Concern:

- Will scanning and copying be added to the new printers?

Response:

- We are reviewing with Ricoh (printer vendor) if it is possible to turn on these features for our printers. We will review and report back to the committee. We have also contacted IU to see how their pilot is going. We will continue to review and report back.

Concern:

- Where do I get support for a computer that does not part of the scholarship laptop program? I was turned away by the SCSC because they said they could not work on it.

Response:

- The person that told you that is incorrect. All students can come to the SCSC and have their computer looked at. We may not be able to do hardware repair on the computer, but we can do software support. There may be a fee ($30) for us to do extensive software support (e.g. reformat the hard drive), but we will work on the computer. If the laptop is in a foreign language we could be limited in how we work on it, but we can always work with the owner to help him. If you are turned down for help, please ask for a supervisor. Mark will review with the new student employees at the SCSC to make sure they are aware of the policy.

Concern:

- Rhoads Hall, second floor, is having an issue where he the student keeps getting kicked off the wireless network.

Response:

- Please contact the Help Desk when you experience any wireless issue especially if it is an ongoing problem. We will notify the network staff to review.

Concern:
• Student is using a phone that keeps disconnecting from Sycamores Email. Asked if there is another application for the phone to check his email.

Response:

• Asked the student to bring their phone to the SCSC to have it looked at.

Concern:

• Microsoft Publisher is not downloaded with Office on the Mac.

Response:

• It is no longer a part of the Office product for the Mac.