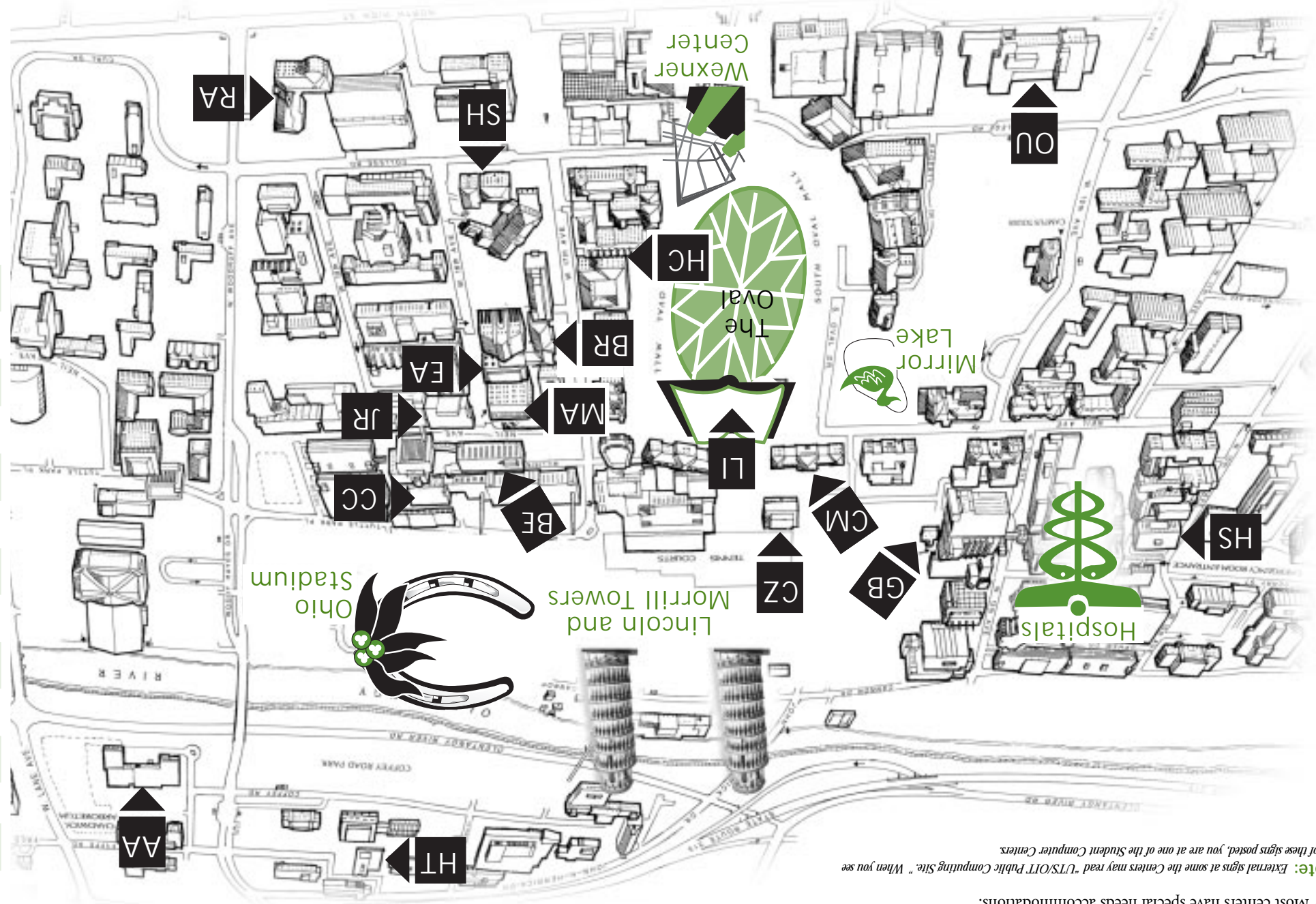


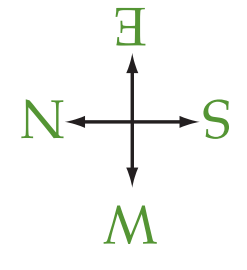
The **OIT** Student Computer Center in 590 Baker Systems Engineering Building is open 24 hours a day, 7 days a week. At the beginning of each quarter, check our Web site at [scweb.it.ohio-state.edu](http://scweb.it.ohio-state.edu) for specific hours of operation for each Center, as well as for other information updates. When checking your e-mail at a Student Computer Center, bring a Zip disk or a diskette for saving your e-mail preferences and messages.

