

UH SYSTEM SUGAR LAND

INFORMATION TECHNOLOGY DEPARTMENT

Technology Resource Packet For Faculty



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Overview

The University of Houston System at Sugar Land (UHSSL) provides technology services to the UH System community in support of instruction, research, and administrative activities. These services are a public resource and may not be used for personal or corporate profit.

Because UHSSL is a system teaching center, the technology services are decentralized from the activities at the four UH universities. Policies and procedures have been established at the Sugar Land campus to ensure consistency among the universities and to meet their special needs. The Technical Services Manager is responsible for enforcing the policies and procedures at the UHSSL campus. Information on all the technology services can be found online at www.sugarland.uh.edu/technology.

Information Technology Staff

The Information Technology staff consists of full-time and part-time personnel. They provide technical support for all of the computer labs, mobile computer lab, instructional television (ITV) classrooms, portable multimedia equipment, multimedia classrooms, the local area network (LAN) and numerous staff, faculty, and library workstations. Their primary responsibility is to make sure that all technology resources are operational and available for use by the faculty and students. The staff also provides training or instruction in all of the technology resources.

The department's operational hours are:

Monday – Thursday	7:30 AM - 10:00 PM
Friday	7:30 AM - 8:00 PM
Saturday	9:00 AM - 5:00 PM
Sunday	CLOSED

The full-time staff is available during operational hours Monday through Friday. The part-time staff provides additional support from 5:00 PM to 10:00 PM Monday through Thursday and during operational hours on Saturday.

If your students will be using any of the computer labs with your class, it is vital that you provide instruction to your students in the use of the program(s) and explain the role of the technical staff. Because of limited staffing, UHSSL does not have software application specialists at the Help Desk. While the staff is knowledgeable in some of the software applications and will help where they can, they are operation specialists and not application specialists. Students may assume the technical staff knows how to use all of the programs on the computers and may get disgruntled when the staff cannot help them with a particular application. Your explanation of the staff's role will help manage their expectations of the type of assistance they will receive in the labs.

Each university does provide help desk assistance for applications used in the classes and programs taught at the UHSSL campus. The numbers are listed below and are posted at the Help Desk area. If you or your students need their assistance, please call the appropriate number for help.

HELP DESK NUMBERS

UH	(713) 743-1411
UH - Clear Lake	(281) 283-2828
UH - Downtown	(713) 221-8031
UH - Victoria	(361) 570-4399

The full time UHSSL Information Technology staff can be reached at the following phone numbers, fax numbers and e-mail addresses:

John McKee	Technical Services Manager	(281) 275-3379 (281) 275-3320 Fax	jkmckee@uh.edu
Mark Roskey	Network Administrator	(281) 275-3327 (281) 275-3320 Fax	mroskey@uh.edu
Amit Patel	User Services Supervisor	(281) 275-3387 (281) 275-3320 Fax	anpatel@uh.edu
Albert Fang	Telecom Analyst Technology Scheduler	(281) 275-3321 (281) 275-3320 Fax	ahfang@uh.edu
Zee Ali	Systems Analyst	(281) 275-3322 (281) 275-3320 Fax	zali6@uh.edu

Use of Technology

UHSSL has a variety of technology for use by faculty with their classes. This technology includes computing, multimedia, audiovisual, and videoconferencing resources. The Information Technology Department is responsible for operating and maintaining the technology and assisting the faculty with its use.

The following sections describe the types of technology available and the policies and procedures that govern its use.

Computer Laboratories

There are five computer laboratories available on the Sugar Land campus. The first one is an open lab that is available for all students and faculty. The second one is a multimedia lab, which is available to instructors who wish to utilize an instructional multimedia lab setting with their

students. The third and fourth ones are instructional labs, which are used as multipurpose classrooms for general classes and for classes needing computing resources. The fifth one is the mobile lab, which utilizes laptop computers and is brought to the instructor's classroom.

Open Computer Lab

This lab is located on the third floor of the George Building in Room 303. There are 27 PC workstations in the lab.

