IT Resources 2011-2012

Information and Learning Technology for Faculty and Staff

THE OHIO STATE UNIVERSITY

Office of the
Chief Information Officer

ocio.osu.edu

Quick Reference

This guide provides general information for locating quick facts and basic information.

General IT Information

- IT help and support
- Internet access, software
- Knowledge Base articles
- Hours of operation
- Computer hardware, software, related topics (questions, problems and reports)

ocio.osu.edu/help
8help@osu.edu
614-688-HELP (4357)
614-688-8743 (TDD)
IT Service Desk
025 Central Classroom Building, 2009 Millikin Road

Managing Your OSU Digital Identity

- Ohio State Username
- Password reset
- E-mail and webmail

my.osu.edu
614-688-HELP (4357)
614-688-8743 (TDD)

Learning Technology at the Digital Union

- Events and workshops
- Instructional design, Carmen consultation
- Hands-on access to new technology tools
- Video conferencing and Telepresence
- Emerging technology demonstrations
- Research and interdisciplinary projects
- Digital video and image editing
- Multimedia authoring
- Web design resources

digitalunion.osu.edu
digitalunion@osu.edu
614-292-2793
AU, WI, SP: M-R, 9 am to 10 pm
F, 9 am to 6 pm; Sun, 1 to 6 pm
SU: M-R, 9 am to 7 pm; F, 9 am to 6 pm
370 Science and Engineering Library
175 W. 18th Avenue

Media Services

- Live streaming of events
- Media digitization and hosting
- Videoconferencing
- Creating and maintaining podcasts
- CD/DVD authoring & mastering
- CD/DVD, audio and video duplication
- Consultation and project supervision

ocio.osu.edu/media-services
streaming@osu.edu
614-292-9689
AU, WI, SP: M-R, 8 am to 5 pm
SU: M-F, 7:30 am to 4:30 pm
025 Central Classroom Building, 2009 Millikin Road

Telecommunications and Networking

- Telephone services
- OSUNet and Internet access
- OSU Wireless
- Audio conferencing
- Satellite feeds and downlinks
- LANs and special circuits
- Campus cable television

ocio.osu.edu/services
8help@osu.edu
614-688-HELP (4357)
614-688-8743 (TDD)
800-678-6003 (toll free)
M-F, 8 am to 4:30 pm
IT Service Desk
025 Central Classroom Building, 2009 Millikin Road

Security

- Computer and network security
- Firewall and system configuration
- Safe computing and phishing reports
- Security education and outreach

ocio.osu.edu/itsecurity
security@osu.edu
614-688-HELP (general help)
614-688-5650 (IT security emergencies)

Classroom Services

- Audiovisual equipment
- Computer Support
- Equipment loan

ocio.osu.edu/classrooms
classroomhelp@osu.edu
614-292-3131
IT Service Desk
025 Central Classroom Building, 2009 Millikin Road

Welcome!

This is **IT**, your guide to university-provided Information and Learning Technology resources and services available at The Ohio State University and offered through the **Office of the Chief Information Officer** (OCIO).

Please use this guide throughout the academic year to find solutions to many of your information and learning technology needs.

We also encourage you to regularly read our online `**IT Community** blog at **ocio.osu.edu/blog/community** for IT news and information.

Internet Access

Ohio State Username

All OSU faculty and staff receive an **Ohio State Username** upon employment. Your Ohio State Username is your unique digital identity and gives you access to the university's e-mail and online services, and allows you to submit grades and conduct other university business. This unique identifier takes the form of **lastname.#**, for example, **brutus.2**, and when you add **@osu.edu** (e.g., **brutus.2@osu.edu**), it becomes your official university e-mail address. If you use a departmental e-mail system, you still need your **Ohio State Username** for web-based services offered by Transportation and Parking, Human Resources, wireless access, and other campus units.

To activate your Ohio State Username, go to **my.osu.edu**.

Name Change

If you change your last name, please notify the Office of Human Resources and your department first. Access the forms for changing personal information at **Find People** (**www.osu.edu/findpeople.php**). Your **lastname.#@osu.edu** e-mail address will automatically be created. Any e-mail sent to your prior name will automatically forward to the new account.

