

The background of the cover is a photograph of a brick building with a gabled roof and three arched windows. The building is partially obscured by pink cherry blossoms on the left and white dogwood blossoms on the right. The sky is blue with some light clouds.

2009/10
Faculty and Staff Guide
to Computing and Technology

MICHIGAN STATE

UNIVERSITY

computing.msu.edu

Welcome

Welcome to Michigan State University.

There are many computing and technology resources to support faculty. This faculty and staff computing guide outlines the various information technologies available and the policies governing their use. We encourage you to save this as a reference throughout the year for answers to technology related questions and services.

Libraries, Computing, and Technology
lct.msu.edu



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Key Websites

Quick Reference

- **angel.msu.edu** and **loncapa.msu.edu** are MSU's centrally supported course management services.
- **computing.msu.edu** for current information on MSU computing and technology services.
- **computerlabs.msu.edu** for general computer lab information including available software, locations, and floor plans.
- **cstore.msu.edu** to purchase computers, software, and peripherals.
- **degnav.msu.edu** to explore and view degree requirements, change academic majors and more.
- **dhcp.msu.edu** to register computers and use the MSU network, MSUnet.
- **help.msu.edu** for general computing support, troubleshooting computer problems, and help configuring personal computers to MSU services.
- **lct.msu.edu** for guidelines, policies, best practices, and peer group resources related to computing and technology at MSU.
- **mail.msu.edu** is MSU's centrally supported e-mail service.
- **msu.edu** is the MSU home page.
- **reg.msu.edu** is the MSU Office of the Registrar home page.
- **train.msu.edu** for information on computer and technology training available through Libraries, Computing, and Technology Training Program (LCTTP).
- **vudat.msu.edu** for help developing e-learning offerings.
- **wireless.msu.edu** is MSU's wireless service, MSUnet.

Getting Started

MSU NetID

netid.msu.edu

To access many MSU websites and online resources including campus e-mail and library services, you must have an MSU NetID. To activate your MSU NetID visit **netid.msu.edu**, click on “Activate NetID” and follow the steps outlined.

Accessing E-mail

mail.msu.edu

The MSU e-mail system, available at **mail.msu.edu**, provides all MSU faculty, staff, and students with accounts, limited personal storage space on a central web server, and unlimited storage space for course materials. MSU mail accounts are also accessible using any of the standard mail interfaces (e.g., Eudora and Outlook). Your MSU e-mail account is activated once your MSU NetID and password have been set up. At that time, your e-mail address will be generated automatically from your user name. For example, Sparty may have a NetID as “sparty,” thus, his e-mail address is sparty@msu.edu. This Web-based e-mail program is available on and off campus or via another computer (e.g. in a Computer Lab). To access your e-mail, log on to **mail.msu.edu** with your MSU NetID and password using any Web browser.

Connecting to the Network

dhcp.msu.edu

To connect to MSU’s network, you must register your computer with DHCP (Dynamic Host Configuration Protocol). If you do not register with DHCP, you will not be able to access off-campus Internet sites. To register your computer with DHCP, make sure your computer is connected to a working Ethernet jack, open your Web browser and type in **dhcp.msu.edu**, enter your MSU NetID and password to login and follow the instructions listed. A laptop computer registered on the DHCP system obtains instant Internet access from any of the thousands of DHCP ports located in classrooms and other areas throughout the campus.

Computing and Technology Service Status Reports

servicestatus.msu.edu is used to display critical events and scheduled maintenance for services that the ATS and AIS sections of Libraries, Computing and Technology provide to the university community. It may on occasion be used to display information about other campus services if an event creates calls to LC&T Help Desks or if the event is critical enough to affect a major portion of campus such as a power failure. Visit **servicestatus.msu.edu** to obtain the status of MSU's computing and information technology operations.

File Storage

netfiles.msu.edu

MSU provides free remote file storage space called AFS (Andrew File System). This space can be used to store files, publish web pages, and access files using any Web browser. AFS space enables MSU students, faculty, and staff members to store documents (e.g., papers and research reports) on the network and to post personal Web pages to the Internet. Files saved to AFS space can be accessed over the Internet with **netfiles.msu.edu**.

