IT Services

Sepehr Sobhani
April 15, 2015
IT Support Areas
Student Technology Services

http://sts.fullerton.edu

- Student Technology Services (STS) offers students access to a variety of technology services to facilitate and enhance their learning experience on campus.
- Located on the first floor of the Library North
Academic Technology Center

The ATC is part of the new **FACULTY COMMONS** area on the second floor of Pollak Library South.

**FACULTY COMMONS integrates the services of the**

Academic Technology Center (ATC)
Faculty Development Center (FDC)
Online Academic Strategies & Instructional Support
Channels of Support

• Phone Support
  • Students: 657-278-8888
  • Faculty/Staff: 657-278-7777

• Email
  • Students: StudentITHelpdesk@fullerton.edu
  • Faculty/Staff: helpdesk@fullerton.edu

• Portal: Click on the “Online IT Help” icon
  • Chat is available for students
Additional Services
Formerly known as Reprographics
Copying/Binding/3D Printing/Lamination/Books/etc.
Available to student/faculty/staff
Upload documents via Portal 24/7
Virtual Computer Lab

Virtual Computer Lab (VCL) allows CSUF students, faculty, and staff to access university-licensed computer applications via the Internet. It allows you to work on a lab computer from home or any location with a high-speed Internet connection.
iFullerton 2.0

- Available for iOS and Android
- Shake feature for attendance
- Add and remove buttons
- Private/Public messages
Available Software and Services to Faculty/Staff

- Adobe CC
- MS Windows/Office
- MS Office 365 Pro Plus (Home Use)
- PC and Mac
- Dropbox for Business (Unlimited)
- SPSS and Amos
- SAS
- Matlab
- Camtasia and SnagIt
- FrontDoor Software
- VPN Service
- Titan Apps
- Lynda.com
- CourseSmart (Faculty Only)
- NBC Learn
- Qualtrics
- Adobe Connect
Available Software and Services to Students

- Adobe CC
- MS Office 365 Pro Plus
  - PC and Mac
- Dropbox for Business (50GB)
- SPSS (available at reduced price)
- MathWorks Matlab
- Qualtrics
- FrontDoor Software
- TitanApps
- Lynda.com
- NBC Learn
Campus Wireless

- Campus-Wide coverage
- Choose “CSUF-Titans” SSID to connect
- Need help with connection?
  - DIY
    - Students: visit [http://sts.fullerton.edu](http://sts.fullerton.edu)
    - Faculty/Staff: visit [http://www.fullerton.edu/it/help/](http://www.fullerton.edu/it/help/)
  - Walk-in
    - Students: Student Genius Corner
    - Faculty/Staff: Faculty Commons (PLS237)
IT Service Catalog

- For the entire list of IT services, visit IT Service Catalog
  - https://titans.service-now.com/services/
Questions
Thank You

We hope you enjoyed this session. Please help us to improve and turn in your survey.

Visit our vendor partners at the Exhibit Hall on the 2nd floor of Pollak Library South.