

INFORMATION TECHNOLOGY

Stephen G. Landry, Ph.D., Chief Information Officer

Seton Hall University is recognized as one of the leaders in the use of technology to support research and education, and at Seton Hall technology is ubiquitous. The University's award-winning Mobile Computing Program provides laptops to all undergraduate students and faculty. This technology is supported by a campus-wide wireless network, an on-campus computer repair facility, 24x7 technical support, and cloud-hosted services that include the PirateNet campus portal, the Blackboard learning management system, and Microsoft 365 applications. Additionally, the University offers online access to administrative and academic services for registration, payment and access to grades. Many of these services can be accessed through mobile devices and tablets, using the SHUmobile app.

For more information about technology at Seton Hall University visit technology.shu.edu (<http://technology.shu.edu>).

The Mobile Computing Program

One of the cornerstones in achieving the University's vision of supporting ubiquitous technology on campus is the University's Mobile Computing Program. The program is mandatory for all full-time undergraduate students and is supported by the Mobile Computing Technology fee. Undergraduate university fees can be found on the Office of the Bursar's website under Tuition and Fees (<https://www.shu.edu/bursar/tuition-and-fees.cfm#undergradfees>). The Mobile Computing Program has three mutually reinforcing components:

1. **Ubiquitous Access:** all faculty and students in the program are equipped with a state-of-the-art laptop computer with a full suite of productivity tools such as Microsoft Office. Students are eligible to keep their laptop when they graduate.
2. **Services and Support:** the University provides high levels of support for technology, including on-site laptop repairs, 24x7 phone and live chat support, a campus-wide wireless network, ubiquitous classroom technology with built-in video projection in every classroom, and network services such as online file storage, online collaboration tools and online access to academic and administrative services.
3. **Curricular Integration:** through the Teaching, Learning and Technology Center, the University provides support to faculty and academic departments in order to facilitate the use of technology to enhance teaching and learning.

The Teaching, Learning and Technology Center (TLTC)

The University's Teaching, Learning and Technology Center (TLTC), located in Walsh Library, supports classroom technology, and provides the programs and services that support the effective use of information technology to enhance teaching and learning, including facilities and classroom support for technology; audiovisual equipment for classrooms and events; media production; video conferencing facilities; and facilities for acquiring, converting and editing digital media and streaming media. In addition to providing faculty support for the appropriate integration of technology, the TLTC also provides training for all University-supported computer hardware and software to the entire Seton Hall community. Available classes range from the basics of using a laptop computer through courses on all levels of Microsoft Office, the Blackboard Learning System, developing a personal website and many other topics. To further

support the integration of technology into teaching and learning, the TLTC is home to Space154, a makerspace for faculty and students to explore, create and innovate with cutting-edge technology like 3D printing, Raspberry Pi, Chromakey green screens, and more.

The Student Technology Assistants Program

The Student Technology Assistants Program (STA) provides on-campus employment to students whose job it is to support faculty in their integration of technology into the curriculum. The STA program is student-centered and student-run with guidance from University faculty and technologists, who provide students with appropriate training and a structured experience in technology support and consulting services. The STA program accepts students from all majors and with all levels of knowledge about technology, from the novice to the expert. Interested students can find more information on the employment site: jobs.shu.edu.

The Campus Network

Seton Hall University campus has a state-of-the-art wireless network that provides access from everywhere on campus – in the classrooms, the residence halls and all public meeting and study spaces. Many of our classrooms and public spaces have also been outfitted with hybrid flexible Microsoft Teams technology and power at each seat. Each student at the University automatically receives a network account. All common network services are available through the University's PirateNet portal (<https://www.shu.edu/piratenet.cfm>). The University's campus email is based on Microsoft's 365 suite of services. Many courses use the Blackboard learning system as a collaborative learning environment, providing online document repositories, discussion groups and assessment tools for faculty and student use. The University provides cloud storage for student files (currently 1 TB of online storage). Upon graduation, students accounts, email, and storage is active for six months at no cost.

Technology Services

The University provides a wide range of facilities and services to support information technology. Among these are:

PC Support Services: Located on the lower level of Corrigan Hall, PC Support Services provides walk-in support, computer repairs and one-on-one laptop consultation, as well as phone support for the entire University community. Operating 24 hours a day, seven days a week, the Technology Service Desk helps answer questions regarding the University's standard suite of software and applications including Microsoft 365 applications and the Blackboard learning system. The Technology Service Desk can be reached via the Self-Service portal at www.shu.edu/ServiceDesk (<https://tech-shu.edu.refined.site/>), by phone at (973) 275-2222, or by e-mail at servicedesk@shu.edu

Public Computer Labs: All of the University's public computing labs are equipped with modern computers connected to the campus network, and public access printers and mobile ports for those students who wish to use a laptop in the lab. The software in the computer labs consists of the standard Seton Hall supported applications, including the Microsoft 365 Suite, Mathematica and SPSS, as well as several discipline-specific applications that have been installed at the request of various departments throughout campus. In addition to the public computing labs, a number of academic departments, including business, communication, education, mathematics and computer science, and

modern languages, operate their own computer labs in partnership with PC Support Services. The Public Computer Labs are staffed and supported by students in the STA program.

University IT Services (UITS): Located in Corrigan Hall, University IT Services is responsible for maintaining the campus network, the campus Internet connection, all campus servers (email, web, applications) and the Banner student, administrative and financial systems. UITS is also responsible for all telephones, telephone switches, voice mail accounts and cell phones.