



Computer Classroom and Laboratory Partner Institution Reference Guide

Office of Information Technology | Updated: 05/2022

I. Purpose and Applicability

The purpose of this guide is to inform our user community of processes and procedures regarding usage of computer classrooms and open labs at the Universities at Shady Grove.

II. Computer Classrooms

Lab style classrooms contain fully equipped workstations for every student or attendee with network access. At the head of the class, instructors have a fully equipped workstation with network access connected to a remote controlled ceiling mounted projector.

Smart enabled classrooms are outfitted with some of the latest technological equipment at your fingertips. These classrooms feature built in ceiling mounted data projectors with remote, a workstation PC for instructor with network access, and up to date audio-visual equipment.

Computer classrooms are made available using shared space model where classrooms must be available for scheduled use by all Institutional Partners.

III. Open Computer Labs

The Universities at Shady Grove provides three open computer labs for all USG students, faculty, and staff. The labs are located on SG III second floor, rooms 2103 and 2139 and SG IV second floor, room 2121 USG ID must be shown before you may access the open computer labs.

Open computer lab hours of operation:

Monday – Friday	8:00 AM - 10:00 PM
Saturday	12:00 PM - 5:00 PM
Sunday	Closed

IV. Campus-wide Academic Workstation Software

The following applications are installed and maintained by OIT on all open labs and computer classroom workstations throughout the Universities at Shady Grove campus.

Adobe Acrobat DC	Microsoft Office Publisher
Google Chrome	Microsoft Office Word
IBM SPSS Inc.	Microsoft Visual Studio
FireEye Anti-Virus	Paper Cut Print Client
Microsoft Edge Browser	Video LAN (VLC Media Player)
Microsoft Office Excel	VMware Horizon Client
Microsoft Office InfoPath	Global Protect VPN Client
Microsoft Office PowerPoint	

V. Partner Institution Dedicated Software

Partner institutions are required to submit software request in order to provide OIT with information pertaining course or program specific software packages, plugins, and software add-on(s) on a per-semester basis. Please review the OIT Lab Software List in order to get information on software already loaded on every lab and computer classroom systems. Please allow two weeks for the software to be installed from the date OIT receives installation media and license information.

A. Software Request Form:

<https://shadygrove.umd.edu/campus-services/oit/oit-request-forms/software-request-form>

B. Bulk Software Request Form:

<https://shadygrove.umd.edu/campus-services/oit/oit-request-forms/bulk-software-request>

C. Program-Specific Software Request Deadlines:

Summer Semester: Last Friday of May

Fall Semester: 3rd Friday of July

Winter Semester: 3rd Monday of December

Spring Semester: 3rd Monday of December

VI. Academic Workstation Authentication

USG with the support of their nine institution partners has implemented a USG Logon ID policy which requires all students, faculty and staff to authenticate to the various technological services provided at The Universities at Shady Grove campus. USG Logon IDs serve as a way to authenticate students, faculty, and staff safeguarding against inappropriate usage of campus technology.

New Students and Faculty claim respective USG ID card at Student and Academic Services suite in Building 3, 1st floor. USG Logon ID information is provided alongside their USG ID card.

Returning Students and Faculty credentials are carried over to the new semester. OIT offers a self-service portal to aid returning students and faculty members with password reset or updates to account information if needed.

<https://shadygrove.umd.edu/passwordreset>

Faculty Members with Assigned USG Offices are considered administrative staff and must have their respective program director or department head submit a Partner Institution Administrative Staff Request Form:

<https://shadygrove.umd.edu/campus-resources/office-of-information-technology/request-forms/staff-faculty-single-logon-request>

Academic Program Administrative Staff must have their respective program director or department head submit a Partner Institution Administrative Staff Request Form:

<https://shadygrove.umd.edu/campus-resources/office-of-information-technology/request-forms/staff-faculty-single-logon-request>

Academic Program Visitors and Guests must have their respective program director or department head submit a Visitor / Guest / Service Account Request Form:

<https://shadygrove.umd.edu/campus-resources/office-of-information-technology/request-forms/Serviceusglogonidreq>

UMCP Part-time and R.H. Smith Graduate Students visit the IT Service Desk in Building 3, Room 2101 to receive your initial USG Logon ID information.

VII. Academic Print Services

The Office of Information Technology (OIT) provides printing services using the USG Printing portal featuring direct printing from any academic workstation, online account management, web-enabled printing, credit card payment processing and funds transfers.

<http://shadygrove.umd.edu/usgprinting>

Price

Black & White Simplex \$0.10

Black & White Duplex \$0.16

Color Simplex \$0.50

Color Duplex \$0.80

All print jobs may be released/printed at any academic printer location.

Poster Printing

OIT offers poster size printing to students and faculty for academic use and internal printing for departmental needs. Poster size is 36" wide to 120" long at 600 dpi in full color using 11 different inks and gloss enhancer.

VIII. Academic File Storage

Academic workstations operate on a "frozen" state where data is purged after a user logs off. Users are encouraged to utilize removable media, cloud storage, or storage services provided by their home institution to store files.

Students and faculty are entitled to the shared drive (X:\<Partner Institution>) to temporarily store and share data amongst students and faculty within the same institution. Additionally, (X:\Global_Share) can be used to temporarily store and share data with all students and faculty at The Universities at Shady Grove. Note data in these shared drives is purged before the start of a new semester.