Student Mega Lab User Guide for Students at San Antonio College

Last Edited on: Tuesday, June 26, 2013

Purpose

The purpose of the San Antonio College (SAC) *Student Mega Lab User Guide* is to provide guidelines regarding both computer use and Internet access to safeguard the longevity of all Student Computer Lab equipment, and ensure fair usage to all. The Student Computer Lab provides students the latest technology and resources, as well as, the assistance needed to successfully complete class assignments and projects. SAC offers a wide array of computing, networking, and instructional resources and services to members of the College community.

Statement of Usage

The Student Mega Lab at San Antonio College is used by students for their course work and research and by persons registering and/or applying to the College. In order to provide students with equitable access to campus computing resources and to insure that the areas provided maintain an atmosphere that is suitable for academic work, the following standards and procedures have been implemented. Questions or suggested improvements on these procedures or other instructional technology matters should be addressed to the Director of the Information Technology Department at San Antonio College. The Office of Technology Services reviews these policies every two years.

ENFORCEMENT OF COMPUTER LAB PROCEDURES

The Office of Technology Services Student Mega Lab staff reserves the right to ask a student to leave a computer lab when he or she does not comply with the Student Mega Lab Rules. The Student Mega Lab Service Agent is primarily responsible for enforcing the Student Mega Lab Rules and Procedures. Students violating the Student Mega Lab Rules will be referred to the Office of Technology Services Lab Supervisor. Noncompliance with the policies and procedures will be grounds for revoking lab privileges.

SIGN-IN PROCEDURES & REQUESTS

Students wishing to use the Student Mega Lab must sign in using their Banner ID number. If applying or registering for college and a Banner ID has not yet been assigned, a person must show a valid picture ID and ask for help signing in. When needing assistance, students are required to fill out a Support Service Request Form and give it to a Student Mega Lab Service Agent.

LAB SERVICE AGENTS & SERVICES

The Student Mega Lab Service Agents are available to provide support with general computer use such as locating, applications, software, and printing. In addition, ACES, Canvas, and various software training is available on a walk-in basis. More in depth or specialized training may require students to register for a workshop via the online training calendar located on the student Mega Lab Website (http://www.alamo.edu/sac/megacomputerlab/). Students may ask a Student Mega Lab Service Agent to assist with navigation to the following online services ApplyTexas, Federal Assistance Financial Aid (FAFSA), and ACES Web Services registration. Student Mega Lab Service

Agents are not tutors or advisors; they will not tell you how to complete your assignments or answer questions regarding applications, financial assistance or registration. Student will be advised to contact the appropriate department for assistance.

RESPONSIBILITY FOR EQUIPMENT
Students are to use the computers in accordance with the *Alamo Colleges Appropriate Use of Information Technology Resources Policy (PDF).* While the Office of Technology Services is responsible for monitoring the use of computer systems, students are responsible for taking reasonable safety precautions in regard to Alamo Colleges-owned computer equipment. They will be held responsible for damage to such equipment arising out of their negligence or intentional misconduct

ACTIVITIES PROHIBITED IN THE COMPUTER LABS:
 In accordance with the *Alamo Colleges Appropriate Use of Information Technology Resources Policy (PDF).* **The following types of activities are examples of inappropriate use**

- Accessing someone else's account, directory, private files, or e-mail without permission from the owner.
- Changing hardware and software configurations and modifications and settings, of computers printers and system software.
- Downloading, accessing, storing, sending or forwarding pornographic material or any type of material that is threatening, abusive, or obscene.
- Violating copyright and/or software agreements.
- Using computing resources to threaten or harass others.
- Student Mega Lab Computers are not to be used for personal gain, political, charitable, private use or conduct business other than official college related purpose.

STUDENT MEGA LAB GENERAL RULES
The Student Mega Lab is for academic purposes, a quiet atmosphere is required and any activity that disturbs other users or disrupts the operations of the lab is not permitted.
- Respect other students when working in the lab. Disruptive behavior, such as shouting or cursing will not be tolerated.
- Conduct your conversations with others in a quiet manner that will not disturb the work of the other students in the lab.   Loud conversations and discussion groups should be kept to a minimum while in the lab. If you become disruptive, you will be asked to leave.
- Audio CDs or applications with audio output may only be used with headphones. If you are using headphones, keep the volume low so that you don't disturb others working around you.
- All cell phones are to be turned off or set to silent while in the lab. If you receive a phone call, you should exit the lab before answering your cell phone and carry on your conversation somewhere well outside hearing distance of the lab.
- Food, Beverages – Eating, drinking is prohibited.
- Computer game – Playing video games is prohibited.
- Printing/Scanning Files – Printing and/or scanning files that are not related to classroom assignments or official college business is prohibited.
- Children are not allowed in the Student Mega Lab. No one other than the authorized user is allowed to touch computer lab equipment (keyboard, mouse, monitor, scanner, printer, etc.) Additionally, the quiet work environment must be adhered to.

CONSEQUENCES: **Violation of These Rules May Lead to Revocation of Lab Privileges and or Disciplinary Action**

Violations of the preceding rules and regulations may result in revoking of lab privileges, including, but not limited to:

- Being asked to leave the computer lab.
- Your name being given to the proper authorities for appropriate action which could result in loss of computer privileges, or being banned from the computer lab.

LAB CLOSURES - Any time a lab tech states the lab is closing, all participants are to leave immediately. **No exceptions.**

PRINTING - Pay for printing with the GoPrint Management System. Create an account online with a debit or credit card or in person with cash using a *GoPrint Add Value Station* on the 5th floor of the Moody Learning Center, within the Student Mega Lab.

SAVING FILES – Patrons must provide their own storage media (i.e. flash drive) in order to save their documents. Anything saved on the computer hard drive will be deleted. Data files created in the lab should be saved directly onto a jump drive. Also, each student has dedicated space to save files on Student Email through SkyDrive from any computer. **The Office of Technology Services is not responsible for the loss of files due to power failures, computer hardware/software failures, network difficulties and/or students not periodically saving their work. Nor is OTS responsible if OTS cannot recover lost files or fix damaged disks. Students should not save files on the lab computers since the hard drives are regularly purged & outages do occur.**

EQUIPMENT IS ON A FIRST COME, FIRST SERVE BASIS AND CANNOT BE RESERVED - During high volume usage of the lab, it is important to allow access to as many students as possible.
Please do not attempt to reserve a computer by leaving your belongings around it.   If a computer is left unattended for 15 minutes or more, Computer Lab staff may log you out of the computer, move your belongings, and another user may have access to the computer. No attempt will be made to save any data and OTS is not responsible for lost files or damaged disks.

PERSONAL BELONGINGS - Please do not leave your personal belongings unattended. Users are responsible for their own possessions, and belongings. Computer Lab staff are not responsible for lost, stolen, or moved items.

LOST AND FOUND - Lost and Found items are stored for a short period of time at the Student Mega Lab, and then they are delivered to the DPS office, located on campus.

CONTACT INFORMATION – 210-486-0160, sac-it@alamo.edu

LOCATION – Moody Learning Center, Room 502

HOURS OF OPERATION – Fall & Spring Semesters – 8am to 7pm, Monday thru Thursday, 8am to 5pm, Friday, and 10am to 2pm, Saturday.
Summer Hours (June 6 to August 1) – 7am to 7pm, Monday thru Thursday (CLOSED FRIDAY, SATURDAY, and SUNDAY)