

Information Technology Services (ITS) welcomes you to Penn State. Our organization is a division of the University that provides a wide range of computer services and resources to faculty, staff, and students.

Numerous information resources and services are available to you. In fact, there is so much to know that it might be a bit overwhelming to a new person. We hope this guide will give you an idea of what is available and how it might be useful to you.

Teaching and Learning with Technology (TLT) and Consulting and Support Services (CSS) are two units of ITS that provide much of the information and Web links listed in this guide. Some of the Web pages and URLs listed here may refer to the names of former ITS units. These references are currently in the process of being changed.

Before you review this publication, please ask your computer support professional if there are any specialized departmental resources that you should be aware of.

## Your Computer

Your computer should have a high-speed Internet connection. Your department computer support specialist can advise you regarding your connection. For more information on how to access the Internet in your office or at home, see *Your Guide to Information Technology Services at Penn State*. Copies of the guide are mailed to all faculty. Additional copies are available at ITS Help Desks in 12 Willard Building or in 215 Computer Building. (See <http://cac.psu.edu/internet/> on the Web.) Please note that connecting to administrative information systems requires specific software and access privileges.

## Obtain a Penn State Access Account

A Penn State Access Account is a user ID and password combination that

allows Penn State students, faculty, and staff to use the full range of Internet services.

You need a Penn State Access Account to request specialized services, send e-mail, post to Netnews, use dial-up services, request Web space for personal or departmental use, or course use. For details, see the ITS Accounts site at <http://css.its.psu.edu/accounts/> on the Web.

By accepting your Penn State Access Account, you are agreeing to abide by Penn State policies and guidelines. You are expected to exercise responsible, ethical behavior when using the University's computers, information, networks or resources. Violation of policies or laws may result in suspension of network or other information access privileges, disciplinary action, and legal proceedings. For more information, see the section titled "Policies and Guidelines" at <http://its.psu.edu/policies/>.



## Student Computing Initiative

To increase student access to the immense number of research and instructional tools available today, Penn State now recommends that every student own or have access to a personal computer. This recommendation, known as the Student Computing Initiative, also calls for an expansion of Penn State's teaching with technology efforts by increasing support for computer-oriented projects and research.

To learn more about the Student Computing Initiative and instructional technologies in the classroom, see <http://www.psu.edu/studentcomputing/> on the Web.

Faculty and staff accounts will be closed upon termination of employment, with the exception that Penn State retirees who continue Penn State benefits after retirement may retain their Access Accounts. For further information refer to the policy "Access Account Qualifications" at <http://its.psu.edu/policies/aaq.html> on the Web.

## Faculty and Staff Accounts

Faculty may apply for a Penn State Access Account by using *one* of the following methods:

- Complete, print, and sign the form that is available at <http://css.its.psu.edu/accounts/> on the Web. (Please note that you must install the free Adobe Acrobat Reader software in order to view and print the form; a link to the Acrobat software is provided at the above URL.)
- Obtain a paper application form from the ITS Computer Accounts Office (101 Computer Building, University Park).

Send the completed form to the ITS Computer Accounts Office. Wait three business days, then take your Penn State ID card to an ITS signature station. For locations, see [http://css.its.psu.edu/accounts/sigstations.html/](http://css.its.psu.edu/accounts/sigstations.html) on the Web. At locations other than University Park, see your local computer support staff for assistance.

## Your User ID

Your user ID is the "public" part of your Penn State Access Account. Like your name, your user ID identifies you as an individual. This is what allows others to know where to send you e-mail. Your user ID is usually composed of your initials followed by a 1- to 3-digit number such as **xyz123**. *It is important to remember that the letters are lowercase.*

## Your Password

Your password is the "private" part of your Access Account and should not be shared with others. Like your University ID card, it authenticates that you are who you say you are. Your password is the "key" that lets you open electronic doors. Guard your password just as you guard your bank card PIN. Don't write it down or make it easy for someone to guess. Don't share your password with others. It is a violation of policy AD20 to share your password. Change your password as soon as your account is active.

