripherals such as scanners, printers, tablets, smartphones etc.), consult TSG to determine if the hardware is or can be supported. Equipment purchased outside of this process may not be supported. SOE does not procure computers from excess property for use in SOE.

Communication Services

Syracuse University leverages discounts from communication service providers such as Verizon and AT&T. Personnel requiring communication devices, such as smartphones, must be ordered through TSG in order to participate with the University's plans and to be supported by TSG. There is a wireless service authorization form that needs to be completed with the Telecommunications department prior to activating service. Other devices are eligible to receive best effort support, including devices purchased with personal funds. TSG can provide initial setup and server configuration information, but there is no guarantee of functionality or compatibility.

Repair of Equipment

All technology repair requests should be made through TSG by emailing details of the problem to soehelp@syr.edu. Procuring repair services directly from outside vendors may result in additional charges not covered by SOE. TSG will troubleshoot the problem and if deemed appropriate may enlist outside vendors for service.

Inventory and Disposal Policy

Unless specifically required by a grant or other contract, all property purchased by Syracuse University is owned by Syracuse University and carried on appropriate inventories.

Disposal of obsolete equipment is arranged through TSG to ensure that the correct inventory transactions are made and disposal is done in an environmentally-sustainable way. When possible, equipment will be re-used within the school. Obsolete equipment will be sold or re-cycled according to University policy.

Software Licensing

A valid license is required for all installed software. A copy of each license agreement will be maintained by TSG to ensure a valid software inventory. As with hardware, software purchases are made through TSG to ensure best software pricing for departmental purchases. To help keep software current, software will be purchased with maintenance agreements, if available.

Supported Software

Computers, both Apple and Windows, have complex operating systems that interact with each piece of installed software, sometimes with adverse effects. If software interferes with the basic, supported packages, the software will be removed from your machine. To better ensure compatibility, TSG supports the software listed below. Requests for special-purpose software are made by emailing to soehelp@syr.edu with details of the software and its intended use.

Standard Software (Provided by SOE)

- Windows Operating System
- Adobe Reader
- Internet Explorer
- Firefox
- Microsoft Office
- Outlook (for email)
- McAfee AntiVirus
- Power DVD
- Windows Media player
- My Slice Portal
- Hyperion/Brio (as needed)
- Onbase (as needed)

Non Standard Software (Purchased by department or project)

- Adobe Acrobat Professional *
- Adobe Photoshop*
- Adobe Creative Suite (studio) *
- SPSS *
- SAS *
- NVivo *

Supported software for Apple

- OS X upgrades subject to approval and license fee
- MS Office (including Outlook for email)
- Adobe Reader
- Safari
- Firefox

Work at Home Software

Work at home software may be available upon request. Not all software licenses allow off-campus use.

Microsoft Office work at home license

Syracuse University has an agreement with Microsoft to provide university faculty and staff options to enhance their home computing environment for work related tasks. Faculty and staff are obligated to comply with the licensing terms of use. The software is available from TSG for faculty and staff at the following prices. (prices are subject to change without notice):

PC- \$10.00 or Mac - \$10.00

Other software for Home Use (no cost)

Virus protection - AVG (recommended) is free and available for download on the internet.

VPN (SURA) - This software is required to connect to university network resources from off campus. Refer to <http://its.syr.edu/security/remotearchive/> for details on remote access and to <https://its.syr.edu/downloads/> for the download of VPN software including SURA.

For all other software, email soehelp@syr.edu to inquire about academic pricing.

Services

Networked Copiers, Printers, Scanners, and Faxes

Multi-featured photocopiers are located in central locations on each floor of Huntington Hall. The machines can photocopy in color or black/white, fax, scan and email. Copier usage is recorded by means of access codes. To advance more cost-effective and environmentally sustainable copying patterns, machine defaults, whenever possible, are set to 2 sided copying.

Data Recovery

TSG and ITS ensure that files saved on the network file storage are properly backed up. If a user needs to recover a lost file, the user can do so within Windows Explorer. TSG will provide further assistance if needed.

