

**University of Dubuque
Office of Technology
Technology Services for Students**

The Office of Technology provides support for students interested in using data and voice services at the University of Dubuque. This includes students residing in the residence halls or other University provided housing. In addition, the Office of Technology can provide assistance to identify alternative solutions for students interested in acquiring similar services from outside (commercial) providers. Listed below is a description of the types of services available, the limitations of those services, and recommended methods for getting help when needed.

Services Include:

The Office of Technology provides, at no additional fee to the student, the following services:

- Phone connection for student owned telephones in the residence halls. Voice mail is available upon request.
- Access to the Internet via direct connection data ports in residence halls, computer labs, and other work areas throughout the campus.
- Access to the Internet via a wireless connection in the Charles C. Myers Library and in the Underground in the lower level of Peters Commons.
- GroupWise email on campus, with web access to email through the Internet.
- Personal storage space on the network servers with web access to files and documents saved to the network drives through the Internet.
- 250 pages printed through laser printers in the computer labs per semester at no charge. Additional pages beyond the first 250 must be purchased in advance from the cashier (Third floor of the Charles & Ramona Myers Center).
- Assistance through the Help Desk via phone (589-3737), email (helpdesk@dbq.edu) and/or visiting the Help Desk on the first floor of the Jackaline Baldwin Dunlap Technology Center (M-F, 8-5). Resolution response time will fall within the business day (M-F, 8-5, with the exception of holidays).
- Symantec antivirus software and various spy-ware software for student-owned computers on campus is provided.
- Technical assistance for configuring/certifying student-owned computers to connect to the data port within a University residence hall or property.
- Space on the University of Dubuque website for personal web pages.
- Internet access to information about grades, schedules, billing accounts, and demographic information.
- Access via University-owned computers to the following software programs and applications:
 - Microsoft Office Suite 2007 (Word, Excel, PowerPoint, Access, Publisher)
 - Microsoft Office FrontPage 2003
 - Library electronic resources
 - Software specific to curriculum (CGIM, CIS, Aviation, etc)
 - Internet Explorer

Services Not Included:

The Office of Technology does not provide the following services or support:

- Long distance telephone service.
- Telephones, televisions, or computers beyond those available in computer labs and various work areas throughout the campus.
- Premium movie channels or features beyond the basic cable package from Mediacom cable services
- Satellite or digital television reception.
- Technical support for student-owned computer hardware or software, including modems, network interface cards, and peripherals.
- Technical support for computer components required for data connections (ex: troubleshooting and/or replacing modems or network interface cards).

- Access to blocked Internet sites. Requests for un-blocking sites must originate from faculty, advisor, or staff.
- After hours support beyond receiving Help Desk email and voicemail (see Need Help section for after hours emergencies).
- **Note:** The University of Dubuque automatically blocks access to Internet sites containing content not consistent with the mission and vision of the University. Examples include sites with pornographic or obscene material. The University also uses software that gives priority Internet access to academic and administrative use. This may limit or block Internet access to social networking sites during certain times of the day.

Support Limitations:

The Office of Technology cannot support the items listed below. This eliminates the risk of violating the product warranties of equipment owned by students. Items include:

- Software programs and applications purchased, owned, or borrowed by individuals
- Fax machines
- Copiers
- Printers
- Scanners
- Digital camera/camcorders
- Cell phones
- Digital music players
- Telephones*
- Computers*

*The Office of Technology staff will make every effort to assure the functionality of the connections to student owned telephones and computers. Staff will assist in diagnosing possible computer component failures only as they relate to connecting the equipment to the campus resources, but cannot perform repairs or replace inoperable components.

Need Help?

To report voice or data service problems:

1. Call the HELP DESK (589-3737)
2. Email Helpdesk@dbq.edu
3. Walk into the Office of Technology on the first floor of the Jackaline Baldwin Dunlap Technology Center, Monday through Friday, 8:00 am through 5:00 pm.
4. For non-emergency after-hours and weekend support, steps 1 and/or 2 above may be used. Help Desk staff will address the problem on the next working day.

Wide-spread System Problems (after-hours and weekends)

If **residential** students experience problems with the Internet, Group Wise, UD Website, printing, web access to network files or UD phone problems in the residence halls during non-regular working hours (evenings and weekends), please contact your **Resident Assistants to contact security and report the problem**. **Security** will make the appropriate calls to the Technology staff to get the problem resolved.

If **non-residential students** experience problems with accessing GroupWise, the UD Website, web access to network files or if any student has network problems in a computer lab please call Security at ext. 3333 or 580-0444 and report the problem. **Security** will make the appropriate calls to the Technology staff to get the problem resolved.

Office of Technology Staff:

Position	Area of Responsibility	Personnel	Location
Help Desk	Help Desk support, work order routing, supervision of lab monitors	Jeanine Schromen	Technology Center 113
Senior Microcomputer Specialist	Hardware/software installation and support	Molly Reich	Network Hub
Microcomputer Specialist	Hardware/software installation and support	Terry Reeg	Network Hub
Director of Technology	Directs workflow of Technology staff, primary support of central network	Sherry Cusick	Network Hub
Network Specialist	Backup support of central network	Gerard "Skip" Hefel	Network Hub
Director of Information Services	Primary support of administrative software and phone system	Richard Feller	Network Hub
Director of Multimedia	Equipment reservations, technology orientation, special event support	Mike Willis	Van Vliet 100
Administrative Assistant to the Technology Office	Administrative duties, maintenance of budget, Help Desk backup support	Ronda Powers	Technology Center 113