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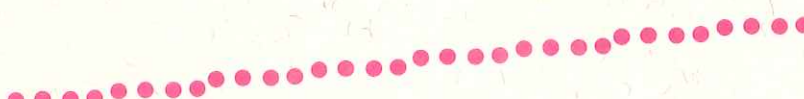
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I N F O R M A T I O N



S E R V I C E S



For
Students
Faculty
Administrators
and Staff

1992-1993

LOYOLA COLLEGE IN MARYLAND

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OVERVIEW OF SERVICES

Information Services (IS) provides computing facilities and user support to the students, faculty, administrators and staff of Loyola College. Users may have access to a VAX 6310 main-frame, a PRIME 6350 (with proper clearance), 150 IBM PCs and PC-compatibles as well as 60 Macintosh computers.

Some of the services that IS offers are the Technology Help Desk, educational seminars, computer sales, technical consultation, documentation, BITNET/Internet access, computer-assisted instruction, faculty equipment loans and campus-wide computer laboratories.

THE TECHNOLOGY HELP DESK



Staffed by students and full-time personnel, the Technology Help Desk provides technological assistance to all members of the Loyola College community. A telephone is located in each computer laboratory to provide direct access to the Help Desk. In addition to answering questions about software usage, Help Desk personnel log requests for repair of campus hardware, software and telephones, assign VAX user accounts and accept technology seminar registrations. The Technology Help Desk is located in Knott Hall 368 and may be reached by calling 617-5555.

TECHNOLOGY SEMINARS



Information Services offers seminars on various topics, including operating systems, word processing, spreadsheets, databases, desktop publishing, graphics packages, and various VAX and PRIME topics. Hands-on experience is an integral part of these seminars. These workshops are conducted throughout the year and are free of charge to all Loyola personnel and students. The schedule of workshops is published in two campus publications, *The Bulletin* and *The InfoExpress*.

Information Services also provides one-on-one instruction for those who cannot attend scheduled seminars, and will custom-design seminars for specific departmental needs.

EDUCATIONAL SALES



Educational discounts on a variety of hardware and software are available through Information Services. Currently supported computer lines include Apple, IBM, and Zenith. There are also standard discounts on many supported software packages. Financing is available through the College for qualified full-time students and employees. For more information, contact Information Services at 617-5129, Monday through Friday, 8:30 a.m.-5:00 p.m.

DOCUMENTATION



A number of publications are available through Information Services. *The InfoExpress* newsletter is the main communication device both on- and off-campus. Its focus is on technological advances on our campus; computer laboratory changes, software and hardware tips, faculty research and presentations, technology seminar schedules and other announcements pertaining to technology services.

Reference documentation for campus-supported software is maintained at the Help Desk. Additionally, a series of user handouts are available on a wide range of topics and at various skill levels. These handouts cover all three student computer systems (VAX, IBM and Apple Macintosh), and are available free of charge at the Help Desk. Detailed handouts are provided at each technology seminar. Extra seminar handouts are available from Information Services in Knott Hall 260.

Reference material pertaining to the PRIME computer is available through Administrative Systems Development also located in Knott Hall 260.

LOCAL AREA NETWORK



Microcomputers and the VAX in Knott Hall are linked via a Local Area Network (LAN). Through this network, faculty, administrators, staff and students may access the software stored on the Knott Hall network server. Each of the other student computer laboratories has its own network server.

BITNET/INTERNET



BITNET and Internet are communications networks which link a large number of colleges, universities and commercial sites throughout the United States and the world. Electronic mail and bi-directional file transfers between participating universities and colleges are two of its functions. User handouts for BITNET and Internet are available at the Technology Help Desk.

CLASSROOM COMPUTER DISPLAYS



Faculty members may wish to incorporate computerized audiovisual technology into their lectures. Knott Hall 02 and 05 are each equipped with a multimedia computer and a Sony projection unit. Additionally, Information Services owns several projection panels and computers which are available for classroom use. Other equipment may be obtained through Audio Visual Services, located in Maryland Hall 100C.

AUTOMATED TEST SCORING/SURVEY CODING



A Scantron optical mark reader is available at the Technology Help Desk (Knott Hall 368) for faculty and administrators to score multiple choice tests or code surveys. Faculty may obtain Scantron forms to use as test keys from Information Services. Students must purchase Scantron forms from the College Store.

FACULTY EQUIPMENT LOANS



A limited number of portable computers, laptops, and notebooks are available to faculty. Please contact the Technology Help Desk 48 hours in advance to borrow this equipment. Computers may be checked out for a maximum of 24 hours.

