

Academic Computing at Haverford

Quick Facts for Faculty and Academic Staff

2009/2010

The Academic Computing Center (ACC) is a division of College Information Resources (CIR). Along with the Library, Administrative Computing, and Networking & Systems, we support the use of information resources. By providing appropriate tools and services, we strive to enhance the educational activities at Haverford College.

This handout provides a quick reference for computing services and resources available to faculty members and academic staff. More information is available on our web site, www.haverford.edu/acc.

Contact Information

The Academic Computing Center is located in Stokes 204. Please feel free to contact us with your questions, concerns, and ideas about information technology and its use on campus.

Academic Computing Office: Stokes 204 M - F: 9:00 AM - 5:00 PM
(610) 896-1045
Web www.haverford.edu/acc/
Email helpdesk@haverford.edu

Computing Help Desk: Stokes 204T M – Th: 8:30 AM – 6:30 PM
(610) 896-1480
Friday: 8:30 AM – 5:00 PM
Email helpdesk@haverford.edu

Departmental Liaisons: www.haverford.edu/acc/about/liaisons.html

Getting Help

The Computing Help Desk provides general assistance with basic computing hardware, software, or networking issues. Call the Help Desk for help with discrete tasks such as organizing bookmarks in Firefox, formatting a column in Excel, or accessing our networked file storage. Likewise, call the Help Desk if you experience malfunctions such as a blinking monitor, error messages, or printing difficulties.

In addition to the Help Desk, you have a departmental computing liaison to oversee your computing needs. Your liaison will work with you when a Help Desk problem requires special attention. Your liaison will also work with you more generally to help utilize information technology in your teaching and research.

Access to Computers

ACC supports Dell and Macintosh systems configured with standard software, including Microsoft Office (word processing, spreadsheets, presentations), Firefox (web browser), and a customized version of VirusScan (antivirus).

ACC provides each faculty member with one office computer. If you need a faculty office computer, contact your liaison or submit a request online at www.haverford.edu/acc/tools/requests/systemrequest.html. The *Faculty Office Computer Policy* (linked

from the request page) explains your options and responsibilities regarding systems provided.

Academic staff (other than faculty members and administrative assistants) must budget for their computer systems. Those buying computers for departmental labs, additional office systems, or other purposes, must budget for them as well. Once budgeted, ACC can help you select appropriate systems. We can also help you order, configure, and deliver your systems.

All faculty, staff and students may purchase a personal home system at academic discounts. See www.haverford.edu/acc/sales/.

Computer Accounts and Network Services

Haverford provides several computer accounts for accessing important information and networked services. **Come to the ACC office in Stokes 204 to pick up your computer account information.**

Email

Your email account is your primary account at Haverford. It has the form username@haverford.edu, where *username* is provided by the Computing Center. If you forget your email password, come to the Computing Help Desk with your photo ID or reset your password over the web at <https://accounts.haverford.edu>.

You can read email through a desktop mail client, such as Thunderbird, or the web-based mail program SquirrelMail. If you prefer, you can forward your Haverford email to another account. It is common practice to check Haverford email daily. As a courtesy to others, please set an automated away message if you will not check your Haverford email for several days.

See the **Tools/Email** link on the ACC home page, or go to www.haverford.edu/acc/tools/ to configure and use your email account.

Wireless Networking

Haverford provides a number of wireless access points on campus. For a list of wireless hotspot locations, and instructions for using the wireless network, see www.haverford.edu/acc/hotspot.

Storage

All faculty and staff members have 4 GB of space on our networked file server, Storage. You can store files in your private space, as well as share files with others who have a Haverford email account. We recommend using Blackboard to share files for courses. You can request Storage accounts for Bryn Mawr and Swarthmore students, but those students already have access to Blackboard. See www.haverford.edu/acc/docs/network/storage.

Webpublish

You can post web pages on www.haverford.edu via the Webpublish server. All faculty members can publish new web pages or edit existing web pages within their department's directory. See *Creating and Publishing Faculty Web Pages* at www.haverford.edu/acc/webdev/webdev-faculty.html.

Blackboard

Haverford shares the Blackboard learning management system with Bryn Mawr and Swarthmore. Through Blackboard, you can make syllabi, handouts, assignments, and other course information available to your students. Blackboard can also host discussions, allow a group project space, or give quizzes and tests. Your Blackboard account user name has the form **hc.username**, where *username* is the same as for your standard email account. To start using Blackboard, go to blackboard.haverford.edu and click on the link to "learn your Blackboard user name and set your password!"