The workstations run the Microsoft Windows XP Professional operating system and have a high-speed connection to the Internet. The workstation hardware configurations include:

- Pentium D, 2.8 GHz Processor
- 1 GB RAM
- 80 GB Hard Drive
- DVD+RW Drive
- 17" Flat Panel Monitor

1 workstation is equipped with a scanner for media work. For those who need assistance with the scanner or DVD+RW drive, the technical staff will provide instruction in the use of the scanner and DVD+RW drive; however, the staff will **not** scan items or burn CD's or DVD's for individuals.

1 workstation is set up for individuals who are physically, visually, and auditory impaired. It is wheelchair-accessible, has a 20" flat panel monitor, headphones & the ZoomText program installed.

A listing of all available software is posted in the lab. However a general listing of the software package includes (but is not limited to):

- Microsoft Office 2007 Professional Suite (Word, Excel, PowerPoint, Access, and Publisher)
- Microsoft Visual Basic .NET
- Microsoft Visual C++ .NET
- Microsoft Visual C# .NET
- Microsoft Visual J# .NET
- Microsoft J++
- Java
- QVTNet (FTP & Terminal services)
- Microsoft Internet Explorer
- Mozilla Firefox

Other media and utility programs include Windows Media Player, RealOne Player, QuickTime Player, WinZip, Adobe Acrobat Reader, and Roxio Easy CD Creator. These programs and the web browsers are updated as new versions come out.

There are two high-speed laser printers in the open lab and one high-speed laser printer in the print area outside of the open lab. They print up to 45 pages a minute, and can provide duplex printing. A color laser printer, with duplex capability, is also available in the print area. Students have a print allowance each semester and should carefully manage their printing. If students need to exceed their print allowance, they may purchase additional pages in the front administrative office. Information on the student print allowance can be found at www.sugarland.uh.edu/print.

Please note that the hardware and software in all of the computer labs may not be an exact match to the hardware and software at your home campus. UHSSL provides a general package of software in each lab. If software is needed for a specific class or program, the home university is responsible for purchasing it and coordinating with the UHSSL technical staff for its installation.

Multimedia Computer Lab

This lab is also located on the third floor of the George Building in Room 305. There are 28 PC workstations in the lab.

The workstations run the Microsoft Windows XP Professional operating system and have a high-speed connection to the Internet. The workstation hardware configurations include:

- Pentium 4, 2.8 GHz Processor
- 512 MB RAM
- 40 GB Hard Drive
- Floppy Drive
- DVD-ROM and DVD+RW Drive
- 250 MB Zip Drive
- 19" CRT Monitor
- Wireless keyboard and mouse

The software package is the same as what is available for the open computer lab and there is a high-speed printer in the lab. Printing is unlimited in the multimedia lab, provided that students use the specific account established for the lab.

The workstations are contained in ergonomic flip-top desks, so that the instructor has a clear view of the students at all times. These desks allow the instructor to utilize the lab for regular classroom work as well as computer related instruction.

The multimedia lab also has an LCD projector, document camera, projection screen, and two 50" plasma displays.

Instructional Computer Labs

These labs are also located on the third floor of the George Building in Rooms 302 & 306. There are 30 PC workstations in each lab.

The workstations in both labs run the Microsoft Windows XP Professional operating system and have a high-speed connection to the Internet. The workstation hardware configuration in Room 302 includes:

- Pentium Core 2 Duo, 2.53 GHz Processor
- 4 GB RAM
- 250 GB Hard Drive
- DVD+RW drive
- 17" Flat Panel Monitor

The workstation hardware configuration in Room 306 includes:

- Pentium Core 2 Duo, 2.2 GHz Processor
- 2 GB RAM
- 160 GB Hard Drive
- DVD+RW drive
- 17" Flat Panel Monitor

The software packages are the same as what is available for the open computer lab and there is a high-speed black and white and color laser printer in each lab. Printing is unlimited in the instructional labs, provided that students use the specific account established for the labs.

An instructor computer is located at the front of each lab. The hardware configuration is the same as the student PCs listed above.

The workstations are contained in hide-away desks so that the instructor has a clear view of the students at all times. These desks also allow the instructor to utilize the lab for regular classroom work as well as computer related instruction.

The labs also have an LCD projector, connections for a personal laptop, VCR/DVD player, and scanner.

