

***INSTRUCTIONAL RESOURCES TECHNOLOGY
HANDBOOK***

LOYOLA UNIVERSITY COLLEGE OF LAW

September 26, 2011

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**INTRODUCTION TO THE INSTRUCTIONAL RESOURCES COLLEGE OF LAW
DEPARTMENT**

The Instructional Resources College of Law Department provides on-campus computer systems assistance and technical support to the College of Law students, faculty, and staff. The Department consists of the following staff:

Full Time Staff - work schedule is M-F, 8:30 a.m. - 4:45 p.m.:
Paul H. Hickey, Instructional Resources Coordinator
Peter McArdle, Service Associate

Part Time Staff - reference Computer Lab Assistant Work Schedule:
Lisa Bothwell, Computer Lab Assistant
Germani Hardeman, Computer Lab Assistant
Kevin Micale, Computer Lab Assistant
Daniel Ogbeide, Computer Lab Assistant
Edem Tsiagbey, Computer Lab Assistant

PURCHASING NEW HARDWARE AND SOFTWARE PROCEDURES

All College of Law computer hardware and software purchases must be submitted to and approved by the Instructional Resources Department and the Office of Information Technology on main campus. All College of Law faculty have the choice of a Microsoft Windows based desktop or laptop unit based on an as needed basis. The technical specifications must comply with University standards established by the Office of Information Technology on main campus.

The standard software packages installed on all computers are listed below:

1. Microsoft Office Professional Plus 2010
2. WordPerfect Office X5
3. Adobe Acrobat Professional 10
4. Mainframe Emulator (QWS Terminal)
5. Sophos Endpoint Security and Control

If you are interested in purchasing computer hardware or software, please contact Paul Hickey at 861-5732 or email him at p hhickey@loyno.edu.

NETWORK SERVICES PROVIDED

INTERNET ACCESS SUPPORT - WIRED CONNECTIVITY

The College of Law is configured for a 1Gb core network using five network switches located within the building. The five network switches are connected to a dedicated fiber link to the main campus and are configured to provide 100Mbps speed to each computer within the building.

If you are unable to connect to the Internet from your computer, please contact Paul Hickey at 861-5732.

INTERNET ACCESS SUPPORT - WIRELESS CONNECTIVITY

The College of Law is configured for a wireless network. To access the wireless network, follow the one-time procedures listed below:

1. Click on Start, select Control Panel, select Network Connections, right click on your Wireless Device, select View Available Networks, choose the "Loyola" wireless network,
2. Open a browser on your computer (i.e. Internet Explorer, Firefox).
3. Enter your email user name and password and click on Login.

The above procedures are good for one year and will expire each June. Thereafter, the procedures must be reapplied to obtain wireless connectivity.

If you are unable to connect to the Internet from your laptop, please contact Paul Hickey at 861-5732 or Peter McArdle at 861-5797.

REMOTE DESKTOP ACCESS PROCEDURES

The College of Law allows remote desktop access to your office computer. To connect to your office computer, follow the procedures listed below:

From your office computer (this procedure only needs to be performed one time):

1. Click on Start, right click on My Computer, select Properties, select the Remote Tab, check to allow Remote Desktop, and click OK,
2. Click on Start, choose Run, type "CMD" on the command line and hit enter,
3. Type "IPCONFIG" and hit enter. Document your IP address; i.e., 141.164.150.93.

From your home computer (this procedure needs to be performed every time):

1. Open a web browser; i.e., Internet Explorer, Firefox, etc.
2. On the command line, type "https:\\sslvpn.loyno.edu" and hit enter,
3. Enter your Loyola email User name and Password. Click on Login,
4. Click on NetExtender and accept the installation defaults when prompted; i.e., nelx.cab, nesetupm.exe, and driver software,
5. Click on "Instructions to add the sslvpn web address into the browser's trusted site list" and follow the on-screen instructions,
6. If prompted, repeat steps 1 and 2,
7. Click on Start, select All Programs, select Accessories, select Remote Desktop Connection, and enter your IP address documented in step 3 of your office computer procedure,
8. When prompted, enter your computer User name and Password, choose "Log on to LSDC", click OK,
9. At this point you should be able to remotely control your office computer. To end your remote session, click on the "x" at the top of your screen.

