

Multimedia Services

Information Services is dedicated to promoting and supporting the integration of technology within the academic environment. This integration is achieved with multimedia rooms, presentation rooms, MediaSite rooms, and video conferencing resources.

Contact Information

<http://www.wcupa.edu/infoservices/techServices/multimedia/>

Yuki Yamamoto nyamamoto@wcupa.edu
Steve Duckinfield sduckinfield@wcupa.edu
Phil Riley priley@wcupa.edu

Digital Corner

The Digital Corner provides Faculty and Staff with a central location for the development, integration and support of multimedia-based technologies. Contact the IT Help Desk for access to the room.

Contact Information

<http://wcupa.edu/infoservices/training/digitalCorner/>

Anderson Hall, Room 2
helpdesk@wcupa.edu

Web Services

The Web Team is a group of web producers who assist with the technical design, production and maintenance of web sites for WCU. Presently, the Team maintains over 14,000 webpages, while assisting with the development and maintenance of many more. The team offers Web Design, Adobe Contribute, Macromedia Dreamweaver, and Digital Signage Training.

Contact Information

<http://wcupa.edu/infoservices/webteam/>

Anderson Hall, Room 3
610-436-0043
webmaster@wcupa.edu

Digital Media Center

The Digital Media Center offers a variety of audio and video services to university faculty and staff. The Digital Media Center resources are available for university organizations and functions as well.

Contact Information

<http://www.wcupa.edu/infoservices/techServices/dmc/>

Brandywine Hall, Room 005A
610-436-2737
dmc@wcupa.edu

Purchasing Equipment

CAMPUS LAPTOPS, DESKTOPS, MONITORS, AND PRINTERS



Laptops, Desktops, and Monitors

1. Have the department request through the online equipment request form: <http://wcupa.edu/equipmentrequest/>
2. Once the helpdesk receives the form they will contact the recipient.

Printers

1. Go to the Client Services hardware support page and click the printer link to see a list of the supported printers. <http://www.wcupa.edu/infoservices/clientservices/supportedhardware.aspx>
2. The department can purchase a supported printer from any company. Printers are not purchased through Client Services



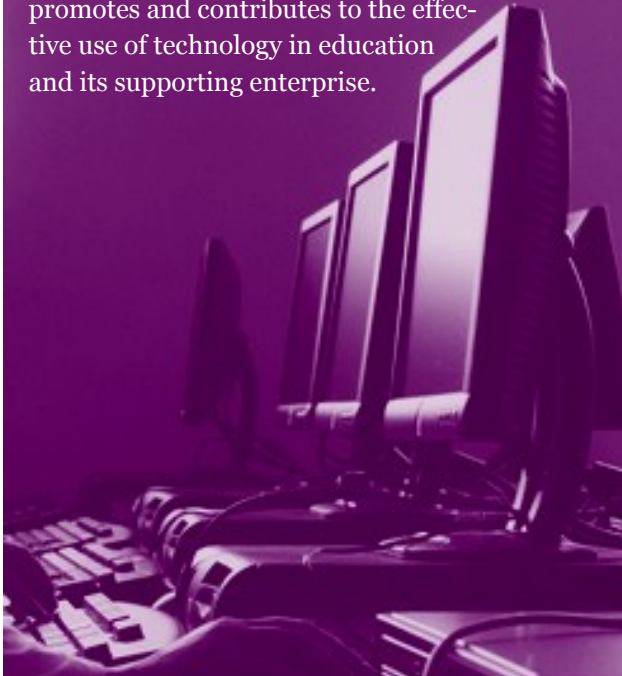
Vice President of Information Services

Adel Barimani, CIO
Anderson Hall, Room 23
(610) 436-2828
abarimani@wcupa.edu



Information Technology
Academic Computing Services

The mission of Information Technology & Academic Computing Services at West Chester University is to serve the computing and information technology needs of the campus community, and in doing so is responsible for the support of over 4000 computer and related services on campus. This division provides support, as well as promotes and contributes to the effective use of technology in education and its supporting enterprise.



Support includes, but is not limited to:

- Training for faculty and staff in a range of software applications
- Infrastructure and Web services support campus wide
- Assistance in integrating technology into curriculum/ RECAP conference
- Technical support for software and hardware platforms
- Digital media services including digital corner and TV studio services
- Course management support utilizing D2L
- Academic Computing also support several computer labs primarily used by students.

Frequently Asked Questions

- Q.** How does a new employee get a network account?
- A.**
- Department Manager or Department Chair fills out the University Systems Personal Account Application, which you can find online at:
<http://wcupa.edu/infoservices/documents/accountaccess-FillIn.pdf>
 - Send the form to the Office of Information Security, 14 Allegheny Hall.
 - You will be notified via email when the account has been created. This email will include the initial password needed to log on.
- Q.** How do I change my network password?
- A.**
- Go to webmail.wcupa.edu
 - Click “change expired password” or “reset forgotten password”
 - Follow the on-screen instructions
- Q.** How do I reserve a room for instruction?
- A.** Faculty and Staff can make requests for lab use for short-term instruction at
<http://wcupa.edu/registrar/campusScheduling/>

Email and Logging On

- Q.** How does an employee log on?
- A.** Logon name: `firstinitialLastname@wcupa.edu`
- Q.** How does the employee set up their email?
- A.** Contact the IT Help Desk for assistance, x3350.
- Q.** How can I access my email from home?
- A.** Go to <http://webmail.wcupa.edu> and enter your network username and password.
- Q.** How do I logon to a department laptop?
- A.** Before taking a department laptop off campus, plug the laptop into the LAN and logon to the laptop using your University username & password.

IT Help Desk

This is the primary point of contact for computer related inquiries and problems, as well as the liaison between the campus community and the Client Services' technical personnel. Help Desk analysts will make every attempt to answer questions or to resolve computing problems directly. Any problems that the Help Desk is unable to resolve will be forwarded on to the appropriate technician.

Contact Information

<http://www.wcupa.edu/ithelpdesk>
Anderson Hall, Room 21
610-436-3350
helpdesk@wcupa.edu



Faculty and Staff Training

Faculty and Staff Training (FAST) (formerly known as Software Application Training [SAT]) provides WCU Faculty and Staff with access to courses that can improve the ability to use Windows-based software applications. Courses are designed to accommodate all levels of experience, from beginner to advanced, allowing users to build their skills.

To gain access to Administrative Systems (PeopleSoft, SAP), attend introductory training provided by FAST.

The monthly FAST class schedule can be found at:
<http://www.wcupa.edu/satagenda>

Contact Information

<http://wcupa.edu/FAST>
Anderson Hall, Room 24
FAST@wcupa.edu