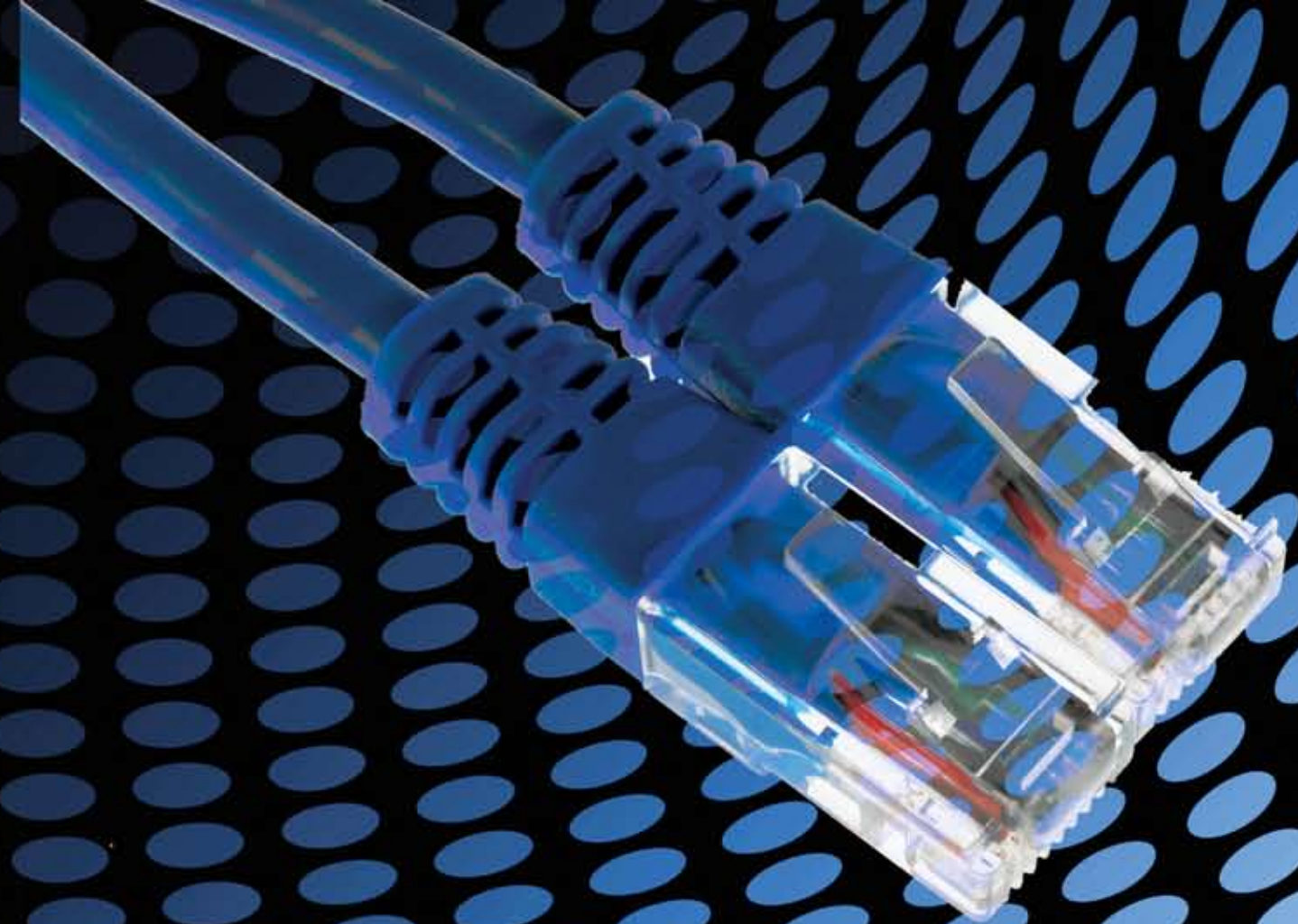## Mission Statement

Southern University at Shreveport, an institution within the Southern University and A & M System, seeks to provide quality education for its students, while being committed to the total community. This institution prepares students for careers in technical and occupational fields; awards certificates, diplomas and associate degrees; and offers courses and programs that are transferable to other colleges and universities. Dedicated to excellence in instruction and community service, this open enrollment institution promotes cultural diversity, provides developmental and continuing education, and seeks partnerships with business and industry.

Information Technology Center
Leonard C. Barnes Administration Bldg.

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Dr. Gabriel Fagbeyiro, CIO / Director Information Technology
Carolyn Miller, Assistant Director & Manager of Database Services
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Linda Robinson, Campus Computer Lab Manager,
Voronda Fields, Technical Helpdesk Specialist
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SUSLA
SOUTHERN UNIVERSITY SHREVEPORT LOUISIANA
Excellence · Integrity · Accountability · Service

2011
INFORMATION TECHNOLOGY
Center

In consistent with **Southern University at Shreveport (SUSLA)** mission of providing leadership and promoting university excellence through superior services, the Information Technology Center (ITC) promotes an environment that integrates technology into the fabric of the institution and provides all of the University constituents with the information, tools, and services they need, when and where they need them, to accomplish their goals. The unit supports the University mission through excellence in design, development, and application of information technology; providing leadership and guidance in the use of information

SUSLA TECHNOLOGY RESOURCES

ITC implements variety of technologies and related services to support academic, administrative, and operational functions of the university. This brochure introduces some of the technology tools and services provided. Faculty, staff, and students are encouraged to attend workshops as needed to facilitate the use of available resources.

