Residents Hall Association STAC Meeting
November 12, 2014

Concern:

• ISU-Secure kicks users off in Jones Hall 4th Floor

Response:

• Ticket created and sent to the Network group for review. Nothing has been identified that could be causing this issue. If you are still experiencing or hearing of problems, please report this to the Help Desk at 812-237-2910. This will give us dates and times to review logs and possibly identify an issue. It is possible there is interference in that area which OIT cannot see which could be causing these issues. We will continue to review, but if you do see issues contact the Help Desk immediately.

Concern: Cable TV is fuzzy in Reeve Hall in several areas. Also reports of fuzzy pictures in Cromwell.

Response:

• Reported to the staff member responsible for Cable TV that Reeve has cable issues. He will investigate and get back to us.
• Please report specific problems with cable to the Help Desk at 812-237-2910 so they can be investigated.
• Also, just for information, the University is in the beginning stages of negotiating a new cable TV contract.

Concern:

• Student printers not printing complete print jobs. Gives paper tray error message. Have to login for each page to print. Mac printing problem for one individual and it never works.

Response:

• To resolve the issue for now you can use the Mobile Print (http://www.indstate.edu/oit/students/mobileprinting.php) and avoid the drivers for now. We should have the new drivers on the website shortly.
• If your prints do not come out or prints multiple copies you can stop by the SCSC in the basement of Stalker Hall we can credit your account. This is a known issue, but can be resolved using the Mobile Print.
• Mac printing problem. Come to the SCSC and ask for Mark Ford. Don’t leave unless we fix your problem.
Concern:

- Is it possible to print multiple copies using Mobile Print?

Response:

- OIT will check on this and report back to the group.

Concern:

- Having trouble with a Mac and ISU-SECURE and Yosemite. SCSC reported that they have been having problems between these systems.

Response:

- Mark is checking on this and we will report the issues to the Networking group.

Concern:

- Possibly have OIT hold a session on connecting game consoles at the beginning of school in one of the residence halls.

Response:

- OIT will look in to this. We will look to schedule a location and supply staff to assist.