INFORMATION TECHNOLOGY (IT)

Getting Started
Missouri S&T’s information technology (IT) department provides a variety of computing tools and resources to assist with academic and administrative work done at the university. Students, faculty, and staff use computers daily to register for classes, communicate with friends, send email, collaborate on group projects and research, publish web pages, write reports, and find course schedules.

Computer Accounts
Computer accounts are assigned to students and are used to access various resources at Missouri S&T, such as the computing network and the computers and software in computer learning centers (CLCs). Most Missouri S&T IT services require an authorized computer account (username and password) to gain access. The following services are available through IT computer accounts.

- Joe’SS (student web portal)
- Blackboard (learning management system)
- Google Apps, including Gmail, Drive, Sites, Google+
- Network file storage
- Personal website storage folders
- Access to the campus network, including wireless networks on campus

University Communications to Students
Each student, once initially registered for classes, will be issued a Missouri S&T email account with an address on the mst.edu domain. This is the account used for official university business and official university communications to students. Students are expected to check their Missouri S&T email account regularly for university communications and are responsible for communications sent to this and from this account. Therefore, communications sent to this account will be considered to have fulfilled any university obligation for notification.

Students must activate their email account online at: http://it.mst.edu/services/email/student/activate/.

Leaving Missouri S&T
Assigned computer accounts remain active and available for use as long as a student is enrolled in classes at Missouri S&T. Additional information regarding account maintenance may be found at http://it.mst.edu/policies/ and then clicking the “username maintenance” link.

Following graduation, Missouri S&T students retain access to their student email accounts. Local account access is removed one semester after students graduate or stop attending. If the student was also employed by the university, account removal may occur sooner.

Students are responsible for creating a backup of any data on their network storage prior to leaving the university.

Systems and Software
Missouri S&T’s IT department provides a wide variety of computing and networking facilities and support. These facilities include, but are not limited to the following:

- Windows-based PCs
- Macintosh systems
- Linux systems
- Computer learning centers (CLCs)
- General purpose cluster computing
- 3D printing
- Nonavitra video wall
- HPC

Computer Learning Centers (CLCs)
Computer labs, called computer learning centers (CLCs), provide computers and specialty software for students to use for in-class, homework, and project related work.

CLCs are located in various buildings around campus. Use of computers and technology in these locations is restricted to Missouri S&T faculty, staff and students. The list of CLC locations, hours of operation, and equipment is available online at http://clc.mst.edu.

Instructional Technology
To support teaching and learning, IT supports a broad set of instructional technologies. In addition to CLCs, classroom presentation technology, such as podium computers, laptop connections, projectors, and speakers, are provided to enhance the ability of instructors and teaching assistants to present course materials and use student response systems (clickers) in the classroom.

Teaching and learning are also enhanced by a number of online technologies at Missouri S&T. See http://edtech.mst.edu/teach/ for more information. Personalized assistance in best practices and usage of these technologies is available to instructors and teaching assistants upon request by calling the IT help desk at 573-341-HELP(4357).

The learning management system, Blackboard, is used to enhance the distribution of course materials, assess student learning (e.g., quizzes and exams), enable student discussion, and facilitate learning collaboration.

More information about available instructional technologies can be found online at http://edtech.mst.edu.

Privileges and Responsibilities
Missouri S&T IT provides access to computing, networking and information resources in support of teaching, research and other official duties of the university. Access to the computing resources and facilities is a privilege, not a right. The Missouri S&T Computing and Network Facilities Acceptable Use Policy describes the ethical and legal responsibilities regarding computing resources.

Other computing policies and procedures, including the University of Missouri policies, can be found at http://it.mst.edu/policies/.

Individually Owned Devices
Missouri S&T’s IT department, in partnership with The S&T Store, provides recommendations for supported hardware and software to those wishing to purchase for personal use.

Academic discounts are available for personally-owned computers and software purchased through The S&T Store. Most software on university-
owned machines is provided through licensing agreements with various vendors.

Microsoft Security Essentials is recommended and available for free download at: http://windows.microsoft.com/en-us/windows/security-essentials-download

Please visit http://www.thesandtstore.com/ and click "technology" for more information on supported technology and recommended systems.

Connecting to the Network

Computers in campus residence halls and fraternities or sororities connect to the network through an Ethernet connection or via wireless connection. Wireless coverage currently extends to nearly 100 percent of the campus - providing great flexibility and convenience for members of the campus community.

To register a machine on the campus network, simply plug-in to an available Ethernet jack and open a web browser. An online registration page will load. Complete the online form and you are ready to access the network. Detailed instructions on connecting to the network, using either wired or wireless Ethernet, are available by supported operating system at: http://it.mst.edu/services/.

Virtual private network (VPN) connections are available, which allow members of the campus community to connect to the network while away from campus or traveling.

Special usage policies apply to network connections. For more information, see the policies and procedures web page at http://it.mst.edu/policies/. In addition, Ethernet cards (both wired and wireless) and cables may be purchased through The S&T Store, located in the Havener Center.

Emergency Alert System

Missouri S&T has a system in place to alert the campus community in the event of a campus-wide emergency. An email is automatically sent to every university email account, but students, faculty and staff can enter additional contact information and register to receive emergency alerts via cell phone voicemail or text message.

For more information, or to register for the Emergency Alert System, visit: http://alert.mst.edu/.

Getting Help

The Missouri S&T IT help desk is available to assist the students, faculty and staff of Missouri S&T in using the different computing systems on campus.

Help is available on a wide range of items, including Windows-based PCs, Macintosh systems, and Linux workstations, as well as supported software on these systems.

Members of the campus community may call 573-341-HELP (4357), stop by the IT help desk on the first floor of the Missouri S&T Library, or access the online help request system at http://help.mst.edu. Hours of operation are available by visiting http://it.mst.edu/help-desk.

Internet Resources

- Missouri S&T campus gateway – http://www.mst.edu
- IT Department Homepage – http://it.mst.edu

• IT Help Desk – http://it.mst.edu/help-desk
• Online Help Request – http://help.mst.edu
• IT Services – http://it.mst.edu/services/
• Campus Library – http://library.mst.edu
• Joe’SS (student web portal) – http://joess.mst.edu
• Education Technology – http://edtech.mst.edu