



SF State Extended Learning DOWNTOWN CENTER

Faculty and TAs are expected to follow the policies and procedures below.
We appreciate your cooperation.

CEL COMPUTER LAB/CLASSROOM POLICIES AND PROCEDURES

ARRIVING TO CLASS

CEL Computer labs will be opened 20 minutes before the start of class (daytime classes only) or at 4 pm for evening classes, and will be locked again at end of the evening. **If your class takes a break during the day or evening, please instruct your students to take all personal items with them when they leave for a break, (or designate someone to stay behind). Please note CEL does not provide locking and unlocking of doors outside of the schedule outlined above and CEL or SFSU cannot be responsible for any items left in rooms.**

CEL Classrooms will be open at 8 am, if scheduled for daytime classes, or at 4 pm for evening classes. Instructors are responsible for acquainting students with acceptable use policies with regard to hardware, software, and the rooms themselves. In particular, we request that people leave the classrooms in the condition in which they found them. **If your class takes a break during the day or evening, please instruct your students to take all personal items with them when they leave for a break, (or designate someone to stay behind). Please note CEL does not provide locking and unlocking of doors outside of the schedule outlined above and CEL or SFSU cannot be responsible for any items left in rooms.**

[SFSU Responsible Use Policy](#)

CEL Tech and Instructional support lines

Please contact the CEL Tech/Facilities services at **415-817-4401** for technical assistance and non-technical support with a classroom or lab located on the 6th floor of Downtown Campus.

**Support hours: Monday through Friday 8:00AM-8:00PM
Saturday 9:00AM-6:00PM**

There are two courtesy phones one located in the lobby of the 6th floor by the elevators and the second phone located by the vending machines between lab 625 and room 619. From these phones you may dial ext. **7-4401** for Tech and Facilities Services.

NO FOOD AND DRINK

Food and beverages are **STRICTLY PROHIBITED** in all computer labs. The faculty is responsible for enforcing this policy so the computer labs are kept clean and functioning. Students must go outside of the room to consume any food or beverage. *Instructors are permitted to keep a capped bottle of water at their computer station.*

STUDENT ACCESS

Students are allowed to use the computer lab only with an instructor or TA present. Unsupervised student access is not allowed. TA's and faculty should not leave the lab unattended. TA's and faculty are responsible for being the last person to exit the lab.

LAPTOPS AND NETWORK USAGE

Students and faculty are welcome to bring in their own laptops for use during class. Students and faculty are **NOT** allowed to remove any network cables from the existing computers to plug into their laptops. Please ask assistance from the tech department by using the courtesy phones, for connecting your laptop to the network. For students and non-students please view the Wireless access at the DTC portion below.

Faculty **MUST** submit a technical request in advance if they intend to use their own personal laptop for **teaching purposes** and require assistance in setting up the laptop. It is the faculty's responsibility to bring any necessary video display adapters and other cables that may be required to set up their laptop for **teaching** use. Please arrive 30 minutes prior to your class to test the laptop set-up. There are no guarantees.

WIRELESS ACCESS at the DTC

For current students, staff and faculty can log in to the "**SFState**" wireless system. You will need your SF State ID number and password. Wireless access guide provided by I.T.S: [SFSU Wireless Guide](#)

SFState wireless network provides encrypted connectivity for current faculty, staff, students and community members. To use this network, users enter their SF State login credentials once to get started and a unique certificate is pushed to the device, eliminating the need to reenter login credentials for subsequent uses.

For non-students and non-affiliated visitors of the DTC that do not have an SF State ID number and password.

Wireless access guide for guests provided by I.T.S: [SFSU Guest Wireless Guide](#)

All "**SFStateGuest**" wireless users:

- a. will be getting dhcp ip addresses with 12 hour lease time
- b. will be granted connection with 1MBps download and 1MBps upload speeds
- c. will be granted http/https access to SFSU campus networks (subject to future change depending on campus security policies developments)
- d. will be given a limit of 1 device per user per 12-hour registration interval
- e. will need to enter a valid, non-SFSU e-mail address, name, and phone number at self-registration portal

DATA PROJECTOR

Faculty or the TA must power off the projector during the 1 hour lunch break (if applicable) to save energy on the light bulb.

AT THE END OF CLASS

Faculty or the TA must power off all the computers and the data projector. Any borrowed equipment (headphones, hardware, cables, etc.) will be collected by the on duty tech.

Class must end promptly on time and Faculty/TAs have exactly 15 minutes to clean up, power off the computers and projector, gather belongings and vacate the lab after class ends. The lab should be kept neat and tidy and the door must be closed upon leaving for security reasons. The instructor or the TA must be the last person to vacate the lab.

TECHNICAL SUPPORT POLICIES AND PROCEDURES

TECHNICAL REQUESTS

You **MUST** submit a technical request each and every semester for the items you need for your class. Tech requests must be submitted 2-weeks in advance.