209 W. 18th	292-1902	map key EA
235 Stillman Hall	247-7957	map key SH
210 Ramseyer Hall	292-3215	map key RA
460 Prior Health Science Library	292-1129	map key HS
6 Ohio Union	292-3899	map key OU
052 Math Building	292-4475	map key MA
105 Main Library	292-0402	map key LI
270 Journalism Building	688-4129	map key JR
220 Journalism Building	292-3220	map key JR
272 Howlett Hall	292-9576	map key HT
354 Hopkins Hall	292-4982	map key HC
107 General Biology Annex	292-4066	map key GB
148 Cunz Hall	292-2229	map key CZ
345 Central Classroom	292-1774	map key CC
119 Campbell Hall	292-0247	map key CM
145 Brown Hall	292-9703	map key BR
590 Baker Systems	292-2025	map key BE
5 Agriculture Administration	292-1436	map key AA



Note: External signs at some of the Centers may read "UTS/OIT Public Computing Site." When you see one of these signs posted, you are at one of the Student Computer Centers.

- The centers are equipped with Windows and/or Macintosh computers and a variety of peripheral equipment.
  - Software includes applications for word processing, desktop publishing, spreadsheets, e-mail, and Web browsing.
  - Most centers have special needs accommodations.
- OIT manages many Computer Centers, conveniently located around campus, where you can do course work, access the Internet, and check and send e-mail. Use of the computers is free. Most centers are open on a first-come, first-served basis, with day and/or evening hours.



scweb.it.ohio-state.edu 292.8400 scc@osu.edu

# Student Computer Centers

Academic Year 2003 - 2004

## Discover! Learn! Explore!

From the Office of the Chief Information Officer

- Technology Support: Help Desk, Online Help, and more
- Getting Online: E-Mail, Internet, and OSUWeb.net
- Telephone Services: Personal 800#, Long Distance, Cellular
- Site Licensed and Volume Discounted Software
- Free Use of Computers
- Free Computer Training
- Multimedia Services
- e-Learning
- Student Employment Opportunities
- Best Practices

### Visit our Web sites

CIO  
[cio.osu.edu](http://cio.osu.edu)  
OIT  
[oit.osu.edu](http://oit.osu.edu)  
UNITS  
[www.units.ohio-state.edu](http://www.units.ohio-state.edu)  
TELR  
[telr.osu.edu](http://telr.osu.edu)



## Information Technology Resources for Students



classes  
student labs  
internet  
help desk  
e-mail  
software



# Welcome to Information Technology Resources for Students at The Ohio State University!

This guide was created for you, the student, new or returning, undergraduate or graduate, with the novice user especially in mind. The university offers a variety of information technology resources to support your personal, academic, and research endeavors. We at the Office of the **Chief Information Officer (CIO)** and our affiliates coordinate these essential, campus-wide resource efforts.

Information technology is a vital function in all campus activities and communications. Most likely, you have a need to access a computer regardless of your field of study. The University Registrar, for instance, handles much of its communications with students (including course registration) electronically; the Office of the Treasurer's Fees and Deposits is moving towards a paperless billing system; many faculty members use the Web as an integral part of coursework; and many faculty consult with students outside class time through e-mail.

Take full advantage of our information technology resources to enrich your academic and research experiences. Browse our Web sites for links to a wealth of technology-related information. Also, if a phone number or an e-mail address is given, contact us by those means as well. And lastly, keep and refer to this guide throughout the year.

Ilee Rhimes  
Chief Information Officer

Susan Metros  
Deputy Chief Information Officer  
Education Technology and Distributed Education

Michael Veres  
Deputy Chief Information Officer  
Office of Information Technology

## Technology Support: Help Desk, Online Documentation, and more

 [8help.ohio-state.edu](http://8help.ohio-state.edu)  **688-HELP\***  [8help@osu.edu](mailto:8help@osu.edu)

### Convenient Ways to Get Answers and Help!

Our **Technology Support Center/Help Desk** handles your technical concerns and inquires about computer hardware and software, Internet access, e-mail, e-mail address forwarding, and more.

\*Phone: Our agents are available Monday through Friday, 7 a.m. to 10 p.m. Call **688-HELP**, or TDD **688-8743**.

Our **walk-in customer service desk**, located in room 512 Baker Systems Engineering Building, is open Monday through Friday, 8 a.m. to 5 p.m. The first five weeks of every quarter, walk-in services are also available until 7 p.m. on Wednesdays.

Try our **virtual help desk online** at [8help.ohio-state.edu](http://8help.ohio-state.edu). In addition to using a keyword search to find answers to your questions, you can find forms for various services, including e-mail forwarding, information on our free computing short courses, etc. You can also get help by sending an e-mail to [8help@osu.edu](mailto:8help@osu.edu).

Make the **OIT Technology Support Center/Help Desk** your central point of contact for your questions, consultation, and service needs pertaining to accounts and passwords; e-mail, Web browsing, and Internet connectivity; Windows and Macintosh computing; and software licensing questions.