TSG is not responsible for recovering any data stored on an internal hard drive, on removable media, or in cloud storage. If time permits, best effort support to recover files will be given. In the case of a failed disk or drive, TSG can direct you to outside data-recovery companies. However these costs can be extremely high.

Web Development Policy

All School of Education academic department websites must adhere to the SOE Website design standards and guidelines. Each department must appoint an individual who will be responsible for maintaining departmental website content and be trained to use the University's preferred content management system. Individuals that require training should submit a request to soehelp@syr.edu.

For accessibility reasons, any documents posted to the School of Education web site should be made available in Adobe Acrobat (PDF) format. Use of proprietary file formats (MS Office, etc.) is strongly discouraged.

Websites and blogs are available for all SOE Faculty members. Faculty will be responsible for the creation and maintenance of their website. Faculty must submit a request soehelp@syr.edu for their website space to be setup. Faculty websites hosted by the SOE are to be used for academic and professional purposes only. Faculty members are strongly encouraged to follow the W3C Web Accessibility Initiative guidelines (<http://www.w3.org/WAI/>)

Requests for web based application development must be evaluated and approved by TSG.

SOE Research and Grant Funded Projects may be eligible for web space on SOE Web Servers. A request must be emailed to soehelp@syr.edu. A request does not guarantee server space will be allocated to the project. Provision of space may be subject to charges.

ITS provides access to a web space options for all Faculty, Staff and Students, including MySite.syr.edu and Expressions.syr.edu. More information can be found at <http://its.syr.edu/applications/personal-websites.html>

Digital Signage

Digital signs are currently located in the Huntington Hall Atrium and in the University Avenue entrance area. While TSG maintains the server and the software for digital signage devices, requests for new signage content should be sent to Jennifer Russo jhrusso@syr.edu.

This system also integrates with Public Safety's emergency notification system and will display emergency messages when required.

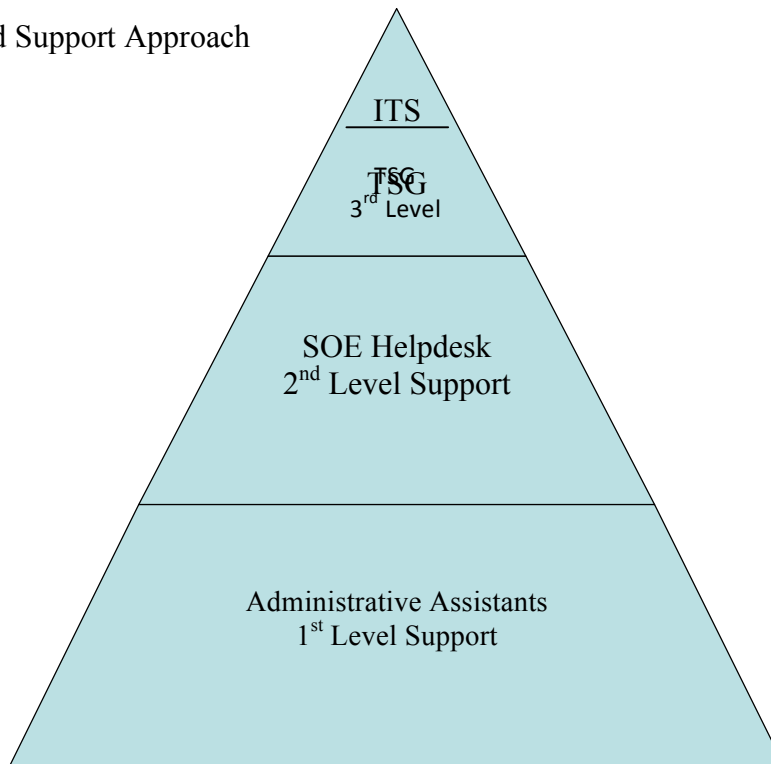
All content posted on SOE Web servers must comply with Copyright Laws and SU Computing and Electronic Communications Policy. These are available at: <http://copyright.syr.edu> and <http://its.syr.edu/policy/computepolicy.cfm>

Support Plan

Under the University's distributed user support model, each campus unit maintains a staff to provide technology support to its faculty and staff. Within SOE, user support services are delivered in a tiered approach. This system helps to resolve problems efficiently, cost-effectively and fairly.