USERNAME ACCOUNT (LOGIN ID)
A username account (login-ID) is required to access various services and resources such as email, BlackBoard, Moodle, wireless network, and computer access in offices and labs. Employees' user accounts are created when hired. Students accounts are created upon the completion of initial registration and retained as long as they are enrolled at SUSLA.

NOTE: A student Login-ID is the student's first initial, the first 9 characters of the last name and the last four digits of their Banner User ID. The initial password for student user account is the six digit date of birth (mmddyy). There are detail instructions and an ID Generator tool on the website to assist students with Login-ID.

LOCKSMITH SELF-SERVICE
Forget your password? The LockSmith is a secure, simple-to-use, web-based self-service account login and password management system. The tool enables users to reset their own passwords, unlock their accounts, and update their personal details (e.g. telephone numbers, etc) seamlessly without the need to rely on IT staff. The elimination of the man-in-the-middle now means you have the power to manage your own email and domain passwords securely via the web, anytime, and anywhere in the world!

BANNER SYSTEMS USER-ID
Banner is an integrated application for managing Student Information Systems (SIS). All students, faculty and staff have a unique Banner ID that is created when personal data is entered into the System. The ID provides access to Banner Web Services allowing students to register online, view account balances, check grades, print unofficial transcripts, etc. Banner Web Services allow faculty and staff to update personal data, view class roster, enter grades, etc. To log into Banner Web Services, go to www.susla.edu and click on the link "Banner Web Services" and click the "*Enter Secure Area*" link.

SUSLA EMAIL
SUSLA Campus Email is an easy way to communicate with the University community and the outside world. Your email account is created at the same time your username login is created. The Email System is accessible from the University website. SUSLA email requires a computer with access to the internet and a web browser that supports frames and JavaScript, such as Microsoft Internet Explorer, Apple Safari, Firefox, or Google Chrome.

MODULAR OBJECT-ORIENTED DYNAMIC LEARNING ENVIRONMENT MOODLE
MOODLE is officially adopted at SUSLA beginning Fall semester 2011, as the learning platform of choice for delivering online learning content, engaging learners, and measuring their performances. MOODLE is an open source Course Management System (CMS), also known as a Learning Management System (LMS) or a Virtual Learning Environment (VLE). The system provides powerful array of tools to manage and promote learning. It features activity modules (forums, databases and wikis) that are used to build richly collaborative communities of learning around subject matters, deliver content to students, and assess learning. Faculty and students can login on our website and begin using MOODLE now.

BLACKBOARD SYSTEM
SUSLA is transitioning from Blackboard to MOODLE. Blackboard will be available for a limited time. Courses for newly enrolled students are typically available in Blackboard within 24 hours of completing the registration and payment process. The system is accessible from the University website at www.susla.edu.

.:: COMPUTER LAB ::.

SUSLA Jaguar Card
The SUSLA Jaguar Card Debit MasterCard® is the fastest and easiest way to receive your Financial Aid and other refunds. All new students are issued cards upon enrolling at SUSLA. Faculty and staff are issued upon request. The SUSLA Jaguar Card is mailed to the primary address on file. Students should ensure that their mailing and permanent addresses in the Banner System is accurate and up-to-date.

WIRELESS NETWORK
Students, Faculty, and Staff wishing to have their personal laptops/notebooks connected to SUSLA wireless network should follow the instructions on the website or visit ITC for assistance. The wireless network requires a

SUSLA SERVICE DESK
ServiceDesk is an electronic web-based IT helpdesk software tool for employees to submit and manage their work-order requests. The tool offers an integrated Self-Service Portal with Trouble Ticketing and Tracking, and a Knowledge Base System which allows users to find online solutions to issues before raising a request. Faculty and staff can access and login to the tool using their usernames and passwords or email service requests directly to servicedesk@susla.edu or helpdesk@susla.edu.

FIRSTCALL ALERT SYSTEM
FirstCALL is an emergency mass notification system used to send text, voice and e-mail messages to notify students, faculty and staff during a crisis on campus. The FirstCall system also allows for text-to-voice features that can send messages to landlines to complement On-Campus Axis-TV Digital Messaging Display and the SUSLA website. All students, faculty and staff should register for FirstCall services using their SUSLA-issued email accounts. At SUSLA, safety is number one.

WORKSHOPS AND IN-SERVICE TRAININGS
ITC offers various workshops and in-service trainings to assist the University community in using available resources to facilitate teaching and learning. Proposed workshops for the upcoming semester include hands-on trainings in Banner, Argos, MOODLE, Emails, Microsoft Office, VOIP Technology, Virus and Spyware, Basic Computer Troubleshooting, etc. A detail schedule of workshops

COMPUTER LABS, NETWORK STORAGE, AND PRINT QUOTAS
Faculty and Students have access to over 400 computers in more than 17 computer labs at the Martin Luther King Drive location, the Metro Center, and the Aerospace Technology Center. Usernames and passwords are required to log on to campus computers. Rules regarding SUSLA computer lab usage can be found on the website.

- **Network Storage Quota:** Students are assigned a 100Mb of secured virtual disk storage capacity, to use for their work. Students can access their individual storage space and retrieve files from anywhere on campus and at the ancillary sites (Metro and AeroSpace). The disk storage contents are retained for duration of one semester.
- **Print Quota:** Students are assigned a 250-paper printing capacity per semester. The quotas can be used anywhere on campus and at the ancillary sites (Metro and AeroSpace). An informational pop-up balloon on the toolbar on the computer screen alert users to keep track of their balance. Students can purchase additional sheets of paper for a nominal fee at the cashier's window.
- **Deep-Freeze Enterprise:** "*Deep Freeze*" management software is implemented in all computer labs to protect workstations and lab users' against virus and malicious software downloads and installations. The software automatically logs off

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