For help accessing and publishing files on AFS, visit **afs.msu.edu** or call MSU's ATS Help Desk at (517) 432-6200.

Electronic Directory

MSU publishes faculty, staff, and student contact information online (name, address, phone number, and e-mail address). Faculty, staff, and student directory information may be searched online by clicking "Find People" at **msu.edu**. Information for this directory is pulled from the MSU Faculty Staff Retiree Address system (**fsra.msu.edu**).

Wireless Access **wireless.msu.edu**



MSU net wireless, the centrally managed wireless Internet service, provides wireless users with the flexibility to roam the MSU campus. MSU's wireless network supports all of the current Wi-Fi standards — 802.11a, b, g, and n. Authentication using your MSU NetID and password is required to gain full access to the MSU net Wireless network. Guest access is also available. Visit **wireless.msu.edu** for more information.

Web Publishing

Web Accessibility

webaccess.msu.edu

Michigan State University is committed to facilitating access to university instruction, communication, research, and business processes, while enhancing community building for the broadest possible audience. The university strives to employ principles of Universal design and use the Web Accessibility Technical Guidelines and standards in the design, implementation, enhancement and replacement of Web content and services. In doing so, MSU aims to improve access to both current and emerging technologies.

Web Accessibility Policy

MSU's commitment to facilitating access to university instruction, communication, research, and business processes, while enhancing community building for the broadest possible audience led to a policy on Web accessibility at the university. Information on the policy, guidelines, and resources including a quick start guide, classes, and workshops, and required review form are available by visiting **webaccess.msu.edu**.

Web Design and Hosting Services

ats.msu.edu

Academic Technology Services (ATS) offers website design, Web hosting, and system administration services. The team administers several large systems, including MSU's main website, the library's catalog system, a central streaming media system, and others. This Web hosting service, known as w3vh, offers MSU units and MSU-affiliated organizations the ability to put their websites online with an Internet name of their choice, in a cost effective way that relieves them from having to manage Web server setup and routine system tasks.

Academic Resources

Course Management Systems

ANGEL

angel.msu.edu

Log in to ANGEL learning management service to obtain course materials and review grades, store computer files, and bookmark favorite URL's to be available anywhere there is Web service. ANGEL (A New Global Environment for Learning) is MSU's centrally supported course management system. Access ANGEL at **angel.msu.edu** using your MSU NetID and password. Training for faculty using ANGEL is provided at no charge. Class schedules are posted at **train.msu.edu**.

LON-CAPA

loncapa.msu.edu

Lecture On-Line with Computer Assisted Personalized Approach (LON-CAPA) is a full-featured, web-based course management system similar to commercial systems featuring content sharing and content reusability and creation and grading of randomized homework, quizzes or exams. It is an open source freeware.

Distance Learning Support

help.angel.msu.edu

Distance Learning Services provides full support for ANGEL and LON-CAPA course management systems including start-up, technical and access problems, and feature requests. Help with accessing online resources using MSU's EZ Proxy service and help with online courses is also available by calling (517) 355-2345 or (800) 500-1554.

Blended Learning & Online Courses and Programs

vudat.msu.edu

Faculty can request services from Virtual University Design and Technology (vuDAT) to support development of online and blended/hybrid courses. In addition the vuDAT website contains over one hundred articles to guide the development and teaching of online and blended courses, including administrative procedures, pedagogy considerations, web design and technology. Faculty can leverage vuDAT expertise in electronic artwork, programming, interaction design, instructional design, project design and

project management. They can also collaborate on research related to online teaching and learning.

VuDAT collaborates with MSU departments free-of-charge on blended and fully online credit-bearing courses and administratively commissioned non-credit instruction and are open to working on a contract basis for other e-learning projects on-campus or off-campus.

