Concern:

• Taking computers in to the SCSC to have viruses removed and I keep getting viruses. Is there any software that can be installed to help prevent viruses?

Response:

• Make sure you have an updated anti-virus program. ISU offers Symantec for free. Be careful where you browse...the internet is a public street.

Concern:

• I would like to be able to copy, fax or scan a document on the new printers.

Response:

• There is no capability at this time, although there have been several requests. This is not a high priority, but we are discussing the feasibility.

Concern:

• Is it possible to change the Blackboard maintenance hours to the morning instead of the evening?

Response:

• We are aware of this, and we are discussing options, although there is no “good” time.

Concern:

• How do the printing balances work for students?

Response:

• Every student has $20 at the beginning of Fall and Spring semesters. Money can be added by visiting the SCSC and any amount can be added. The balances carry forward from fall until just before the next fall semester at which time the account balance is removed. If you have added funds to your account those balance do rollover (they are not removed) at any time.
• Printing from off-campus to the student printers does not work.

Response:

• Printing from off-campus can be accomplished by sending an attachment through your Sycamores email to printbw@indstate.edu or printcolor@indstate.edu. For specific instructions you can visit our website at http://web.indstate.edu/oit/students/wireless-printing-inst.php under “How to Use the Printers From your Phone or Mobile device”.

Concern:

• If copying, faxing and scanning were available on the student printers would there be a cost for those services?

Response:

• We don’t know at this point. This is only in the discussion phase.