

Welcome back Students!

The College of Education has had a productive summer of change to provide better technology support and enhance your experience as a student in the College of Education.

One of the key improvements made this summer was the consolidation of technology support into a centralized *User Services Office*. This office allows College faculty, staff, and students to utilize one point of contact for all computer and technology-related services, whether it be walk-in, phone, or email support. The User Services Office is located in Room 1 of the Education Building. When you enter the User Services Office you will be greeted at the "Help Desk" where your questions and problems can be addressed. A variety of equipment is also available for checkout from this office. Office hours are from 7:30 am – 7:30 pm on Monday through Thursday, and 7:30 am to 5:00 pm on Friday. You can also get technical assistance by phone (244-6053) or email (helpdesk@ed.uiuc.edu).

Another significant change is the consolidation of our three computer labs into one Instructional Computing Lab (Room 15). This lab has both Macintosh and Windows computers and full software support for statistical computing. Early this fall we will be installing individual computer workstations throughout the Education Building. These computers will be available at all times for general use.

College of Education students can expect the same outstanding service as in previous years, including:

- individual support for printing, wireless Internet, virus protection, and system security;
- equipment checkout for course projects, including laptop computers, projectors, digital cameras, and digital camcorders;
- instructional computing lab for scheduled courses, as well as open lab for course projects and statistical software needs;
- technical support for course projects, including web pages, e-portfolios, digital video, and others; and
- general technical support for student laptop computers.

I encourage you to take full advantage of the great information and learning technology support services in the College. Have a wonderful fall semester!

Scott D. Johnson
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& Chief Information Officer