Registrar's Office Instructional Systems

reg.msu.edu

The Instructor Systems Menu at **reg.msu.edu** provides university curriculum, and course and classroom scheduling; student enrollment (including readmission and lifelong education) and fee classification; student records and records retention (grade collection and recording including CIC Traveling Scholar and Co-Sponsored Study Abroad Programs), transcripts, and Continuing Education Units (CEU's); graduation audit, awards, and diplomas; athlete, veterans, degree, teacher, and enrollment certification; student and faculty/staff identification cards; and specialized data extraction, manipulation, and reporting.

High Performance Computing Center (HPCC)

hpcc.msu.edu

HPCC provides easy to use high performance computing platforms that are beyond the capabilities of any single department on campus, allowing faculty and students to focus their limited time and resources on their research rather than system administration. HPCC systems enable larger, broader and more complex computation than ever before - work that could have taken months or years now can be done in hours or days. Visit **hpcc.msu.edu** for more information.

IT Research and Reports

gartnerportal.ais.msu.edu

Web access to information technology research and reports by Gartner, Inc. is available to anyone with an MSU NetID. Gartner is an especially helpful tool for researching vendors and IT purchasing decisions.

Remote Access

Printing

netprint.msu.edu

NetPrint enables each MSU student, faculty, and staff member to “print almost anything from almost anywhere,” or, more specifically, to print documents to any of the printers in the public campus computer labs from any computer on the campus network.

File Access

netfiles.msu.edu

NetFiles provides students, faculty, and staff with access to their AFS files using the Internet.

Virtual Private Networking

vpn.msu.edu

The MSU SSL VPN service provides MSU faculty and staff with a way to connect securely to the MSU campus network. This VPN connection works from any location, whether in East Lansing, or anywhere around the world through **vpn.msu.edu**.

When you need to connect your computer to MSU’s network remotely, using the SSL VPN service offers these advantages:

- Your computer will be given a secure path onto the MSU campus network. If you handle sensitive data as part of your work or research, a secure connection is important.
- Your computer will appear to have an IP address local to the MSU campus network. This allows you to connect to resources such as library databases that may require your computer to use an MSU campus address in order to gain access.
- You can use services that may have been restricted at MSU’s border. For instance, for security reasons, MSU currently blocks access to Microsoft services when computers connect to MSU from off-campus. Other on-campus services, including departmental ones, may restrict which “ports” or services function. The SSL VPN may allow you to overcome such restrictions.

Classroom Technology

Computer Labs

computerlabs.msu.edu

There are a number of Computer Labs located throughout campus giving students access to the Internet, popular software, and printing services. Visit **computerlabs.msu.edu** for the locations of Computer Labs on campus. Anyone with an MSU NetID can use these computers free of charge.

High-speed laser printing services in Computer Labs allows students to write a paper, save the paper on their AFS space, and then visit a Computer Lab to print the paper. For more information visit **netprint.msu.edu**.

Classroom Software

ats.msu.edu

Classroom software enhances classroom teaching providing installation, maintenance and support of system and application software in public computer labs, library workstations, and technology classrooms in support of student learning. In addition, Classroom Software maintains classroom attendance readers providing faculty with instant attendance records.

Instructional Technology and Classroom

Media Support

imc.msu.edu

ATS Media Services provides instructional and media equipment delivery, set-up, operation, and support. The Classroom Support Team provides media equipment delivery, set-up, operation and support in all university classrooms. In addition, the team provides quality assurance checks in all university computer labs to ensure paper and toner levels are adequate. Maintenance in these labs is handled by the technical services team. Equipment for non-classroom use is available on a charge basis only. The Technical Services team offers a variety of services including installation, maintenance, and repair of audiovisual and computer equipment. They also provide large venue sound reinforcement and technical support for various units on campus.

Student Response Systems (“clickers”)

The use of “clickers” (also known as student response systems) has grown at MSU. Faculty and students prefer clicker-based classes to traditional lecture only environments as clicker systems help promote active student learning. To learn more about clickers, contact ATS Media Services at (517) 353-3960. For assistance with using one of the two supported clickers with ANGEL, call the Distance Learning Help Line at (517) 355-2345.