All courses requiring hardware/software (projector, computer, teaching lab, applications, a/v equipment, etc.) must submit a tech request **TWO WEEKS PRIOR** to the start date of the course. Tech requests **MUST** be submitted via email to the address below:

[CEL Tech and Instructional Services](#)

For example:

If you require headphones for students on occasion it is best to submit a tech request requesting headphones for each and every class meeting whether you utilize them or not is up to you. This allows the tech department to be sure the proper equipment is available for you when you ask for it.

Last minute tech requests WILL NOT be honored. If you have not submitted a tech request for additional items do not expect to get them when you arrive for your class due to limited resources. The Technical Department does not have an unlimited supply of equipment.

Tech Requests must be submitted for each class **each and every semester, NO EXCEPTIONS.**

Any additional requests must be submitted again via the website and will be added in addition to the previous request.

The faculty member, not their TA, must submit all technical requests. Program directors and coordinators are authorized to submit technical requests on behalf of their faculty.

Note: a tech request submitted by a Program director or coordinator on behalf of a faculty member will be followed as if it was submitted by the faculty. There will be no exceptions the day of class.

The technology department is only responsible for maintenance of hardware/software

To see a list of current software installed in the MAC labs please go to the following page:

Please see appendix A for MAC Software

Please see appendix B for PC Software

Equipment checked out during your class will be collected the on duty tech equipment after your class ends.

TECHNICAL SUPPORT

If tech support is required for a major computer problem or equipment malfunction that prevents faculty from teaching class, the instructor or the TA or the student representative must go to call the technical department at 415-817-4401 from your classroom or courtesy phones.

If you encounter a technical problem with a computer during class (software problems or errors, computer crashes, etc.) that is not an emergency and does not prevent the instructor from teaching then a detailed problem report form **MUST** be submitted via email to dtctech@sfsu.edu . See *below*. Submitted problem reports will be resolved in a timely manner.

HOW TO SUBMIT A PROBLEM REPORT

Any faculty encountering computer or A/V technical problems that do not interfere with the lab course or lecture/demo course can submit their problems to the email below:

[CEL Tech and Instructional Services](#)

Either the faculty or the TA can submit the problem report. Please be as detailed as possible when describing the problem. Please state the nature of the problem, what applications were being used, name and room location of the computer, etc. Simply stating "the computer crashed" is not enough information for troubleshooting purposes.

ROOM BOOKINGS

All room bookings must be made through your Program director or coordinator on behalf of a faculty member in advance of the need for a room.

If your class requires additional classroom or computer lab space you must contact your Program director or coordinator, in advance, to book the space. The downtown Center does not function on a space availability policy. Everything must be arranged in advance.

GUEST LECTURERS

If you are having a guest lecture for a class and will not be attending the class meeting please notify your Program director or coordinator so they can inform the Technical Department.

NO SHOWS/OFFSITE

If you are not planning on holding a class at the DTC during a given week please notify your Program director or coordinator so they can inform the Technical Department and the registration staff in the event students show up for class.

CEL LAB POLICIES AND PROCEDURES

****As of Fall 2017 and onwards CEL will no longer have an Open lab.****

CEL Labs SOFTWARE/HARDWARE USAGE

The Technical Department is not responsible for tutoring students on the installed software in the labs regardless of the students' knowledge of the software.

If students are requiring help with software there are software manuals available in the open lab.

The Technical Department is not responsible for recovery or support of student purchased flash drives, USB drives, Thunderbolt hard drives, laptops or CD/DVD media. The Technical Department does not supply Thunderbolt cables or power supplies for classroom usage. Students are responsible to bring in all their own necessary cabling for their equipment.

Addendum: Software Requests, Deliverables and Asset Management:

CEL Tech provides hardware, software, and licenses as needed for their classes. CEL Tech also manages the installation, configuration, and support of CEL workstations and software assets.

To fulfill our mission, CEL Tech needs a complete package of three things ⁽¹⁾:

- **Media**
 - If the primary delivery medium is a physical disc, we require a physical copy.
 - If the primary delivery medium is online, we require the **direct link** for specific download and account login information (if required).
- **License**
 - Clear indication of ownership and entitled seat count.
 - Install codes or special installation codes for each software asset.
 - Demo software is not allowed. Negotiable in rare cases.
- **Support Access**
 - CEL Tech will not create vendor accounts for downloads
 - Tech Staff needs transparency on how to obtain technical support from vendors. Please communicate the agreed level of support to which we are entitled.
 - If the CEL's negotiated package does not include support, CEL Tech may need to purchase one-time support instances. CEL Tech must advise CEL of these costs ahead of time, but CEL will be billed for these vendor fees.
 - Without access to vendor support, CEL may need to allow for increased delays in timeline estimates and the potential for increased lab instability.

⁽¹⁾ A complete software package must include the parts described above. An incomplete software package does fulfill the obligation between the College Program and CEL Tech and a timeline for installation and testing cannot commence until the software package is in-hand.