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SOE Tiered Support Approach



Level 1 (Departmental)

Most day-to-day difficulties are related to using common productivity software (MS Office). Departmental administrative assistants are able to resolve most of these issues. Administrative assistants are also able to handle simple hardware problems such as:

- e-booting computers,
- minor printer problems such as paper jams and changing toner,
- check computers regularly for cleanliness and functionality
- basic software questions (document formatting)
- contacting TSG Help Desk when hardware/software problem cannot be solved

Level 2 (Help Desk)

The School of Education maintains a Helpdesk (x5002) that is the point of contact for problems that cannot be resolved in the departments. Helpdesk operators receive training to provide assistance for many problems such as:

- enter help requests and triage
- computer moves
- presentation setup / assistance
- facility management – open (unlock) /close (lock)
- contacting TSG full-time staff members when a problem cannot be resolved.

The Helpdesk is also responsible for scheduling the 056 HH conference room and 070B HH classroom in the basement.

The Helpdesk also serves as a repository for technology resources to support student teaching experiences and to support classroom technology integration. Various devices can be loaned for this purpose.

Level 3 (Desktop Support)

TSG is available to resolve technical problems that cannot be resolved in the department or by the Helpdesk.

Support Priorities

1. Server, printer, or network problems, which affect the entire school or a department.
2. Installing or repairing computers for faculty and staff who have no computer (new hires, broken equipment). TSG will attempt to repair the computer as quickly as possible, and/or find a loaner computer for the interim.
3. Web applications.
4. A network problem which affects staff or faculty member's primary computer.
5. Printing failure, i.e. User is unable to print any document to any printer.
6. Updating, upgrading or otherwise changing the configuration of a functioning computer used by a staff or faculty member. Includes troubleshooting supported software applications (see SOE supported software).
7. Installing peripherals such as scanners, printers, PDAS and digital cameras. Restrictions apply on the age and manufacturer of such peripherals - users must check with TSG before purchasing any such device to ensure support within SOE environment.
8. Research or Department-provided computers available for students.
9. Troubleshooting software and hardware not generally in use by the entire University (discretionary). Please consult with TSG if you need software for a specific task.

Level 4 (University-level Support)

The Department of Information Technology Services maintains the University technology infrastructure and serves as a resource for TSG in resolving the most complex technical problems.

Support for Research and Grant Funded Projects

Sponsored research is a contractual relationship governed by a complex set of laws and rules. In general, SOE computing policies apply to research and grant-funded projects and programs. However special circumstances, such as cost-sharing or granting agency regulations may require discretion on our part.

Generally, equipment required for research and grant-funded projects and programs is not provided by TSG. If allowed by the granting agency, Principal Investigators (PIs) should plan for the acquisition and maintenance costs of (ideally) all technology equipment and resources within a grant proposal.

Acquisition

Principal Investigators should consult with TSG to determine the technology needs and projected costs of the research project prior to submitting the grant proposal. The consultation is a discussion about options for the full range of technology requirements (desktop/laptop computers, printers, scanners, digital cameras, digital voice recorders, software, network file storage, and support plans, etc.). The consultation will be followed with final recommendations and a price quote.

Purchases

As with base budgeted equipment, purchases must be made through TSG. Upon award of the grant the PI submits a final listing of equipment to be purchased to TSG.

Support

On notification of a project award, 1 GB of additional network space (G:> drive) will be allocated for the project. This allocation is not counted toward the allocation of individual faculty members. Storage beyond 1 GB may be allocated for a charge (currently \$500 per terabyte per year).

TSG will deliver best effort support to research projects and programs. Non-standard equipment and software may receive limited support.

If a non-standard technology resource (equipment, software, LMS, etc.) is necessary, it is suggested that one additional unit be purchased with grant funds for testing. This will enable TSG to provide better support for the equipment or software, as well as provide the grant with a backup in case of equipment failure.

Inventory and Disposal

As with base budgeted equipment, a PI must submit a software and equipment inventory to TSG department by January 2nd of each year.