Scoring Office

msu.edu/dept/soweb

The Scoring Office provides an optical scanning service for reading National Computer System (NCS) compatible scan sheets, scores and record item responses to tests, and offers statistical consulting. A major use of this service is to score and record item responses to tests. Systems are available to help grade-keeping, test and item analysis, feedback to students, and other class records. Scanning is also available for non-test forms, including the Student Instructional Rating System (SIRS) and a wide variety of surveys.

Virtual University

vu.msu.edu

Courses and instructional programs at MSU offered through the Internet and other technologically enhanced media.

Secure Computing – Your Role

computing.msu.edu/secureIT

MSU provides the university community with a robust network and access to an array of information assets critical to the business and operations of the university.

Due to the sensitivity and regulations associated with much of this data, it is essential that every member of the MSU community work to protect it and minimize the occurrence of security incidents by:

Protecting Data

- Treat all sensitive data as a highly valuable asset and minimize the chance that it is released to unauthorized users.
- Identify sensitive data inputs, location, and sensitivity.
- Do not use Social Security numbers as an identifier.
- Encrypt private data sent across the network.
- Save sensitive data files to a network drive, not a personal computer.
- Restrict access to sensitive data to those who “need to know.”
- Avoid copies.
- Get rid of data not longer needed.

Carefully Dispose Sensitive Data

When you no longer need sensitive data, it is better to dispose of it than continue to account for it. Ensure data cannot be recreated and follow careful disposal best practices:

- Only store necessary data.
- Shred papers containing sensitive data.
- Follow the Best Practices in Disposal of Computers and Electronic Storage Media at [lct.msu.edu/best practices](http://lct.msu.edu/best_practices).
- Sanitize hard drives of disposed computers to remove sensitive data.



Connect Safely

Sensitive data is more easily stolen when it is shared between users, so take note of the connection you use. Unapproved wireless networks, e-mail, and public computers are particularly vulnerable to security breaches.

- Use only MSU-approved networks and wireless access points.
- Do not e-mail private data, as messages can be intercepted.
- Use a Virtual Private Network (VPN) when off campus for a secure connection (vpn.msu.edu).
- Find out more about university guidelines regarding protecting sensitive data at computing.msu.edu/msd.

Be Prepared

In the event of a disaster or a security incident, do you know what to do? These events occur unexpectedly, so find out in advance how to respond:

- Report any known or suspected security incident (any known or suspected event or circumstance that results in the unauthorized release or exposure of sensitive information beyond the university's span of control) to your management, your local technical support staff, and the ATS network security team through the ATS Help Desk at (517) 432-6200.
- Learn about your school or department's business continuity plans from your dean or department chair.
- Make regular system backups and test your system's restore function; check with your technical support staff for details. Always check with your local technical support staff before implementing changes.

What Does a Security Incident Look Like?

A reportable incident occurs when (a) an unauthorized person is believed to have gained the ability to access confidential or proprietary data that is stored on a university data system, or (b) a person who is authorized to access confidential or proprietary data that is stored on a university data system misuses that data.

What is Confidential and Proprietary Data?

- Social Security number (SSN).
- Credit card number or debit card number.
- Bank account number, automated clearing house number, or electronic funds transfer account number.
- Driver's license number.
- Names, addresses, and dates of birth, when all three are used together.
- Student educational records protected by Family Educational Rights and Privacy Act (FERPA) or the MSU's Guidelines Governing Privacy and Release of Student Records.
- Health information under the Health Insurance Portability and Accountability Act (HIPAA).
- Research data or results prior to publication or the filing of a patent application.
- Information subject to a contractual confidentiality provision.
- Security codes, combinations, and passwords.

For more information visit computing.msu.edu/msd and computing.msu.edu/secureit.