Explore the many helpful publications on line at [oit.osu.edu/comm.html](http://oit.osu.edu/comm.html).

**Note:** For telephone and cable TV support, see section on Telephone, Cellular, and Cable TV Services.

## Getting Connected: E-mail and Internet access

 [oit.osu.edu/userpass.html](http://oit.osu.edu/userpass.html)  [www.osuweb.net](http://www.osuweb.net)  **688-HELP**

### Keeping in Touch With Parents, Colleagues, and Friends Is Easy!

All you need to get connected is your **OSU Internet username and password**. Your username was assigned when you began your academic career at Ohio State. If you haven't already activated your username and chosen a password, you can do so by going online to [oit.osu.edu/userpass.html](http://oit.osu.edu/userpass.html). Through the campus network, you have access to e-mail, the World Wide Web, and much more.

Keep in touch with your parents, colleagues, and friends by e-mail. Many academic and administrative activities at Ohio State rely on electronic communications. Having access to e-mail is a necessity. Your e-mail address takes the form: **lastname.#@osu.edu**, for example, **doe.999@osu.edu**.

Internet Access is provided at no cost if you live in a residence hall; this service is provided by the Residential Network (ResNet), University Housing, Food Services, and Event Centers. For additional information, visit the ResNet Web site at [www.resnet.ohio-state.edu](http://www.resnet.ohio-state.edu).

**Other Internet Access:** If you don't live in a campus dorm, you have a number of choices for Internet connections. One of your choices is our service, provided by the **OIT UNITS** division, **OSUWeb.net**—a low-cost, high-quality dial-up Internet service designed exclusively for OSU students, faculty, and staff. **OSUWeb.net** offers several rate plans and easy account setup online, by phone, or compact disks available at many locations around campus. Check out **OSUWeb.net** at [www.osuweb.net](http://www.osuweb.net).

## Telephone, Cellular, and Cable TV Services

 [www.units.ohio-state.edu](http://www.units.ohio-state.edu)  **292-8648**  [units@osu.edu](mailto:units@osu.edu)

### Meeting Your Need for High-quality Telecommunications Services!

**UNITS** offers cellular (OSU Wireless), long distance and personal 800 number services to all students living in both on- and off-campus locations in addition to **OSUWeb.net Internet Service**.

- **OSU Wireless Service** is the only cellular service specifically developed for Ohio State students, faculty, and staff. The service offers discounted prices on numerous calling plans and phones, and features two contracted providers (Sprint PCS and Cingular Wireless).
- **UNITS Traditional Long Distance** offers inexpensive domestic and international rates, and provides great calling flexibility. The service can be used from the Columbus calling area (on and off campus) for the same low rates, or can be used from other locations in the 50 States and Canada for slightly higher rates.
- **UNITS 1000 Plan** lets you save even more on domestic long distance calling by purchasing a bundle of 1,000 minutes for just \$20.00 per month; that's just 2¢ per minute!
- **UNITS Personal 800 Service** lets your friends and family call you using your own Personal 800 code, for one low per-minute price. It's an inexpensive alternative to receiving collect calls from domestic locations.

In addition, **UNITS** provides local telephone, voice mail, caller ID and cable television services to students living in university residence halls and apartments on the Columbus campus. Most of these services already are included as standard features in residence hall rooms. Students living in OSU family and graduate housing have the option to order these services. Students at OSU Regional Campuses can also take advantage of a number of **UNITS** services, whether living in university housing or in off campus locations.

For more details on what services are available at your on- or off-campus location or to order services, visit [www.units.ohio-state.edu](http://www.units.ohio-state.edu) or call **292-8648** (toll free **1-800-678-6003**).

## Software: Low-cost and No-cost (to you)

 [oit.osu.edu/site\\_license](http://oit.osu.edu/site_license)  **688-HELP**

### Saving You Money Through Our Volume Discount and Site-license Agreements!

OIT offers a variety of public domain, bulk purchase, and site-licensed software. Through our site-licensed service, you can purchase popular software at reduced rates. For more information visit [oit.osu.edu/site\\_license](http://oit.osu.edu/site_license).

Through our volume discounts, you can access basic applications, such as e-mail, newsreaders, Web browsers, virus scanning programs, and more, at no cost. To learn about current and new site-licensed products, subscribe to the [slnews@lists.uts.ohio-state.edu](mailto:slnews@lists.uts.ohio-state.edu) mailing list or see recent announcements at: [oit.osu.edu](http://oit.osu.edu).

