Information Technology Services

Resources and Services

Information Technology Services (ITS) offers a broad range of resources and services to the students, faculty, and staff of California State University, Fresno.

University Computer Access Requirement

At California State University, Fresno, computers and communications links to remote resources are recognized as being integral to the education and research experience. Every student is required to have his/her own computer or have other personal access to a workstation (including a modem and a printer) with all the recommended software. The minimum and recommended standards for workstations and software, which may vary by academic major, are updated periodically and are available from Information Technology Services (see Web address listed at the top of this page) or the Kennel Bookstore. In the curriculum and class assignments, students are presumed to have 24-hour access to a computer workstation and the necessary communication links to the university's information resources. The university maintains a limited number of workstations in various labs to facilitate this access. It provides the means to allow students access from their home environment to university computing and network resources and the Internet.

Electronic Mail Services

The university provides a free electronic mail account to every student, faculty, and staff member who requests one. These accounts can be accessed from any of the networked computers on campus or from a home computer with a modem. To request an account, currently enrolled students should bring their Student I.D. card to

McKee Fisk 150. Faculty and staff may request an account by calling (209) 278-5000 or completing a form in McKee Fisk, Room 137.

World Wide Web Services

ITS maintains several World Wide Web servers for campus use. All students, faculty, and staff members who have an electronic mail account through the university may publish Web pages on these servers. In addition, ITS maintains a centralized Web server for all university departments and ASI-recognized student groups. The university's address on the World Wide Web is listed at *http://www.csufresno.edu.*

Consulting Support

The ITS Help Desk is available to the campus Monday through Friday from 7 a.m. to 10 p.m. and weekends from 1 p.m. to 7 p.m. The Help Desk provides general computing and communications support to the campus and is available to answer questions about electronic mail, the Internet, telephone and voice mail services, as well as some specific applications for the PC, Macintosh, and Unix platforms. Students can contact the ITS Help Desk by calling

(209) 278-7000. Faculty and staff should call (209) 278-5000. The Help Desk can also be reached via e-mail at *help@csufresno.edu.*

Computing Laboratories

Although ITS does not maintain any campuswide open use computing laboratories, there are a number of labs supported by university schools and departments. Most of these labs offer workstations that are connected to the campus data network, providing access to file servers, the electronic mail hosts, and the Internet. You may contact our Help Desk for more information about the location and hours for these labs or take a look at the ITS Web site for a list of campus labs.

Dialup Internet Services

The Central Valley Internet Project (CVIP) offers high-speed, low-cost Internet accounts to qualified students, alumni, and educators. A CVIP account allows members who have a computer and modem to send and receive electronic mail, to browse the World Wide Web, to listen to audio segments and view video clips, to participate in Internet news and topic groups, to upload and download to and from thousands of computers worldwide, and to create and maintain their own Web home pages.

California State University, Fresno students, faculty, and staff may purchase individual accounts for a nominal fee (basic non-graphical electronic mail accounts are always free to all members of the university community). To obtain a CVIP account, call (209) 278-1111 Monday through Friday, 7 a.m. to 10 p.m., or Saturday and Sunday, 1 p.m. to 7 p.m., or stop by McKee Fisk, Room 106A, Monday through Friday, 8 a.m. to 5 p.m.