E-mail

The **OCIO** provides university e-mail services, identified by the @osu.edu standard form of e-mail address. University e-mail services enable you to access your mail using either a supported desktop client or web browser. Check **ocio.osu.edu/services** for the latest information regarding university e-mail services.

Faculty and staff should check with their college or organizational unit for preferred e-mail delivery practices. To have your mail forwarded to your college or department system, go to **my.osu.edu**.

Password

All Ohio State faculty, staff, and students have a responsibility to keep their computing as secure as possible. University password practices protect the personal privacy of the campus community and Ohio State's academic, research and business resources. The practices, described at **ocio.osu.edu/itsecurity**, include requirements for password complexity and mandatory password changes every 90 days.

To change the password associated with your Ohio State Username, go to **my.osu.edu**. From here, you can set security questions for resetting a forgotten password, change a known password, and check the status of your password expiration. Remember, Ohio State will **NEVER** ask for your account information by e-mail.

Wired

OSUNet, the campus network, provides faculty and staff with direct, high-speed Internet and internet2 connectivity from campus locations. For information about **OSUNet** or to get connected, contact the network administrator for your college or department. A list of all college and department network administrators is available by e-mailing **8help@osu.edu** or calling **688-HELP** (4357).

Wireless

The **OSU Wireless** network provides high-speed Internet access throughout the Columbus campus, including shared classrooms, libraries, unions, residence halls, and other departmental locations. Get more information, find coverage areas, review guest account details, or request a departmental service at **wireless.osu.edu**.

Anti-Spam

Ohio State's **anti-spam** service filters and blocks unwanted messages before they reach your e-mail box. Faculty and staff must activate Can-IT software for their osu.edu address and specify preferences. Junk e-mail will diminish as the software is "trained." Learn how at **8help.osu.edu/2746.html**.

Computer Virus Protection

Download **anti-virus** software and updates from OSU Software Downloads at **ocio.osu.edu/software** and get more information on computer viruses and virus hoaxes at **ocio.osu.edu/itsecurity**. For questions, e-mail **8help@osu.edu**, call **688-HELP** (4357), or visit 025 Central Classroom Building.

Commercial Internet Service

Off-campus alternatives to Ohio State's Internet services include high-speed cable modem, DSL, and dialup. Check local directories for more information. Faculty, staff, and students can save $5, $10 or $15 per month on Internet, cable and phone services through the WOW! Affinity Program. To receive the monthly discount, you must authenticate through a special Ohio State phone line at **292-7100** to verify employment/enrollment with the university. The discount is available to current and new OSU WOW! subscribers. Details are available at **ocio.osu.edu/blog/community/?p=301**.

Configuring Internet Software and Server Addresses

When configuring most Internet software or operating systems for use with Ohio State's central system, use the web sites, servers. More information about settings is available at **8help.osu.edu/4334.html**.
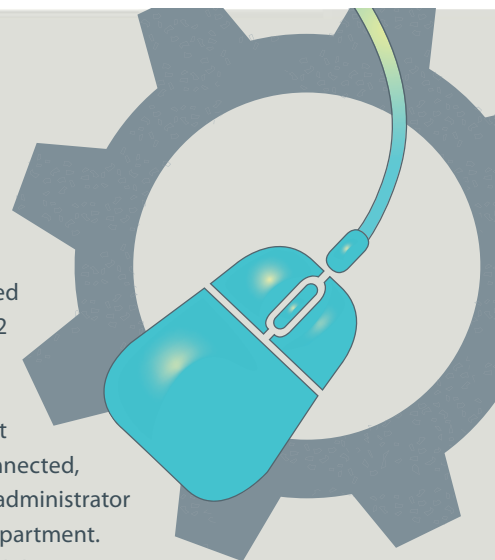
IT Security

Buckeye Secure

Information security starts with you. **Buckeye Secure** is a resource for keeping personal information and online activities secure. The site includes advice on how to protect your privacy online, avoid phishing scams, safeguard sensitive information and physical equipment, understand university IT security practices and resources, and deal with copyright and legal issues. Get the latest safe computing tips and more at **ocio.osu.edu/itsecurity**.