## Free Computer Training

 [oit.osu.edu/compcourses.html](http://oit.osu.edu/compcourses.html)  **688-HELP**  [8help@osu.edu](mailto:8help@osu.edu)

### Learn New Computer Skills at No Cost!

Take advantage of our free **Computing Short Courses**. Each quarter, **OIT** offers a variety of short courses, usually held in one or two sessions, lasting two to three hours per session. Topic areas include:

- **Statistical Applications**—SAS and SPSS for Windows
- **Web Page Development**—HTML Code, Netscape Composer, FrontPage 2000
- **Microcomputer Basics**—Windows XP Professional
- **Presentation Graphics**—PowerPoint

For course and registration information, visit our Web site at [oit.osu.edu/compcourses.html](http://oit.osu.edu/compcourses.html) or call **688-HELP**. Early registration is advised since these popular courses usually fill rapidly.

## Multimedia Services

 [oit.osu.edu/itc/multimedia.html](http://oit.osu.edu/itc/multimedia.html)  **292-2793**

### Make Your Presentations Stand Out!

Enhance your work through the variety of services and equipment available at the **TELR Learning Technology Center**, a self-service, hands-on production facility that provides opportunities for student consultation. Our equipment and services include:

- Windows and Macintosh computers for all lab functions
- audio and video digitizing and formatting including captioning and streaming
- 35mm color film recording
- VHS video dubbing
- 35mm color slide and flatbed scanning
- DVD and CD burning

Call to schedule an appointment or visit the Center in 60 Denney Hall.

## e-Learning in the Classroom and at a Distance

 [telr.osu.edu/elearning](http://telr.osu.edu/elearning)  **688-5875**  [telr@osu.edu](mailto:telr@osu.edu)

### Take Advantage of Technology to Learn!

**e-Learning** encompasses the use of educational technology both on campus and fully online. You can access your courses from classrooms, labs, study and work places, dorms and homes, to take quizzes, explore complex simulations, upload assignments, check grades, contribute to discussions, chat with peers, learn to build Web pages and store coursework. The Web offers access to limitless information through the libraries' many online collections and search engines. If you are information-technology literate, you have a better chance of finding a job and will be better prepared for advanced study.

If you like the convenience of distance learning, search for these courses in the Registrar's Master Schedule at [telr.osu.edu/elearning/search](http://telr.osu.edu/elearning/search). Or take a quick self-assessment of your technology skills and prepare for success at [telr.osu.edu/courses/success.html](http://telr.osu.edu/courses/success.html).

Also, explore the **TELR Internship Program**, a collaborative effort of students and faculty designing online courses. For information on this program and credit and hiring opportunities, visit [telr.osu.edu/internships](http://telr.osu.edu/internships).

## Student Employment Opportunities

 [oit.osu.edu/employment.html](http://oit.osu.edu/employment.html)  [www.units.ohio-state.edu](http://www.units.ohio-state.edu)

### Learn Skills, Gain Experience, Build Your Resume, Earn Extra Money!

Need a job? Check out the student employment opportunities available in the **offices of the CIO**. Our positions pay competitive wages and afford promotions as your skills increase. We have an ongoing need for students to fill positions in the following areas:

- technology help desk
- technical—programming, software/hardware consultation, information systems/networking
- clerical
- general office
- shuttle drivers/stockroom
- visual design
- customer service
- audio/visual production


For more information about job opportunities, review our online position list for OIT at [oit.osu.edu/employment.html](http://oit.osu.edu/employment.html) and the position list for UNITS at [www.units.ohio-state.edu](http://www.units.ohio-state.edu).

## Best Practices

- Responsible use of computing resources is expected of everyone. The Policy on Responsible Use of University Computing Resources is a defined university-wide policy for Ohio State covering the appropriate use of computing resources, relying primarily on generally applicable laws, policies, and enforcement mechanisms to establish expectations and guidelines. The policy outlines steps to protect campus community members' privacy, sets reasonable expectations and guidelines, and covers rights, responsibilities, security, and privacy issues. The Web version at [cio.ohio-state.edu/policies/use\\_policy.html](http://cio.ohio-state.edu/policies/use_policy.html) also includes links to information on related issues such as copyrights and intellectual property, libel, slander, electronic privacy, computer abuse laws, and a set of frequently asked questions.
- Guard against computer viruses. Download the latest antivirus software from the OIT Web site at [oit.osu.edu](http://oit.osu.edu).
- Changing your password regularly helps assure the integrity of the campus network and your Internet privileges. To change your password, go to [oit.osu.edu/userpass.html](http://oit.osu.edu/userpass.html) and follow the prompts.
- We encourage you to visit the OSU Student Information Web site at [www.osu.edu/student/acad.html](http://www.osu.edu/student/acad.html) for news and information on academics, financial aid, sports and recreation, transportation, and campus life in general.

## Office of the Chief Information Officer

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 [cio.osu.edu](http://cio.osu.edu)  **614-292-6553**

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