

Self-Help Clinics: A Pragmatic Approach to Student Support

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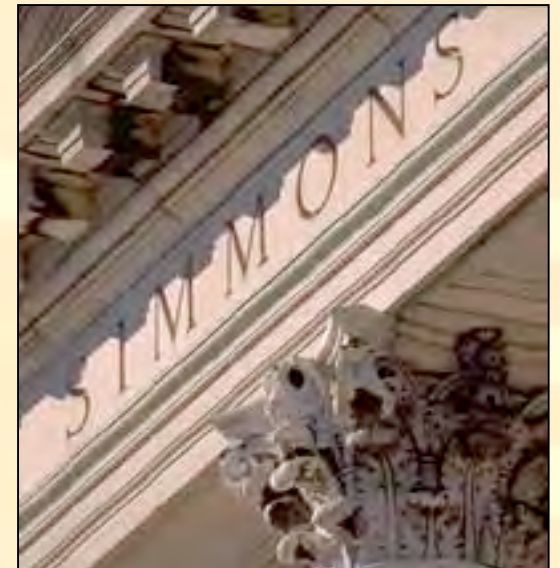
Outline

- A little about Simmons and IT at Simmons
- A little about The Problem
- One solution (Self Help Clinics) and a tour
- Clinics in context (a bit about what else we do for students)



Simmons College

- Undergraduate women's college
- Graduate schools:
 - College of Arts and Sciences
 - School for Health Studies
 - Graduate School of Library and Information Science
 - School of Social Work
 - School of Management (all women)



Technology on Campus

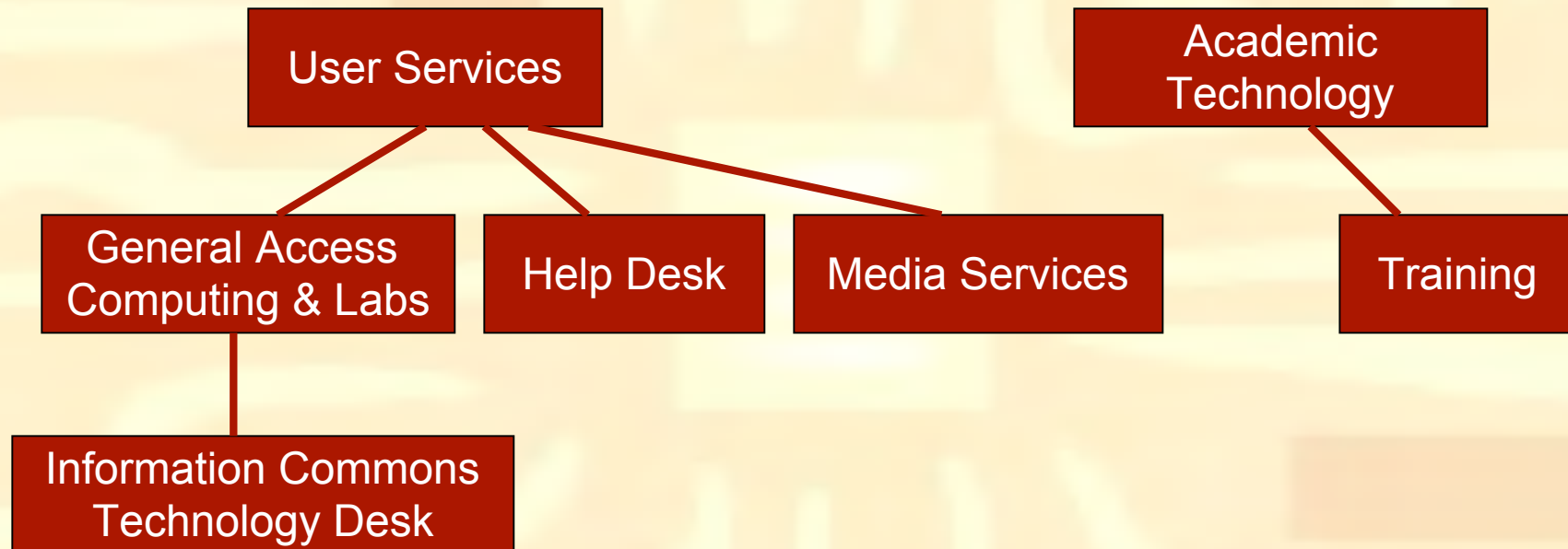


Simmons College: The Numbers

- Undergraduate women: 1,938
- Graduate men and women: 2,840
- Students living on campus: 1,137
- Faculty and staff: 850
- Simmons-owned computers: 1,700