University Computer Security Standards (UCSS)

The **UCSS framework** is designed to protect the university's central and distributed telecommunications and computing environment from accidental or intentional security breaches while preserving the university community's appropriate access and use. One element of the UCSS, the Client Computing Security Standard (CCSS), applies to all computer and telecommunications devices that connect to the university data network or support infrastructure either directly or indirectly. For more information, go to **ocio.osu.edu/itsecurity**.

Security Assistance

Send e-mail to *8help@osu.edu*, call **688-HELP**, or contact your departmental network administrator (DNA) to report security breaches and abuse complaints. If the matter is urgent or sensitive, send e-mail directly to *security@osu.edu* or call **688-5650**.

Report suspicious phishing e-mail scams to *report-phish@osu.edu*.

For IT security assessments; specifications, installation, and/or configuration of firewalls; design of packet filters; and help with secure access mechanisms such as virtual private network (VPN) systems, e-mail *security@osu.edu* or call **688-4357**. Get more information on IT security at **ocio.osu.edu/itsecurity**.

Technology Services

Data Warehouse and Operational Data Store

The **Data Warehouse** is an evolving set of university current (day-old) and historical data used for reporting, planning, and decision-making. The data are updated nightly with data from campus administrative systems. Subject areas of data included in the Data Warehouse are: Finance (General Ledger, Purchasing, Accounts Payable, Inventory, Procurement, Asset Management, eTravel--requests and payments and eRequest), and Human Resources (compensation - pay and benefits, recruiting - job opening and applicant, learning & development -review and training, workforce profile - demographic and timekeeping). Additionally, the Employee Data Mart, which includes the previously developed Faculty Data Mart, is a subset of data in the HR Data Warehouse focused on answering specific questions regarding demographics, compensation, turnover/separations, salary management and position management.

The Operational Data Store (**ODS**) is a relational database containing day-old data used for reporting planning, and decision-making updated nightly with data from campus administrative systems relating to applicants and students. Specific subject areas include: Admissions, Campus Community, Course, Financial Aid, Student Financials, Student Records and Prospects. Access the Data Warehouse and Data Mart through the **eReports** web portal at **ereports.osu.edu** and get direct access through desktop tools like *Hyperion*, *Microsoft Access*, and *FileMaker Pro*. For more information on how to access the Data Warehouse or to inquire about specific data, e-mail *8help@osu.edu* or call **688-HELP** (4357).

Faculty and Student Centers

The **Student Information System** provides convenient online centers for course instructors and staff who serve students at **buckeyelink.osu.edu** (*click on the Faculty & Staff tab*). The Faculty Center provides instructors with access to class and grade rosters, an easy way to e-mail students on a roster, and information about advisees. The Student Services Center provides staff with integrated access to students' records, including academic and financial information, and class schedules.

OCIO Service Catalog

The OCIO **Service Catalog** provides the most current information about IT services that can be requested through the Office of the Chief Information Officer. The OCIO Service Catalog will change over time as new services are launched and as legacy services mature or become obsolete. To view our current offerings, visit **ocio.osu.edu/services**.

Network Consultation Services

For network architecture design and implementation services, send e-mail to *osunet@osu.edu* or call **688-HELP** (4357). For network problem resolution, first contact your department's network administrator. For further assistance, e-mail *8help@osu.edu* or call **688-HELP** (4357).

Telephone, Video, and Data Services

For more information about the following services, visit **ocio.osu.edu/services**, e-mail *8help@osu.edu*, or call **688-HELP** (4357).

Telephone services including business telephones and features, long distance, calling cards, voice mail, audiotext, contact center solutions, cellular phones, pagers, toll-free service, directory assistance, and a multiparty audio conference solution.

Video services including cable television, video conferencing and bridging, satellite feeds, and downlinks.

Data services including OSUNet, Internet, and Internet2 access, OSU Wireless Network (Wi-Fi) access, and local area networks.

