

Procedures for Using the Campus Computer Labs and Smart Classrooms

The computers and technology equipment in the hands-on computer labs and smart (multimedia) classrooms¹ are used by many instructors for a variety of classes. Although we all dislike restrictive “rules,” the Instructional Technology and Services Department knows that you appreciate the consistent operation of this equipment when teaching in these labs or smart classrooms. Thus, your compliance with these procedures is essential.

Reporting Problems

If you are experiencing problems in a computer lab or smart classroom, please send an email to our help desk system: mctechhelp@wvm.edu or leave a message at the Instructional Technology and Services Support Line—855-5359.

If you are experiencing problems with an overhead projector, TV, VHS, or DVD device, please contact Mike Fee at 855-5135. Also, please be sure to power down the overhead LCD projector before leaving the classroom. The replacement bulbs for these projectors can cost up to \$400.00.

Basic Procedures

1. *No food or drinks are allowed in any of the computer labs or on the consoles in the smart classrooms.*
2. *Do not leave the computer labs or smart classrooms unattended. An instructor must be present when students are present. Students left unattended by the instructor will be asked to leave the lab or classroom.*
3. *Please do not open up the computers or attempt to modify any hardware on the computers. You may permanently damage the computer and/or injure yourself in the process.*
4. *Do not attempt to remove or modify any software on the computers.*
5. *Do not move or remove any computers, printers or other peripherals, including mice, keyboards and mouse pads.*
6. *Do not unplug and/or re-arrange network cables or equipment.*
7. *IT&S is not responsible for any data left on the computers in the labs or smart classrooms. We recommend that both instructors and students save their work on flash drives as the computers refresh to their original state upon each reboot. If instructors in labs or smart classrooms need to save documents that they refer to regularly, please save them in the **my documents** folder. However, these documents will be cleared at the end of the semester.*

Software Installation

Please do not attempt to install any software or web plugins before contacting Randy Wu, Robert Guest or Pat Hudak. These computers hold more than 40 software applications, and your additional software could impair the operation of these applications.

¹Smart classrooms are E1-603, S1-401, N1-202, N1-401, N1-501, N1-405, W1-602, N2-302, N2-401, N2-501, E2-301, W2-201, W2-301, N3-301, N3-401, N3-501, E3-301, E3-401, E3-501, E3-601, S3-301, S3-401, W3-301, W3-401, MT-7, MT-14, SCI 120, SCI 140, SE2-104 (Sorenson) & HM21.

1. *Software installation must be approved by Pat Hudak (x5361) or Mina Jahan (x5360). Proof of license must be provided with software.*
2. *Give us at least one (preferably two) week's notice to allow for successful installation.*
3. *Since we have experienced many software conflicts, we do not recommend "free" Internet or "open source" software.*
4. *We need at least a semester's notice for any OS or Microsoft Office upgrades. It should be noted that we are currently using Microsoft Office 2007 and Mac Office 2008 in all of the labs and classrooms.*

Hardware Installation

Please contact Randy, Robert or Pat if you need to add a peripheral to an instructor's workstation in the computer labs or a multimedia room computer. We will need at least one week to test drivers, install proper cables, and verify functionality and/or feasibility.

Printing

1. *The printers in the computer labs were designed to handle small print jobs. They were not designed for printing multiple resumes, lab manuals or long PDF documents.*
2. *The printers are stocked with paper on a regular basis. Please do not take paper from a Senior Office Coordinator's office to fill paper trays.*

Login Procedures

The PCs in the computer labs and multimedia classrooms have Windows XP (note—the new E2-202 animation lab will have Windows 7) as the operating system; therefore, you need to log into the computers to use them. The login is very simple.

1. *After powering up the computer, press Ctrl-Alt-Del.*
2. *The username for the instructor's workstations in the smart classrooms (both Macs and PCs) is **instruction** and the password is **mcinstruct6**. If the username has been changed to something else (such as administrator, just type in **instruction**.) Please do not give this login and password to students.*
3. *The computer labs, including the teacher's computer, have an auto login. However, for the computer labs in E2-202 and N1-301A the username is Guest with no password. For the W2-501 computer lab just choose the Mission College icon. There is no password.*

Wireless Internet

Mission College is a wireless campus! The wireless Internet service is available and free to use for all students, faculty, and staff of the West Valley-Mission Community College District.

Please understand that the wireless connections to the Internet are on a public accessible network with many users using different computer systems. Some of these systems could be infected with undesirable viruses, or worms. Also, any data you send or receive is unsecured.

How to connect to our Wireless Network:

1. Any wireless device (laptop, smart phone, netbook) can access the wireless network.
2. Confirm your wireless device has identified our network SSID: **“WVM-WIFI”**.
3. No password is needed.

Other notes

- Our wireless network does not support roaming capability.
- The IT&S department does not provide support to connect your wireless device.
- There is no wireless printing.

Questions?

If you need help operating the smart classrooms or have any questions or other concerns, please contact Pat at 855-5361.

Let's have a great semester using the available technology at Mission College!