



Instructional & Information Technology Services Academic Program Support Overview

The Mission of the Department of Instructional and Information Technology Services (IITS) is:

- To provide a stable, varied and fully featured computing and telecommunications environment;
- To provide professional, timely responses to requests from students, faculty, and staff.
- To serve as the technological guides for the campus community and proactively advance the state of computing by:
 - assisting faculty in creatively applying technology to improve instruction and research;
 - providing technology to students in an environment conducive to learning and
 - supporting the full breadth of business functions at CSUSM and aggressively promoting the application of modern techniques to enhance these applications;
- To include in all policies, procedures, plans, employment decisions and program and personnel evaluations the goals and responsibilities of members of the CSUSM community as defined in the Mission Statement;
- To serve as a liaison to the external communities of CSUSM, providing coordination and assistance to the Chancellor's Office, sister CSU campuses, and the local educational community;
- and To support and promote CSUSM efforts to obtain external grant funding, business partnerships and other development opportunities

Instructional Computer Labs

IITS maintains sixteen Windows, four Macintosh and one Linux computer labs which may be scheduled for classroom instruction. These labs are typically available to students during those times they are not scheduled for classes or special sessions. IITS also supports special-purpose computer labs in SSS/EOP, the career center, and in the math and writing tutoring centers.

The labs are maintained on a three year refresh cycle in order to provide compatibility within the campus technology environment. Computers are configured with a standard image, and all Windows computers use a single sign-on system that provides students with access to a home drive where they can store their coursework.

The standard image is consists of the Microsoft Office suite, along with other typical instructional software such as SPSS, Minitab, application development and multimedia development software.

Instructional Computer Labs are composed of thirty - 50 student stations and a single instructor station. In addition each of these rooms has a "smartclassroom" system for displaying information from the instructor station, or other multimedia material.

Complete information about the configuration of the Instructional Computer Labs can be found online at http://www.csusm.edu/computer_labs.

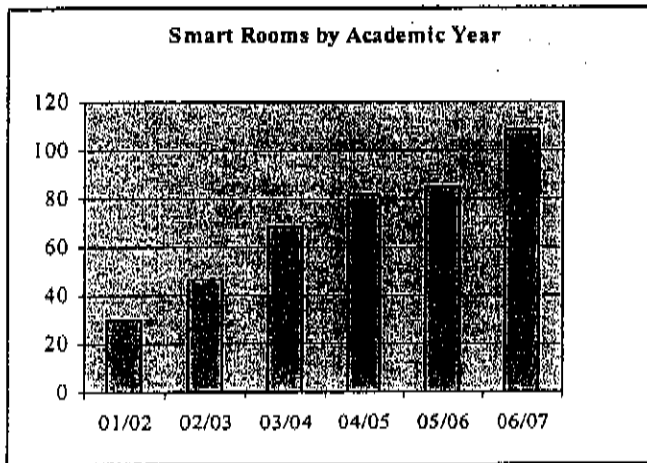
Open Computer Labs

IITS maintains two Open Computer Labs in which no classes are scheduled. All instructional labs are available to students when classes are not in session. The Kellogg Library Open Computer lab (Kel

2000) holds 71 PC seats and 13 Macs for multi-media development. Academic Hall Room 202 and consists of 108 PC and 4 Macintosh computers.

Classroom Equipment

All classrooms which can seat 25 persons or more are now equipped with smart systems. System features:



1. Data projector and projection screen which can display VHS or DVD video, computer or laptop desktop.
2. Keyboard and mouse are on a height-adjustable shelf to accommodate different users' needs.
3. Laptop connection cables are located in a metal box with hinged lid.
4. Instructor's station - a Windows or Macintosh workstation loaded with the standard lab image software.
5. Amplified audio with two speakers in front of room.
6. Control system with push buttons or on-screen control to allow source selection.
7. Remote control for VHS/DVD player.

Smart classroom systems continue to be redesigned and improved, both for cost reduction, ease of use, and maintainability. The latest systems are generally acknowledged to be very easy to use and have significantly reduced trouble calls to classrooms. To see a current system up close go to:

http://www.csusm.edu/cts/sp_controls.htm.



Typical instructor's station

The CTS website allows customers to get information about classrooms, including panoramic views from both instructor and student points of view. This is especially helpful for instructors teaching in new rooms, visitors to campus, and adjunct lecturers who are not familiar with the campus. For more information go to:

www.csusm.edu/cts/.

