



# Office of Information

## Technology



## **SVC INFORMATION TECHNOLOGY**

Southern Vermont College (SVC) has broadband Internet service throughout the campus. The residence hall network provides Internet service to all rooms. The academic network<sup>1</sup> provides wired service and personal data storage space which can be accessed in the library, offices, computer labs, and in computer-equipped classrooms. Wireless service is available in every building on the campus as well as some outdoor areas. Most campus computers use the Windows operating system although there are some Macs available in the Library. Computer instruction utilizes programs that run on the Windows platform. All word-processed documents, spreadsheets, databases and presentations that are submitted in electronic format should be accessible from components of Microsoft Office 2003, OpenOffice, or Google Docs.



## **COMPUTER SERVICE CENTER**

The SVC Information Technology Department operates out of a spacious service-oriented facility on the lower level of Everett Mansion. You are invited to visit with any computer-related concerns or to take advantage of the seven student PC workstations plus a printer and scanner. We can assist with any problems you may be having with email, logins, wi-fi, and even help you with certain laptop repairs and clean up laptops infected with malware. There is never any charge for our services.

Our door is normally open Monday through Friday, 8:30-5:00, but we're often here much earlier and much later. Stop by, call us at 802-447-6344, or email us at [it@svc.edu](mailto:it@svc.edu). After hours or on weekends, use email as it's checked frequently. When you call or visit, you'll receive fast and courteous service.

## **INTERNET ACCESS**

All buildings on the SVC Campus are now equipped with Wi-Fi Access Points. Your computer or Wi-Fi device should automatically discover networks labeled "WiFiPublic" or "SVC-Internet". Dormitories are also equipped with Ethernet jacks (either orange or blue). Residents are strongly urged to connect computers via hard wire to an Ethernet jack whenever possible to obtain maximum bandwidth. Ethernet cables are sold in the campus store at competitive prices.

## **EMAIL**

SVC is in the process of migrating to an email system based on Google Apps. Anybody who has a Gmail account will already be very familiar with the look and feel of the Google Apps interface. Incoming students are assigned an email account in the svc.edu domain prior to arriving at school. Once you have an SVC email account, you can log in at <http://gmail.svc.edu>. In addition to the web mail interface, you can use an email client such as Outlook or Thunderbird. Email can also be accessed through most smart phones. Instructions for configuring email clients can be found on the Google Apps site. Students have the privilege of retaining their svc.edu email for life upon graduation from SVC.

SVC email accounts are filtered for viruses and spam through a system called Postini (which is owned by Google). Some inbound emails that are likely spam may end up in a Postini quarantine instead of your inbox. If there is mail in your quarantine you will receive a nightly email advising you of such. The login to the Postini system is presently separate from your regular email login but we expect those to be synchronized shortly. Contact us for assistance.

## **FYI:**

**SVC email is the official method of communication between administrators, staff, faculty, and students. All employees and students are expected to check their SVC email regularly. For those who prefer to receive email in their own personal email accounts, it is possible to have your SVC email forwarded elsewhere.**

## **CAMPUS COMPUTER LABS**

SVC now has fifty PCs available throughout the campus for student use. Each of these computers runs Windows 7 and has both Microsoft Office suite as well as Open Office installed. In order to use the campus computers, you need to log in with your user name and password-the same one you use for your email.

Computers are deployed at these locations:

- Lower Computer Lab (444 Mansion Drive) 24 PCs
- Hunter Computer Lab (456 Mansion Drive) 4 PCs
- Computer Service Center (982 Mansion Drive/Basement) 7 PCs
- Library (982 Mansion Drive/1st Floor) 15 PCs 2 iMacs

## **ON-CAMPUS PRINTERS & COPIERS**

Each student is provided with a credit of \$15 per semester in their printer/copier account. Black and white prints are deducted at a rate of 3 cents per page; color prints cost 10 cents per page. Printing on the back side of a page (duplexing) reduces the cost by one cent for every page not requiring another sheet of paper. We are in the process of installing a number of new multifunction machines that can scan, print, and copy. Scanning to email is free. You may need to swipe your Student ID card at some print stations to make copies or release your print jobs. Unused funds at the end of each semester will carry over to the next semester.

## **PERSONAL COMPUTER RECOMMENDATIONS**

You are not required to own a computer. Computers are available in the Lower Computer Lab (lower campus residence hall quadrangle) and Hunter Hall Computer Lab 7 days a week, 24 hours a day. Computers are also available in the library during operating hours of the Mansion. Additional computers are available in the Computer Service Center during weekday business hours. Having a personal computer, however, makes it possible to accomplish many tasks in the convenience of your residence hall room. In addition, it is an indispensable communication tool.

