SWTJC

A TOP 10 COMMUNITY
COLLEGE IN THE U.S.

Southwest Texas Junior College

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Information Technology

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HelpDesk

In order to better serve the faculty, staff and students of Southwest Texas Junior College, this page has been designed to help direct Information Technology related problems to the support team. The information you give us will then be directed to each area of expertise. Through our accountability database the support team will monitor the flow of trouble calls to determine how best to serve you now and in the future.

For problems or issues we ask that you report them to the Call Center. A ticket will be generated to keep track of the progress of your issue.

Follow the steps below to report a problem:

Visit the I.T. center.
Call campus Extension: 7323
Outside campus, call: 830.591.7323
or email us here: helpdesk@swtjc.edu

FAX: 830.591.2900 on campus dial 2900

If the problem has not been resolved in a reasonable period of time, call:
extension 7387 or 830-591-7387.

Keep in mind that you must have first initiated a trouble ticket concerning the issue. If not, then you must contact the Information Technology Call Center and create a trouble ticket.

Account Login Support

Student Accounts:

Campus Cruiser, Web Advisor, and Moodle Login Instructions

New Student Email Login Tutorial

Returning Student Email Login Tutorial

Reset Password Student Login Tutorial

Employee Accounts:

Employee Login Tutorial

Network

Having problems with the LAN/WAN or the Internet, follow the steps below for any problem that concerns our network:

First a ticket must be created in our accountability database system by following the instructions below.

Contact support by one of these methods to report the problem:

Visit the I.T. center.
Call campus Extension: 7323
Outside campus, call: 830.591.7323
or helpdesk@swtjc.edu

If the problem has not been resolved in a reasonable period of time, call extension 7285 or 830-591-7285.

If you have not called the support desk first, you will be directed to do so.

Purpose of the Network Department

The Network Department supports Southwest Texas Junior College in its effort to provide students a college education by providing the various technology learning resources through the network to all campuses and the world. These services are not exclusive to students but include all Faculty and Staff employed by Southwest Texas Junior College.

Our goal is to continuously improve what we do by examining the processes in place using good managerial skills and the information gathered by our trouble ticket system to determine if we should improve, remove or add processes and whether problems that seem to be recurring regularly can be eliminated.

Forms and Resources

Forms

Computer Lab Request

Remote Network Access Request Form

Resources

Office 365 Pro Plus (Office 2013) Installation Instructions

Computer Ethics Policy

The following document pertaining to the ethical use of computers and information was taken from Iowa State University.

The following statement of Software and Intellectual Rights was developed through EDUCOM, a non-profit consortium of colleges and universities committed to the use and management of information technology in higher education.

"Respect for intellectual labor and creativity is vital to academic discourse and enterprise. This principle applies to works of all authors and publishers in all media. It encompasses respect for the right to acknowledgment, right to privacy, and right to determine the form, manner, and terms of publication and distribution.

"Because electronic information is volatile and easily reproduced, respect for the work and personal expression of others is especially critical in computer environments. Violations of authorial integrity, including plagiarism, invasion of privacy, unauthorized access, and trade secret and copyright violations, may be grounds for sanctions against members of the academic community."

The above statement provides a guide for the ethical use of computer facilities whether one is using a microcomputer, minicomputer, mainframe computer or supercomputer, or computer network, and whether the computer files, programs, or data are stored on floppy disk, hard disk, magnetic tape, or other storage media. Computer facilities and files owned by tape, or other storage media. Computer facilities and files owned by others should be used or accessed only with the owner's permission.

Viewing or using another person's computer files, programs or data without authorized permission is unethical behavior and an invasion of that person's privacy. Such behavior, if used for personal gain, is plagiarism. Ethical standards apply even when material appears to be legally unprotected. Improper use of copyrighted material may be illegal.

The following guidelines govern ethical computer use here at Southwest Texas Junior College:

Unauthorized access to restricted databases is unethical.

Use of computer facilities by an individual must be authorized by the owner or administrative unit. Prior permission to use another user's computer account or user-id must be acquired from the owner of the account, who is responsible for its use. Changing another person's password is considered a form of harassment and is unethical behavior.

Users are responsible for their use of computer hardware, accounts and user-ids. These should be used only for the stated purpose; e.g., instructional class accounts must be used only to support the given courses. University computer facilities are not to be used for private monetary gain unless specifically authorized for such use.

Users must not browse, access, copy or change private files without authorization, or change public files without authorization. Users must not attempt to modify the computer systems or software in any unauthorized manner. The use of invasive software, such as "worms" and "viruses" destructive to computer systems is unethical and illegal. Copyrighted software must only be used in accordance with its license or purchase agreement. Users do not have the right to receive and/or use unauthorized copies of software, or make unauthorized copies of software for themselves or others.

College computing facilities are a valuable resource for College use and they should be conserved. Users should properly utilize these resources to minimize any unnecessary impact of their work on others, for example, users should avoid excessive game playing.

SWTJC policies regarding the appropriate use of college facilities and the ethics of personal behavior apply to the use of all forms of electronic communication. In addition, users of any electronic communication facilities, such as electronic mail, networks, bulletin boards, and newsgroups, are obligated to comply with the restrictions and acceptable practices established for those specific facilities. Certain types of communications are expressly forbidden. This includes the random mailing of messages; the sending of obscene, harassing, or threatening material; or the use of the facilities for commercial or political purposes.

Hardware, software, manuals, supplies, etc., must not be removed from computing sites without proper authorization.

Abuse or misuse of any computer hardware or software will be regarded as illegal and/or unethical behavior.

Violations of the College code of Computer Ethics are treated like any other ethical violation as outlined in the Student Handbook and applicable faculty and staff handbooks. Violators may also be billed for illegal use of the

computer systems and may be prosecuted for statutory violations according to State and Federal Law.

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