

**STUDENT GUIDE TO COMPUTING SERVICES**  
**FREEMAN SCHOOL OF BUSINESS**  
**2007-2008**

This document describes the computing facilities that are available to the students of the A. B. Freeman School of Business. Computing labs, access, software, and printing are discussed, as well as electronic mail use and general policies.

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**MANAGEMENT TECHNOLOGY CENTER**  
**ROOM 201B AND ROOM 120,**  
**GOLDRING/WOLDENBERG HALL I**

The Management Technology Center (MTC) provides computer equipment and software for use by the students of the A. B. Freeman School of Business. The MTC in Room 201 is equipped with 50 Pentium-class multimedia workstations. Room 120 has 18 Pentium-class multimedia workstations. All of the computers are networked, providing access to the Freeman School's internal Windows network, Tulane's RS/6000 systems, and the Internet. High-speed Hewlett-Packard Laserjet printers provide high-quality output for all lab machines.

**HOURS OF OPERATION**

Sunday through Thursday - 8:00 AM to midnight

Friday - 8:00 AM to 10:00 PM

Saturday - 8:00 AM to 10:00 PM

Holiday and special hours are posted in the labs and on the Freeman website.

**ACCESS**

Access to the MTC is restricted to currently-enrolled students of the A. B. Freeman School of Business. The magnetic card reader is programmed to admit students holding ID cards from the lab's opening time until 15 minutes before the posted closing time. Keep your card with you, and do not give your card to roommates, significant others, etc. The MTC is a limited resource; if you make it available to everyone you know, it may not be available for you when you need it.

Access to the computers in labs is limited to currently-enrolled students of the Freeman School by use of network login names and passwords. You are responsible for your network account. Please do not give your login name and password to anyone.

Printing is accounted for by login name. You are responsible for all pages printed using your network account. Remember to logout of the system when you leave the computer. If the computer is unattended while you are logged in, anyone can use your account to print.

Use of the MTC is restricted to posted hours. Hours may vary during University holidays, between semesters, and summer. Please leave promptly at closing time; no one is permitted to remain after closing time. Since the computer labs have alarm systems, Campus Security will be summoned if anyone is in the labs during closed times.

You are responsible for your personal items. Items left in the MTC will be placed on the Student Consultant's desk and then brought to lost-and-found in Room 460, G/W I, the next business day. Please be sure you leave with everything that you arrived with.

*Please restrict your use of cell phones to outside of the lab. Talking on cell phones is disruptive to students at workstations around you.*

**SOFTWARE**

The MTC has all software that is required to complete class assignments. Special data files may be available on the network; your instructor will tell you where the files reside.

You are expected to provide your own floppy disks, other removable media, or headphones. Information Systems staff do not have diskettes to sell or loan. Diskettes are available for purchase in the Bookstore at

the Pavilion.

Please note that in an effort to keep the lab computers operating smoothly we cannot allow personal software to be installed on the machines. Also, to reduce wear and tear on the computers we cannot allow equipment to be connected to the machines in the labs. If you require special software or hardware in order to complete your class assignments, please contact the Director of Information Technology or the LAN Administrator well in advance of the time that you will need such software or equipment.

**Please note that it is a violation of U. S. Federal copyright laws to copy licensed software. Shareware or public domain software will be labeled as such, and is the only software that is allowed to be copied. Please do not copy software or ask for assistance in doing so.**

### STAFFING

Students from the Business School and elsewhere within the University staff the MTC. Student Consultants provide basic assistance with the operation of the equipment and supported software packages; they are not present to help with course assignments. Some courses provide Teaching Assistants to help with course assignments and specialized software packages; please ask your instructor. Due to the large number of software packages used in our labs, technical support may be basic on some of the less popular or specialized packages.

Additional assistance is available from the Tulane Infrastructure Services Help Desk, Monday - Friday, 8:30 AM to 5:00 PM. The Help Desk telephone number is 862-8888.

### COMPUTER USAGE AND NETWORK STORAGE

The computers in the MTC are available for use on a first-come, first-served basis. There are no exceptions to this policy. The machines are not to be used for game playing, as this restricts use by others who may have school work to do. Students found to be playing games will be asked to leave so that others may use the computers to complete academic assignments.