Mobile Computer Lab

The lab consists of 35 laptop computers which access the network and Internet through wireless technology. The laptops are brought to the instructor's classroom and can be used in a variety of settings (group work, one-on-one, etc.). 2 mobile printers are also available for use in the classroom with the mobile lab. All the laptops run the Windows XP Professional operating system.

Each laptop's hardware configuration includes:

- Pentium M, 1.73 GHz Processor
- 1.5 GB RAM
- 40 GB Hard Drive
- Floppy Drive **OR** CD-RW / DVD-ROM drive (Both can be used upon request)
- 14" Display

The laptops also come with a second battery (which swaps out with the floppy drive or CD-RW drive) for longer class sessions. Battery chargers for use in the classroom are available as well. The software package is the same as what is available in the open computer lab.

While the mobile computer lab can be used in any classroom, there are several powered classrooms that have electrical connections at the tables. Laptops can be plugged into the connections at the tables to maintain constant power over a long period of time. If you wish to teach in one of these rooms, please contact the Program Coordinator.

Wireless Computer Network

The wireless network at UHSSL consists of Access Points (AP's), which are integrated into the wired network, and Network Interface Cards (NIC's), which are integrated into the laptop computers. Data is transferred through the network from the AP's to the NIC's in the laptops. Because of this wireless interface, network and Internet access is available from all areas of the George Building.

Student and faculty laptop computers can utilize the wireless network. You should make sure you have a PCMCIA slot on your computer for the NIC or that your laptop has an integrated 802.11b or 802.11g NIC. If you do not own a wireless network card or it is not integrated into your laptop, there are NIC cards available for checkout. Talk to the technical staff if you have questions about checking out a NIC or if you have any other questions about your own laptop's ability to access the wireless network.

For information on how to log on to the wireless network using your personal laptop, go to www.sugarland.uh.edu/technology and click on the link for "Wireless Network Access for Your Laptop".

Media for the Classroom

All of the classrooms have a projector, pull down screens, PC with CD or DVD burners, a DVD/VCR player, and connections for a laptop computer. In addition, some rooms have an electric screen, speakers, and a control system that activates and runs the equipment.

Other equipment that can be scheduled for use in the classrooms are:

- **PORTABLE DOCUMENT CAMERA** - The portable document camera (“doc cam”) is used to display documents, photos, books or any other 3D object through a digital projector. There are 2 portable doc cams available for use.
- **CAMCORDER AND DIGITAL CAMERA** - There is a camcorder and a digital camera, which are available for taping presentations in the classroom or taking still pictures. Tapes for the camcorder should be provided by the instructor.

The digital camera is a 2 megapixel camera and can take up to 150 high resolution pictures. The pictures are saved on a memory disk and can be downloaded over a USB connection to a computer.

If you have special needs for the classroom that are not addressed here, please talk with the technical staff.

Instructional Television and Videoconferencing

The Instructional Television (ITV) program is utilized for 2-way interactive broadcasting of classes. It takes place in specially designed videoconferencing classrooms.

Rooms 109, 305, 309, 318, and 319 are designated as ITV classrooms on the Sugar Land campus. They contain an instructor workstation, complete with a computer, document camera, and DVD/VCR player. The cameras, monitors, and electronic equipment are all controlled by a user-friendly touch panel or remote control. Room 305 also has an LCD projector and projection screen and Room 318 has an LCD projector and projection board.

The rooms have different seating capacities, ranging from as few as 10 students to as many as 32. The Telecom Analyst and other technical staff provide full-time support and training for the videoconferencing network. If you are interested in teaching your class by ITV, talk with your department chairperson or dean.

Faculty can also schedule videoconferences between their home university and the Sugar Land campus. The Videoconference Scheduling Calendar and online reservation form are found on the Sugar Land website at www.sugarland.uh.edu/schedule.

General Practices for ITV Classes

The security and confidentiality of academic work is top priority at UHSSL. Therefore, faculty who teach ITV classes are asked to adhere to the following general practices for class assignments and work.