Secure
Computing

Guidelines and Policies

lct.msu.edu/guidelines-policies

It is your responsibility to read, understand, and comply with university policy, and to use MSU's security resources – tools and support organizations that assist faculty staff, students, schools, and departments – to help ensure the safe and secure operation of the network and conduct of university business.

Acceptable Use of Computing Systems

msu.edu/au

The privilege of use of computing systems and software, as well as internal and external data networks, is important to all members of the university community. The preservation of that privilege for the full community requires that each individual faculty member, staff member, and student comply with institutional and external standards for appropriate use. View MSU's statement of acceptable use at **msu.edu/au**.

Abuse

Users are expected to abide by other computer system or network acceptable use policies for any computer system at Michigan State University or at any other institution which has an applicable usage policy. Users are also expected to abide by any and all other policies and regulations at Michigan State University, and any applicable federal, state, and local laws or ordinances, to the extent that any computer or network systems belonging to Michigan State University are used.

You may report a violation of MSU's Acceptable Use standards or other related incidents via e-mail to abuse@msu.edu.

Bulk E-mail

Communications are increasingly conducted by way of e-mail and other electronic means. Because the marginal cost of distributing e-mail is very small (for the sending party) compared to paper-based or voice communications and e-mail travels very quickly, e-mail is seen to hold great potential for cost savings and operational efficiencies. Guidelines apply to members of the MSU community (students, faculty, staff, affiliates, university offices and programs). The purposes of these guidelines are to improve the effectiveness and efficiency of

electronic communication, and to minimize the amount of undesired e-mail that members of the MSU community receive from other members of the MSU community. The June 2009 Administrative Ruling of Appropriate Use of MSU E-mail Services by Internal Users on MSUnet is posted at lct.msu.edu/guidelines-policies.

MSU Statement On Using Copyrighted Materials **copyright.lib.msu.edu**

The Digital and Multimedia Center (DMC) at the MSU Library assists in obtaining permissions from rights holders for MSU faculty who need to use materials in a course or other work-related project. Requests for permissions may be submitted using an online permission request form available at copyright.lib.msu.edu.

Copyright and Patent Policy **oip.msu.edu**

Handbooks from the MSU Technologies (formerly Office of Intellectual Property) are available at oip.msu.edu.

DMCA Procedures

When MSU receives a complaint that someone is in violation of the Digital Millennium Copyright Act (DMCA), generally by sharing files on a computer that is connected to the MSU network, MSU is required by Federal law to contact the individual and ensure that all activity has been stopped. For more information, visit campusdownloading.com.

RIAA Letters

The Recording Industry Association of America (RIAA) has announced a new strategy in its efforts to stop illegal music downloading. The RIAA will notify alleged violators that they will be sued and give them the option to pay a settlement sum before a lawsuit is filed. Alleged violators who do not settle will face a lawsuit and the risk of a substantial court judgment or a costlier settlement. It is in your interest to understand what the RIAA is doing.

Statement on Using Copyrighted Materials

Copyright is a form of protection provided by the laws of the United States (title 17, U.S. Code) to the authors of “original works of authorship,” including literary, dramatic, musical, artistic, and certain

other intellectual works. Civil and criminal remedies may be imposed for violations of an author's copyright interests. MSU is committed to obeying copyright law. Questions regarding copyrights can be directed to the office of the Associate Vice President for Research and Graduate Studies at 432-4499 or the Office of General Counsel at 353-3530.

Managing Sensitive Data
computing.msu.edu/msd

In order to operate, MSU must handle information. This information includes data on students, employees, alumni, donors, clients, patients, patrons, partners, and other affiliates.

As part of data stewardship and governance, the university has the responsibility to take all practical measures to protect the privacy and confidentiality of this information and manage sensitive data in a secure manner, while permitting the effective and efficient use of the data. The best effort of every member of the university workforce is required to satisfy these dual data management objectives.