WORD PROCESSING



The Word Processing Center, located in Maryland Hall 103, serves the College community. The Center, using DOS WordPerfect and DrawPerfect, supports faculty, administrators, and staff in processing: manuscripts/books; technical documents involving equations, tables and charts; brochures; newsletters; name tags; labels; overhead transparencies; class work; blue line/"camera ready" copy for publication; repetitive letters with envelopes; and special projects. Document conversion to and from Macintosh format is available as well as

communications with the PRIME and VAX. The DEST scanner is also capable of scanning clearly typed text or black and white images and placing the scanned image into a WordPerfect file. All printing is done with PostScript laser printers. The Center also processes, for a nominal fee, student résumés that have been evaluated by the Career Development and Placement Center.

TELECOMMUNICATIONS

Digital voice/data telephones and Phonemail are provided to all faculty, administrators and staff. Telephone and Phonemail training is available upon request through the Telecommunications Office for individuals or entire departments.

Resident students receive telephone and educational cable television services for a fee. Telephone instruments and features, Phonemail (voice messaging system), and educational cable TV are included in the fee, but long-distance calls will incur additional charges. A telephone extension is provided in each bedroom. Students should not bring their own telephone instruments or answering machines as they will not work with Loyola College's system. Connections from student phones to campus networks and the VAX will be available. Please refer to the student telephone directory for more information, or call Telecommunications at 617-5198.

TEACHING LABORATORIES

The microcomputer laboratories in Knott Hall 265 (36 IBM PCs), Knott Hall 264 (12 IBM PCs, 7 Macintosh), Knott Hall 474 (20 IBM PCs), Maryland Hall 512 (22 Macintosh), and Gardens D (21 Macintosh) may be reserved for classroom use. There are also 25 IBM PCs at the Hunt Valley Center and 22 at the Columbia Business Center. The laboratories are not to be used as the regular classroom, but may be used for occasional hands-on demonstrations. Each instructor may request up to eight lab periods per class section; however no lab may be reserved during the last two weeks of the semester. To reserve a lab, contact the Help Desk by Thursday of the week prior to the date of the reservation. A request will be logged, and the faculty member will receive a phone call from the User Services Specialist to confirm the reservation. A lab reservation schedule is posted weekly at each lab to provide students with advance notice for planning lab time.

RIGHTS, RESPONSIBILITIES AND ETHICS

COPYING SOFTWARE (ADAPTED FROM EDUCOM, USING SOFTWARE)

Software enables us to accomplish many different tasks with computers. Unfortunately, in order to complete their work quickly and conveniently, some people justify making and using unauthorized copies of software. They may not understand the restrictions of the U. S. Copyright law.

HERE ARE SOME RELEVANT FACTS:

1. UNAUTHORIZED copying of software is illegal. Copyright law protects software authors and publishers, just as patent law protects inventors.
2. UNAUTHORIZED copying of software can harm the entire academic community. If unauthorized copying proliferates on a campus, the institution may find it more difficult to negotiate agreements that would make software more widely and less expensively available to members of the academic community.
3. UNAUTHORIZED copying of software can deprive developers of a fair return for their work, increase prices, reduce the level of future support and enhancement, and inhibit the development of new software products.

RESPECT for the intellectual work and property of others has been essential to the mission of colleges and universities. As members of the academic community, we value the free exchange of ideas. Just as we do not tolerate plagiarism, we do not condone the unauthorized copying of software, including programs, applications, data bases and code.

THEREFORE, we offer the following statement of principle about intellectual property and the legal and ethical use of software, as adapted from the EDUCOM Code.

Respect for intellectual labor and creativity is vital to academic discourse and enterprise. This principle applies to works of all authors and publishers in all media. It encompasses respect for the right to acknowledgement, right to privacy and right to determine the form, manner, and terms of publication and distribution.

Because electronic information is volatile and easily reproduced, respect for the work and personal expression of others is especially critical in computer environments. Violations of authorial integrity, including plagiarism, invasion of privacy, unauthorized access, trade secret and copyright violations may be grounds for sanctions against members of the academic community.

RESPONSIBILITIES OF INFORMATION SERVICES

Information Services makes every effort to assist users. The Technology Help Desk staff, however, does not write code, edit programs, or input data or text that would be considered part of a student's assignment.

Information Services performs backups of the VAX, PRIME, UNIX, and network servers on a regular basis.

Every effort will be made to protect users from computer virus problems. However, Information Services cannot be responsible for any loss of information that may occur due to an undetected computer virus.