Ownership of equipment purchases for a grant project may be retained by the granting agency or transferred to the University. Some agencies may reclaim equipment at the end of a project. If ownership is held by the University, obsolete equipment will be disposed of or repurposed according to normal disposal procedures.

Data Archival

Project data and reports may be subject to the University's Records Retention Policy. <http://rm.syr.edu/retention.html>. Electronic data is not stored on the network indefinitely. TSG can advise on electronic storage options.

Departmental and Research Labs

Support for department and research labs is limited. TSG will determine whether the lab computers will be added to the Active Directory Network based on several factors:

- Computers connected to specialized equipment
- Frequent software installation
- Need to access Network file storage
- Physical location of the computer

Computer Labs in Active Directory Environment

TSG will assist with initial setup of the computer. Maintenance and upgrades of lab equipment are the responsibility of the department or faculty researcher. TSG will provide support for hardware failures of equipment covered under manufacturer warranty and guidance for repair for equipment failures no longer under manufacturer warranty. TSG does not provide support for any specialized research software or equipment and does not provide new equipment.

Computer Labs NOT in Active Directory Environment

Administrative access will only be given on computers that are not added to the Active Directory environment. If a computer is found to be infected by a virus or malware, TSG will remove the computer from the network, and schedule the computer for re-imaging. All files must be backed up by the department or research group, as TSG will not be responsible for lost data.

Off-Campus Equipment Use

TSG will not provide off-campus equipment support without approval from the SOE Dean's Office. Approval must also be received from the support personnel at the off-campus location (ex: SCSD, Alibrandi, etc.) including a statement of the technical support that they will provide, and any support restrictions.

All computing equipment purchased for use off-campus must adhere to the following:

- Research faculty performs initial setup
- Submit an Off-campus use form to TSG
- Purchase work at home license for MS Office
- Access to research faculty's network resources will adhere to the University and SOE Remote Access policies.

Off-Campus Computers

TSG does not provide support for personally owned home computers.

SU-owned desktop computers

Computers authorized for off campus use will receive minimal support. TSG will provide instructional assistance for configuring SU VPN and remote desktop to access to network files. The faculty or staff member is required to maintain the computer and its security. If the computer becomes inoperable it must be returned to TSG for diagnosis. If the computer is under warranty the computer will be repaired. However, TSG is not responsible for any lost data, nor will they reinstall any user specific software. If it is no longer under warranty the computer will be scheduled for recycling and it is up to the user to find a replacement if needed. If an SU-owned computer is no longer being utilized at home, it must be returned to TSG for proper disposal or reallocation.

Laptops

SU owned Laptops will be initially setup and will be maintained by TSG. The user is responsible for subsequent maintenance such as installing operating system and anti-virus updates. Laptops are considered an off campus computer. The user must complete and submit an off premises form for

each laptop to TSG. They will access the university network utilizing vpn and remote desktop; refer to Remote Access Policy for further info (http://supolicies.syr.edu/it/remote_access.htm).

Meredith purchased computers

If a computer is purchased with Meredith funds it is considered personal and treated as a work at home computer, TSG will only provide initial setup. If the Meredith professor requires Microsoft office to be installed on this computer, they must purchase a Work At Home license and will receive the media for installation.

SOE Facilities

The School of Education offers facilities to support SOE faculty, staff and students with the use of technology in teaching, research, and for local and distant communications. All other University members should contact TSG at soehelp@syr.edu to request permission to use the facilities. These assets are managed to make best use of their unique capabilities and are heavily scheduled.

070A HH - DIVA Computer Lab

The purpose of the DiVA lab is to provide tools and resources for researchers and to provide research experiences for students in multiple disciplines using leading-edge video research tools and techniques. The lab is also an instructional resource for courses using and developing emerging technology for learning.

Capacity: 17 students and 1 teacher desk with 2 additional chairs

Room Size: 12' x 40'

Technology*: Macintosh computers, 17 student computers and 1 teacher computer connected to the projector, dual projectors to display teacher station to front and back of room

Board Type: Smartboard with speakers at front of room as front projection device

Window Treatment: 5 windows with manual shades

Login: NetID and password required

Reservations:

The use of this lab is restricted to DIVA project work. Requests for information about the DiVA lab, DiVa projects or exceptions to the usage restriction should be directed to afoley@syr.edu.

