Preface

This information has been prepared to acquaint students and employees of SUNY Ulster with the computing and network capabilities of the college and the policies associated with them. We hope that these guidelines will help you make the best possible use of the resources and services available.

The network and computer resources of SUNY Ulster are operated and supported by the Office of Information Technology. These resources and services are provided for the purpose of educational instruction research and college administration. Some of our computer resources are also provided to the residents of Ulster County as a community service. The policies and guidelines outlined have been endorsed by the College Technology Committee with final approval by the Executive Staff to ensure that those resources can continue to be available and accessible to all who need them to further their academic work. All users of the computing and network resources of SUNY Ulster will be expected to use them in accordance with the guidelines published here and on our web pages. Improper use of the computing and/or network resources may result in the restriction of some or all access privileges.

Helpdesk

The Helpdesk located in Hasbrouck 115.

Normal Hours: Monday – Friday 8:00 am-5:00 pm
Contact the Helpdesk via phone: ext. 5169 or 687-5169
E-mail: Helpdesk@sunyulster.edu

The Helpdesk is the initial point of contact for all hardware, software, and networking issues on campus. OIT only supports technology that has been allocated through SUNY Ulster. This includes computers, projectors, and software covered under a license agreement owned by the college. Wireless and data cable networking are also supported.
Hardware and Software Support Policies

Supported Software

OIT focuses on supporting only specific software covered under a license agreement that is owned by the college and is being used on computers allocated through OIT. The following is a list of software that is supported, provided OIT professionals handled the installation.

Supported PC Software

1. Microsoft Windows (2000 and XP)
2. Microsoft Office Professional Suite (Word, Excel, PowerPoint, Access, Outlook, FrontPage and Publisher)
3. Microsoft Internet Explorer
4. Sophos Anti-virus
5. Banner INB
6. Banner Self-Service
7. Adobe Acrobat Reader

Supported Macintosh Software

1. MAC OS X
2. Microsoft Office for MAC
3. Microsoft Internet Explorer
4. Safari
5. Adobe Applications (Photoshop, InDesign, Acrobat, Illustrator, Acrobat Reader)
6. Macromedia Studio (Dreamweaver, Freehand, Flash, Fireworks)
7. Font Reserve

Supported Hardware

OIT can only provide support for hardware purchased by the college and allocated through normal computer allocation procedures. Typically, this includes Dell desktops & laptops, Macintosh computers, projectors, HP laser and inkjet printers. When hardware repairs are necessary, OIT PC Technicians will either visit the location where the hardware resides or the hardware will be dropped off at the OIT Helpdesk in HAS 115.

Laptop Loaner Policy (non academic)

Laptop loaners are intended for two main purposes. First, they are to permit the continuation of academic or college work for employees when their own
computer is being repaired. Secondly, they are available for employees for special situations in which the mission of the college would be uniquely promoted by the use of a laptop, such as on-campus presentations or trips paid for by the college.

Loaners may also be issued occasionally on a very short-term basis for situations where a computer or accessory that is necessary for performing academic work or college business is not available (the user’s equipment has been lost, misplaced, or left at home). The borrower of the equipment must take immediate steps to replace or re-acquire the missing equipment and return the loaned equipment in a very timely fashion. This use of loaner equipment is to have lowest priority. Requests for this type of loan may be approved ONLY at the discretion of an OIT full-time employee.

**Appropriate circumstances (Employees)**

Loaners are typically appropriate when an employee laptop or desktop computer is being repaired, leaving the employee without a computer during regular work hours.

Loaners for special circumstances, including short-term college-sponsored trips and on-campus presentations, must be approved by an OIT full-time employee and are subject to availability. Any other special circumstances may be deferred to the Technical Director or CIO of OIT for approval. There are six loaner laptops available. We encourage reservations when it is known in advance that a laptop will be needed for a specific date and or time.

**Laptop Loaner Policy (academic)**

Long-term loaner laptops are available for part time/adjunct faculty who are teaching online courses. To receive such a laptop, approval must be obtained using a form provided by the Dan of Faculty. The laptop is loaned for the duration of the course being offered and must be returned when the class has finished. Before a laptop is provided, the completed form must be signed by the Department Chair and the Dean of Faculty.