Timeline for Package Delivery:

Best Practice: Each new and complete software package should be provided **one calendar month** before the beginning of the upcoming semester.

Why so much time? Creating, capturing, and deploying an image can take upwards of two weeks per lab, so it is critical we have complete software packages in hand as soon as possible to give some flexibility for testing, unexpected problems, scheduling, and any further coordination with CEL Tech.

In-Semester Software Changes: Making changes to computer systems during the semester can compromise stability. With this in mind, we ask that all attempts be made to delay major software changes until semester transition periods. ⁽²⁾

When a mid-semester change is absolutely critical, CEL Tech requires two weeks to test and install additional software. As above, CEL Tech requires possession of the complete software package in order to commence the two-week timeline.

(2) There are cases where software version dependencies or conflicts may prohibit mid-semester changes.

While we will do our best, CEL Tech can make no guarantees that mid-semester changes will provide a stable computing environment.

Changes to Lab Hardware

When lab hardware requires a computer refresh or considerable physical revision, other timelines may apply.

Advance Consultation: CEL Tech currently does not offer any consulting on software purchases, but CEL Tech can meet with the vendor to go over the system specs in the proposed lab that the software is to be installed. Your Program director or coordinator will alert CEL Tech regarding purchasing decisions as soon as possible.

Master Image CPU and Complete Software Package: 6 weeks prior to semester start

Student and Instructor Stations: As soon as possible with 3 weeks prior to semester start being the suggested timeframe given the two-week window for image installation.

Equipment Check-out Procedure

Equipment is provided on a first-come-first-served basis. CEL Tech currently has 3 external DVD drives and 5 presentation remotes. If reservations are full for these items, last minute Presentation remotes and DVD drives will be unavailable.

At present, please submit all hardware requests to our email [CEL Tech and Instructional Services](mailto:CEL_Tech_and_Instructional_Services@cel.sfsu.edu)

Best Practice: Equipment checkout should be provided at the soonest possible opportunity. In general, this is prior to the beginning of each semester when room reservations are booked into EMS.

Modified Hardware Requests: Schedule changes should be provided/updated with two weeks' notice.

Last Minute Requests: While CEL Tech aims to provide good "live" support for any tech need, we are unable to promise a high level of support for last minute request. With this in mind, CEL should encourage early hardware requests from their faculty and program managers. In the case where a last minute request is unavoidable, please submit the request to a live person by calling 415.817.4401. Using email or tech request methods cannot guarantee timely results.

ADDITIONAL FACULTY INFORMATION

CONTACT INFORMATION

Technology and Instructional Services Department
Tel: 415-817-4401

FACULTY LOUNGE

The faculty lounge is located in room 614.

The faculty lounge has a photocopier, mini-fridge, microwave, telephone (dial 9 for outside line) and private restrooms. Faculty Lounge Door Code: 5381* or the alpha numeric equivalent JET1*

WEBLINKS

Here you will find the faculty guidelines, forms and other information pertaining to teaching at the downtown center.

<http://www.cel.sfsu.edu/faculty/>

To access class roster/student info:

<https://www.sfsu.edu/online/faclogin.htm>

In order to access class rosters you will need your SFSU ID and password to access the website.

iLearn: <https://ilearn.sfsu.edu/login/index.php>

PARKING: **Prices subject to change, please check with the company for updated pricing.

Special Discounted Parking Rate Garage:

Mason-O'Farrell Garage
325 Mason Street
San Francisco, CA 94102
415.673.6757

Mason O'Farrell Garage offers SF State students, employees, faculty and guests special parking rates. The public garage is located at the corner of Mason Street and O'Farrell Street, 3 blocks from the SF State Downtown Campus. The garage is open 24 hours a day, 7 days a week. **Faculty must show the parking attendant a faculty ID card*

The discounted rates are as follows:

Park up to 8 hours: \$12.00
Park more than 8 hours: \$8.00/hour (\$32.00 daily max)
Monthly Parking: \$220.00/month (in & out privilege)

Regular Parking Rates are as follows:

Daily Rate: \$4.00 every 30 mins.
Daily Max.: \$32.00 24 hrs.
Early Bird: \$15.00 in between 4:00am-10:00am out by 7:00pm
Evening Special \$15.00 in anytime after 5:30pm out by 9:30am

Fifth & Mission/Yerba Buena Parking Garage

833 Mission Street
San Francisco, CA 94103
Hours of Operation: Mon.-Sun., 24 hours
Call 415.982.8522 or visit www.fifthandmission.com

Ellis-O'Farrell Parking Garage

123 O'Farrell Street
San Francisco, CA 94102
Hours of Operation: Sun.-Thurs., 5:30am-1:00am, Fri.-Sat., 5:30am-2:00am
Call 415.986.4800 or visit www.eofgarage.com

Valet

Nordstrom Valet is offered to the public at the 5th Street Entrance to the San Francisco Centre.