Utilities are available through the department for attempted restoration of files lost because of system problems or user error. However, there is no guarantee that files will be recoverable.

USER RESPONSIBILITIES

As a user of the computing facilities at Loyola College, you are responsible for the following as they apply to you:

- ▲ Reading VAX, PRIME and network login messages, information posted in the lab facilities, and the *InfoExpress* newsletter.
- ▲ Deleting unneeded files from the VAX and PRIME, and dumping to tape those files that are large or accessed infrequently. PRIME users must retain their input documents until login messages indicate that appropriate backups have occurred.

- ▲ Maintaining the security of your accounts. You are responsible for any actions taken by anyone using your account. Therefore, do not reveal your password to anyone.
- ▲ Adhering to the following statement on ethics.

ETHICS

The following is Information Services' statement on computer ethics (as adapted from George Washington University's statement on computer ethics):

In an academic environment, it is generally desirable for computer users to learn about the workings of the computer system. Since many users are dependent on the system, especially the main-frame system, this is an area where learning must be accompanied by caution and integrity.

Although normal and prudent measures are taken to provide computer security, a restrictive security system might violate the educational goals of the College. Thus, the major security system at Loyola lies not in the computer system but with the people. In keeping with the ideal that academic interest ceases when it invades the privacy of others or becomes an irresponsible use of a resource, the following guidelines are presented.

It is considered unethical on any Loyola computer to:

1. Use any computer account other than the one assigned to you, or allow anyone else to use your account.
2. Inspect data or functions which are neither allotted to the user's account nor specified as public.
3. Permit the use of a computer by someone other than a currently enrolled Loyola student, faculty, administrator or staff member, or provide access to an account to someone other than its authorized user.
4. Use Loyola's computing facilities for personal profit aside from the normal course of instruction, academic research or administrative functions.
5. Copy, distribute or remove copies of software from any computer.
6. Use computers inappropriately.

7. Modify data that are not specifically assigned to or created by the modifier.
8. Destroy data or property that are not owned by the destroyer.
9. Use another person's programs or data without the owner's permission.
10. Send obscene or vulgar messages or mail, or propagate chain mail.
11. Abuse or improperly use hardware or public software.
12. Commit any other act that is irresponsible or infringes upon the rights of others.
13. Violate regulations as stipulated in the Family Education Rights and Privacy Act as amended in 1974 (Buckley Amendment[▲]) with regard to the release of confidential information to a third party. Employees seeking clarification or interpretation of the law can receive guidance from the Director or Assistant Director of Records.

Information Services may cancel accounts of those users found abusing the services provided. Users who violate these guidelines are subject to disciplinary action up to and including expulsion or termination.

[▲]The Buckley Amendment states that no personally identifiable information in education records other than "directory information" be released to third parties without the written consent of the student. Requests for any information regarding a student including directory information should only be processed by the Records Office.

COMPUTING FACILITIES

ACCESS TO COMPUTING FACILITIES



Loyola's computing facilities may be used free of charge by members of the Loyola community. Labs on the Evergreen Campus are 24-hour CardKey accessible. The Office of Public Safety is responsible for issuing CardKeys. Students will be required to show a currently valid Loyola student ID and will be required to read and agree to a code of ethics for computing. Commuter and graduate students may be required to leave a deposit, which is refundable when the CardKey is returned. Resident students will be issued a CardKey when they check into their dorms. No deposit is required, but a fee will be assessed if the card is lost or stolen. CardKeys are issued by the Office of Public Safety, between 8:00 am and 4:00 pm, Monday through Friday.

Computer labs are also located at the Columbia Business Center and Hunt Valley Center. During the academic year computer facilities at the Columbia Business Center are available for students from 8:30 am - 9:00 pm, Monday through Thursday, and 8:30 am - 5:00 pm, Friday and Saturday. Facilities at the Hunt Valley Center are available to students from 4:00-10:30 pm, Monday through Thursday, and 8:30 am - 12:30 pm on Saturday during the academic year. Graduate students may have 24-hour access to labs by using a Cypher code provided by their instructors.

ACCOUNTS



To use the VAX or the PRIME, you must obtain an account from Information Services by filing a request through the Help Desk (Knott Hall 368). Students wishing to receive a VAX account must present a currently valid Loyola student identification card as proof of student status. Graduate students may request VAX accounts by telephone but may be required to provide additional identifying information, such as a social security number. Requests for administrative accounts must be approved by Administrative Systems Development and the department responsible for the data.