Change your password at <https://www.work.psu.edu/> on the Web. At that site, select "Change your password." If you have difficulty, ITS Help Desk consultants can assist you.

## Internet Software

A collection of free internet and antivirus software (PAC-ITS) is available on CD from the ITS Help Desks. ITS strongly recommends obtaining a copy of PAC-ITS and installing Symantec's Norton Antivirus on your machine. Installing Norton and updating it frequently will help protect your computer from viruses.

## Specialized Services

Once you have your Access Account, faculty and staff can request Web space for courses, UNIX access, VPN access, and other specialized services. Two of ITS' newest Web-based services are WebMail and We Are – Penn State Portal.

### VPN (Virtual Private Network)

<http://aset.its.psu.edu/vpn/>  
A VPN is a secure encrypted network connection. Faculty and staff who work from home can benefit from using a VPN. For example, if you want to connect from your third-party Internet Service Provider cable modem to Penn State services and resources, a VPN will secure and encrypt all traffic exchanged between your cable modem and Penn State.

## WebMail

<https://webmail.psu.edu/>

Penn State WebMail is a Web-based e-mail client, similar to Yahoo! Mail, that provides the Penn State community with anytime, anywhere access to their Penn State e-mail via a Web browser. The e-mail is stored in a user's Penn State Access Account Storage Space (PASS) and the easy-to-use interface lets users create and organize mailboxes, access directory services, create and add personalized signatures, and change settings.

## We Are – Penn State Portal

<https://portal.psu.edu/>

We Are – Penn State Portal is your personalized view of University and Internet resources. Similar to My Netscape or My Yahoo!, We Are – Penn State Portal lets you collect all of your favorite content in one place. You decide what you want to see and how you want to see it by editing the customizable Web page channels and channel content.

## Technology Training

### Computing Seminars

<http://its.psu.edu/training/>

Seminars led by instructors from Information Technology Services (ITS) are offered on a multitude of current topics. Learn to create dynamic presentations with Microsoft PowerPoint, learn HTML or Dreamweaver, and acquire techniques for great database design.

Between semesters, Winter-Fest and Summer-Fest focus on helping faculty, staff, and teaching assistants learn how to use Web-based tools and other technology to enhance teaching and learning. Learn how to take advantage of Excel to manage your gradebook, use the Web to share learning resources, and extend your class discussions to Web-based chat.

### Training on Demand

<http://its.psu.edu/training/>

Training on Demand (TOD) allows your unit, office or class the freedom to take a seminar (or series of seminars) at a time that's conve-

nient, either using your facility or ours.

### **On-Line Learning, All the Time** <http://wbt.psu.edu/>

Learn about popular technology topics wherever you have access to the Web, whenever it is convenient for you.

Web-Based Training (WBT) offers Penn State Access Account users over 1100 flexible, self-paced courses on the Web. Write to [WBTinfo@psu.edu](mailto:WBTinfo@psu.edu) for more information on models for using WBT with your students.

## **Teaching with Technology**

### **Tools to Integrate Technology** <http://tlt.its.psu.edu/tools/>

Teaching and Learning with Technology (TLT) offers several Web-based instructional tools. These tools are designed to help faculty use the Web and other computing technologies to enhance their courses without requiring technical expertise.

Tools to Integrate Technology contains links to tools for course management, course web space accounts, course listservs and chatrooms, survey and assessment, and skill building. The following are some of the tools found on the tools to integrate technology page:

#### • **ANGEL**

ANGEL (A New Global Environment for Learning) is Penn State's centrally supported course management system (CMS). A course management system enables instructors to post their syllabus and course assignments to the Web without needing to know HTML. Instructors can also develop and revise course materials; create collaborative learning groups; create threaded discussion areas; create on-line quizzes; monitor student progress; collect assignments on-line and much more. Faculty can use as few or as many of the features as they like.

