Concern:
  • Some students reported not being able to connect to the wireless printers.

Response:
  • Suggest going to the SCSC in the basement of Stalker Hall to receive help.

Concern:
  • Students did not know they could print from a mobile device (smartphone).

Response:
  • Yancy sent instructions to Olivia to distribute to everyone.
  • OIT will create a communications plan about using mobile print capabilities and release to all students.

Concern:
  • Possibility of adding more printers to the academic buildings because the lines can get long and not just because of procrastination.

Response:
  • We will review printer statistics and usage, specifically right before class times if possible, for all printers and review stats with SGA and other student groups.

Concern:
  • Which wireless should we be connecting to ISU-SECURE or WPA?

Response:
  • ISU-SECURE will be the wireless everyone will be connecting to instead of WPA. Announcements will be going out to all of campus stating “you should connect to ISU-SECURE as WPA will go away at some point”.

Concern:
  • Reeve Hall card readers are not working very well. Reported to Reslife.
Response:

- Yancy sent an email to Reslife offices letting them know about the issues. I have not heard anything back yet.

Concern:

- Not all generic SGA emails are working. Ticket was called in a week and a half ago – Audrey Nichols.

Response:

- I worked with Audrey and have resolved the issues with the generic email accounts. If there are any issues I have missed, please let me know.

Concern:

- When using the wireless downtown (5th and Wabash) I have a full signal (WPA and SECURE), but I cannot connect.

Response:

- ?????????????????????????????????????

Concern:

- Gaming console connection issues in the residence halls.

Response:

- Here is a link where students (and staff) can find the instructions: http://web.indstate.edu/oit/students/network.php. If students have trouble connecting their gaming devices they can also contact the Help Desk at 812-237-2910. It also has the instructions for connecting other devices (e.g. laptops, phones, etc.) to the network too. If they have trouble connecting other devices they can stop by Stalker hall for help.

Comments from SGA about Last Year’s Concerns

- Wireless is working much better than last year.
- The problems with phones disconnecting from wifi has improved significantly.
- Slow Internet issues from last year have disappeared.
- The new printers are working great this year and are much better.
Concerns from Other Student Organizations

Residence Hall Association

Concern:

• When printing multiple copies of a document it only prints one copy, but you get charged for all copies.

Response:

• It is a known problem at this time and we are working with the vendor to resolve it. We will update the campus as soon as we have any additional information.

Concern:

• The 11th floor of Blumberg, 2nd floor of Blumberg disconnects, Sandison, Erickson went off between 9pm to 1:00am and it would not allow the student back on. Student tried three different devices and different floors in the same building, but it would not allow her to connect. This occurred on September 10th. In University apartments the network SSID completely disappeared last Friday. They did not contact the Help Desk.

Response:

• We knew there was a problem with University Apartments. A technician was dispatched and the problem was resolved. I have sent the information about the other problems areas with issues to our network group to review. Anytime you have an issue that seems to be affecting multiple students or a residence hall, please be sure to contact the Help Desk at 812-237-2910. If it is after hours, please contact our Operations Center 812-237-4037. Either one of these areas will contact a network engineer to review the problem.

Concern:

• Had trouble connecting to the student printers specifically installing the printer drivers on the Macs.

Response:

• Please be sure to take your computer to the basement of Stalker Hall whenever you have these types of issues. They will assist you getting the printer drivers installed.

• Another solution is to print by sending an attachment to the printer through Sycamores email and not installing the printer drivers. You can also print from off-campus 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”.


Black Student Union

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.

Concern:

• 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.

International Student Leadership Committee

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.

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 us 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.

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 not downloaded with Office on the Mac.

Response:

- We will check and get back with you.

Comments from ISLC Regarding Last Year’s Concerns

- The printers are much better this year and are working well.

Student Athlete Advisory Committee

Concern:

- How do you print from off-campus and can you print from a mobile device?

Response:

I wanted to swing back around on the question about printing from a mobile device (e.g. smartphone, tablet, iPad, etc.). Here are the instructions for printing from your smartphone http://web.indstate.edu/oit/students/wireless-printing-inst.php under “How to Use the Printers From your Phone or Mobile device”.

Here are the instructions from the website as well:

**Printer Locations**
Printers are located in academic buildings, residence halls, and common use buildings like the Library and HMSU. Look for the large blue signs that say “Student Printing Station”. A detailed location of printer locations can be found at: [http://www.indstate.edu/oit/students/printerlocations.php](http://www.indstate.edu/oit/students/printerlocations.php).

**How to Use the Printers From your Phone or Mobile device**

ISU is one of the first in the State and one of a select few in the country to offer printing from a mobile device. Students now have the additional option to print from a smartphone, iPad or tablet to one of twenty-eight conveniently located printers around campus. To use the new service follow the instructions below:

1. From a mobile device send an email with the document attached to either printbw@indstate.edu for black and white printing or to printcolor@indstate.edu for color printing. Hint: In order to print just the attachment, remove any text from the body of the email. This would include signatures and device signatures (Sent from an Android Device, Sent from my iPhone, etc.). Any items in the body of the email will show up as an additional print job.
2. After about two minutes, depending on the size or number of documents, you will receive a reply email from ISU-MobilePrint showing a list of the documents ready for release.
3. Simply visit any of the twenty-eight printers and swipe your ID card or log in using your Sycamore ID and password.
4. The terminal will show your list of print jobs that you can print.

**Most of the more popular file formats are supported such as:**

- Microsoft Word (.doc and .docx)
- Microsoft Excel (.xls and .xlsx)
- Microsoft PowerPoint (.ppt and .pptx)
- Adobe Portable Document Format (PDF)
- Internet and E-Mail Formats (.html, .htm, .mht, and .eml)
- Text files (.txt) · Rich Text Format (.rtf)