- Faculty should fax (281-275-3301) or send their assignments and any instructions to the UHSSL Administration office (front desk) for distribution to the students. If a proctor is needed, contact the Administration office (281-275-3340) to arrange for one or go online to www.sugarland.uh.edu/proctor. **Please allow for a five-day lead time to get the proctor.** E-mail's may be sent to sloffice@uh.edu. Sugar Land's mail code is 0800.
- Class and assignment information sent by an instructor will be placed in the classes file folder at the Help Desk on the 3rd floor.
- Students are responsible for checking the class folder each class day for assignments and information from the instructor. They are also responsible for turning in assignments, which are to be sent to an instructor, directly to the front office staff.
- The front office staff will send the assignments by courier to the instructor. If tests are being sent, copies are made and kept for 5 days in case there is a problem with the courier service.
- **Tests are kept confidential. They are NOT placed in the pick-up crates but are held by the front office staff until class time. At that time, the staff will take the tests to the class for dissemination at the direction of the instructor.**

When an instructor sends back graded work or other confidential information, that work or information is kept in the security file by the front office staff. Students are required to show a picture ID and sign for the work before the staff will release it.

Technology Scheduling

Some of the technology on the Sugar Land campus is scheduled online. For a listing of the resources that need to be scheduled, you can access the information at www.sugarland.uh.edu/schedule.

When a reservation is received, the Technology Scheduler will schedule the requested technology and send an e-mail to the instructor, confirming the reservation. The Scheduler will also contact you if there is a problem with your request. **If you do not receive a confirmation e-mail within 24 hours of your reservation request (not counting weekends and holidays), contact the Technology Scheduler immediately at (281) 275-3321.**

Questions on any of the technology or the technology schedule can be sent to sltech@uh.edu.

Faculty Computer Accounts

To access the network and the Internet at UHSSL, you must log on with an individual user account. Faculty may log on to their home university domain and use their home university computer account while at the Sugar Land campus. If you need assistance in logging on to your home university computer account, please see the technical staff.

If you are new to your home university and need to create a temporary user account at UHSSL until your home university account is ready, you can complete an online application at

www.sugarland.uh.edu/technology/account. There is a 24-hour processing period (not including weekends or holidays) to create a temporary UHSSL user account.

Once your temporary UHSSL account has been created, your user name and password, as well as other account information, will be e-mailed to you. **This temporary account will remain active for 60 days.**

Faculty Workstations, E-Mail, and Voicemail

Seven workstations for instructor use are located in the workroom of the Faculty Lounge (Room 107) and seven workstations are located in the Faculty Suite (Room 110). The Faculty Lounge and Faculty Suite also have power and data connections for individual laptops. There is a laser printer and copy machine in both areas. The Faculty Lounge and Faculty Suite are on the first floor of the George Building.

Instructors are also welcome to use the workstations in the open computer lab in Room 303.

Faculty may check their home campus e-mail from UHSSL. Please talk with the technical staff if you need assistance in setting up your e-mail access.

A limited number of voicemail boxes are also available for faculty. Voicemail boxes are assigned on a first come, first served basis. To request a voicemail box, an online application is available at www.sugarland.uh.edu/voicemail.

Contact Information

The following list of contacts should be utilized if you have a problem dealing with the available technology at UHSSL. **Please direct your problem to the UHSSL technical staff first so that they can attempt to solve your problem as quickly as possible.** Should you need to contact the staff and they are not immediately available, please notify the UHSSL Administration office so that they may contact them.

Institution	Type of Assistance	Contact Person	Phone Number	E-mail
UHSSL	General Needs	Administration Fax Number	(281) 275-3340 (281) 275-3301	sloffice@uh.edu
UHSSL	Information Technology Staff	Mark Roskey Albert Fang Amit Patel Zee Ali John McKee	(281) 275-3327 (281) 275-3321 (281) 275-3387 (281) 275-3322 (281) 275-3379	mroskey@uh.edu ahfang@uh.edu anpatel@uh.edu zali6@uh.edu jkmckee@uh.edu
UH	General Contact for Technology Support	Jim McGee	(713) 743-1571	jpm@uh.edu
UHCL	General Contact for Technology Support	Jerry Jones	(281) 283-2953	jones@cl.uh.edu
UHD	General Contact for Technology Support	Said Fattouh	(713) 221-8059	fattouhs@uhd.edu
UHV	General Contact for Technology Support	Joe Ferguson	(361) 570-4391 (Long Distance)	fergusonj@uhv.edu

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