

# HHD Technology<sup>3</sup>: \* *The Cube*

Which kind of technological help do I get from whom?

## I need help with:

### General Computer Support and Hardware

#### HHD Technical Support

*John LaFreniere*

If you're having any kind of computer trouble and don't know where to start: start here!

#### Hardware

- General computer support
- Software, hardware
- Troubleshoot printing
- Computer labs technical support
  - To schedule an HHD computer lab for your class, call Geoff Stocker xt. 4224
- Laptops with cart for classes
  - To schedule laptops for your class, call the dean's office at xt. 3001.

#### About Software Downloads/Installation:

To protect your computer from harmful downloads, CSUN computers are on Active Directory. You can download programs from the CSUN IT website, but installation is done by the HHD Technical Support Team. The HHD Technical Support web page (below) explains

#### What about projectors?

- overhead and LCD: Contact your department office staff
- For *Smart Classrooms*, from tech trouble to missing remote control, see CSUN IT column (right)

#### HHD Technical Support

<http://www.csun.edu/hhd/techsupport>

John LaFreniere: 818-677-3912  
john.lafreniere@csun.edu

## I need help with:

### Department websites/ ADA/ATI Compliance & Content

#### HHD Public Affairs/Communications

*Jean O'Sullivan*

- Creating, hosting department websites, structure and design changes
- Department web team support, instruction, university training info.
- Collaborates with ATI Coordinator and university for ADA compliance
- Get your URL into the university's naming hierarchy

#### HHD Departments' Web team Members:

CDS: Carla Romero, Alice Gluckman  
CADV: Javier Anguiano  
EOH: Tom Hatfield, Julie Hodge  
FCS: Paulette Sontag  
HSCI: Iris Toledo  
KIN: Contact department staff for info  
PT: Donna van Helstrand, Julie Hodge  
RTM: Contact department staff for info

#### "Who's going to post my syllabi?"

Policies for posting syllabi are determined by each department. Contact your department office for info.

To post your syllabi on your own website, use HHD's ADA compliant template. Visit:

<http://www.csun.edu/~hchsc018/ati>

#### Department Websites & ADA Compliance

HHD Public Affairs/Communications  
Jean O'Sullivan: 818-677-7127  
jean.osullivan@csun.edu

## I need help with:

### Faculty Websites re: ADA/ATI Compliant Learning Materials

#### HHD Faculty ATI Coordinator

*Elio Spinello*

"What is ATI and what does it mean to have compliant learning materials?"

#### Definitions:

ATI = Accessible Technology Initiative

ADA = Americans with Disabilities Act

- The ATI is an outgrowth of the ADA. Websites on CSU campuses must meet basic ADA requirements. People with disabilities must be able to access learning materials and websites.

- Your ATI Coordinator provides access & info about compliant learning materials including information about testing for compliance using ACC Verify.

#### How to Make a Faculty Website:

1. Contact CSUN IT (xt. 1400) to ensure your public\_html is active.
2. Visit Elio Spinello's Online Self-Help Page for pre-compliant templates:  
<http://www.csun.edu/~hchsc018/ati>
3. Follow Elio's instructions and build your page.
4. Notify Jean O'Sullivan with your URL so she can establish you in the naming hierarchy (formality) and include you in future URL directories. [jean.osullivan@csun.edu](mailto:jean.osullivan@csun.edu)

#### Faculty Websites & ADA Compliance

HHD Faculty ATI Coordinator  
Elio Spinello: 818-677-7052  
elio.spinello@csun.edu

## I need help with:

### Software and Connections

#### CSUN Information Technology (IT)

- Set up a faculty or staff account
- Get your website account
- Software downloads & license codes
  - (Download from IT but see HHD Technical Support for help with installation)
- Software training and classes
- Wireless access
- "My password doesn't work."
- Email issues
- Academic Technology/WEB-CT
- Connecting from home
- Webmail
- Media Equipment Services (xt. 3062)
  - *Smart Classroom* (ceiling or wall mount)
  - Microphones/Sound systems
  - Remote controls

#### Web Portal

- SOLAR- technical
- The SOLAR support page is:  
<http://www.csun.edu/solarsupport/>

#### CSUN Information Technology (IT)

<http://www.csun.edu/it>

Helpline: 818-677-1400

Media Equipment Services: 818-677-3062

\*The Cube: elementally 3 and has depth.