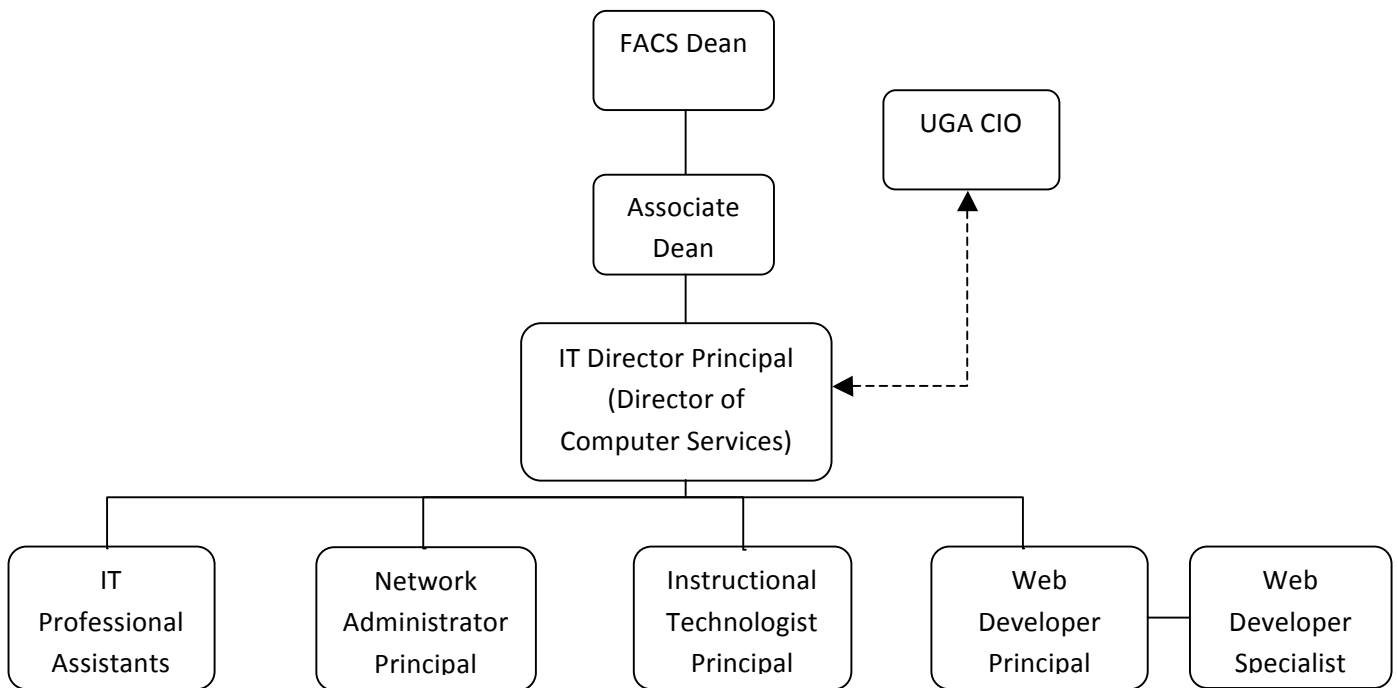


## Computer Services in the College of Family and Consumer Sciences

Organizational chart



### Members of Computer Services

**-IT Director (Director of Computer Services):** Responsible for managing the staff of Computer Services as well as acting as a general liaison to the college and performing other administrative duties within the college and CS unit.

**-Network Administrator:** Responsible for maintaining email, print, file, and web servers, as well as student computer labs. Maintains multiple servers within the College for production, research, and development.

**-Instructional Technologist:** Responsible for instructional design and development assistance as well as audio-visual, video conferencing, and test scoring equipment maintenance, training, and support.

**-Web Team (two Web Developers):** Responsible for the design, building, programming, and maintenance of the College's website. This includes more than 5,000 web pages receiving more than 115,000 page views per month.

**-IT Professional Assistant (Field Technician):** Responsible for supporting the College's computers, peripherals, and clients in nine campus buildings. This includes more than 750 desktop and laptop computers.

## 1. Services

### A. Administrative and Directional Support

The Director of Computer Services acts as the IT coordinator for the College of Family and Consumer Sciences. He is responsible for coordinating the 6 team members of the Computer Services group, resolving personnel issues, making decisions regarding equipment support, developing goals and objectives for the computer services group, and providing research and guidance as related to technology to the College. He is responsible for setting guidelines for implementing supported equipment and various other new technologies. The director acts as a college liaison to the University and the College of CAES for Computer Services. He is involved in policy recommendations to the University through membership in various University-level committees. Maintains and manages the student technology fee and college-level technology budgets. Coordinates the creation of the College's short-term and long-term technology plan as well as setting goals for computer services. He provides research, specifications, and pricing information of new equipment to the members of the College and serves as backup for all other services provided by Computer Services.