Web Accessibility Policy
webaccess.msu.edu

Michigan State University is committed to facilitating access to university instruction, communication, research, and business processes, while enhancing community building for the broadest possible audience. It is this commitment that led to a policy on Web accessibility. Information on the policy, guidelines, and resources including a quick start guide, classes, and workshops, and required review form are available by visiting **webaccess.msu.edu**.

Visit **lct.msu.edu/guidelines-policies** for more information.

Help and Training

ATS Help Desk

help.msu.edu

The Help Desk offers computing assistance to students, faculty, and staff of MSU. Support is available by telephone at the Help Desk call center by calling (517) 432-6200 and face-to-face, at the Help Desk Service Center in room 120 of the Computer Center, or by submitting an electronic form posted at **help.msu.edu**. General computing questions, troubleshooting computer issues, problem reports, configuring personal computers to work with the MSU network, and mail system help is available. There is no charge for these consulting services.

The Help Desk also maintains an online knowledge base to assist students, faculty, and staff with technology-related services. This collection of question and answers sets on a variety of computing and network topics is available at **help.msu.edu**.

Distance Learning Services

lib.msu.edu

Distance Learning Services provides full support for ANGEL course management system including start-up, technical and access problems, and feature requests. Online help for ANGEL is available at **help.angel.msu.edu**. Help with accessing online resources using MSU's EZ proxy service, LON-CAPA, and help with online courses is also available. Library Distance Learning Support is available by calling (517) 355-2345 or (800) 500-1554.

Libraries, Computing, and Technology

lct.msu.edu

"Faculty Seminars in Instructional Technology" are offered exclusively to faculty, this seminar series is offered twice a year at the end of Fall and Spring semesters. Faculty can sign up for up to two days of small group, hands-on instruction in topics ranging from operating system basics, using Microsoft Office, creating and maintaining course and personal web pages, to database management and Flash animations. The seminars are offered at no cost to faculty, but advance registration is requested. For more information contact Byron Brown at brownb@msu.edu.

“Explorations in Instructional Technology” brown bag seminar series. Presentations by MSU faculty, staff, and visitors on a wide variety of topics in instructional technology. Meets most Fridays throughout the academic year. The sessions are open to everyone, and historically the people attending come from a wide variety of colleges and departments. For more information contact Byron Brown at brownb@msu.edu.

Libraries, Computing, & Technology Training Program (LCTTP)
train.msu.edu

LCTTP offers a variety of non-credit computing courses and workshops. Courses cover a wide range of topics on computing for the purpose of job training, career development, and/or personal improvement. Class schedules are posted at **train.msu.edu**. Most of these courses are offered at no cost to faculty who request an automatic fee waiver.

Media Services
imc.msu.edu

ATS Media Services provides multimedia equipment instruction, media design and integration, and support for MSU courses. For help with classroom services and equipment call (517) 353-3960. Free instruction is available to individuals and groups in the use of the equipment in any of MSU’s 200+ technology classrooms. Workshops are offered throughout the academic year as well as providing “on-site” instruction.

IT Peer Groups at MSU

Libraries, Computing, and Technology (LC&T) supports a variety of Communities for Advising, Facilitating, and Enabling (CAFES) the work of people and their organizational units and programs at MSU through the use of information technologies. CAFES undertake activities and provide communication mechanisms that help people with common interests share ideas, challenges, solutions, tools, and strategic directions. For more information, visit lct.msu.edu/cafes.

The **Accommodating Technology Community (ATC)** explores ways by which information and information tools can be rendered accessible to the entire University, regardless of specific abilities and disabilities. Members continue to review tools that are available to students, staff, and faculty members for creating and accessing learning materials and teaching materials.

The **Administrative Data Users Community (ADUC)** is a group of people with a shared interest in the creation and use of institutional data and associated information systems. It provides an opportunity to share experiences, expertise, and tools among users of institutional data and information system providers. Business functions, information domains, and information systems include Facilities, Finance and Budget, Human Resources, Person, Organization, Research Administration, Student, University Advancement, and others.