Find ANGEL on the Web at:  
<https://cms.psu.edu/>

ANGEL CMS orientation and training is provided through TLT's technology training services. Find more information on training at:  
<http://its.psu.edu/training/>

#### • **Assessment Survey Kit (ASK)**

Assessment Survey Kit (ASK) gives instructors access to ready-made surveys and the means to create new ones to collect a variety of feedback from students. ASK features learning assessment categories with questions to choose from and the option to create new questions in several different formats. Instructors can obtain statistical results of the surveys by e-mail in Excel-ready format.

Find ASK on the Web at:  
<http://asktool.its.psu.edu>

#### • **CourseTalk**

CourseTalk is a Web-based classroom strategies tool that supports classroom discussion, polling, debate, and consensus activities. Faculty can enhance face-to-face instruction with creative discussion topics that support the course learning objectives. Students can be organized into teams and permissions can be modified to support popular team formats such as Fishbowls and Hot Seats.

Find Course Talk on the Web at: <http://coursetalk.its.psu.edu/>

#### • **Quiz Wizard**

Quiz Wizard is a powerful Web-based tool that enables instructors to create and administer low-stakes, on-line quizzes that give students a convenient way to check their knowledge. Instructors can use Quiz Wizard to control many different aspects of a quiz: question type and order, hints, and immediate feedback. Instructors can also use the tool to view individual and class results, and to send quiz scores to University Testing Services.

Find Quiz Wizard on the Web at: <http://qw.its.psu.edu/>

## **ITS Web Services**

World Wide Web server space is available for all Penn State students, faculty, staff, colleges, and departments. A Penn State Access Account is required. An application form, information, and instructions are provided at <https://www.work.psu.edu/webpace/> on the Web. Seminars are also offered to help you use the Web for personal, teaching, and research applications.

You don't have to be an expert in HTML to create a personal Web page. At <http://cac.psu.edu/webtemplates/> on the Web, you can select one of the nine attractive, easy-to-read templates available, fill in the form, and save the page you create to your computer.

A guide for beginners, available at <http://cac.psu.edu/publish/>, contains essential information for the aspiring Web developer on publishing requirements, University policies, and design resources.

Other Web space: the Course On-line Account (COLA) and Student On-line Development Account (SODA) provide faculty and their students with Web space for use in their courses. For more information, see ITS Account Services at <http://css.its.psu.edu/accounts/> on the Web.

A list of frequently asked questions about using these Web services is provided at <http://www.personal.psu.edu/faq/cacweb.html/> on the Web.

## **News and Information**

### ***Academic Computing***

The *Academic Computing* newsletter is distributed in fall, spring and summer to keep the Penn State community up-to-date on current issues involving computing.

A printed version is distributed to all faculty and staff. Copies are also available at ITS Help Desks and most ITS Student Computing Labs. Web and PDF versions are available at <http://cac.psu.edu/news/> on the Web.

## Student Computing Labs and Technology Classrooms

Information about Student Computing Labs and Technology Classrooms supported by ITS at Penn State is on the Web at: <http://clc.its.psu.edu/>.

## Ethical and Legal Use of Digital Media at Penn State

An on-line publication with information pertaining to copyright and intellectual property affecting the academic community. It contains guidelines for use of digital media, a list of frequently asked questions and answers, and contact information. It is available in print and at <http://cac.psu.edu/policies/digitalmedia.html> on the Web.

## Your Guide to Information Technology Services at Penn State

This guide explains the Internet services available at Penn State and how to access them using your personal computer. Copies are mailed annually to faculty at all locations and to staff at University Park.

Additional copies are available at ITS Help Desks in 2 Willard Building and 215 Computer Building at University Park. The guide is also available at <http://cac.psu.edu/internet/> on the Web.