### B. Network Services and Development

Computer Services employs a Network Administrator who is trained as a Certified Novell Engineer (CNE). His responsibilities are to maintain email, print, file, and web servers, as well as student computer labs. The College's computer network spans eleven campus buildings and includes a Category 5/6, 10/100/1000Base-T network of 24 network switches and more than 750 workstations. The network infrastructure provides access to the College's World Wide Web server, electronic mail server, print server, and file-sharing services. These services operate on server-class computers running the Novell NetWare, Redhat Linux, and Microsoft Windows network operating systems. (Please see **Appendix A** for a complete list and description of our production servers and network devices)

Computer Services is currently providing email, file, and web services for the College's faculty and staff. We offer off-site access to our email server via an open-source webmail application (not a production service). Email is also accessible via client software such as Microsoft Outlook and Mozilla Thunderbird. Network file storage is available to all faculty, staff, and students from off-campus.

FACS students can login to any of our Computer Services computer labs or classrooms using their UGA MyID login username, and have access to our applications and file/print services.

### C. Student Computer Laboratory Services and Support

Computer Services maintains 5 Student Computer labs/classrooms. The environment consists of four full purpose labs and one AutoCAD/Graphics computer lab. All Dell computers are currently running Windows XP professional. The computer labs are heavily used by the College's 1500 plus students, and several classes are taught in the

rooms each term. Ninety percent of courses taught in FACS use computers as a vital tool for investigating up-to-date research information and helping students prepare for the marketplace with the use of "real life" instructional simulations. In addition to class projects, students are strongly encouraged to use the full range of electronic facilities available. The computer labs are available for reservation by faculty and staff for class, seminars, presentations, examinations and workshops. When the labs are not reserved for special class functions, they are available for general use by all students, faculty, and staff in the college. The computer labs are open 8:00am-5:00pm Monday-Friday, year round. Approved faculty, staff, and students have 24-hour access to the computer labs located in Dawson 204 and 264 and Barrow Hall using their UGA ID card. (Please see **Appendix B** for a complete list and description of our computer labs/classrooms)

#### **D. Instructional Technology Support**

Beginning May 2008, Computer Services added a full time position dedicated to instructional technology support for faculty. Areas of focus for 2008-09 include:

- Instructional design and development assistance, including best teaching practices appropriate for face-to-face and online instruction with respect to technology integration
- Audio-visual equipment training and support
- Video conferencing training and support
- ScanTron training and support
- WebCT training and support
- Promotion of emerging practices, technologies, and resources with respect to teaching and learning

#### Learning Environments:

Computer Services is proud to support computers and audio-visual equipment in 18 classrooms and 5 computer labs/classrooms located in Dawson and Barrow Halls. Five traditional classrooms and one computer lab in Dawson Hall as well as one classroom and one lab in Barrow Hall are fully outfitted "SMART" classrooms. These rooms contain a ceiling mounted LCD projector with a projection screen, a Dell Optiplex desktop computer and monitor, DVD/VHS player, sound system along with a touch screen panel that controls each item. All twelve remaining classrooms in Dawson and Barrow Halls and one additional lab in Dawson Hall are outfitted with a ceiling mounted LCD projector, projection screen, and a computer or inputs for a laptop. Two computer labs, Dawson 202 and 204, may be reserved via the Computer Services website; all other classrooms and computer labs may be reserved by contacting Student Services. A list of classrooms along with a complete description of equipment in each room is available on the Computer Services website.

### Testing Services:

Faculty and graduate assistant support is available for ScanTron and WebCT testing services. Faculty and graduate assistants may order ScanTron forms via the Computer Services website. A computer workstation dedicated to a ScanMark ES 2260 test-scoring machine is provided in the Dawson Hall 204 computer lab. Training for use in the ScanTron equipment is available by appointment. In addition to ScanTron support, Computer Services offers training and support by appointment to faculty and graduate students who utilize the built-in quiz feature in WebCT, the online course management software supported by the University of Georgia.

