

The technology area for the College of Pharmacy is comprised of two divisions: technology support and technology manager. Technology support is provided by Greg Andrews of the Computing Center. The College of Pharmacy technology manager is Marcia Wells. The purpose of these two areas is to provide assistance with technology issues to the faculty and staff of the College of Pharmacy.

Technology support is responsible for handling all software and hardware issues. This includes:

- computer system problems
- printer problems
- problems that arise with supported software

Greg also obtains specifications for computer systems purchased by the College of Pharmacy, including grant purchases.

The technology manager is responsible for aiding in the use of our equipment. A sample of these duties are:

- scheduling compressed video classes
- setting up the multi-media classrooms for a presentation
- web-page design
- poster printing
- coordinate workstation moves with technology support
- reporting any system outages to appropriate sources (i.e. Cicsplus, Arrow, Email, etc.)

For further information regarding the College of Pharmacy technology area or to report any problems, please contact:

<b>Marcia Wells</b>	<b>Greg Andrews</b>
Technology Manager	Information Technology Specialist
Phone: 318-342- 1716	Phone: 318-342-3418
Fax: 318-342-1606	Fax: 318-342-5018
Email: <a href="mailto:mwells@ulm.edu">mwells@ulm.edu</a>	Email: <a href="mailto:gandrews@ulm.edu">gandrews@ulm.edu</a>

### **Mission Statement**

*"The technology area's objective is to thoroughly analyze all situations, anticipate all problems prior to their occurrence, have answers for these problems and move swiftly to solve these problems when called upon."*

Distance Education:

To schedule a distance education class or compressed video conference:

- Contact **Marcia Wells** via email or phone: 318-342-1716
- Contact should be made prior to scheduling a meeting date in order to verify the equipment is available.

Information needed to schedule a class or conference:

- Locations involved in class or conference
- Number of people attending at each location
- Time/date of event
- Type of presentation being made. This is needed to determine the equipment needs of the presenter.

Rooms with video conferencing ability:

- Bienville Room 170
- Bienville Room 202

Rooms with tele-conferencing ability:

- Bienville Dean's Conference Room
- Bienville 231

## **Multimedia Classrooms**

### **Bienville 170:**

- Distance Education Classroom
- DVD/VHS Player (controls are on touch panel)
- Smart Sympodium
- Document Camera
- Logitech Quick Camera

### **Bienville 110:**

- CD/DVD player on CPU
- Smart Sympodium
- Document Camer
- Logitech Quick Camera
- TV/VCR on cart

### **Bienville 202:**

- Distance Education Classroom
- DVD/VHS Player (controls are on touch panel)
- Smart Sympodium
- Document Camera
- Logitech Quick Camera

### **Bienville 210:**

- DVD/VHS Player (controls are on touch panel)
- Smart Sympodium
- Document Camera
- Logitech Quick Camera

### **Poster Printing Guidelines**

- Contact **Marcia Wells** with any questions regarding the printing of posters - 318-342-1716
- Please complete a Interdepartmental Request form for ALL posters, these can be obtained from your department secretary, or Marcia Wells.
- Two days notice is required for printing posters.
- All posters must use the below College of Pharmacy templates. Posters that are not in accordance with the template will NOT be printed by Pharmacy Technical Services.
- Cost of all posters \$30
- Posters that have to be reprinted due to design error will incur an additional charge. Poster reprints due to equipment malfunction will not.
- Poster dimensions cannot exceed 42 inches in height for portrait or landscape posters.
- No restrictions on length.

### **System/Software Information**

The computing center supports the following software packages and system requirements. Any computer systems purchased by the University of Louisiana at Monroe must have the system requirements listed below.

If a computer system is purchased via grant dollars, and does not meet the system requirements below, technology support will be limited. The following problems may be encountered when a system is purchased outside of the minimum requirements listed below:

- Inability to connect the system to the campus network
- Inability to upgrade the system with campus supported software packages

- Technical services may be unable to repair the system or incur excessive costs in doing so, which would be charged to the department which purchased the system.

The computing center purchases computer systems in bulk twice a year. Bulk orders reduce the costs of the systems and provides conformity among the systems serviced. State contract pricing is available with Dell, Gateway and Apple. In order for Technical Services to repair a computer (i.e. hard drive fails, network cards,etc) the system **MUST** be purchased via purchase order or have a state tag (if cost is over \$1,000).

### **Software Supported by Computing Center**

- Microsoft Products
  - Office (PC and Mac versions)
  - Windows Operating Systems (2000, XP Pro, Windows Mobile)
  - Microsoft ActiveSync for Pocket PC
- Email
  - Outlook
  - Thunderbird
  - Entourage (Mac)
  - ULM Webmail
- Internet Browsers
  - Internet Explorer
  - Firefox
  - Safari (Mac)
  - Mozilla
- Statistical Packages
  - SAS
  - SPSS
  - Stastix 8
- Apple Operating Systems
  - OS X
  - OS 9

### **Software NOT supported by Computing Center**

- Q & A
- Windows 95
- **Windows Vista**
- Netscape
- Netscape Mail
- Corel Office
- Word Perfect
- Quattro Pro

## New System Purchase Requirements

- Dell PC (minimum requirements)
  - Model: Optiplex
  - Dual Core Processor
  - 1.0 GB RAM Memory
  - 40 GB Hard Drive
  - 1.44 MB 3.5" Floppy Drive
  - DVD/CD-RW Combo Drive
  - Approximate cost: \$1,000.
    - Price includes 17" flat panel monitor
  
- Apple Desktop (minimum requirements)
  - G4 or G5 Processor
  - 1.0 GB RAM Memory
  - 60 GB Hard Drive
  - Combo Drive
  - Approximate cost: Contact [Greg Andrews](#), phone: 318-342-3418
  
- Dell Laptop (minimum requirements)
  - Model: Latitude
  - Intel Dual Core Processor
  - 2.0 GB RAM Memory
  - 40 GB Hard Drive
  - DVD/CD-RW Combo Drive
  - Wireless 802.11 Compatible (Internal or External Card)
  - Built-in Ethernet Card
  - Approximate cost: Contact [Greg Andrews](#), phone: 318-342-3418
  
- Apple Laptop (minimum requirements)
  - Model: Powerbook or Ibook
  - G4 Processor
  - 1.0 GB RAM Memory
  - 80 GB Hard Drive
  - Combo Drive
  - Apple Airport
  - Built-in Ethernet Card
  - Approximate cost: Contact [Greg Andrews](#), phone: 318-342-3418