**Support for Specialized Hardware and Software**

There is a wide array of software used throughout the academic computer teaching labs. Some of this software is highly specialized and very specific to the discipline it serves. OIT personnel cannot possibly be thoroughly versed in every piece of software in all the labs. These programs include such things as advanced chemical molecular modeling and architectural engineering to create blueprints for construction, etc.
OIT makes every effort to test each piece of software, to ensure that it launches properly and does not crash. However, it is impossible to test every internal component of many software products. Therefore, we ask that individual faculty members test their software products ahead of time to ensure that the features they plan to make use of in class all work properly. In the event that some feature(s) do not work properly, OIT personnel may need to work closely with the faculty member to understand the problem and work towards a resolution.

**Support for Individually Installed Software**

Faculty and Staff have the ability to install software that is legally and freely available for download from the Internet. Support for self-obtained or self-installed software is very limited. In troubleshooting a software problem, OIT personnel may remove such “extraneous” software (not included in the supported list above) in an attempt to remedy the problem. If such software is extensive, or is difficult to remove (many spyware programs are impossible to remove completely), OIT personnel may resort to “imaging” the computer. Imaging is a process by which the computer is returned to the state in which it was originally provided, with only the supported software present. In the event that imaging is necessary, reasonable effort will be made to backup any documents present on the computer and to restore them to the computer after the imaging process.

**Network Access and Computing Facilities**

**Obtaining a Network Account**

All currently employed faculty and staff of the college are eligible for a network account and associated email address. New faculty and staff may request such an account by filling out an online form located at: [http://people.sunyulster.edu/oit/HelpDesk/IDReqForm.htm](http://people.sunyulster.edu/oit/HelpDesk/IDReqForm.htm) or by navigating to [http://oit.sunyulster.edu](http://oit.sunyulster.edu), clicking on “helpdesk” and clicking on the “Request a Network Account / Email Mailbox” link.

After confirming that the requestor is actually a currently employed faculty or staff member, the account and email address will be created, and the appropriate information (i.e. username and password) will be sent to the requestor in a sealed envelope, through inter-office mail.

**Network Access**
Several classrooms in all college buildings have network access. This includes the Business Resource Center.

**Wireless Access**

SUNY Ulster provides wireless network access to students in several locations. Wireless access is available in the following locations:

- The Cafeteria area in Vanderlyn Hall
- The Student Lounge area in Vanderlyn Hall
- The Open Computer Lab in Hasbrouck
- The Library area in Dewitt
- The Café area in Hardenburgh
- The entire Business Resource Center in Kingston

**Types of Wireless Access**

All wireless access areas utilize the 802.11b and 802.11g wireless standards. The 802.11b protocol allows a maximum connection speed of 11 megabits per second (Mbps), while the 802.11g protocol allows up to 54 Mbps. Whenever an 802.11b computer is attached to the wireless network, that network segment is limited to 11 Mbps, even for others who are using the faster protocol. So, if you are using 802.11g and you expect to connect at 54 Mbps, but only get 11 Mbps, it is likely because another person is connected to the network using the slower standard.

**Requirements for Access to the Wireless Networks**

Anyone can connect to the wireless network as long as they have a computer with 802.11b or 802.11g capable hardware. If your computer is properly configured to use wireless networking, it should find the open wireless network called "SUNY Ulster." There is no key required to connect to this network and access is wide open and unencrypted.

**Wireless Access for Faculty & Staff**

Laptops owned by the college and deployed to faculty are specially configured to connect to a secure, encrypted channel on the wireless networks. This secure channel allows faculty & staff to use the wireless networks to connect to domain based resources such as email, printers and network storage spaces. If you have a faculty laptop and are having difficulty connecting to the wireless network, please contact the OIT Help Desk at 687-5169.

**Additional Notes about Wireless Access**

When using the student-access wireless networks at SUNY Ulster, please keep the following in mind...

- Communications on the student wireless network are unencrypted and broadcast over the airwaves. This means that anyone in the area with a

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wireless capable laptop, and some know-how, could capture and view the
data you transmit over the wireless network. Do not use the wireless
network for any kind of confidential data transmissions.

