



# Plug into Cal Poly Pomona

**Bronco Fusion**

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**&**

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# What is I&IT?



- It's Instructional & Information Technology
  - “Central IT”
- Applications, Learning, Projects & Services, Security, Support, Systems, Web Development Departments
- Students will deal with Support and Learning

# What do we Do for You?

- Support helps you with:
  - Passwords
  - Account Claiming
    - Your BroncoName
      - Email
      - BroncoDirect
      - BlackBoard
    - Your Network Connection
  - Wireless Laptop Configurations
  - General Computer Consulting, Answers



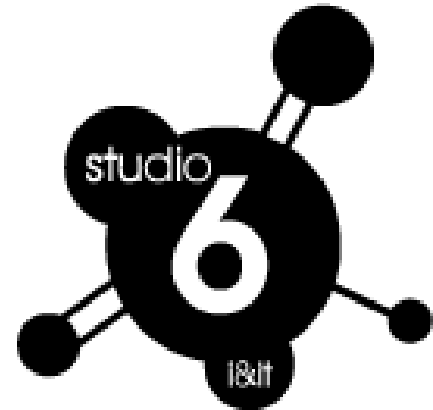
# Cal Poly Pomona Help Desk

- This is the Help Desk for students
- Building 1, Room 100
- Mon-Thurs 7:30 a.m. to 6:00 p.m., Fri 8-5
- 909.869.6776
- Staff
  - Lead
  - 3 other full-time professionals
  - 6 part-time student assistants
  - 2<sup>nd</sup> Tier unit for escalated problems (staff of 2)



# Learning - Studio 6

- Multimedia Technology
- Online learning
- Hours
  - Mon – Thu 8:00 a.m. – 9:00 p.m.
  - Fri 8:00 a.m. – 5:00 p.m.
  - Sun Noon – 5:00 p.m.
- 98 C6-13
- <http://www.csupomona.edu/~iit/learning/studio6.shtml>



# 24/7 Online Help

- <http://www.csupomona.edu/ehelp>

The screenshot shows the eHelp website interface. At the top, there is a header with the eHelp logo and the text "AN ONLINE RESOURCE FOR STUDENTS, FACULTY & STAFF" and "CAL POLY POMONA". Below the header is a search bar with the text "Search eHelp" and a "GO" button. The main content area is titled "Welcome to eHelp" and contains several sections of links. The first section includes "Alerts, Status, Maintenance: ..." with a sub-link "News: Vista and Office 2007", "Service Hours" with a sub-link "Daylight Savings Time Change ...", and "Protect yourself" with sub-links "virus, spam, spyware, confidential data". The second section includes "Email" with a sub-link "Check Email, Setup", "Learning Management System" with a sub-link "Blackboard", and "Software" with sub-links "Downloads, OS support". The third section includes "Frequently Asked Questions" with sub-links "Email, VPN, Web, Wireless", "Security" with sub-links "Spyware, Protect your PC", and "Web" with sub-links "Browsers, Web Assistance". The fourth section includes "BroncoDirect" with sub-links "Students, Instructors and Advisors...", "Classrooms" with sub-links "By Building, By College", "Computer Accounts/Passwords" with sub-links "Change Password, Claim Account...", "Connecting" with sub-links "FTP/SFTP, telnet/SSH", "Data Services" with sub-links "BroncoData", "Equipment" with sub-links "Carts, Video, Data Projectors...", "Find your Tech!" with sub-links "Locate College/Department Techs", "Glossary" with sub-links "General, LCT", "Grades" with sub-links "GPA Calculator", "Handhelds" with sub-links "PDAs...", "Help/Training" with sub-links "Workshops, Project Request...", "Identity Management" with sub-links "BroncoDirect Access, ...", "Labs/Facilities" with sub-links "General, Studio 6, Reservations...", "Learning-Centered Technology Initiative" with sub-links "Classrooms, Laptops, ...", "Mailing Lists" with sub-links "Setup, Lists, InterFAQ...", "Networks" with sub-links "Connect, VPN, ITRP, Win domain ...", "Policies" with sub-links "Appropriate Use, Web...", "Registration, Adds/Drops, Grades, Credit Card Payments", "Telephone Services" with sub-links "Voice Mail, Directory, Work Order...", "Video" with sub-links "Archives, Requests, Streaming...", "Wireless" with sub-links "Setup, Access Points, Off-campus...", and "Team eHelp" with sub-links "For eHelp maintainers". At the bottom, there is a note: "Puzzled by the different link styles? Links within eHelp look like this, and links to resources outside eHelp look like this".

# Important Student Applications

- **BroncoDirect**

<https://brncodirect.csupomona.edu>

- Registration, Add/Drop Classes
- Open Seats, Advising, Class Schedule, Catalog
- Grades

- **Blackboard**

<https://blackboard.csupomona.edu>

- Online classes
- Discussion Groups
- Tests, Quizzes, Syllabus, Class Assignments
- Organizations, Student Clubs

# What You Can Do

- 180 Laptop Wireless Access Points  
<http://www.csupomona.edu/ehelp/wireless/coverage.html>
- Internet Connectivity
  - Access in Classrooms, Dorms, Village, Suites
  - 10 to 100 MBs wired connections

# What You Can't Do



- Install your own Wireless Access Points
- Pull out a single-line connection and “Spread It” with a Hub (except in a few of the older dorms where it’s allowed by Housing)
- Set up File Servers and serve copyrighted

- Movies



- Music

- Other Copyrighted Materials

- Copyrighted Images – limited educational use OK, selling, free distribution not OK
- Copyrighted Articles – same deal: *Check Carefully Before Using!*



# Information Security



- **Virus Protection**
  - Housing Areas offer this
  - If You Don't Have, Spend a Few \$s for it (Book Store has great deals) – MacAfee, Norton or “freebies”
- Hog Large Amounts of **Bandwidth**
- Like **Copyright Violations**, Hubs, Self-Installed Wireless Access Points, we'll “Black List” You by MAC address from the campus network
- Don't Get “**Phished**”
- We Take Information Security Very Seriously!