Support services including campus directory assistance at **292-OHIO** (6446), consultation and training, system design, and building wiring design and installation.

University Administrative Systems

The university's administrative systems are integrated applications used to manage information for students, human resources, fiscal management, procurement, and sponsored project/research administration. For details and assistance, e-mail *8help@osu.edu* or call **688-HELP** (4357).
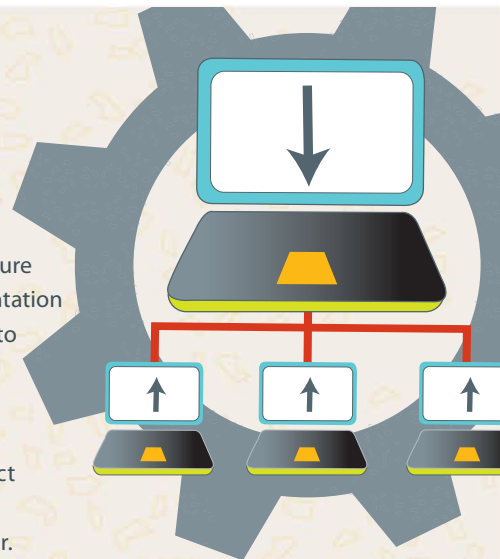
Learning Technology

Enhance learning experiences – in the classroom and online – with innovative technology resources. **Learning Technology** (LT) services include eLearning, multimedia, and classroom technology consultation; visual and information design support; audio/video production advice; grants, professional development for faculty and staff; and research and development of eLearning strategies. For more information about LT services, go to **ocio.osu.edu/elearning**, e-mail *learningtechnology@osu.edu*, or call **688-HELP** (4357).

Carmen Learning Management System

Carmen, Ohio State's learning management system, is used by instructors and TAs to create and share materials. **Carmen** automatically creates a blank course shell, complete with a class roster and a set of course tools, for every course in the Registrar's Master Schedule. Instructors can distribute instructional materials, e-mail students, create and manage groups, engage students in discussions and online chats, administer quizzes and surveys, track student progress, and manage grades and optionally transfer final grades to the Registrar. Students can use **Carmen** to access course content, check their grades, view alerts for class activities, submit assignments electronically, and communicate with each other. **Carmen** space is also available for other administrative university purposes upon request. To access **Carmen**, go to **carmen.osu.edu** and log in with your **Ohio State Username** and **password.**

Information about **Carmen** training and workshops is available at **ocio.osu.edu/elearning/calendar.**

The Digital Union

The **Digital Union** provides support for teaching and learning with technology. Instructors can find help with instructional design and educational technology. The entire campus is welcome to take advantage of programs, workshops, and grants. In addition, the Digital Union is the place where faculty, students, and staff explore emerging technologies. Members of the university community can consult with expert staff and use production facilities and training resources to complete multimedia projects. The Digital Union is located in 370 Science and Engineering Library. Hours vary by quarter; check the current schedule on the web at **digitalunion.osu.edu**, e-mail *digitalunion@osu.edu*, or call **292-2793.**

Learning Collaboration Studio

The **Learning Collaboration Studio** (LCS), located on the lower level of the Science and Engineering Library in room 060, provides a flexible, technology-rich classroom environment including 30 laptops, three walls of whiteboards and reconfigurable seating. Instructors may request use of the LCS for just one session or for an entire course. For more information, go to **ocio.osu.edu/elearning/labs-and-classrooms**, e-mail to *lcstudio@osu.edu*, or call **247-7604.**

Student Computer Centers

Student Computer Centers across campus ensure that students have access to technologies for course work. Centers are equipped with Windows and/or Macintosh computers and a variety of peripheral equipment. Software includes word processing, desktop publishing, spreadsheet, e-mail, web browsers, and more. For more information about, or to reserve a lab, go to **ocio.osu.edu/elearning/labs-and-classrooms**, e-mail *scc@osu.edu*, or call **292-8400**.