If you are unable to connect to your desktop remotely, please contact Paul Hickey at 861-5732 or Peter McArdle at 861-5797.

REMOTE ASSISTANCE PROCEDURES

In the absence of Paul Hickey and Peter McArdle, the Office of Information Technology on main campus offers technical assistance through remote assistance for all desktops on campus and is facilitated through a link on Loyola's website whereas a technician from the IT Help Desk must be ready to accept the request.

If you require remote assistance, please contact the IT Help Desk at 865-2255 and a technician will provide step by step instructions.

MAINFRAME CONNECTIVITY

The Office of Information Technology on main campus is responsible for development, maintenance, and support of Loyola's administrative systems including:

1. Student Records (SIS)
2. Billing / Receivables (BRS)
3. Financial Reporting (FRS)
4. Human Resources (HRS)
5. Other administrative and student systems (LORA, LOANS, CASH)

If you are unable to connect to any of these systems, please contact the IT Help Desk at 865-2255.

BLACKBOARD PROCEDURES

Blackboard is online course management software that allows the faculty to easily access materials for their courses and communicate with their students.

To login to Blackboard, follow the procedures listed below:

1. Go to <http://loyno.blackboard.com>
2. Click on User Login
3. Enter your User Name and Password:
 - a. Your Blackboard User Name is the same as your login for your email account. That is the first part of your email address (the part before the @ sign).
 - b. Passwords follow a default pattern.
 - i. If you started at Loyola before March 2008, the password pattern will be YYYYMM; that is, the four digit year of your birth followed by the two digit birth month. For example, if you were born in May 1980, your default password would be 198005.
 - ii. If you started at Loyola after March 2008, the password pattern will be 6 characters long with the 1st 2 characters being the 1st 2 characters of your First Name and the last 4 characters being the last 4 digits of you SSN. For example, Mary Smith with the SSN XXX-XX-3456 will have the password ma3456.

Once you have successfully logged in, you can change your personal settings, view your course page(s), upload your course syllabus to include files, audio, and video attachments, initiate discussion forums, and email your students.

For a complete list of tutorials and instructions, please visit the Blackboard Knowledge Base at:

<http://d2.parature.com/ics/support/default.asp?deptID=4063>

If you are unable to connect to the Blackboard system or require technical assistance, please contact the 24 hour support team at 1-866-562-7278 or call Jon Galloway, the Blackboard Manager, at 864-7168 or email him at jgallawa@loyno.edu.

EMAIL VACATION MESSAGE PROCEDURES

The vacation messaging system will allow you to create a personal message that will be sent to those who email you informing them that you are out of the office and whom to contact if necessary. Please note that these instructions apply to users of Loyola's standard mail system; users of Loyola's Exchange mail system should not follow these instructions but rather use the vacation message function within Microsoft Outlook.

To turn your vacation message on, follow the procedures listed below:

1. Go to https://secure.loyno.edu/infotech/set_vacation.php
2. Simply fill in the blanks to include your email User Name (the part before the @ sign), Password, Message Subject, and Message Body and click on Submit.

To turn your vacation message off, follow the procedures listed below:

1. Go to https://secure.loyno.edu/infotech/set_vacation.php
2. Simply fill in your email User Name (the part before the @ sign) and Password, click on the "Turn off vacation message" button, and click on Submit.

If you require technical assistance with the vacation messaging system, please contact Paul Hickey at 861-5732 or Peter McArdle at 861-5797.

DESKTOP SERVICES PROVIDED

HARDWARE, SOFTWARE, AND PRINTER SUPPORT

The Instructional Resources Department provides support for workstation and printer setup, licensed software installation and maintenance, and hardware diagnostics and repair.