### Checkout Equipment Services:

The inventory of available checkout equipment has been expanded to include the following:

- 8 Laptops
- 6 LCD projectors
- 4 digital video camcorders
- 6 digital still cameras
- 3 tripods
- 4 PowerPoint presenters

To streamline the checkout process, faculty, staff, and students may reserve the equipment via the Computer Services website.

## **E. Web Administration and Development**

Computer Services has two web developers that are responsible for the design, building, programming, and maintenance of the College's website. Members of the College may contact them about updating web content, creating new pages or sites, providing web-based surveys, development of web applications, and any other needs regarding the College's presence on the web. In addition, the web developers create, modify, and support internal applications and services for the administrative units. The Web Team also generates additional revenue through development for grant projects including the National Center for Home Food Preservation, Better Brains for Babies, Just in Time Parenting, and Natural Gas Education, with additional projects coming.

## **F. Desktop and Peripheral Technology Support**

Computer Services employs two full-time IT Professional Assistants (field technicians). Currently, one of the IT Professional positions has been reassigned to Student Services. The remaining technician is responsible for supporting the College's computers, peripherals, and clients in nine campus buildings. He is responsible for supporting more than 750 desktop and laptop computers. He is responsible for developing and maintaining an image for user computers, preparing user computers for deployment, deploying computers and any printers, scanners, and peripherals. He researches new components, finding ways to make them work with our current infrastructure. He resolves problems involving viruses and other malware, hardware and software malfunctions, user errors, and any other problem that a user might have.

**Apollo:** provides print server services for all mainframe print jobs. Apollo is currently a Redhat Enterprise Linux 4 Virtual Machine running under VMware ESX Server 3.51.

**Bishop:** provides Novell iFolder services. Bishop is a Dell Poweredge R200 running Netware 6.5 SP7.

**CAD:** provides applications and storage for the Furnishing and Interiors group of TMI. CAD is a Poweredge 2950 running Netware 6.5 SP7.

**Dev:** provides a development platform for the Web team to build applications and Web pages before moving to the production server, Spock. Dev is currently a Redhat Enterprise Linux 4 Virtual Machine running under VMware ESX Server 3.51.

**ESX:** provides a host environment running VMware ESX Server 3.51 for several Virtual Machines running either Linux or Windows operating systems. ESX runs on a Dell PowerEdge 2850.

**Extension:** provides file and print services in Hoke Smith Annex for personnel of Cooperative Extension. Extension is a Poweredge 2850 running Netware 6.5 SP7.

**Hestia:** is our college wide NetWare server, offering file and print services the majority of our college faculty and staff. Hestia is a Dell Poweredge 2650.

**Horus:** provides backup services for personnel in the Nickols building. Horus is a Dell Poweredge 750 running Fedora Linux 5.

**PFCP:** is a departmental Web server offering Peer Financial Counseling Training. PFCP is currently a Windows 2003 server running under VMware ESX Server 3.51.

**Random:** is a department server hosting web services for a Housing and Consumer Economics USDA funded getyourfacts.com website. Random is currently a Dell Dimension PC, running Redhat 7.3 Linux.

**Snapshot1:** a backup server in Dawson Hall that is used for snapshot differential backups of all the Linux servers. Snapshot1 is a Dell Poweredge 750.

**Snapshot2:** a backup server in the Nickols Building used for off-site snapshot differential backups of all Linux servers. Snapshot2 is a Dell Poweredge 750.

**Spock:** is our production college-wide UNIX resource, offering web, email, and database services. Spock is currently a Dell Poweredge 2850.

**Tinman:** provides a testing environment for the Web team. Tinman is currently a Redhat Enterprise Linux 4 Virtual Machine running under VMware ESX Server 3.51.

**Trinity:** is a development server for testing and evaluating Mac OS X network applications. Trinity is currently an Apple G4 running Mac OS X Server 10.3.9 with 512MB of RAM and 40GB of disk space.

**Wsus:** is a server running the Windows Update Server application, which distributes all Windows updates to the college client PCs. Wsus is currently a Windows 2003 Virtual Machine running under VMware ESX Server 3.51.

**Xena:** provides AutoCAD Licensing Services for our AutoCAD 14 Computer Aided Design applications running on more than 60 PCs. Xena is currently a Windows XP Virtual Machine running under VMware ESX Server 3.51.

**Zenserver:** provides file, printing, imaging, and application deployment services. Zenserver is a Dell Poweredge 2650 running Netware 6.5 SP7.