Classroom Helpline

The **Classroom Helpline** provides on-site support of instructional technologies, which facilitate teaching and learning. Faculty and instructor can get a rapid response to urgent environmental or technological failings within the classroom. Faculty may also schedule staff for on-site technology assistance or instruction. For more information about, or to request onsite assistance, go to **ocio.osu.edu/elearning/labs-and-classrooms**, e-mail *classroomhelp@osu.edu*, or call **247-HELP** (4357).

Design of New Facilities

Facility and systems design staff consult on, design, and manage new construction projects and renovations of technology-enhanced learning spaces for training and education. Go to **ocio.osu.edu/elearning/labs-and-classrooms**, e-mail *system_design@osu.edu*, or call **292-9689**.

Distance Learning/Video Conferencing

From scheduling your course or event to on-site staff support during the event, **Media Services** helps faculty and staff execute successful videoconferences for courses, collaboration, thesis defense, and other academic endeavors. For more information or to schedule an event, go to **ocio.osu.edu/elearning/services**, e-mail *streaming@osu.edu*, call **292-9689**, or visit the IT Service Desk, Central Classroom Building.

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Equipment Loan

Classroom Services loans faculty, staff, and students instructional technologies in support of teaching and learning. Loans to faculty, staff and student organizations are available for university-sanctioned events on a charged basis. To reserve equipment or request delivery and setup in a classroom, go to **ocio.osu.edu/elearning/services**, e-mail to *avorder@osu.edu*, call **292-3131**, or visit the IT Service Desk, 025 Central Classroom Building.

iTunes U

Ohio State iTunes U provides easy access to a diverse range of Ohio State digital audio and video content through the iTunes Store, Apple's online music, video, and podcast service. For more information, visit **itunes.osu.edu**.

Online Media Library

The **Online Media Library** at **https://drm.osu.edu/media** is the new digital repository for OCIO's antiquated physical library resources. Over 3,100 titles are currently available with many more being added every day. Contents of the library range from purely educational titles, such as PBS documentaries, to early silent films to modern theatrical motion pictures. For more information about, or to reserve titles, go to **ocio.osu.edu/elearning/services**, send e-mail to *streaming@osu.edu*, or call **292-9689**.

Digital Media Delivery

Media Services helps faculty, staff, and students produce professional quality audio and video presentations; successfully integrate digital media into course or web pages, and offers consultation on digital media projects to provide cutting-edge media for the university community. For details, go to **ocio.osu.edu/media-services**, e-mail *streaming@osu.edu*, call **292-9689**, or visit the IT Service Desk, 025 Central Classroom Building.

Hardware and Software Discounts

Computer Hardware and Peripherals

Ohio State's prime computer suppliers offer substantial discounts to faculty, staff, and students. For details, go to **purchasing.osu.edu/process/contractCategory.aspx**.

OSU Software Downloads

Download current versions of software for e-mail, virus protection, web browsing, web audio and video, statistics, text editing, telnet, file transfer, portable document reader, and more from OSU Software Downloads at **ocio.osu.edu/software**.

University Computer Stores

Wired Out, The Tech Store @ OSU offers significant educational discounts on many technology products including a variety of computer models and technology items such as iPods, iPads, printers, accessories, and software for personal and departmental purchases. For details, go to **wiredout.osu.edu**, call **292-8883**, or e-mail *wiredout@osu.edu*.

The **Wexner Center Store**, an Apple authorized campus store, offers educational discounts for faculty, staff, and students. For details, go to **store.wexarts.org**, call **292-1807,** or e-mail *shopweb@wexarts.org*.

Low- and No-cost Software on Campus

Obtain software at Ohio State at low or no cost through site license agreements, educational discounts, and volume purchases. For distribution methods and availability, check the Software Directory at **ocio.osu.edu/software**. For site-licensed software distribution questions, e-mail *8help@osu.edu*, call **688-HELP** (4357), or visit the IT Service Desk, 025 Central Classroom Building.