Help Desk

Technology at Simmons College



Five units:

- Academic Technology
- Administrative Systems
- Networks & Servers
- User Services
- Web Design

Underlying Issues (and Inspiration)



Crises prevailed

Computers everywhere

Staff felt powerless



Potential Solutions

- Keep port disabled for the semester
- Help Desk fixes student-owned computers
- Create Student Help Desk
- Send students to a repair shop
- Laptop program; re-image if infected
- Implement network tools

The Self-Help Clinic



Technology Self Help Clinics:

Self-Help Clinics run:

P310: Mondays from 3–5pm

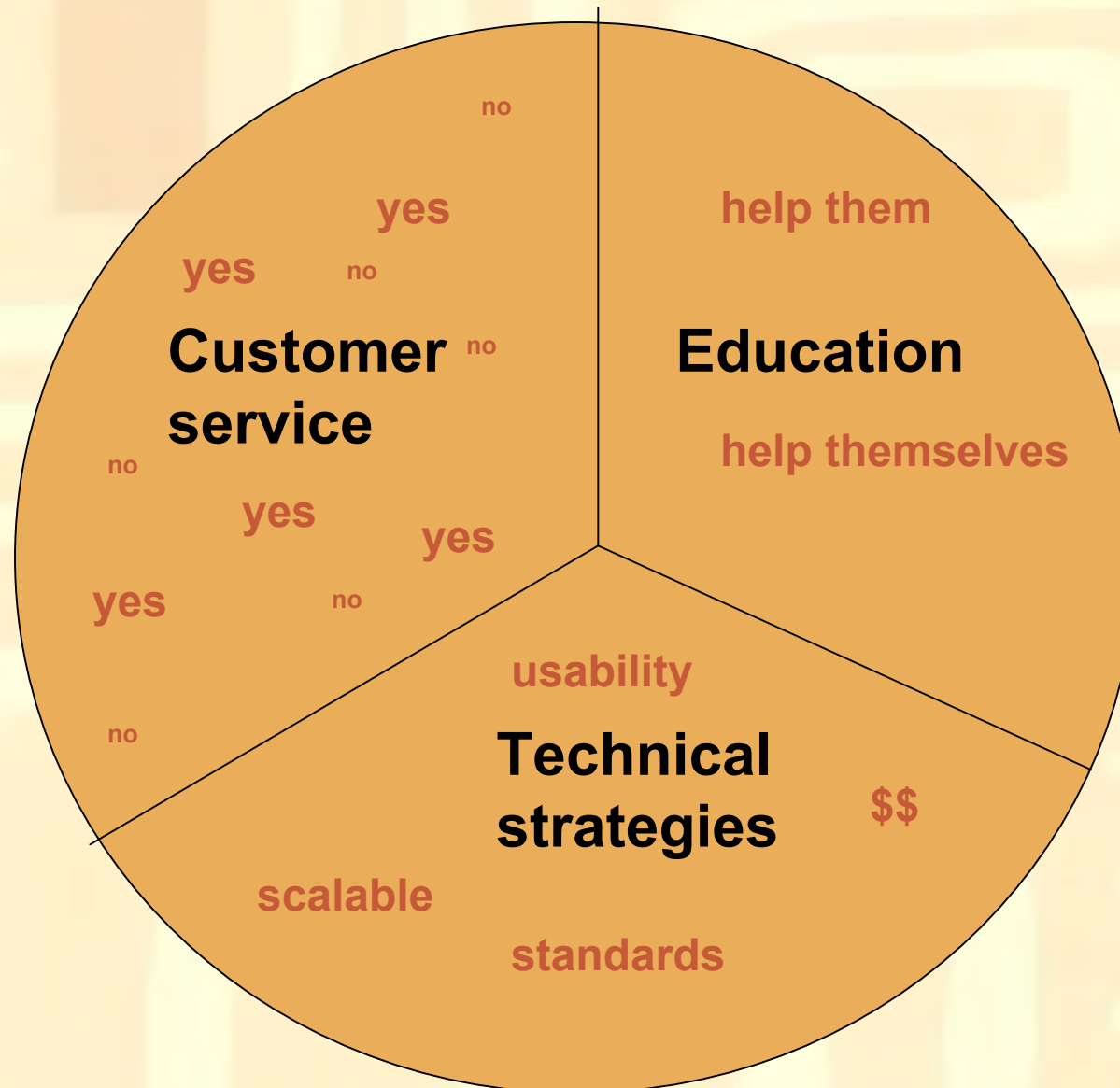