- All wireless access zones provide Internet access only. You cannot
  connect to resources on the internal domain, such as the T drive or
  printers, from the wireless networks.
- Bandwidth on the wireless networks is limited. If you try to use the
  wireless network to download large files to your personal computer using
  file sharing programs you will be disappointed
- Connections to the wireless network are not anonymous. College
  personnel can trace any transmissions on the wireless networks back to
  your computer, and will do so if needed. An example of when this might be
  required is if someone connects a virus-infected laptop to the wireless
  network and the virus is trying to spread.

Printing Access

SUNY Ulster provides at least one printer in each of the computer labs. SUNY
Ulster also provides paper for these printers, but asks that students use their
discretion to limit their use to strictly academic printing or no more then 20 pages
per session.

Classroom Technology

Several classrooms on campus are considered Multimedia Classrooms. They
have a variety of multimedia hardware (depending on the room), that includes
such items as computers, projectors, smart board, and internet connected
podiums. (See appendix A, for room by room descriptions). OIT is responsible
for the maintenance of these systems. If there is a problem with a Multimedia
Podium, the Helpdesk (ext. 5169) should be contacted immediately.

There are a minimum of 6 rooms on the Stone Ridge campus and 2 rooms at the
Business Resource Center that are considered Multimedia rooms. These rooms
contain a ceiling mounted LCD projector, a screen, a podium containing a
desktop computer with a CD/DVD drive and a laptop connection. More
information regarding the location of multimedia enhanced rooms can be found
by contacting the Registrar’s office.

Audio Visual Requests

All requests for Audio Visual equipment should be made by contacting the OIT
Helpdesk at ext. 5169 or by e-mailing helpdesk@sunyulster.edu. These include:
LCD Projectors, overhead projectors, televisions, VCRs and DVD players.

Computer Lab Access
SUNY Ulster has two open computer labs available to all students, employees and community members. They are located at the SRC in HAS 220 and at the BRC in BRC 204. The open lab hours are subject to change based on usage and funding availability.

The open lab hours are as follows:

**Stone Ridge Campus Open Computer Lab, Hasbrouck (HAS 220)**

The schedule for the lab varies, please consult the [http://sunyulster.edu](http://sunyulster.edu) website for the most up to date information regarding the hours of the open lab.

**Business Resource Center Open Computer Lab (BRC 204)**

The schedule for the lab varies, please consult the [http://sunyulster.edu](http://sunyulster.edu) website for the most up to date information regarding the hours of the open lab.

Although the lab is open to employees and community members, SUNY Ulster students have priority. The purpose of the lab is for coursework and checking e-mail. Surfing the net and excessive e-mail/chatting is strongly discouraged and should not occur if there is someone that needs the computer for coursework. Installation of programs and gaming is strictly forbidden.

**Mac Lab Access**

The MAC lab is managed and monitored by the Art department. They have a student aide dedicated to this task. Availability is posted on the door of VAN 255. The Open Lab in located in HAS 220 and the art department also posts the availability of the MAC lab in VAN 255. This is currently the only “Open” MAC lab available.

**SUNY Ulster Network**

**Network Data Storage - Your “U: Drive”**

Every employee of SUNY Ulster is given space to save files on a network server. This space is referred to as the “U: Drive” or User drive. The network servers are backed up regularly allowing for data recovery. Saving files to your U: drive is much safer than saving to a floppy, CD or your computer’s hard drive, as there is a much greater chance that lost information will be recoverable. **It is highly recommended you save files to your U: drive.** The U drive contains a folder for each faculty and staff member, and each folder is only accessible by the person that owns it, making it a personal and private storage place.
The “V: Drive”

Most employees of SUNY Ulster have access to a “V: Drive” or Department drive. These drives contain folders accessible to certain groups of people (typically department members). Documents placed within the “V: Drive” are those which need to be accessible to more than one individual in a given group. For access to a specific “V: Drive” please have the department manager or chair contact the Helpdesk with the request for your access.

The “~SpecialAccess” Folder

There is a special folder on the V drive, called “~SpecialAccess.” This folder is designed to be a place where faculty & staff from disparate departments or areas can share files. It is easy enough to have two people in Financial Aid share data, by storing it in the Financial Aid folder of the V drive; however what if someone in Financial Aid is working with someone in Admissions on a special project? They can request a folder be created in the ~SpecialAccess area, so that the appropriate people can be given permission to access the data, no matter who they are or what department they are in. To request a folder within ~SpecialAccess, please contact the Help Desk.