Microsoft Campus Agreement and Personal Use Program

Ohio State has two agreements covering the use of Microsoft software. The Campus Agreement applies to university-owned equipment, and the Personal Use Program offers significant software discounts for your personally owned computer. Available products include many Microsoft desktop computer software packages and Windows 32- and 64-bit operating system upgrades. For information on the Campus Agreement, go to **ocio.osu.edu/software/mslicense**. For details regarding the Personal Use Program, go to **uniprint.osu.edu**. For questions, e-mail *8help@osu.edu*, or call **688-HELP** (4357).

IT Training and Professional Development Opportunities

eLearning Professional Development Grants

eLearning Professional Development Grants support individuals and departments to extend educational technology into teaching or scholarly activities. Grants may also assist technical staff involved in the use of information technologies in academic and support units. Additional information and applications are available at **ocio.osu.edu/grants**.

Departmental Impact Grants

The **Impact Grant** is an opportunity to meaningfully integrate learning technology into a key or large departmental course. Additional information and applications are available at **ocio.osu.edu/grants**.

Technology Workshops

The Digital Union, located in 370 Science and Engineering Library, offers hands-on workshops on technology topics pertinent to higher education. Learn about Carmen (the learning management system), designing an online class, creating a multimedia assignment, and more. All sessions are open to Ohio State faculty, staff, and students and are free of charge, unless otherwise noted. For more information, go to **ocio.osu.edu/elearning/calendar**, e-mail *digitalunion@osu.edu*, or call **292-2793**.

Computer Training

The **Digital Union** has several subscription accounts to **lynda.com**, a provider of online tutorials in a diverse array of programs including *Photoshop, Flash, Dreamweaver, Illustrator, Office*, digital photography, web design, digital video, and many others. Visit the **Digital Union**, 370 Science and Engineering Library, to watch Lynda tutorials or to learn other ways for accessing training.

Also, the OCIO's **Digital Union** holds workshops on multimedia topics ranging from *Photoshop* and *iMovie* to *Web Fundamentals* and *Drupal*. See **ocio.osu.edu/elearning/calendar** for the current schedule.

Continuing Education

Ohio State's Office of Continuing Education offers training on many software programs. For registration and fee information on Continuing Education's noncredit classes only, call **292-8571** or go to **ced.osu.edu/CED_noncreditcomp.html**.

Ohio Supercomputer Center (OSC)

OSC offers hands-on workshops on scientific and high-performance computing topics at 1224 Kinnear Road. Course descriptions, materials, and schedule are available at **www.osc.edu/supercomputing/training**.

University Administrative Systems

Learn how to use the university's **Human Resources**, **Financial and Reporting Systems** through hands-on training courses. Get details and register at **ocio.osu.edu/audience/employees**.

Technology User Groups and Other Resources

Professional Memberships

The OCIO sponsors a variety of memberships in prestigious international, national, and regional IT organizations. These include EDUCAUSE (**www.educause.edu**), EDUCAUSE Learning Initiative (**www.educause.edu/eli**), the New Media Consortium (**www.nmc.org**), and Learning Communities Initiative (**www.oln.org/LCI/learning_communities.php**) among others. Many offer Ohio State faculty, staff, and students access to relevant IT resources, discounts to conferences and seminars, and other professional development opportunities. For more information, contact the organizations directly or the OCIO at *ocio@osu.edu*.

EDUCAUSE Center for Applied Research

The EDUCAUSE Center for Applied Research (ECAR) (**www.educause.edu/ecar**) provides timely research and analysis to help higher education leaders make better decisions about information technology. ECAR assembles leading scholars, practitioners, researchers, and analysts to focus on issues of critical importance to higher education. The OCIO sponsors Ohio State's subscription to ECAR, providing students, faculty, and staff on all Ohio State campuses with access to its restricted publications. To log on or create an EDUCAUSE profile to access ECAR resources, follow the directions under "EDUCAUSE profile? Create one now" at **www.educause.edu/login**.

IT User Groups

The following user groups can help participants increase knowledge and stay current with technology. The groups meet to showcase hardware and software, bring together people with similar interests, and share solutions. To subscribe to a group, go to **8help.osu.edu/33983.html**.