Each student is given 250 MB of disk storage (home directory) on the network. Please note that the storage of excessive amounts of music, movie, and graphics files is prohibited, as these files consume a large amount of disk space because of their size. File storage is reviewed daily, and these types of files will be removed. You should use high capacity removable storage such as Zip disks for your graphics, music, and movie collections.

*Although user data files on the network are backed up, you should copy important documents to diskette or flash drive as a personal backup.*

### SHARED DIRECTORY

The S: drive, a shared directory, is available for short-term storage of files for group work. All files on the shared directory are removed on the first day of each semester and on June 1 after the spring semester. Space usage is reviewed daily; large files, especially image, music, and movie files, will be removed without warning.

### LASER PRINTING

Complying with campus-wide laser printing policies, there is a per-page charge for laser printed output. This charge is imposed to discourage waste and save resources. Complete information about laser printing charges can be found in the Computing section of the Freeman website at <http://freeman.tulane.edu>.

Please discourage wasteful printing by checking your documents carefully, printing only one copy, and

printing only when necessary.

## **ELECTRONIC MAIL**

The Freeman School uses Tulane's University-wide mail system for both internal and Internet electronic mail. E-mail access is available on all computers in the MTC and electronic classroom. Configuration information is posted in the TechNotes section of the Freeman Information Technology home page, located on the Freeman School's official website at <http://freeman.tulane.edu>.

You are issued a mail system user account and password, separate from your Freeman School network account and password. Your Internet address is [yourlogin@tulane.edu](mailto:yourlogin@tulane.edu). Mail accounts are provided by Tulane Infrastructure Services; assistance is available from the Tulane Infrastructure Services Help Desk, Monday - Friday, 8:30 AM to 5:00 PM. The Help Desk telephone number is 862-8888.

## **SAVE YOUR WORK!**

Save your work frequently! Save often when you are working on a document, spreadsheet, or any other important work for extended periods of time. Interruptions, mistakes, and power outages can cause your hard work to be lost in a second.

Use your diskettes to make backup copies of your work. Save very important work to several diskettes.

Plan ahead! The MTC gets very busy at mid-term and before final exams. Complete your assignments as soon as possible. Check your account balance for printing before weekends. If you use all of your laser account pages during a weekend, you will have to wait until Monday to purchase additional pages.

## **COMPUTER PURCHASE ADVICE**

The Information Systems support staff is ready to help you with your pre-purchase computer questions. Advice on buying new systems or upgrading older ones is available at any time.

## **PURCHASING SOFTWARE**

Students can take advantage of educational discounts on popular software packages through the University's Microsoft Student Select program and other purchase programs. See the "Software for Students" page on the University's main web site at <http://www.tulane.edu/~software/programs-student.shtml>.

## **VIRUS PROTECTION**

All MTC computers are equipped with virus-protection software. This software scans the hard disk and diskettes. If an infected diskette is found, you will be informed and given the option to disinfect the disk. It is a good idea to scan your disks regularly whether or not you suspect a virus. If you have any questions about computer viruses you can consult one of the many online information services such as the Virus Information Library at <http://www.mcafee.com>, or ask a member of the Information Systems support staff.

Tulane has a site license agreement for the McAfee virus protection software, making the product available to students, faculty, and staff. Details are on the Freeman Information Technology home page. The product is available from <http://www.tulane.edu/~software/security/apply.shtml>.

## **ACCOUNT DURATION**

Your Freeman network account will remain active and available for your use as long as you are a registered

student in the Business School. Accounts are removed from the system and are no longer available for use:

- After you graduate and are not registered in any further classes, or
- Upon your leaving the school before graduating.

Each summer, after spring commencement, accounts of graduated students are suspended on June 1. Accounts are removed from the system on July 1 (including all associated files in network storage).

Each spring, after fall commencement, accounts of graduated students are suspended on January 2. Accounts are removed from the system on February 15 (including all associated files in network storage).

The current policy for Tulane mail accounts is to remove accounts of graduated students one year after graduation. Check with Tulane Infrastructure Services for changes to this policy.

### **ALUMNI EMAIL FOR LIFE**

Tulane's Alumni Affairs department offers an Email for Life service that provides you with a memorable address that you can use after leaving the University. Different from a mail service, the address will forward all incoming mail to your preferred email account. Visit the Alumni Affairs web site at <http://alumni.tulane.edu/stayintouch/emailforlife.html> for more information.