The “T: Drive”

The “T: Drive” is a mapped drive typically used by faculty. Instructors will place documents needed in a specific course in their designated folder on the “T: Drive.” These folders are accessible to students in the computer labs (both academic and open).

Faculty & Staff Web Pages

Each SUNY Ulster faculty & staff member is eligible for web space hosted by the college. Faculty & Staff web space is provided on the “people.sunyulster.edu” website. To request space on this website, please contact the college's Webmaster. Any web pages posted on the site must adhere to the college's policies for personal web pages, which can be viewed at: http://www.sunyulster.edu/history/WebPolicies.asp

E-mail

Each SUNY Ulster faculty and staff member is provided with a college email account. The email address is the person's network username followed by “@sunyulster.edu”

All email mailboxes have the following size limitations:
When the mailbox's total size reaches 100 MB, a warning message will be sent via email to the account holder, stating that their mailbox is over the size limit.

When the mailbox's total size reaches 150 MB, the account will no longer be able to send email messages. The account will still be able to receive new messages, but sending will not be permitted until the mailbox size is reduced below 150 MB.

When the mailbox's total size reaches 200 MB, the account will no longer be able to send nor receive any messages.

There is a 5 MB size limitation to each email message. Individual email messages greater than 5 MB in size will be rejected by the email server.

Banner

Report and Data Requests

Reports and Data Requests should be submitted using the Banner Report Request Form (http://oit.sunyulster.edu/banner/report_req.doc). This form should be filled out online and submitted via e-mail to BannerHelp@sunyulster.edu.

There is a minimum of three business days to turn around Report and Data Requests. Please give as much time as possible to allow OIT to better prioritize our workload.

Banner Support Requests

Reports of problems with Banner or training requests should be submitted via e-mail to BannerHelp@sunyulster.edu or call the Help Desk at ext. 5169.

Leaving Campus

Files
When terminating your contract (employees), you are responsible for removing any files you have stored on the SUNY Ulster network. Once you have terminated your employment at SUNY Ulster, your network account, e-mail account, and U: drive folder are deleted. Therefore, it is necessary for you to copy any files before you leave SUNY Ulster. **OIT staff is not responsible for any files that you fail to save.**
**E-Mail**

It is **your** responsibility to give others an alternative e-mail address and to unsubscribe from list serves when you leave SUNY Ulster. Messages **will not** be forwarded to you.

**Termination of Network Resources**

Human Resources provides all exiting employees with a form that requires OIT’s signature, in order to have HR release the employees final paycheck. OIT has an internal form, and informative document, that lets the employee know that their network resources, including their User Drive and email account will be disabled upon their termination of employment. Exceptions to this policy must be approved by Human Resources.
Appendix A.

SMART CLASSROOMS at SUNY Ulster
(Revised 3/09/06)

DEFINITIONS:

CLASS 1
Smart Board or Smart Podium
Internet connected PC
Interface for laptop
VCR/DVD player
2000 lumen ceiling mounted LCD projector
Audio System – amplifier and speakers

Additional components may include:
Visualizer
Overhead projector
Inline switching controls (Crestron or SP Controls)
Videoconferencing equipment

CLASS 2
Internet connected PC
Interface for laptop
VCR/DVD player
2000 lumen ceiling mounted LCD projector
Audio System – amplifier and speakers

CLASS 3
Internet connected PC
Interface for laptop
2000 lumen ceiling mounted LCD projector

CLASS 4
Internet connected PC or Laptop Connection
2000 lumen ceiling mounted LCD projector

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LISTING BY BUILDING:

**BRC**
- BRC114  Class 3
- BRC115  Class 3
- BRC124  Class 3
- BRC653  Class 1

**BUR**
- BUR101  Class 4
- BUR119  Class 1
- BUR128  Class 4

**DEW**
- DEW017  Class 2

**HAR**
- HAR125  Class 1
- HAR211  Class 3

**HAS**
- HAS203  Class 3

**SEN**
- SEN132  Class 4

**VAN**
- VAN113  Class 3
- VAN240  Class 3
- VAN261  Class 3