If you require technical assistance with your computer or printer, please contact Paul Hickey at 861-5732 or Peter McArdle at 861-5797.

EMAIL SUPPORT

The Instructional Resources Department provides support for email profiles stored on your computer. However, the Office of Information Technology Department on main campus controls the administration for all email passwords and webmail accounts.

If you are experiencing difficulty opening your email profile (Microsoft Outlook), please contact Paul Hickey at 861-5732 or Peter McArdle at 861-5797.

If you are unable to login to your email profile due to an incorrect email password or you are experiencing difficulty with your webmail account, you must contact the Office of Information Technology Department on main campus at 865-2255.

WEBSITE SUPPORT

The Instructional Resources Department has several College of Law staff members that provide website content support. However, the University's Web Team controls the overall administration of Loyola's website.

If you are experiencing difficulty accessing the website, please contact Paul Hickey at 861-5732 or Peter McArdle at 861-5797.

To obtain a list of the College of Law staff members that provide website content support, please contact Paul Hickey at 861-5732.

If you have questions regarding the overall administration for Loyola's website, you must contact the University's Web Team at 861-5757.

CLASSROOM SERVICES PROVIDED

AUDIO - VISUAL EQUIPMENT PROCEDURES: LS112, LS306, LS312, LS461

1. Make sure the main Power Switch is ON. The Power Switch is located either on the left side of the podium next to the keyboard or inside the bottom podium doors in the center.
2. Lower the projection screen.
3. Turn on the computer.
4. Locate the Extron Switch located inside the bottom podium doors.
 - a. Press the Power Button for 3 seconds; this will turn on the projector. On the projector screen you should see a logo with a countdown. Wait for the countdown to finish.
5. To make your display selection, follow the selections below:
 - a. To display the podium computer, press the PC2 Button.
 - b. To display the VCR, press the VID1 Button.
 - c. To display a laptop computer, connect the VGA cable to the PC1 Input Computer VGA port on the front of the Extron Switch and press the PC1 Button.
6. When you have finished, follow the procedures listed below:
 - a. On the Extron Switch, press the Power Button for 3 seconds; this will turn off the projector.
 - b. Shutdown the podium computer. If a laptop was used, disconnect the VGA cable from the PC1 Input Computer VGA port on the front of the Extron Switch and shutdown the laptop.

NOTE: LS 112 is not equipped with a main Power Switch.

If you require technical assistance with the audio - visual system in these classrooms, please contact Paul Hickey at 861-5732 or Peter McArdle at 861-5797.

AUDIO - VISUAL EQUIPMENT PROCEDURES: BAC202

1. Make sure the main Power Switch is ON. The Power Switch is located on the top left side of the podium.
2. Lower the projection screen.
3. Turn on the computer.
4. Locate the Extron Switch located inside the bottom podium doors.
 - a. Press the Power Button to the On position; this will turn on the projector.
5. To make your display selection, follow the selections below:
 - a. To display the podium computer, press the PC Button.
 - b. To display the VCR, press the VCR Button.
 - c. To display a laptop computer, connect the VGA cable to the Input 5 PC Video VGA port on the front of the Extron Switch and press the Laptop Button.
6. When you have finished, follow the procedures listed below:
 - a. On the Extron Switch, press the Power Button to the Off position; this will turn off the projector.
7. Shutdown the podium computer. If a laptop was used, disconnect the VGA cable from the Input 5 PC Video VGA port on the front of the Extron Switch and shutdown the laptop.

Note: BAC202 is equipped with wireless audio.

If you require technical assistance with the audio - visual system in these classrooms, please contact Paul Hickey at 861-5732 or Peter McArdle at 861-5797.

