

Student Guide to the General Electric Foundation Computer Center

**F
A
S
T

F
A
C
T
S**

Computer Center Administrative OfficesHammermill 130

Public Lab Locations.....Hammermill 135, 139, 143; Lilley Library, Nick 155, Nick 156, REDC 153, REDC 175, REDC 176, Witkowski 109, Witkowski 110

Public Lab Hours.....Monday through Thursday, 8:00 a.m. to 9:00 p.m.
(all except H135, Library, Nick 156, and REDC) Friday, 8:00 a.m. to 6:00 p.m.

Library lab hours.....Monday through Thursday, 8:00 a.m. to 11:30 p.m.
Friday, 8:00 a.m. to 5:30 p.m.
Saturday, 12:00 p.m. to 7:30 p.m.
Sunday, 1:00 p.m. to 11:30 p.m.

H135, Nick 156 and REDC labs.....24/7 PSU ID card swipe access throughout the fall and spring semesters.
Call 898-6250 for holiday, summer, or semester break hours.

School Labs..... Access restricted to students enrolled in courses for that school. Contact the school for lab locations and hours.

Computer Kiosk Locations..... Junker Center, Kochel Center, Roche Hall, and Reed Union Building; Lawrence, Niagara, Perry, Senat, and Tiffany Residence Halls

Wireless Network Hot Spot Locations.....Academic Buildings: Reed Building / Kochel Center / Otto Behrend Science Building Lobby / Hammermill Building / Nick Building / Junker Center / Science Lab Complex/ Lilley Library / REDC
Residence Halls: Packet Hall Community Center / Tigress Hall ground floor / Senat Hall 2nd. floor lobby / Lawrence Hall lobby / Niagara Hall Music Room/ Perry Hall lobby / Ohio Hall 2nd. floor lobby

Modem Phone Number..... 898-7200

Help Desk Phone Numbers..... 898-6415 (Hammermill), 898-6083 (Lilley Library), and 898-6709 (REDC labs) 898-6550 (Residence Hall Network Help Desk)

Request Computer Help bditHELP@psu.edu

Computer Center Web Page <http://www.pserie.psu.edu/compcntr/compindex.htm>

Computer Center News <http://www.pserie.psu.edu/compcntr/announce.htm>

Computer Labs

The Computer Center Administrative Offices are located on the first floor of the Hammermill Building. There are 11 public PC labs, eleven Engineering labs, and a variety of other school specific labs that the Computer Center manages. Three of the public labs are located in the Hammermill Building, with satellite labs located in the Lilley Library, Nick, REDC and Witkowski Buildings.

All labs contain workstations that are networked to an Enterprise server cluster. The PCs are configured with Pentium processors and run under the Windows XP Pro operating system. A variety of software is available in the public areas; course-specific, general application (i.e. Microsoft Office, WordPerfect, etc.), and Internet access (for checking email, web browsing, etc.) School labs typically offer discipline-specific software as well as a limited selection of general software. Witkowski 110 is a specialty lab that features the Linux operating system used in Computer Science and select Engineering classes.

The operating hours of all public labs are listed in the chart above and these hours are also posted on the Behrend web site at: <http://www.pserie.psu.edu/compcntr/hours.htm>. The public labs are available to all students except when they are reserved for instruction. The Lilley Library and Hammermill 135 labs are "open" labs and never host classes. Additionally, during the spring and fall semesters, the Hammermill 135, Nick 156, and REDC public labs are open 24 hours a day, 7 days a week. School specific labs have restricted access and are only available to students in those curriculums. Contact any Help Desk for more details about public labs, school specific labs, or 24-hour lab access.

Getting Help

Student Computer Consultants are available to help users of any computer lab. Consultants are stationed at the Help Desks in the Hammermill, Lilley Library, and REDC lab areas to provide general assistance with the Computer Center's hardware, software, and printers. Users may also contact the on-duty consultants by phone to receive help or submit a message to the bditHELP email address. (See the Fast Facts chart for the Help Desk phone numbers and the bditHELP email address).

Computer Kiosks

Computer Center kiosks are provided so students can check their email or browse the Internet in a casual environment. Kiosk installations are located in the Reed Building, the Kochel Center (at the east end of the ground floor corridor), in Roche Hall (near the vending machines on the ground floor), and in the Junker Center (downstairs near the vending machines). Kiosk computers may be used whenever the academic building in which they're located is open. Residence Hall kiosks can be found in the Lawrence, Niagara, and Perry hall lobbies, on the ground floor of the Tiffany Residence Hall suite near the Laundromat, and on the second floor of Senat Hall. Access to these kiosks is restricted to the residents of their respective building.

Electronic Access Accounts

Students automatically receive an electronic Access Account. An Access Account is a User ID and Password that enables students to use the public labs as well as the full range of network-based services on and off campus. Students may retrieve their ID and password by using PSU ID card swipe Signature Stations. Signature Stations are located in the Hammermill 135 Cyber Lounge (available 24/7), in the Registrar's Office (Erie Hall), in the Reed Building (adjacent to Bruno's) and at the REDC 162 Help Desk (available 24/7)

Tutors, Seminars, Software Learning Guides, and Web-Based Training

Assistance for creating Word documents and utilizing spreadsheet programs is available each fall and spring semester in the Learning Resource Center (LRC) located on the third floor of the Lilley Library complex. One-on-one help for other computer programs may be available by appointment; contact the LRC for details.

Connecting to the Penn State Network

On-campus residents with a PC can connect directly to the Penn State network with an Ethernet network card. Visit www.rescom.psu.edu for more details. A Residence Hall Network Help Desk is available to provide residents with support for their in-room networking and is staffed M-Th, 6:00 – 10:00 PM. Off-campus students with a PC can use a modem to dial into the Penn State network, or may use the campus Wireless Network if they own a laptop. See the Fast Facts section of this guide for Wireless Network hot spot locations.

Employment Opportunities

The Computer Center hires wage payroll and work-study students to help support computer users. Students may apply for the following positions: Student Consultant and Student Technician. (Note: Student technicians must have worked previously as a student consultant at the Penn State Behrend Computer Center.) The main job duties of a student consultant are to provide help to users who have general questions about using the software or hardware in the labs, and provide phone support to both on and off campus users. Student technicians install hardware and software, repair hardware, and troubleshoot Residence Hall Network problems.

Purchasing Hardware and Software at a Discount

Students can receive discounts on brand name hardware and software from a variety of computer vendors. The Computer Store at University Park coordinates this discount program and provides price lists, product information, and on-line ordering instructions from their home page at <http://computerstore.psu.edu>. If you need further information or have any questions about this discount program, you may contact the Behrend Computer Center or University Park's Computer Store. Phone the Computer Store at 800-251-9281 or email computerstore@psu.edu.

This publication is available in alternative media upon request.
Penn State is an affirmative action, Equal Opportunity University.