Digital Storytelling Interest Group

For faculty, staff, and students who are interested in using digital storytelling in academia, research and outreach. Receive announcements about OSU Digital Storytelling showcase events and programs. For details, go to **digitalstory.osu.edu**. The mailing list is *storytelling@lists.service.ohio-state.edu*.

DISTCONS (Distributed Consultants)

A group for IT professionals throughout campus and the OCIO staff who work with them. The mailing list is *distcons@lists.acs.ohio-state.edu*.

ELT (Exploring Learning Technologies) Community

The **Exploring Learning Technologies Community** is a grassroots group of staff and faculty focused on enhancing teaching and learning by increasing awareness of emerging technology being used at OSU. Meetings are held the third Friday of every month from 10-11:30 a.m. in A143 PAES: School of Physical Activity and Educational Services, 305 W. 17th Ave. The mailing list is *eltcommunity@lists.acs.ohio-state.edu*.

MacForum

A technology group for Macintosh enthusiasts. For details, go to **macforum.osu.edu**. The mailing list is *macforum@lists.service.ohio-state.edu*.

NETWOG Technical

A working group for staff involved with network technical issues. NETWOG meetings are scheduled on the second Thursday of every odd month, from 2 to 3 p.m., in 120 Baker Systems Engineering. For details, go to **ocio.osu.edu/networking**.

OSU Windows Managers

A special interest group for Microsoft Windows systems managers on campus. The mailing list is *osuntsig@lists.acs.ohio-state.edu*.

SECWOG Security

The monthly OSU IT Security Working Group Meeting is facilitated by the OCIO IT Security Group and is meant as an open forum for OSU community members and outside guests to discuss and present issues surrounding information security problems and practices. The meetings are open to the general public and free to attend. For details, e-mail *security@osu.edu* or go to **ocio.osu.edu/itsecurity**.

Women In Technology

A grass-roots group made up of women who work in a variety of technology-related jobs throughout the university community. The mailing list is *witnet@lists.acs.ohio-state.edu*.

Web Interest Group

A group for people who create and maintain web sites and pages. Meetings are held the second Tuesday of each month from 2-3 p.m. in 120 Baker Systems Engineering. For details, subscribe to the mailing list, *webmasters@lists.acs.ohio-state.edu*.

Getting Assistance

IT Service Desk

Get answers to IT questions by going to **ocio.osu.edu/help**, e-mailing *8help@osu.edu*, or calling **688-HELP** (4357). For hours, location, and more, go to **8help.osu.edu/1691.html**.

BuckeyeBar

For walk-in technology consultation and support on a wide variety of issues, stop by the BuckeyeBar, 60A Thompson Library. For more information and hours, go to **ocio.osu.edu/help/locations** or call **688-HELP** (4357).

Mailing Lists

For details on how to subscribe to any mailing list on the listserv, go to **8help.osu.edu/cat_listserv.html**. The listserv/mailing list server allows list owners to create and modify lists easily as well as add and remove subscribers without having to know specific commands.

Ohio State Mobile

Get access to university services such as **Buckeye Link**, university directory and maps, and news and events for handheld devices such as cell phones, and mini laptops. Download the OSU Mobile App at **www.osu.edu/osumobile**. For smartphone viewing, go to Ohio State Mobile at **m.osu.edu**.

Statistical (Academic) Consultation

Site License Software Consulting (Statistical) provides software installation and technical support to faculty, students, and staff in the use of SAS, SPSS, SYSTAT, MINITAB, JMP, AMOS and SigmaPlot. Consulting is designed to assist faculty, staff, and students in conducting instruction and research activities and university business. This service does not provide consultation and assistance to individuals for the pursuit of private or commercial activities, statistical design, data interpretation, or programming services. This service is available by appointment only. For more information or to make an appointment, e-mail *8help@osu.edu* or call **688-HELP** (4357).

University Technology Policies

Ohio State's policies governing the use of information technology on campus include the responsible use of computing resources, respect for copyright laws, respect for privacy, use of wireless devices on campus, and protection of university institutional data. Stay informed by reviewing all of the policies online at **ocio.osu.edu/policy**.

iT