070B HH – SOE Multi-Purpose Room

The primary purpose of 070B is to provide the SOE community with a space to conduct presentations, meetings and distance learning utilizing video conferencing, and course instruction requiring hands-on computing in flexible furniture configurations.

Capacity: 30 students and 1 teacher podium with 5 additional chairs

Room Size: 20' x 40'

Technology*: Mobile Polycom Video conferencing unit – IP and ISDN; Video projector, Mobile laptop carts (Mac & Windows) are available on request.

Board Type: Mobile Smartboard is available on request

Window Treatment: 5 windows with manual shades

Login: NetID and password required

Conditions of Use:

Room 070B HH supports SOE community instruction, ISDN video conferencing, presentations, and meetings.

Users are responsible for arranging the room prior to their meeting and returning the room back to the original configuration.

Food and drink in this space is discouraged. All trash and working papers are to be removed after each use.

All equipment must be shut down properly (instructions are posted on the teaching station).

Report any and all technical problems immediately via e-mail to soehelp@syr.edu.

If a user requires a tutorial or technical assistance, the user must schedule an appointment with TSG at least 24 hours prior to their scheduled use of the facility.

ISDN Usage:

If user is holding a video conference a test conference should be scheduled prior to the event.

An account number will be required to bill all charges incurred.

Reservations:

This room may be scheduled with an Outlook meeting request (invite SOE-e-070BHH-ComputerL) or through SOE Helpdesk. Using 070B after normal working hours must be arranged in advance by an instructor through SOE Helpdesk and a key may be signed out.

Cancellations:

If you schedule the room and need to cancel or re-schedule, email soehelp@syr.edu immediately so the room can be made available for others

056 HH – SOE Conference Room

The primary purpose of 056 is to be used for individual classes or meetings that need to use the Polycom Video conference, laptop carts, assistive technology, a smartboard, or group work. It is not intended for recurring class and is not registrar classroom space.

Capacity: Around table: 18

 Around the outside walls: 20

 Auditorium style without tables: 50

Room Size: 19' x 30'

Technology*: Polycom videoconferencing unit – IP only; Teacher camera and student camera; A teaching station consisting of a video projector, computer with dvd/cd-rom; and document camera (aka Elmo). A users laptop may be connected to the projector via a video adapter.

Board Type: 2 whiteboards, and a Mobile Smartboard is available on request

Window Treatment: 4 windows with manual full blackout shades

Login: NetID and password

Conditions of Use:

Room 056 HH supports SOE community individual class instruction, presentations, and meetings.

Users are responsible for arranging the room prior to their meeting and returning the room back to the original configuration.

Food and drink in this space is discouraged. All trash and working papers are to be removed after each use.

All equipment must be shut down properly (instructions are posted on the teaching station).

Report any and all technical problems immediately via e-mail to soehelp@syr.edu.

If a user requires a tutorial or technical assistance, the user must schedule an appointment with TSG at least 24 hours prior to their scheduled use of the facility.

Polycom Video Conference:

If user is holding a polycom video conference a test conference should be scheduled prior to the event with the remote location and soehelp@syr.edu. This will ensure the proper addresses and connection types work together prior to the actual conference. The IP address of the Room 056 HH polycom video conference equipment is 128.230.35.111.

Reservations:

This room may be scheduled with an Outlook meeting request (invite SOE-e-056HH-ERCCnf) or through SOE Helpdesk. It is available on a first-come first-serve basis. A confirmation email will be sent when a reservation has been accepted. If a confirmation email has not been received, the room has not been reserved.

Because this is one of the few venues appropriate for administrative meetings, this facility is not scheduled as a venue for regularly scheduled recurring daytime classes.

Using 056 after normal working hours must be arranged in advance by an instructor through SOE Helpdesk and a key may be signed out.

Cancellations:

TSG reserves the right to relocate meetings to alternate locations if the video conferencing equipment is required. If a meeting must be relocated, you will be notified of the new location.

