

Mihaylo Instructional Technology Services

MIHAYLO INSTRUCTIONAL TECHNOLOGY SERVICES

"It is the mission of the Mihaylo Instructional Technology Services to provide the highest level of technical service and support to MCBE students, faculty and staff."

SGMH 2308C

800 N. State College Blvd
Fullerton, California 92831

Phone: 657-278-7009

If you have any questions, concerns,
praises or criticisms, please email us at:

MihayloITS@fullerton.edu

We want to be the best we can be!

We would love your Feedback!



Instructional Tech Support

Ext.7009

Steven G. Mihaylo Hall - Suite 2308C

Monday - Thursday 7:00 am - 10:00 pm

Friday 7:00 am - 5:00 pm

Saturday 7:00 am - 2:00 pm

Hours are for Fall & Spring semesters and are subject to change during intersession, breaks, and holidays.

About MITS

Mihaylo Instructional Technology Services (MITS) is part of the Division of Information Technology.

We understand that the division of responsibility within the University can at times be confusing. If you are in doubt about who to contact regarding technical assistance, please give us a call.

Contact Us

Location: SGMH 2308C (East Wing, Second floor)

Hours: Monday - Thursday 7:00 am - 10:00 pm

Friday 7:00 am - 5:00 pm

Saturday 7:00 am - 2:00 pm

Hours are for Fall & Spring semesters and are subject to change during intersession, breaks, and holidays.

Who We Are

Sepehr Sobhani	Manager of College Support Services
Brett Benson	Information Technology Consultant
Arshawn Afrasiabi	Information Technology Consultant

In addition to 1 full-time staff, Mihaylo Instructional Technology Services employs Student Lab Assistants.

Frequently Asked Questions

Q: How do I unlock the podiums in Mihaylo Hall?

A: To unlock the podium you must have Smart Cabinet keys. Smart Cabinet keys are issued by Campus IT. See “Access to Classroom Technology” on page 4.

Q: Who do I call if I am having a problem with a computer/projector in a Computer Lab?

A: Call MITS Help Desk at **ext. 7009**

Q: Who do I call if I am having a problem with a General Use Classroom?

A: Call Academic Classroom Support **ext. 2277**

Q: How do I reserve a MCBE Computer Classroom?

A: Please see “Computer Classroom Reservations” on page 6.

Q: How do I reserve a classroom in SGMH?

A: General Use Classrooms reservations are made by Campus Scheduling. See “Computer Classroom Reservations” on page 6.

Department Technology Purchases

Consult us for recommendations prior to purchasing. Department or Center technology purchases should be made by the Department Coordinator.

Lost & Found

The Lost & Found for Mihaylo Hall is located in SGMH 1105.

All items are turned in to the Lost & Found are kept for one month or until there are too many items, whichever comes first. At that time they are all turned over to the Campus Police (**ext. 2515**). Exceptions are made for TitanCards, which are sent to the Library, and high value items which are sent to the Police immediately.

HIGH VALUE ITEMS

The Campus Police are immediately notified when wallets, laptops, and other items of high value are turned in.

Please visit the police website at

Police.fullerton.edu/lostandfound

Computer Lab Classrooms

MITS is the caretaker of all MCBE computer classrooms in Steven G. Mihaylo Hall (SGMH) and two in Langsdorf Hall (LH).

Computer Classroom	Seating Capacity	Computer Classroom	Seating Capacity
SGMH 2101	44	LH 317	42
SGMH 2105	44	LH 319	46
SGMH 2108	40		
SGMH 2109	44		
SGMH 2112	40		
SGMH 2113	44		
SGMH 2308A	40		
SGMH 2311	40		
SGMH 2504	42		
SGMH 2508	42		
Hybrid Classroom	Seating Capacity		
SGMH 2505	40	Innovation Classroom	
College Lab	Seating Capacity		
SGMH 1105	60	Open Computer lab (not for instruction.)	

For Computer Lab Reservation Requests, Please contact your Department Coordinator no less than 2 weeks from your desired date. Updates must be made 72 hours before your reservation.
Thank you!

Computer Lab Classroom Training

Training is available for all computer classrooms in Mihaylo Hall. Please contact MITS at x7009 to schedule a training session. We recommend that you arrange a hands-on training prior to the first class meeting since there is not enough time between the break to explain everything about the room.

Conference Room Technology Training

We provide training and technical support for all conference rooms in Mihaylo Hall. Please contact MITS to schedule a training session

Be aware that additional equipment (extra microphones, Mac connectors, presentation remote controls, webcams, etc.) **is not provided and may not work with existing technology.** Before purchasing additional equipment for conference rooms, please ask for recommendations. Thank you!

Access to Classroom Technology

All classrooms in SGMH (including computer labs) require a set of keys to access the podium computer and media niche. **These keys are unique to Mihaylo Hall.**



Keys can be picked-up from the ATC located in the library (PLS-237).

iFullerton App

The iFullerton App is available on most major platforms including iOS and Android. If you need assistance with this App then please visit the Student Genius Corner (SGC x8888, Students) or the Academic Technology Center (ATC x7777, Faculty)

Classroom Software Installation

New computer images are created in April and pushed out to all computers in May. We update the computers with new software the week after Graduation Ceremonies and before summer session begins. We only update the computers once per school year.

We send out an email requesting software for the next fall semester in early spring, usually around March. All software requests will need to have the software delivered to us with the correct license(s). If the software is campus licensed then we will obtain the software. We will not accept requests via email.

Software license should be concurrent or enough to be installed on 700 computers. Concurrent license means it can be installed on multiple computers but you are limited by your license amount. All software will need to be purchased by your department (grant or department funds).