You are responsible for the care and maintenance of your personal computer. Do not consider accessing the Internet without up-to-date antivirus protection. Be certain to take precautions against spyware and adware. These invasive and malicious programs can quickly render even the best computer inoperable. The Computer Service Center can provide free software and assistance in keeping your computer protected against threats and functioning properly.

### **FYI:**

**When choosing a computer for personal use, you should consider the relative merits of the desktop model compared to a notebook. Both have advantages. With the increase in wireless network access and the growing emphasis on electronic document use, you will likely wish to have a notebook computer with you in class as well as during study times.**

**The ideal personal computer equipment for use throughout your years at SVC should include the following: Windows 7 , Microsoft Office 2003 or later (this can be purchased from [www.academicsuperstore.com](http://www.academicsuperstore.com) or [www.provantage.com](http://www.provantage.com)) or OpenOffice 3 (freeware), Adobe Reader (freeware), antivirus protection (Avast recommended [freeware]), a USB drive (flash drive) for transporting files, wireless network capability, an Ethernet cable for connecting to data ports, headphones and a printer.**

## **MOODLE**

Moodle is a web-based course resource center now being utilized throughout the SVC curriculum. All students are set up with a Moodle account at the same time as their email. The user name and password for Moodle is always the same as your email user name and password. Moodle can be found at <http://moodle.svc.edu>. Your instructors will give you detailed instructions on the usage of Moodle.

## **SCHOLAR PORTAL**

SVC students are now able to register for classes, partake in course evaluations, and obtain grades through the Scholar Portal web site. Note that at this time the Scholar Portal does not use the standard email user name and password. Instructions for logging in are found on the portal login page: <http://www.webcollege.net/svcreg/login.aspx>

## **E2CAMPUS**

E2Campus is an emergency alerting system used by Southern Vermont College to issue urgent messages including weather-related delays and closings. You can customize how you wish to receive notifications, but it is recommended that you configure text messages to arrive on your cell phone so your messages are received in a timely manner. This system is only used for urgent and time-sensitive messages.

Registration is at [http://www.svc.edu/pr/campus\\_notification.html](http://www.svc.edu/pr/campus_notification.html). All students, faculty, staff, and administrators are encouraged to register. This system currently utilizes a separate name and password from our email system, but we are working on merging these systems now.

Note: that standard text messaging rates may apply on your cell phone.

## **CABLE TV**

The college provides free cable television service in the lounge area of each dormitory suite. The service is provided via a digital cable box that can connect to any television set. The college does not provide a television set although some suites have sets abandoned by former residents. The college does not provide free cable TV in any individual bedroom. However, there are cable drops to each bedroom and residents are invited to establish a personal account with Comcast, the local cable provider. Comcast can be reached at 1-800-COMCAST. Billing and transactions for such service is directly between Comcast and the resident; the college is not a party to these agreements. Please note that Comcast service works ONLY with a Comcast-provided digital cable box. You cannot receive analog signals by connecting a cable directly from a TV to the wall. Also, BE ADVISED that removing the digital cable box from a common area is violation of college policy and subject to the conduct review system including restitution charges. Finally, be advised that failure to keep digital cable boxes continuously connected to both AC power and the cable TV network can result in lost configuration and service disruption that may require a service call from a Comcast technician. To prevent service disruptions, please make sure cable boxes are never unplugged. If there are problems with any common area TV service, please contact the SVC IT Dept.

## **CELL PHONES**

Verizon and AT&T are neck and neck for coverage on campus. Sprint works so-so. There are NO carriers with wall-to-wall coverage on campus or the entire Bennington Area. Verizon, US Cellular, and Sprint all use CDMA technology meaning they all probably share the same towers. AT&T and T-mobile use GSM technology and probably share the same towers. Neither technology is better but CDMA has better coverage nationwide simply because there are more towers. Bottom line, it probably doesn't matter which you choose. All should work decently. (Exception: MetroPCS is nowhere in this area.)

### ***If you ever need help...***

**If you have additional questions regarding anything technical, please feel free to contact your IT Department at Extension 6344 (802-447-6344).**

## **IT STAFF**

**Michael Keen, Director**

**Matt Bouchett, Campus Technology Specialist**

**Doug Mears, Hardware Support Specialist**

**Mitchell Sweet, Computer and A/V Assistant**

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