If you schedule the room and need to cancel or re-schedule, email soehelp@syr.edu immediately so the room can be made available for others

Mobile MAC Laptop Cart

The purpose of the mobile Macintosh cart is to support SOE instruction and as an on-loan resource. If the equipment is misused or abused, the individual will lose borrowing privileges. If equipment is lost or not returned, replacement fees will apply. It is the responsibility of the user to backup all personal files. After each use the hard drive is formatted, all files and data saved on the hard drive will be lost unless you backup to an alternate location

Use of Resource:

Instructors are responsible for pick-up and return of the laptop carts. If technical assistance is required, advance notice must be given to the SOE Helpdesk to ensure a Helpdesk associate will be available to provide support.

Reservations:

All instructors are required to schedule the use of this mobile mac cart through SOE Helpdesk by emailing soehelp@syr.edu . The mobile cart is frequently used so 3 day advanced reservation is required.

Equipped with:

14 wireless MacBook laptops

Cancellations:

If you reserve the laptop cart and need to cancel or re-schedule, you must email soehelp@syr.edu immediately so the computers can be made available for others

Software-

Laptops are locked down to prevent unauthorized installation of software. If specific software is needed for a class, please submit a request to TSG via email to soehelp@syr.edu at least 2 weeks in advance and have the software and proof of license available. Installation of the software is not guaranteed. The requested software will be evaluated and you will be notified of the final decision.

All users will report any and all technical issues immediately, via e-mail, to Soehelp@syr.edu. When reporting technical issues please provide the number of the laptop and a detailed description of the issue you have experienced, including the exact text of any error message received.

Mobile PC Laptop Carts

The mobile PC carts are to support SOE instruction and as an on-loan resource. If the equipment is misused or abused, the individual will lose borrowing privileges. If equipment is lost or not returned replacement fees will apply. It is the responsibility of the user to backup all personal files. After each use the hard drive is formatted, all files and data saved on the hard drive will be lost unless you backup to an alternate location

Use of Resource:

Instructors are responsible for pick-up and return of the laptop carts. If technical assistance is required, advance notice must be given to the SOE Helpdesk to ensure a Helpdesk associate will be available to provide support.

Reservations:

All instructors are required to schedule the use of the mobile PC carts through the SOE Helpdesk. The mobile carts are frequently used so 3 day advanced reservation is required.

Equipped with:

25 wireless Windows laptops

Software:

Laptops are locked down to prevent unauthorized installation of software. If specific software is needed for a class, please submit a request to TSG via email to soehelp@syr.edu at least 2 weeks in advance and have the software and proof of license available. Installation of the software is not guaranteed. The requested software will be evaluated and you will be notified of the final decision.

All users will report any and all technical issues immediately, via e-mail, to Soehelp@syr.edu. When reporting technical issues please provide the number of the laptop and a detailed description of the issue you have experienced, including the exact text of any error message received.

Other Loaned Equipment at the SOE Helpdesk

The SOE Helpdesk has technology equipment that can be taken out and used in classrooms and teaching field placements. The equipment is available for SOE faculty, staff, and students to support research and instruction.

Use of Resource-

The individual is responsible for the pick-up and return of the equipment. It is expected that the equipment will be utilized with care and respect. You are responsible for any loss or damages that may occur while the equipment is in your possession. The failure to return loaned equipment will result in replacement charges and loss of borrowing privileges.

Based on availability, equipment may be loaned out for up to 2 days. If more time is required, a time extension must be approved. When signing out equipment, a return date will be determined.

Reservations-

Equipment can be reserved through the SOE Helpdesk. Please be advised that it will be required to present your SU ID when reserving or borrowing equipment.

The following technology equipment is available for loan:

Replacement Fee (as of 8/2012)

• Digital Video Cameras	\$ 800
• Digital Still Cameras	\$ 200
• LCD Projectors	\$1,000
• Wireless Presentation Devices	\$ 50
• Alpha Smarts	\$ 300
• Smart Boards	\$ 500
• Web Cameras	\$ 100
• Conference Speakerphones	\$ 250
• Mac VGA Adapter	\$ 30
• PC or Mac laptops	\$1,200
• External Hard Drives	\$ 150
• Mouse	\$ 20
• Tripods	\$ 50