SF STATE

SF State Extended Learning

Faculty and TAs are expected to follow the policies and procedures below.
We appreciate your cooperation.

CEL COMPUTER LAB POLICIES AND PROCEDURES

ARRIVING TO CLASS

Faculty may gain access to the computer lab no earlier than 30 minutes prior to the start of the class to check the computer and equipment set-up. It is the instructor's responsibility to test the course files, data, and software to ensure they function as expected. (If you would like to arrive earlier you must make arrangements with Shelley Blockhus)

To gain access to the computer lab, please go to **RM 624** a tech person on duty will unlock the computer lab for you. The tech department is available Monday – Saturday starting at 8:30am. You may also call the tech department and have them meet you at the lab or call during class for technical assistance.
415-817-4405.

COMPUTER LOGONS

The computers are automatically logged into the user account. Should you log out of the computer for any reason you will need the following user ID and password:

USER ID: student
PASSWORD: Casa

NO FOOD AND DRINK

Food and beverages are STRICTLY PROHIBITED in all computer labs. The faculty is responsible for enforcing this policy so the computer labs are kept clean and functioning. Students must go outside of the room to consume any food or beverage. *Instructors are permitted to keep a capped bottle of water at their computer station.*

STUDENT ACCESS

Students are allowed to use the computer lab only with an instructor or TA present. Unsupervised student access is not allowed. TA's and faculty should not leave the lab unattended. Faculty or TA's are responsible for being the last person to exit the lab and close the door.

LAPTOPS AND NETWORK USAGE

Lab 629: 24 student workstations and 1 instructor station

Students and faculty are welcome to bring in their own laptops for use during class. Students and faculty are **NOT** allowed to remove any network cables from the existing computers to plug into their laptops. Please ask assistance from the tech department, room 624, for connecting your laptop to the network.

Students with SFSU ID's are able to access the wireless connection.

Faculty MUST submit a technical request in advance to use a personal laptop for **teaching purposes** during class. It is the faculty's responsibility to bring any necessary video display adapters that may be required to set up the laptop for **teaching** use. Please arrive 30 minutes prior to your class to test the laptop set-up. There are no guarantees.

DATA PROJECTOR

Faculty or the TA must power off the projector during the 1 hour lunch break (if applicable) to save energy on the light bulb.

AT THE END OF CLASS

Faculty or the TA must power off all the computers and the data projector.

Class must end promptly on time and Faculty/TAs have exactly 15 minutes to clean up, power off the computers and projector, gather belongings and vacate the lab after class ends. The lab should be kept neat and tidy and the door must be closed upon leaving for security reasons. The instructor or the TA must be the last person to vacate the lab.

TECHNICAL SUPPORT POLICIES AND PROCEDURES

TECHNICAL REQUESTS

You MUST submit a technical request each and every semester for the items you need for your class. Tech requests must be submitted 4 weeks in advance of the semester. Requests made during the semester must be submitted 2-weeks prior to the need.

http://www.sfsu.edu/~dtctech/techrequestform.htm

For example:
If you require headphones for students on occasion it is best to submit a tech request requesting headphones for each and every class meeting whether you utilize them or not is up to you. This allows the tech department to be sure the proper equipment is available for you when you ask for it.

Last minute tech requests WILL NOT be honored. If you have not submitted a tech request for additional items do not expect to get them when you arrive for your class due to limited resources. The Technical Department does not have an unlimited supply of equipment.

Tech Requests must be submitted for each class **each and every semester, NO EXCEPTIONS.**

Any additional requests must be submitted again via the website and will be added in addition to the previous request.

The technology department is only responsible for maintenance of hardware/software

Equipment checked out during your class must be returned after your class ends

TECHNICAL SUPPORT

If tech support is required for a major computer problem or equipment malfunction that prevents faculty from teaching class, the instructor or the TA or the student representative must go to RM 624 for assistance. You may call the technical department from your classroom at 415-817-4405, and request assistance.

If you encounter a technical problem with a computer during class (software problems or errors, computer crashes, etc.) that is not an emergency and does not prevent the instructor from teaching then a detailed problem report form MUST be submitted via the website. *See below.* Submitted problem reports will be resolved in a timely manner.