**AUDIO - VISUAL EQUIPMENT PROCEDURES: LS111, LS118, LS308,
LS342, LS343, LS344, LS401, LS405**

1. Touch the Crestron Panel to activate the screen.
2. Select the Projector Power On Button. The projector screen will automatically go down and the projector will begin a 30 second warm-up before the unit can be used.
3. Turn on the computer.
4. To make your display selection, follow the selections below:
 - a. To display the DVD, press the DVD Button.
 - b. To display the VCR, press the VCR Button.
 - c. To display the document camera, press the DOC CAM Button.
 - d. To display the podium computer, press the PC Button.
 - e. To display a laptop computer, connect the VGA cable on the top left side of the podium to your VGA port on your laptop and press the Laptop Button.
5. To adjust the computer audio volume, use the Volume UP / DOWN arrows on the Crestron Panel.
6. When you have finished, follow the procedures listed below:
 - a. On the Crestron Panel, press the System Off Button. When prompted "Are You Sure", press Yes; this will automatically raise the projector screen and turn off the projector.
7. Shutdown the podium computer. If a laptop was used, disconnect the VGA cable on the top left side of the podium from your VGA port on your laptop and shutdown the laptop.

Note: LS111, LS308, LS401, LS405 are equipped with wired and wireless audio.

If you require technical assistance with the audio - visual system in these classrooms, please contact Paul Hickey at 861-5732 or Peter McArdle at 861-5797.

H DRIVE ACCESS FROM THE CLASSROOM PROCEDURES

The Instructional Resources Department has created a shortcut icon on each classroom computer to allow the faculty to access their H drive from any classroom. To access your H drive from any classroom, follow the procedures listed below:

1. Turn on the computer.
2. Click on the lawprimary Icon, type your computer User Name and Password (do not click on "Remember my password", and select your user folder.
3. When you have finished, follow the procedures listed below:
 - a. Close the link to your user folder, close all programs, and shutdown the podium computer.

If you require technical assistance accessing your H drive from any classroom, please contact Paul Hickey at 861-5732 or Peter McArdle at 861-5797.

CLOSED CIRCUIT REMOTE DESKTOP ACCESS PROCEDURES

The Instructional Resources Department has configured each classroom computer to allow the faculty to remotely access their desktop computer from any classroom. To access your desktop computer from any classroom, follow the procedures listed below:

From your office computer:

1. Click on Start, right click on My Computer, select Properties, select Remote, check to allow Remote Desktop, and click OK.

From any classroom computer:

1. Click on Start, select All Programs, select Accessories, select Remote Desktop Connection,
2. Enter your Last Name,
3. Enter your computer User Name and Password, choose Log on to LSDC, click OK,
4. To exit, click on the X at the top of your screen.

If you require technical assistance with the closed circuit remote access system from any classroom, please contact Paul Hickey at 861-5732 or Peter McArdle at 861-5797.

ICLICKERS SYSTEM SUPPORT

The Instructional Resources Department has installed and configured all classrooms for the iClicker Technology. This electronic system is a flexible and reliable system that is designed to help engage and interact with students in the classroom. The below list indicates the assigned unique radio frequency for each classroom:

CLASSROOM	RADIO FREQUENCY
LS111	AA
LS112	AB
LS118	CB
LS306	BA
LS308	CC
LS312	BB
LS342	BC
LS343	BD
LS344	CA
LS401	AB
LS405	AA
LS461	AC
BAC202	AA

To set the frequency of an iClicker remote unit, following the procedures listed below:

1. Hold the On/Off button down for two seconds (the blue power light will flash),
2. Enter [AB], where [AB] is the frequency assigned to the classroom,
3. The Vote Status light will turn green after you have entered the new frequency.

If you require technical assistance with the iClicker system, please contact Paul Hickey at 861-5732 or Peter McArdle at 861-5797.

CLASSROOM RECORDING SUPPORT

The Instructional Resources Department offers scheduled classroom recording services, with a 72 hour advanced notice, Monday through Friday, 8:30 a.m. through 4:45 p.m.

To schedule a classroom recording, please contact Peter McArdle at 861-5797.