## ITS Lion Link

Information technology is changing rapidly. Lion Link provides the information you need to make the most of our resources and services. New subscribers may join by sending mail to: [Lion-Link-subscribe-request@lists.psu.edu](mailto:Lion-Link-subscribe-request@lists.psu.edu). Be sure to check us out every month (more or less, depending on need) to keep current on campus technology needs.

## ITS TechNews

*TechNews*, an electronic newsletter, is a frequently updated source of news about the state of information technology at Penn State. Current and past issues, as well as subscription information, are available at <http://www.its.psu.edu/technews/> on the Web.

## Information Technology Services

At <http://its.psu.edu/> on the Web, you can find a comprehensive collection of links to technology services and resources at Penn State. Here you will find information about computing, networking, phone and paging services, videoconferencing, help desks, news sources, and more.

## Additional Information

### ITS Computer Accounts Office

*Get help here with problems related to your Penn State Access Account.*  
101 Computer Building  
(814) 865-4772  
E-mail: [accounts@psu.edu](mailto:accounts@psu.edu)  
Web: <http://css.its.psu.edu/accounts/>  
*Mon.–Fri. 8:00 a.m. to 5:00 p.m.*

### Computer Store

*Get help here with the purchase of computers, peripherals, software, and purchase of Ethernet cards.*  
12 Willard Building  
(814) 865-2100  
or 800-251-9281 in PA  
E-mail: [moc@psu.edu](mailto:moc@psu.edu)  
Web: <http://computerstore.psu.edu/>  
*Mon.–Fri. 8:30 a.m. to 5:00 p.m.*

### Publications

214 Computer Building  
(814) 865-4757  
E-mail: [docreq@psu.edu](mailto:docreq@psu.edu)  
Web: <http://cac.psu.edu/publications/>  
*Mon.–Fri. 8:00 a.m. to 5:00 p.m.*  
Publications are available at ITS Help Desks and on the World Wide Web. Publications such as the newsletter *Academic Computing*, and *Your Guide to Information Technology Services at Penn State* are mailed to Penn State faculty and staff.

*Information Technology Services encourages persons with disabilities to participate in its programs and activities. If you anticipate needing any type of accommodation or have questions about the physical access provided, please contact us in advance of your participation or visit.*

## Consulting Services

### ITS Help Desks

ITS also offers walk-in, phone, and electronic consulting at two Help Desk locations at University Park. You can stop in, call, send questions by electronic mail to [helpdesk@psu.edu](mailto:helpdesk@psu.edu), or visit the Help Desk site: <http://css.its.psu.edu/consulting/>

#### 2 Willard Building

(814) 863-1035,  
Toll-free 1-888-778-4010 in PA  
Mon.–Thur.: 9 am to 10:30 pm  
Friday: 9 am to 4:30 pm  
Sunday: 6:30 pm to 10:30 pm

#### 215 Computer Building

(814) 863-2494  
Mon.–Fri.: 9 am to 5 pm

### ITS Lab Consulting

In a number of ITS Student Computing Labs, student consultants can help with general questions about the Penn State Access Account, lab equipment, software, and printing. However, they are not permitted to help students with course assignments. During the fall and spring semesters, lab consulting locations and hours are as follows:

#### Pollock Library, 2nd Floor

24 hour consulting

#### 2 Willard

Sun. noon–12 am  
Mon.–Thu. 7 am–12 am  
Fri.–Sat. 7 am–10 pm

#### W113 Pattee Library

Mon.–Thu. 10 am–10 pm  
Fri.–Sat. 10 am–4 pm  
Sun. noon–10 pm

#### 1 Beaver Hall, 317 Hammond, 1 Health & Human Development

Sun.–Fri. noon–4 pm  
Sun.–Thu. 7 pm–11 pm

#### 103 Boucke, 112 Redifer, 108 Warnock, 6 Findlay and 107 Waring

Sun.–Thu. noon–12 am  
Fri. noon–4 pm