HOW TO SUBMIT A PROBLEM REPORT

Any faculty encountering technical problems with a computer during a lab course or lecture/demo course can submit their problems to this web form:

http://www.sfsu.edu/~dtctech/problemreport.htm

Either the faculty or the TA can submit the problem report. Please be as detailed as possible when describing the problem. Please state the nature of the problem, what applications were being used, name

and room location of the computer, etc. Simply stating "the computer crashed" is not enough information for troubleshooting purposes.

ROOM BOOKINGS

All room bookings must be made through Shelley Blockhus in advance of the need for a room.

If your class requires a make-up day or additional day of teaching you must contact Shelley Blockhus, in advance, to book the space. The downtown Center does not function on a space availability policy. Everything must be arranged in advance.

GUEST LECTURERS

If you are having a guest lecture for a class and will not be attending the class meeting please notify Shelley Blockhus so she can inform the Technical Department.

CLASS CANCELATIONS/NO SHOWS/OFFSITE MEETINGS

If you are not planning on holding a class at the DTC during a given week please notify Shelley Blockhus and the technical department so they can inform the proper parties.

OPEN LAB POLICIES AND PROCEDURES

ACCESS FOR STUDENTS

Please submit your class roster to Shelley Blockhus at the start of the semester. Only Cinema students on these rosters can gain access to the open lab. (please include yourself and any TA's)

Students have access to the Open Lab during regular lab hours. Hours are posted outside the lab door. **There is absolutely no exception to this policy.**
Students must sign in and out and show their SFSU student ID card to the lab monitor.
Students must abide by the Open Lab policies posted in RM 611.

Current open lab hours as follows:
Monday – Thursday – Noon – 9:00pm
Friday – Noon – 5:00pm
Saturdays – 10:00am – 5:00pm

OPEN LAB SUPPORT

Lab monitors and staff are available to answer general questions and assist with software and hardware problems. It is the responsibility of faculty to teach students to use the software, and/or special peripherals and know the information related to class assignments.

SOFTWARE/HARDWARE USAGE

The Technical Department is not responsible for tutoring students in the open lab regardless of the students' knowledge of the software.

If students are requiring help with software there are a few limited software manuals available in the open lab. If you have manuals that you would like your students to have access to, you may request to place them in the open lab for student use. Please notify Shelley Blockhus.

The Technical Department is not responsible for recovery or support of student purchased flash drives, USB drives, firewire hard drives, laptops or CD/DVD media.

The Technical Department does not supply firewire cables or power supplies for student usage. Students are responsible to bring in all their own necessary cabling for their equipment.

OTHER INFORMATION

CLASS CANCELLATIONS/CHANGES, NON-TECHNICAL QUESTIONS AND REQUESTS

Faculty MUST inform Shelley Blockhus and John Palme in advance, if a class scheduled in a computer lab at the Downtown Center is to be cancelled or located off-site.

CONTACT INFORMATION

Shelley Blockhus, Program Director, Digital Animation
Technology Director, Academic Programs
Email: blockhus@sfsu.edu
Tel: 415-817-4291

Technical Department Email: dtctech@sfsu.edu
Technical Department telephone: 415-817-4405

ADDITIONAL FACULTY INFORMATION

PARKING

Special Discounted Parking Rate Garage:
Mason-O'Farrell Garage
325 Mason Street
San Francisco, CA 94102
415.673.6757

Mason O'Farrell Garage offers SF State students, employees, faculty and guests special parking rates. The public garage is located at the corner of Mason Street and O'Farrell Street, 3 blocks from the SF State Downtown Campus. The garage is open 24 hours a day, 7 days a week. **Faculty must show the parking attendant a faculty ID card.*

The discounted rates are as follows:

Park up to 8 hours: $8.00
Park more than 8 hours: $11/hour ($30.00 daily max)

Regular Parking Rates are as follows:
Daily Rate: $2.50 every 20 mins.
Daily Max.: $29.00 24 hrs.
Early Bird: $15.00 in between 4:00am-10:00am out by 7:00pm
Evening Special $15.00 in anytime after 5:30pm out by 9:30am

Fifth & Mission/Yerba Buena Parking Garage
833 Mission Street
San Francisco, CA 94103
Hours of Operation: Mon.-Sun., 24 hours
Call 415.982.8522 or visit www.fifthandmission.com

Ellis-O'Farrell Parking Garage
123 O'Farrell Street
San Francisco, CA 94102
Hours of Operation: Sun.-Thurs., 5:30am-1:00am, Fri.-Sat., 5:30am-2:00am
Call 415.986.4800 or visit www.eofgarage.com