P310: Wednesdays 10am – 12pm

Simmons Hall Lab: Thursdays 3–5pm

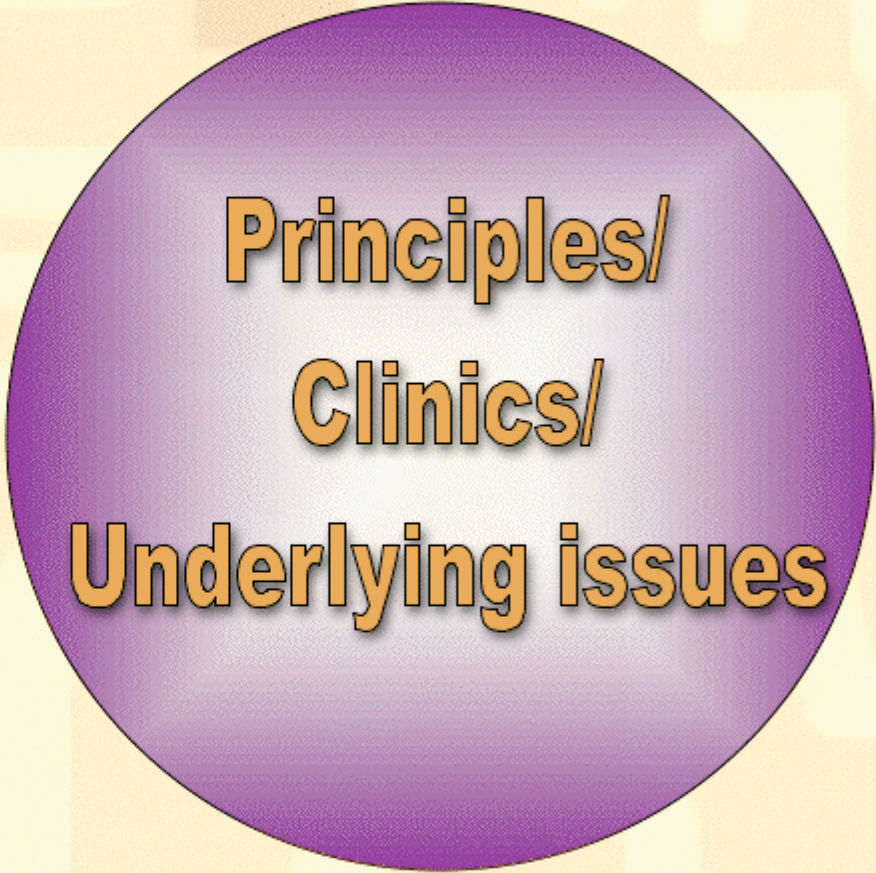
**For more information and to register,
contact the Help Desk at
617-521-2222, option 8.**



Technology at SC: Underlying Principles



The core of support for students



**Principles/
Clinics/
Underlying issues**

Without policies, clinics would fail

Technology For Students

Technology at Simmons College welcomes you. This "gateway" is designed to lead you to the information we think you will find most useful on our web site. Please feel free to explore all of our links within this section and throughout the site.

