

Central IT part time faculty computer support FAQ

Starting spring 2011 Central IT will be handling all computer support related requests from H&SS part time faculty

Q. Why is H&SS no longer providing technical support to part time faculty?

A. *The goal of IT is to provide excellent service to all University employees. One way to achieve this is by providing faculty and staff a single point of contact for all computing needs. Troubleshooting and support services from Central IT are available for all faculty and staff.*

Q. How do part time faculty request support from Central IT?

A. *There are several ways to contact the help desk. They can be reached at x7777 or emailed at helpdesk@fullerton.edu. They will receive an incident number when calling from which they can check the status of their request. Please remind part time faculty to no longer call x3200 or email hsstechsupport@fullerton.edu*

Q. Does IT plan on deploying new computers to part time faculty?

A. *We understand many HSS part time faculty are using out dated and underperforming computers but unfortunately neither they nor we have the funds to replace the computers at this time.*

Q. We frequently move part time faculty to new offices. Do we need to notify someone?

A. ***Updated (Fall 2011):** ~~Central IT should be notified. They will assist in tearing down~~ Contact us with a date in advance so we can schedule a time to disassemble the computer and peripherals. We will then notify Central IT who will then reconnect the equipment. We will assist in office relocation for both full time and part time employees.*

Q. Can PT faculty still contact HSS IT services group for help?

A. *We will not turn away request for help. We will continue to assist them but we encourage each department to remind part faculty to contact the IT help desk first.*

Q. What type of assistance do you provide that IT does not?

A. *HSS IT is tasked with installing and managing department purchased software and any special devices (e.g. scanners, plotters, document cameras, etc.). In some cases we will assist with data transfer should a computer need to be replaced.*

Q. What about non-part time faculty support related requests?

A. All other requests for services we currently provide (see http://hss.fullerton.edu/hss/tech_support.aspx for a list) are provided to staff/faculty with non-rollout machines. This includes labs, department offices with computers managed by us, and other department specific computing facilities (research labs, centers, etc.).

Q. What about desktop printing and printing in general?

A. The college is committed to the University effort to reduce printing and the cost of consumables. A desktop printer that cannot be easily fixed will not be replaced. The department can either replace the printer with a department purchased one or request to have the faculty member print to the department's copier.

Q. Updated (Fall 2011) Central IT installed a Xerox multifunction device in my department. How do I get help on using it?

A. Our technical support staff has been assigned the role of providing support and training to all faculty and staff in using these devices. You can print, scan, email, and even fax from these network copiers. Contact as x3200 to setup an appointment.

Q. How do you plan on notifying part time faculty of this change?

A. We need to take every possible measure to communicate this message to every part time faculty. We plan to communicate this by email, word of mouth, notifications, labels, and flyers posted in part time offices. The success of this depends on each department making sure this information is communicated with their part time faculty. I am asking that each of you commit to communicate this message to your current and incoming part time faculty. Thank you.