

# Information Technology Services

## Information Technology Services

McKee Fisk, Room 137

559.278.3923

<http://www.csufresno.edu/ITS/>

Darrell Martin, *Interim Director*

### Resources and Services

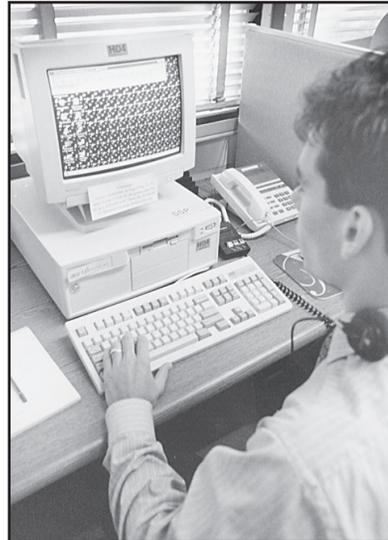
Information Technology Services (ITS) offers a broad range of resources and services to the students, faculty, and staff of California State University, Fresno.

### 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 Internet access. To request an account, currently enrolled students should apply on the web at [email.csufresno.edu](http://email.csufresno.edu). Faculty and staff may request an account by complet-



ing a form on the Web at [help.csufresno.edu](http://help.csufresno.edu).

### World Wide Web Services

ITS maintains several 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.

### Consulting Support

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 Windows PC, Macintosh, and Unix platforms. Students can contact the ITS Help Desk by calling 559.278.7000. The ITS Help Desk is available to the campus (via phone or Web) Monday through Friday from 7 a.m. to 10 p.m. and weekends from 1 p.m. to 10 p.m. Faculty and staff should call 559.278.5000. The Help Desk can also be reached electronically by pointing your browser to [help.csufresno.edu](http://help.csufresno.edu).

### Computing Laboratories

There are a number of labs supported by university colleges/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 ([help.csufresno.edu](http://help.csufresno.edu)) for a list of campus labs.

### Internet Services

Central Valley Internet Project (CVIP) was established in 1996 to promote the use of technology in the Central Valley. It provides a low-cost Internet access alternative for students, educators, Fresno State alumni, and local government employees.

CVIP is a not-for-profit organization owned and operated by California State University, Fresno. All funds received by CVIP are reinvested in instructional programs and technology upgrades to increase the university's ability to provide a cost-effective, reliable, and quality Internet service. CVIP offers unlimited toll-free, dial-up and broadband Internet access throughout the Central Valley.

To obtain Internet access through CVIP, please go to [www.CVIP.net](http://www.CVIP.net), or call 559.278.1111, Monday through Friday, 8 a.m. to 5 p.m. Or visit the CVIP office located in the Bulldog Plaza Shopping Center at the corner of Cedar and Barstow avenues in Fresno, Monday through Friday, 8 a.m. to 5 p.m. On campus, visit the CVIP store in the University Pavilion; hours are Monday through Friday 8 a.m. to 5 p.m. ❖