The California State University

An Online Equipment Reservation System allows users to request a variety of media equipment using a web browser, including camcorders, digital cameras, laptop computers, and others.

Student Support

Students are provided with an email account when they register for classes. They can pick up their password in the Student Technology Help Desk in the Kellogg Library.

Students can register for courses, check the schedule, request transcripts and perform other typical tasks via an online web interface. In addition, they may use the "public" web server to create a homepage.

The Student Technology Help Desk is located on the second floor of the Kellogg Library. Here the university has been able to offer one-stop service to meet the various technology needs of its students. The Help Desk supports on-campus computing, remote access, and applications support, and provides residential computing and equipment checkout services, including cameras, video equipment and 30 wireless laptop computers for use in the Kellogg Library Building.

Faculty Support

Faculty members receive a standard computer complement which consists of a desktop or laptop computer. These computers are on a three year refresh cycle and are delivered with standard desktop complement software.

Dell Computer Configurations for 2006/2007:

Desktop

- OptiPlex GX620 MiniTower
- Pentium® D Processor dual core 3.2GHz, 800FSB, 2MB L2 Cache
- Gigabit Ethernet
- 2.0GB DDR2 Non-ECC SDRAM, 533MHz - 2 DIMM
- 256MB ATI Radeon X600 DVI w/VGA adapter
- 80GB SATA 7200RPM Hard Drive
- 16 X DVD +/- RW, w/ Sonic Software & CyberlinkPower DVD Software
- Replace only if necessary (Dell 19" Flat Panel)
- Dell Keyboard and USB Optical Mouse
- Speakers

Laptop/Docking System (Faculty only or staff with Administrative approval)

- Latitude D620, Intel duo core
- T2500 duo core 2.0GHz with 14.1 WXGA wide screen Display
- 2GB, 2 DIMMS, DDR 533MHz SDRAM

- 60GB, 9.5MM, 5400RPM Hard Drive
- 8 X DVD +/- RW Drive
- Internal 10/100 Ethernet and Internal 56K Modem
- Deluxe Nylon Carrying Case
- Intel® PRO/Wireless 2200 WLAN (802.11b/g)

Apple Computer Configurations for 2005/2006:

Desktop

- Power Mac G5 Dual 2.3 GHz
- 2GB DDR400 SDRAM (PC3200) - 2x512
- 250GB Serial ATA - 7200rpm
- ATI Radeon 9600 w/ 128MB DDR SDRAM
- Replace only if necessary (Aluminum Cinema Display 20")
- 16 X SuperDrive double-layer (DVD+R/DVD-RW/CD-RW)
- Apple Keyboard & Apple Mouse
- Speakers

Laptop

- MacBook Pro 15" 2.0 GHz
- Intel Dual Core
- 2GB DDR333 SDRAM
- 80GB Ultra ATA drive @ 7400 rpm
- 8 X SuperDrive (DVD+R/DVD-RW/CD-RW)
- AirPort Extreme Card
- Brenthaven Messenger Case

Desktop Complement Software

Standard Complement	Installed on Request
<ul style="list-style-type: none"> • Microsoft Office (newest version) • Word • Excel • PowerPoint • Outlook/Entourage • Access • FrontPage • Virus protection software • Outlook (e-mail) • Telnet • FTP • Web browsers 	<ul style="list-style-type: none"> • SPSS • FileMaker Pro • Brio (PC only) • Oracle tools (PC only) • SAS • Visual Studio • Dreamweaver

On Line Course Support

IITS provides support for faculty who wish to include online material in their course or teach a course completely online. Faculty may use Microsoft Frontpage or the WebCT Course Management System to host their course material. We provide support for instructors and students with the online courses index (<http://courses.csusm.edu/>), a web page that serves as a central location for all things related to online courses. This includes a comprehensive and up-to-date list of online courses so that users are only one click away from their courses, online course help form to allow users to get help quickly, teaching with Online Components Application so that instructors can solicit help with getting materials online and information about online courses offered in the coming semester.

Students who log into the course management system at <http://webct.csusm.edu> get a list of all the classes to which they are currently enrolled. They can get online course support via the Student Technology Help Desk or by filling out a form which will send their problem or question directly to the Instructional Support Team.