Computers in Writing help identify needs and promote technology use in support of writing and writing instruction on the MSU campus. The main focus includes the writing courses and degree programs offered in the College of Arts & Letters, the Writing Center, and Tier I writing courses in ATL. This community broadly focuses on other technology uses related to writing and writing instruction across campus (virtual writing courses, collaborative writing, etc.), including technology support for Tier II writing courses.

Health Education and Related Technologies (HEART) provides a venue for joint planning across MSU's health professions colleges (Human Medicine, Osteopathic Medicine, Nursing, Veterinary Medicine) and advises the office of the Vice Provost for Libraries, Computing, and Technology (LCT) regarding technology use as it relates to these colleges.

The **Instructional Computing and Technology Community (ICTC)** is responsible for matters relating to instructional computing and technology on campus including: instructional development, instructional delivery, support services for faculty and students, management of curriculum and instruction, and advising.

MSU IT Exchange, a community for collaboration, was formed to bring people interested in information technology at MSU together as a cohesive group. This group meets on a regular basis throughout the year and is open to anyone interested in supporting the significant role technology plays at Michigan State. To subscribe to the e-mail list, send an e-mail to listserv@list.msu.edu. Your e-mail should include in the body this command "subscribe itexchange firstname lastname."

MSU Web Development (WebDev) facilitates group discussions with information/opinion sharing, convening meetings and events, and offering feedback on policies as well as large-scale applications. Broad themes pursued include: Web design, standards, development, services, and collaboration tools. Specific topics may include: Web programming, mashups, rich media, content management systems, information architecture, usability, accessibility, Web hosting, storage, security, writing for the Web, and Web 2.0 tools such as social networking. Attention is also paid to expanding awareness of professional development opportunities for higher education Web professionals. Through its activities, the WebDev CAFE fosters a supportive, knowledgeable, and multidisciplinary community of practice for Web professionals, whether they are from staff, faculty, or student ranks.

This community holds monthly planning meetings, quarterly forums, and utilizes an e-mail list. To subscribe to the e-mail list, send an e-mail to listserv@list.msu.edu. Your e-mail should include in the body this command "subscribe webmasters firstname lastname."

The **Network Communications Community (NCC)** provides advice to the Vice Provost for Libraries, Computing and Technology regarding the University's networking infrastructure, including design, configuration, networked devices and services, and policy.

Other Groups

MSU has a number of discussion boards and online mailing lists which may be of interest to MSU faculty and staff.

Forums.msu.edu is a threaded discussion site that is maintained by Academic Technology Services (ATS) in support of collaboration activities for MSU-affiliated interest groups, CAFEs, committees, or the community at large. **Forums.msu.edu** can be used by any MSU faculty, staff, or student with an MSU NetID.

The **Network Administrators Group (NAG)**, provides an avenue for IT staff across campus to communicate on various subjects, troubleshoot issues, and share information. To subscribe to the list, send an e-mail to listserv@list.msu.edu. Your e-mail should include in the body this command "subscribe MSUNAG firstname lastname."

Sales and Service

Purchasing and Maintaining Equipment

Hardware and Software Purchases

cstore.msu.edu

The MSU Computer Store offers special pricing with educational discounts on computers, software, and peripherals for MSU students, faculty, staff, and departments. Save on computers, MP3 players, printers, software, accessories, and more.

Visit the Computer Store in room 110 of the Computer Center, Monday through Friday from 9:00 a.m. to 5:00 p.m., or online at **cstore.msu.edu**.

Repair Services

computerrepair.msu.edu

The Help Desk Service Center in room 120 of the Computer Center offers face-to-face consulting and computer repair services. There is no charge for consulting services.

Help Desk Service Center also provides the MSU community with PC and Mac hardware repair for desktop & laptop computers. They are an authorized warranty service provider for computers and peripherals manufactured by:

- Apple
- Dell
- IBM/Lenovo
- Toshiba

Out of warranty service is available for other brands and Hewlett Packard (HP) Laser Jet printers. Professional service fees apply. For more information call (517) 353-5266.

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UNIVERSITY

computing.msu.edu

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