COMPUTER LAB SERVICES PROVIDED

COMPUTER LABS AND AVAILABLE SOFTWARE

The Instructional Resources Department provides 3 campus computer labs, to include 72 computers and 5 high-speed laser printers, for use by all students. These facilities have Internet access and offer free printing. The 3 campus computer labs include:

1. 1st floor Computer Lab (room 127)
2. Morris Bart Instructional Lab (room 213B)
3. Clinic Computer Lab (540 Broadway, 2nd floor)

All computer lab computers are equipped with the following software:

1. Microsoft Office Professional Plus 2010
2. WordPerfect Office X5
3. Adobe Acrobat Professional 10
4. Sophos Endpoint Security and Control

If you have any questions regarding the computer labs and available software, please contact Paul Hickey at 861-5732.

STAFF AND SUPPORT WORK SCHEDULE

The following staff has been assigned to provide technical support and perform routine maintenance for these labs 80.5 hours weekly:

1. Lisa Bothwell, Computer Lab Assistant
2. Germani Hardeman, Computer Lab Assistant
3. Kevin Micale, Computer Lab Assistant
4. Daniel Ogbeide, Computer Lab Assistant
5. Edem Tsiagbey, Computer Lab Assistant

To view a copy of the Computer Lab Assistant's weekly work schedule, please visit <http://law.loyno.edu/sites/law.loyno.edu/files/computer-lab-assistant-work-schedule.pdf>.

If you have any questions regarding the staff and support of the computer labs, please contact Paul Hickey at 861-5732.

OTHER SERVICES PROVIDED

CLOSED CIRCUIT VIDEO BULLETIN BOARD POSTING

The Instructional Resources Department has installed four 46-inch flat panel public information display screens throughout the building. Each unit features a built-in CPU that controls content 24 hours a day. These units are located at the following locations:

1. Library Circulation Desk
2. 1st Floor Lobby by the elevators
3. 3rd Floor Lobby by the elevators
4. 4th Floor Lobby by the elevators

If you would like to have content posted on the video bulletin board system, please contact Paul Hickey at 861-5732 or email him at p hhickey@loyno.edu.

VIDEOCONFERENCING SERVICES

The Instructional Resources Department provides videoconferencing scheduled services, with a one-week advanced notice, within the building. Connections can be made in real time with people almost anywhere in the world. Our system provides a higher quality image than Internet-based software such as Skype and others.

To schedule a videoconferencing service, please contact Paul Hickey at 861-5732 or Peter McArdle at 861-5797.

AUDIO AND VIDEO DATA CONVERSION AND DUPLICATION

The Instructional Resources Department provides audio and video data conversion and duplication services. Data files can be converted and copied to CD, DVD, and flash drives or posted on Blackboard and the law school Intranet.

Exception: All VHS conversion requests must be forwarded to Media Services on main campus at 864-7120 or mediasrv@loyno.edu.

Please know that Copyright or copy protected material can not be converted or copied.

To schedule audio and video data conversion and duplication services, please contact Peter McArdle at 861-5797.

ELECTRONIC EXAM ADMINISTRATION

The Instructional Resources Department has contracted with Exam4 for students who wish to take their exams electronically. Exam4 is a secure program that acts like an armored word processor. While you are taking an exam, no other part of your computer can be accessed. Exam4 turns your computer into a dedicated essay exam-taking machine. The short version procedures are listed below:

1. Enter information about your exam via a short start-up sequence.
2. A blank word processor will appear with a standard typeface font (Courier), basic editing features (copy, cut, paste, etc.), and a word counter while blocking complete access to any other part of your computer.
3. Exam4 auto-saves every 10 seconds plus an additional failsafe backup every 2 minutes, so you never have to worry.
4. When you are finished taking your exam, submit your exam electronically.
5. Your exam will be printed and delivered to the Law Records Department within 1 business day.

To view a copy of the Exam4 Registration Instructions sent to the students one month prior to the exam period, please visit http://law.loyno.edu/sites/law.loyno.edu/files/exam4-instructions_0.pdf or see the attachment.

If you have any questions regarding the administration of Exam4, please contact Paul Hickey at 861-5732.