Network Printing (a.k.a. Windows Network Login)

Your Windows Network account lets you print to campus networked printers from either a Windows or Macintosh computer. This account has the **same user name as your email account**, but a **different password**. If you are unsure of your Window password, talk to your liaison. You will find instructions for networked printing at www.haverford.edu/acc/docs/network/netprint.html.

Other Accounts

All faculty members and academic staff are issued the above accounts upon signing their employment agreement. Other accounts are available upon request. The most popular of these is a **Virtual Private Networking (VPN)** account for accessing Haverford's network from off-campus. See www.haverford.edu/acc/docs/network/VPN/.

Computer Backups

Academic Computing provides a semi-automatic backup service for faculty and academic staff. This backup enables us to restore your documents and email in the event of a catastrophic disk failure, computer theft, or other major data loss.

Due to space limitations, we cannot back up all files on faculty or staff systems, nor can we provide a permanent archive of your data. In particular, we do not back up sound, image and video files. To protect your work, you should keep your own backups of important files — especially current projects, sound, image and video files.

For details about our backup service, see www.haverford.edu/acc/docs/general/facbackup.html.

Workshops and Training

Haverford conducts computing workshops throughout the year. Most workshops are open to all staff and provided free of charge. We also host periodic talks and demonstrations. These are publicized via email and posted at www.haverford.edu/computing/training.

Computer Security

You are responsible for securing your system against physical and virtual threats. This means you must take reasonable steps to prevent theft.

Follow the guidelines on our *Protect Your Computer* web page at www.haverford.edu/acc/protect/. These recommendations include reading and adhering to ACC computing alerts sent via email. Before taking any action recommended in an email, please first confirm that the instructions are legitimate. ACC will never send you an attachment or executable file. If we ask you to install something, we will refer you to a secure page on our Haverford web site. That way, you know you are downloading a safe file from us. We list all computing alerts on our web site at www.haverford.edu/acc/bulletins/.

Be wary of so-called “phishing” attempts. In a phishing attack, somebody pretending to be a trustworthy source tries to trick you into revealing sensitive information like email passwords or bank account information. Reputable sources, including ACC, should never ask you to send sensitive information by email. Email is not secure, and you should never use it to transmit such information.

Computing in the Classroom

Audio Visual Services equips many classrooms with computer projection. For details about classrooms with built-in projection at www.haverford.edu/av.

In addition to projection, there are a limited number of computer classrooms available for your use. Contact your computing liaison for details.

Academic Software

If you need software to help you teach your specific discipline, but which does not have general relevance to departments across campus, ACC will work with you to make that software available. Mathematica, SPSS, and Sibelius are examples of discipline specific software. After we verify that your software is properly licensed and works in our computing environment, we will make it available to students. Provided it complies with your license agreement, we can install discipline specific software in departmental computing labs, public student computing labs, or over the network. Once ACC installs and tests this software in the agreed upon locations, departments or individual faculty members must provide their own support for discipline specific software.

Our web site lists academic software currently available. For questions about other software available in departmental labs, see your department chair or the person responsible for that lab. To request new software, see www.haverford.edu/acc/labs/campus_only/software_request.html.

Please request new software for the public labs by July for the fall semester and by fall break for the spring semester. This gives us adequate lead-time for testing and installation. We are not able to accommodate mid-semester requests.

Student Computer Access

About 98% of all Haverford students have their own computer connected to Haverford's network. Students may also use computers in the library and several public labs on campus. A number of departmentally run computing labs provide students access to resources important to that discipline. All students have access to our standard software suite (Microsoft Office, Firefox, VPN, etc.), as well as discipline specific academic software.

Student Computing Support

Haverford students receive a high level of computing support. All incoming students must successfully complete a web-based technology orientation and quiz. This orientation introduces students to the Blackboard learning management system and other key computing resources and policies. Instructional guides for computing resources are available on our web site. Our Computing Help Desk will assist students with computing questions.

ACC staff can present a hands-on workshop or demonstration tailored to the needs of your class. We typically provide such training during regular course hours with the faculty member present. Previous in-class workshops have taught students how to create basic web pages, create and deploy web-based surveys, and edit videos. Contact your departmental liaison to find out how ACC can help your students obtain the computer skills and resources needed for an assignment.

Privacy, Information Access and Acceptable Use

Haverford has several rules governing your rights and responsibilities as a computer user. Please read the *Acceptable Use of Information Technology Resources Policy*, along with related policies, on the web at www.haverford.edu/acc/docs/policies/.