At Simmons we work in partnership with you. In providing technical support, our goal is to help you learn to care for your own computer.

Just arrived on campus? [Check out our Top 10 Things Students Should Know](#) 

In this section:

[How to Get Help](#), including via telephone, email, in person, and online.

[Technology Services for You](#), including where to find Simmons computers to use, help with your computer, network services such as email and file storage space and wireless, free training, multimedia, and cable and telephones on the residence campus.

- Negotiation / buy-in / publicize
- What's fair and reasonable?
 - We're here to help you troubleshoot and fix your own computer
 - We provide guidance; only in exceptional circumstances will we touch hardware
- Alternative: for fee vendor

Self-Help Clinic Release

- Free service
- Owner responsibilities (stay with your technology, do the work yourself)
- We provide: the best guidance and advice we can
- We are not responsible if something goes wrong
- Warning: these tasks could be time consuming and boring but are necessary to fix your computer

I have read the "Technology Self Help Clinics" document and understand the risks of following the advice I will be given during a clinic.

I agree not to leave my equipment or software unattended, and not to hold Technology or Technology staff responsible if an attempted resolution does not fix my problem or if other issues occur.

Name: _____

Residence Hall and Room Number: _____ Extension: _____

Signature: _____ Date: _____

Action taken by Technology / Ticket Number: _____

Why have they come?

- Predominantly: malware (port quarantined for network activity, or machine dead)
- Some: port shut off for file sharing



What do we actually do?

Majority of computers are PCs:

1. Antivirus scan (Sophos)
2. Run Windows Defender
3. Run Operating System updates (maybe)
4. Run Safety.live, to be really sure
5. Run Adaware in rare instances



Clinics go virtual

SIMMONS COLLEGE

DISINFECT & PROTECT

Disinfect and Protect:

Antivirus and other tools for safe computing

It is critical that you follow all of the steps on this Disinfect & Protect web site. If you plan to bring your computer to campus, you **must** follow these instructions before you may connect to the Simmons network. Some of these tools take quite a while to run, but once you get the tool started you can leave your machine churning for the estimated amount of time indicated.

If your computer is overtaken by adware, spyware, a virus, or a worm, it may become impossible to complete your homework or send email to your friends. In fact, if you live on-campus Technology may disconnect your infected computer because of its effect on the Simmons network; you will be without your computer's Internet connection, until the Help Desk verifies that your computer is clean.

To receive help from Technology staff, students must have antivirus software installed, and operating systems and virus definitions that are up-to-date. Simmons College provides antivirus software to you for free, through this Disinfect & Protect web site. Follow all of the instructions on this Disinfect & Protect web site, and your machine will be clean, and protected from a variety of possible problems in the future!