**Total number of physical server class machines running server software: 7**

**Total number of Virtual Machines functioning as servers all running on one piece of hardware: 6**

**Total number of Backup servers: 3**

**Total number of physical desktop class machines running server software: 2**

Room	Software	Equipment
<p><b>Dawson 202</b></p> <p><b>Seats 33</b></p>	<ul style="list-style-type: none"> <li>• Adobe InDesign</li> <li>• Autodesk Autocad</li> <li>• DataFerret</li> <li>• Endnote</li> <li>• ESHA-Food Processor</li> <li>• Gimpshop</li> <li>• OASIS</li> <li>• Mastercook 8</li> <li>• MS Office 2007</li> <li>• Morningstar</li> <li>• Principia</li> <li>• SAS</li> <li>• SPSS</li> </ul>	<ul style="list-style-type: none"> <li>• LCD projector &amp; screen</li> <li>• PC desktop with CD-RW/DVD</li> <li>• DVD/VHS player</li> <li>• Wall-mounted speakers</li> <li>• 33 PC desktops with CD-RW/DVD-ROM</li> <li>• B&amp;W and color printing available</li> </ul>
<p><b>Dawson 204</b></p> <p><b>Seats 12</b></p>	<ul style="list-style-type: none"> <li>• Adobe InDesign</li> <li>• Autodesk</li> <li>• Autocad</li> <li>• DataFerret</li> <li>• Endnote</li> <li>• ESHA-Food Processor</li> <li>• Gimpshop</li> <li>• OASIS</li> <li>• Mastercook 8</li> <li>• MS Office 2007</li> <li>• Morningstar</li> <li>• Principia</li> <li>• SAS 9.1.3</li> <li>• SPSS</li> </ul>	<ul style="list-style-type: none"> <li>• 10 PC desktops with CD-RW/DVD-ROM</li> <li>• ScanTron grader</li> <li>• DVD/VHS recorder (transfers VHS to DVD and vice versa)</li> <li>• B&amp;W printing available</li> </ul>
<p><b>Dawson 264</b></p> <p><b>Seats 24</b></p>	<ul style="list-style-type: none"> <li>• Abode Acrobat 8.0</li> <li>• Adobe InDesign</li> <li>• Adobe Dreamweaver</li> <li>• Autodesk</li> <li>• Autocad</li> <li>• DataFerret</li> <li>• Endnote</li> <li>• Gimpshop</li> <li>• OASIS</li> <li>• Optitex</li> <li>• MS Office 2007</li> <li>• SAS 9.1.3</li> <li>• SPSS</li> </ul>	<ul style="list-style-type: none"> <li>• LCD projector &amp; screen</li> <li>• PC Desktop with CD-RW/DVD-ROM</li> <li>• Laptop input available</li> <li>• DVD player</li> <li>• VHS player</li> <li>• Wall-mounted speakers</li> <li>• Document camera</li> <li>• 24 PC desktops with CD-RW/DVD-ROM</li> <li>• B&amp;W printing available</li> <li>• Color plotter printer (large document printing for faculty and staff only)</li> </ul>

<p><b>Barrow 205 - CAD Lab</b></p> <p><b>Seats 28</b></p>	<ul style="list-style-type: none"> <li>• Adobe Acrobat 8.0</li> <li>• Adobe Contribute CS3</li> <li>• Adobe Dreamweaver</li> <li>• Adobe Fireworks CS3</li> <li>• Adobe Flash CS3</li> <li>• Adobe Illustrator CS3</li> <li>• Adobe InDesign CS3</li> <li>• Adobe Photoshop CS3</li> <li>• Autodesk</li> <li>• AutoCAD 2009</li> <li>• Microsoft Office 2007</li> </ul>	<ul style="list-style-type: none"> <li>• Touch panel LCD projector &amp; screen</li> <li>• PC Desktop with CD-RW/DVD-ROM</li> <li>• DVD/VHS player</li> <li>• Wall-mounted speakers</li> <li>• 30 PC desktops with CD-RW/DVD-ROM</li> </ul>
<p><b>Barrow 211</b></p> <p><b>Seats 10</b></p>	<ul style="list-style-type: none"> <li>• Adobe Acrobat 8.0</li> <li>• Adobe Fireworks CS3</li> <li>• Adobe Illustrator CS3</li> <li>• Adobe InDesign CS3</li> <li>• Adobe Photoshop CS3</li> <li>• Autodesk</li> <li>• AutoCAD 2009</li> <li>• IrfanView</li> <li>• Microsoft Office 2007</li> </ul>	<ul style="list-style-type: none"> <li>• 10 PC desktops with CD-RW/DVD-ROM</li> </ul>