2015-2016 Student Guide to the
General Electric Foundation Computer Center

Fast Facts

Computer Center Administrative Office ..... Hammermill 130
Public Lab Locations ................................ Burke 153, 175, 176; Hammermill 135, 139, 143; Lilley Library 6, 201;
                                      Kochel 77, Nick 155, 156; Witkowski 109, 110
Public Lab Hours ................................ Monday through Thursday, 8:00 a.m. to 9:00 p.m.
(except H135, Library, Nick,
Witkowski 109, Burke)
Library Labs Hours ................................ Monday through Thursday, 8:00 a.m. to 11:30 p.m.
                                      Friday, 8:00 a.m. to 5:30 p.m.
                                      Saturday, 12:00 p.m. to 7:30 p.m.
                                      Sunday, 1:00 p.m. 11:30 p.m.
H135; Nick 155 & 156; Witkowski 109;
Burke Lab Hours ................................... Open 24/7 with PSU ID card access during fall & spring semesters.
                                      Call 898-6250 for holiday, summer, or semester break hours.
School Labs ........................................ Access restricted to students enrolled in courses for that school.
                                      Contact the school for lab locations and hours.
Computer Kiosk Locations ................. Burke Center Clark Café & 1st floor east corridor, Junker Center, Kochel
                                      Center, Hammermill, Reed Union Building; Lawrence, Niagara, Packet, Perry,
                                      Senat, Tigress residence halls.
Wireless Hot Spot Locations ............... All campus buildings offer wireless network connectivity.
Help Desks ........................................ 898-6415 Hammermill, 898-6083 Lilley Library,
                                      898-6709 Burke Center, 898-6550 Residence Hall Network
Request Computer Help ..................... bditHELP@psu.edu
Computer Center Web Page .................. http://psbehrend.psu.edu/intranet/computer-center

Computer Labs

The Computer Center Administrative Offices are located on the first floor of the Hammermill Building. There are 13 public
computer labs, 11 Engineering labs, and a variety of other school specific labs that the Computer Center manages on a daily
basis. There are also many departmental labs for which the Computer Center provides software support. Three of the public
labs are located in the Hammermill Building, with satellite labs located in the Lilley Library, Nick Building, Burke Center and
Witkowski Buildings.

All labs contain workstations that are networked to an Enterprise server cluster and storage array. The PCs are configured with
Intel processors and run the Windows 7 operating system. A variety of software is available in the public areas including course-
specific, general application (i.e. Microsoft Office), and Internet access (for checking email, web browsing, etc.). School labs
typically offer discipline-specific software as well as a limited selection of general software.

The operating hours of all public labs are listed in the above chart and are posted on the Computer Center’s web site. The public
labs are available to all students except when they are reserved for instruction. The Lilley Library 004 and Hammermill 135 labs
are “open” labs and never host classes. Additionally, during the spring and fall semesters, the Hammermill 135, Nick 155, Nick
156, Witkowski 109, and Burke Center public labs are open 24/7. School specific labs have restricted access and are only
available to students in those curriculums. Contact any Help Desk for more details about public labs, school specific labs, or 24-
hour lab access.
Getting Help
Student Computer Consultants are available to help users of any computer lab. Consultants are stationed at the Help Desks in the Hammermill, Lilley Library, and Burke Center lab areas to provide general assistance with the Computer Center’s hardware, software, and printers. Users may also contact the on-duty consultants by phone to receive help or, alternatively, submit a message to a support email address. (See the Fast Facts chart for details.) Personal device support is also provided at all Help Desk locations.

Computer Kiosks
Computer Center kiosks are provided so students can check their email or browse the Internet in a casual environment. Kiosk installations are located in the Reed Building (outside of Bruno’s and in the mail room lounge area), the Kochel Center (at the east end of the ground floor corridor), in the Hammermill building (near the vending machines on the ground floor), in the Junker Center (downstairs near the vending machines) and in the Burke Center (Clark Café main floor and balcony and 1st floor east corridor). Kiosk computers may be used whenever the academic building in which they’re located is open. Residence Hall kiosks can be found in the Lawrence, Niagara, Senat, and Perry hall lobbies, the Tigress Residence Hall suite near the laundry facilities, and the Packet Hall Community Center. Access to these kiosks is restricted to the building’s residents.

Electronic Access Accounts
Students typically retrieve their electronic Access Account prior to their arrival for freshman New Student Orientation. An Access Account is a User ID and Password combo that enables its holder to use the public labs as well as the full range of network-based services on and off campus. Students obtain their ID and password by visiting a web site that’s emailed to them by the Identity Services Office at the University Park campus. A user’s password is created, and security questions are set during this process. Required yearly password changes are completed at the https://itservicedesk.psu.edu site.

Tutors
The Learning Resource Center provides services at every stage of your college career to support you in achieving your goals—getting a great GPA, studying abroad, preparing for graduate school, and obtaining national fellowships and scholarships. They offer tutoring for most freshman and sophomore level courses, along with some upper level classes as well. Exam prep and weekly review sessions in several areas of study are also offered. For more details or to set up a tutoring session, phone 814-898-6140.

Connecting to the Penn State Network
On-campus residents can connect directly to the Penn State network in their Residence Hall rooms through an Ethernet network jack. Visit http://www.rescom.psu.edu for more details. A Residence Hall Network Help Desk is available to provide support and is staffed M-Th, 6:00 – 10:00 PM. All students may connect to the campus Wireless Network with their laptop, smart phone, or tablet device. Visit this page for more details: http://wireless.psu.edu

Employment Opportunities
The Computer Center hires wage payroll and work-study students to help support computer lab users. Students may apply for Student Consultant positions at the University’s online portal: http://psu.jobs. The main job duties of a Student Consultant are to provide help to users who have general questions about using the software or hardware in the labs, and provide phone support to off campus residents. Student Technicians are selected from our pool of Consultants and work directly with Computer Center System Administrators to install hardware and software, repair equipment, or troubleshoot Residence Hall Network user’s problems.

Software Downloads
Students can download software at no additional cost from two sources. The downloads.its.psu.edu site provides students with a variety of utility and productivity software options. This resource is hosted by the University and requires Access Account authentication in order to enter.

The DreamSpark program is a Microsoft resource that provides students with access to over 160 software titles. At the beginning of each fall semester, an email from the DreamSpark administrators is sent to every Behrend student. This memo contains log-on information and the DreamSpark URL. Problems with access to this resource can be reported via its internal support mechanism. Microsoft Office is provided by UP and is available at the software.psu.edu site. Click on the ‘Shop Student Software’ link.

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