Software currently installed on all MCBE computers can be found on this website:

<http://business.fullerton.edu/IT/open-lab-software>

A list has also been provided in this pamphlet.

Academic Technology Center (ATC)

Located in PLS-237, the ATC focuses on the development and provision of technology to the faculty. All equipment in the center can be reserved for use by faculty to complete work individually, or in collaboration with FDC coordinators or IT staff.

The ATC provides technology support for:

- ATI (Accessible Technology Initiative)
- Technology Training
- E RTP (Electronic, Retention, Tenure & Promotion) Portfolios
- Titanium/ LMS Learning Management Systems
- Technology Questions & Mobile Device Support
- Data Destruction & Recovery
- Password Reset
- VPN (Virtual Private Networks) Setup
- AV Cabinet Key Checkout

Classroom Technology Demo Room

Other IT Services

For a complete list of IT services, please visit :

<http://www.fullerton.edu/it/facultystaff/index.php>

Access to Computer Lab Classrooms

All instructors scheduled to teach in an MCBE computer lab are issued their own card key. This key is the instructor's to keep for the entire time they teach at MCBE. The labs are alarmed, and keys only allow access 15min prior to class start in the morning. Keys no longer work after last scheduled class of day ends. Other access can be granted with permission from MITS.

The following rooms require a Key Card: 2101, 2105, 2108, 2109, 2112, 2113, 2308A, 2311, 2504, 2505, 2508

Access to General Use Classrooms

All General Use classrooms in Mihaylo Hall open with key #N642. This is the same key that is used to open all entrance doors to the building. All Faculty should have this key assigned to them by their department.

The following rooms use the N642 key:

1108, 1109, 1112, 1113, 1117, 1303, 1307, 1308, 1313, 1406, 1502, 1506, 2201, 2205, 2207, 2211, 2301, 2307, 2405, 2406, 2501

Computer Classroom Guidelines



1. Food and/or drinks are **not** allowed in computer classrooms. Computers + Drinks = Bzzt!
2. Please turn off the projector and log off the podium computer before leaving the room.
3. Do not leave students in the computer classrooms unattended. If the instructor leaves the room, the students must leave with them.

Computer Classroom Reservations

All MCBE computer labs are curated by Mihaylo Instructional Technology Services (MITS).

Reservations for computer labs and general use rooms should be done through your Department Coordinator.

Students unfortunately cannot make computer classroom reservations. Students are not allowed in the Labs without faculty/staff supervision.

Student Technology Services (STS)

The Division of Information Technology offers a wide variety of services and offerings. For a complete list of available services, please visit <http://sts.fullerton.edu>

Software & Services for Staff\Faculty

The campus offers a wide variety of software for Staff and Faculty purchase. To put in a request for software purchase please visit the following website for the complete list:

<http://www.fullerton.edu/it/facultystaff/index.php>

Software for Students

The campus offers a wide variety of software for student use. For a complete list of software available to students please visit <http://sts.fullerton.edu>

Campus IT Helpdesk

The IT Helpdesk provides 24/7 level 1 technical support to students for campus related technologies such as:

- Titan Online
- Campus Portal
- Titanium
- Campus Email

There are many ways you can get help from the Campus IT Helpdesk:

Faculty & Staff :

- Phone: (657)278-7777
- Email: Helpdesk@fullerton.edu
- Walk-ins:

ATC (Academic Technology Center)

PLS-237, x4050

Students:

- Phone: (657) 278-8888
- Live Chat: through the Portal, look for the “Online IT Help” button
- Email: StudentITHelpdesk@fullerton.edu
- SMS: 657-248-5101
- Walk-ins:

First floor of Library at Student Genius Corner

College Open Computer Lab (SGMH 1105)

The Open Computer Lab is only available to students with a declared major in the Mihaylo College of Business and Economics and/or students taking a class in MCBE.

HOURS OF OPERATION

Open Computer Lab hours are posted at the lab front door.

Computer Lab Classroom Equipment

All computer classrooms in SGMH and LH are equipped with the technology necessary for instruction.

MITS is responsible for all equipment in SGMH and the podium PC's in LH.

EQUIPMENT

All computer lab classrooms in SGMH and LH are equipped with:

- one lapel microphone (not available in LH)
- podium computer
- VCR/DVD player
- ceiling-mounted projector with speakers
- VGA laptop connector

Additional equipment (extra microphones , Mac connectors, presentation remote controls, webcams, etc.) **is not provided and may not work with existing technology**. Before purchasing additional classroom equipment, please ask MihayloITS. Thank you!

COMPUTER ACCESS FOR VISITORS

Campus credentials are required to login to all classroom and podium computers. If off-campus users need access, credentials must be requested from **Campus IT** at least one week prior to your event. MITS cannot provide guest credentials. Please dial **ext. 7777** or email helpdesk@fullerton.edu for Campus IT.

General Use Classrooms

Academic Classroom Support ext. 2277 is responsible for all aspects of the room.

EQUIPMENT

All general use classrooms in SGMH are equipped with:

- one lapel microphone
- podium computer
- VCR/DVD player
- ceiling-mounted projector with speakers
- laptop connector
- Document Camera

Additional equipment (extra microphones , Mac connectors, presentation remote controls, webcams, etc.) **is not provided and may not work with existing technology**. Before purchasing additional classroom equipment, please ask MihayloITS.

TRAINING

Training for classroom technology is available by request by contacting Academic Classroom Support ext. 2277

Logging Into The Computer

When logging into the computer please make sure that you put AD\ before your username (AD\username)