

Computer Services for Students

What hardware and software are available?

Computers (both PCs and a limited number of Macs) are available for student use in the Computer Center, located on the first floor of the Teaching, Learning, and Technology Center (TLTC). Microsoft Office 2007 (Windows) and Microsoft Word 2008 (Mac) are installed on all our computers. Other specialized software packages used by specific courses is also installed on these computers.

Office 2007 documents will not open in Office 2003 unless the user has a compatibility pack installed or they are current in their Windows updates. Converting from Office 2007 to 2003 might result in the loss of some formatting. Options exist in Office 2007 to save as Office 2003 or a .pdf. **If you have created the document in another software program or a different version, you must convert the document to a supported program and/or version.** We do not install personally owned software on Alverno computers.

Discounted software packages are available for purchase by Alverno students. More information is available at: <http://depts.alverno.edu/techserv/students/software/studentsoftware.html>

When is the Computer Center open?

During the semester, the Computer Center is open over 100 hours a week. Detailed schedules are available in the Computer Center lobby or online at <http://depts.alverno.edu/techserv/ccinfo/hours.html>

What kind of help is available?

Student lab assistants along with professional staff are available to provide technical support during open hours in the Computer Center. Because there is a difference between technical support that a lab assistant can provide, and the content support that an instructor or a teaching assistant provides, we have developed this description of what you can expect from student lab assistants.

What can I expect from a lab assistant?

About HARDWARE? That she

- knows and can explain the types of equipment available

About removable media (floppies, zip disks, CDs and USB flash media)? That she

- can help you learn how to perform basic disk operations on a PC or Macintosh computer
 - save to removable media
 - copy a file or directory
 - check for viruses
 - check for disk damage

About your CAMPUS NETWORK ACCOUNT? That she

- can help you learn how to log on and off the network if you have your network user name and password
- can help you determine your network user name.
- Lab assistants cannot log on for you, or give you temporary access to the network if you do not have your own user name and password.

Lab assistants can help you reset your password if you have password hints on file. If you forget your password, it will need to be changed by a full-time Technology Services staff member.

About PRINTING? That she

- can maintain printers
 - insert paper
 - fix paper jams
 - cancel print jobs on the network
 - change the default printer
 - change laser toner
- All students receive 400 free pages of printing per semester. If you want to print more than 400 pages, you will need to purchase additional printing (\$5.00 minimum) from a Lab assistant or Professional staff. Black & white printing costs 10¢ per page. Color printing costs \$1.00 per page.

- If there is a dispute with print balances, Lab Assistants can print a copy of a student's print history and help them complete the form required to resolve disputes.

About the DIAGNOSTIC DIGITAL PORTFOLIO (DDP)? That she

- can help you login and submit an assessment or key performance

About EDUCATOR (Alverno's online course management system)? That she

- can help you login

About Interactive Online (IOL) (Alverno's information database)? That she

- can help you login

About EMAIL? That she

- can help you learn how to read and send e-mails

About ONLINE RESEARCH? That she

- can direct you to the Library Reference Desk for assistance (382-6062)

About SOFTWARE? That she

- knows what software is available in the Computer Center and where it is located
- can give basic directions when you are deciding which software package to use (that is, knows the capabilities of standard software applications, such as word processing, spreadsheets, databases)
- can show you where to find the help feature in software applications
- can help you find files in the Courses folder

About WORD PROCESSING? That she

- is familiar with basic word processing skills in Microsoft Word
 - can make basic corrections
 - can save a file
 - can retrieve a file
 - can use print preview features
 - can print
 - can set and change tabs and hanging indents
 - can format the document (e.g. set margins and line spacing)
 - can insert and delete page numbers
 - can create tables and make basic changes to tables
 - can save in text-only format

About SPREADSHEETS? That she

- can help you save, print preview and print a worksheet in Microsoft Excel

About ANY SOFTWARE TITLE other than those listed above, That she

- can check for an available manual for your use to find answers to your questions or show you how to find on-line help
- can exit the program (if you start a program accidentally)
- can help you find contact information for your instructor to provide additional assistance

About EQUIPMENT AND ROOM RESERVATIONS?

- knows Technology Services procedures and policies for taking reservations
- knows what equipment is available for delivery
- can check room availability
- is aware of equipment limitations
- can set up and test computer deliveries
- can set up and test special equipment such as a scanner
- can check room availability

If you have any questions about the Computer Center or lab assistant services, please contact Josie Weishaar, Lab Manager, at 382-6419.