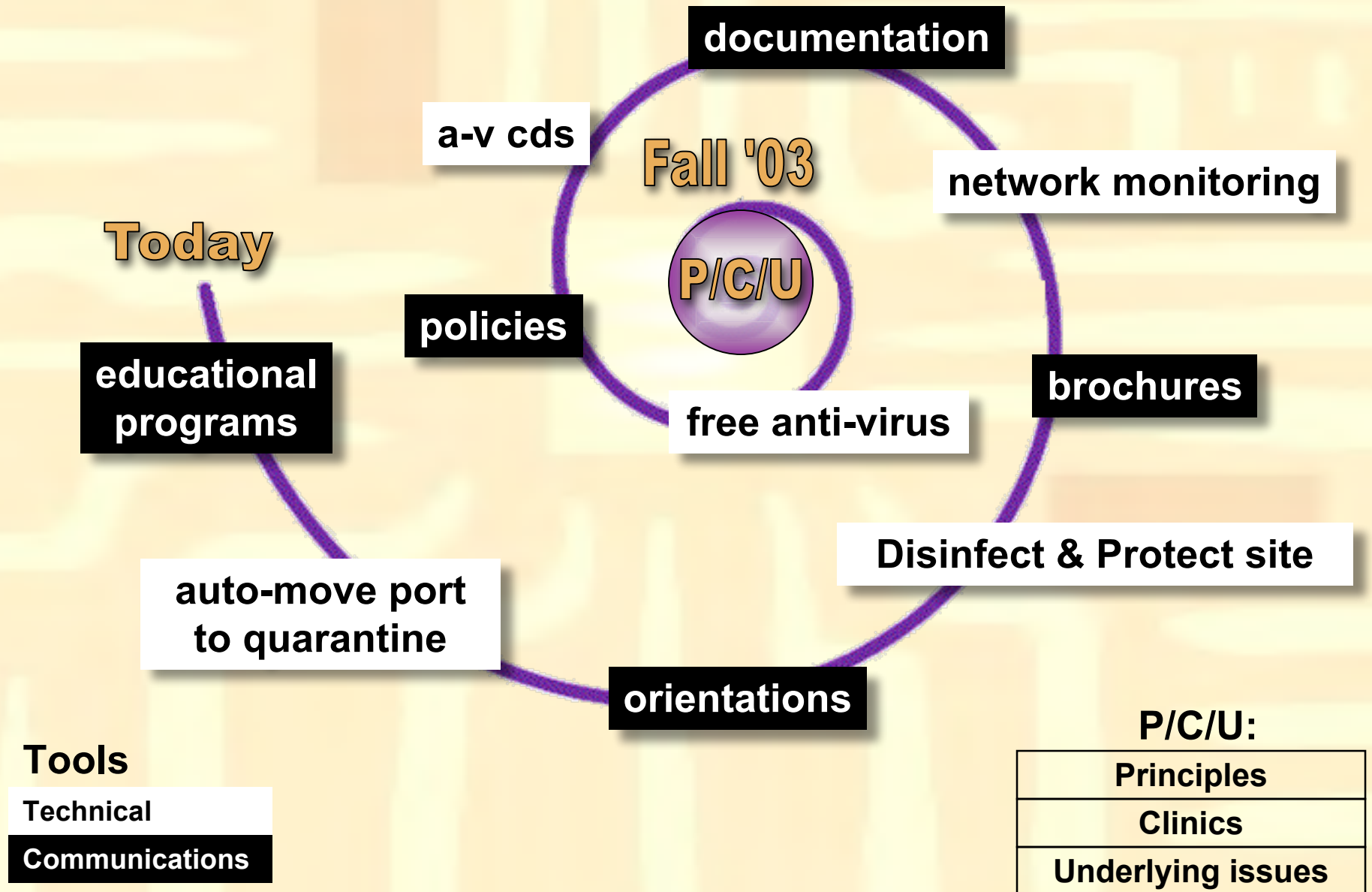
Please select your operating system:

- Windows XP
- Macintosh OS X

Disinfect and Protect

- <http://my.simmons.edu/disinfect-protect>

Clinics: the core of support for students



Educational solutions



TECHNOLOGY FEAR FACTOR



Clinic: what's changed

September 2005

- Malware!
- Quarantined: ~ 60
- Total attendees: 115

September 2006

- Dell network card issue
- Quarantined: ~ 30
- Total attendees: 29



Challenges and Remedies

- Students are bringing more technology to campus; students come knowing more
- Malware ever more sophisticated; so are students – they are using the tools
- Expectations will always be higher than the amount of service we can provide; we communicate more
- Education is difficult to transmit when the computer is broken; learn to back-up data
- Clinics are not scalable

The End

- **Technology for Students**
my.simmons.edu/technology/students
- **Self-Help Clinics**
my.simmons.edu/technology/helpdesk/clinics.shtml
- **Disinfect & Protect**
my.simmons.edu/disinfect-protect
- Brookes & Lees, “Oh No! They Want Me to Support Students’ Computers . . . ?” SIGUCCS ‘05, Nov. 6-9, Monterey Calif. ©2005 ACM 1-59593-173-2/05/0011.
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Questions?