

INFORMATION TECHNOLOGY

Information Technology (IT) is located in the Academic Building (AB), Room 2-340. All students have the privilege of using Kettering technology resources as long as they abide by the Acceptable Use of Information Technology Resources Policy (<https://my.kettering.edu/offices-administration/information-technology/policies-and-standards/kettering-university-acceptable>), the Information Resources Policies, Etiquette & Rules (<https://my.kettering.edu/offices-administration/information-technology/policies-and-standards/information-technology>) and any other IT policies (<https://my.kettering.edu/offices-administration/information-technology/policies-and-standards>) as documented. Some of the major technical services provided to students are:

Help Desk

The Help Desk provides technical support for our computing resources (<http://kettering.edu/it>) and is located in the Academic Building (AB), Room 2-340. Staff are available Monday through Friday 7:00 a.m. – 7:00 p.m. Contact us by phone at (810) 237-8324 or by coming in person to 2-340 AB. You may also send e-mail to helpdesk@kettering.edu at any time. The staff will respond to support requests during normal business hours.

E-mail

All students have the privilege of having a Kettering University Google e-mail account (<https://my.kettering.edu/offices-administration/information-technology/applications-and-reporting/google-apps>). The Kettering e-mail account is the official way Kettering University faculty and staff communicate to students. Students are responsible for required actions conveyed to them through this communication vehicle, **whether or not they read the message**. Kettering provides each student with unlimited e-mail server storage. Our policy is to communicate by Kettering email, to ensure FERPA (<http://catalog.kettering.edu/undergrad/academic-policies-regulations/family-educational-rights-privacy-act-ferpa>) compliance. Therefore, please do not auto forward to another e-mail service provider which may have less storage capacity, fewer features, and may hinder you to reply directly to the original email source.

Due to the proliferation of spam and phishing emails, be advised that you may receive emails that request personal information such as usernames and passwords. Although it may look authentic, pretending to originate from a legitimate source such as Kettering, do not respond. Immediately delete it recognizing that a legitimate source such as the Kettering IT department would never ask you to provide information such as passwords. Be cautious regarding any unsolicited email as it may contain elements that would prove to be detrimental to your computer.

Virus Protection

We strongly recommend that all students install virus protection software and maintain it to protect their personal PCs. Any up-to-date properly licensed or free virus protection software would be acceptable.

It is mandatory to have virus protection installed, current, and running when connected to the Kettering network (<https://my.kettering.edu/offices-administration/information-technology/networks-security-storage>).

Internet Access

Internet access is available through the Kettering University network for business and academic purposes. Faculty, staff, and students will also have access to the Internet, as well as most network resources, using their wireless devices. Students are required to use the KUSTUDENT wireless SSID (<https://my.kettering.edu/offices-administration/information-technology/networks-security-storage/wireless-network-profiles>) for encrypted high speed access.

Web-Based Student Services

All students have access to a variety of online services through their web browser. They can view academic information (<https://kuxe.kettering.edu>) such as grades, class schedules, and transcripts, as well as information about their financial account. They can also have access to view and update addresses, telephone numbers, and email addresses to facilitate communication with Kettering University faculty and staff.

Blackboard

Many professors utilize the Blackboard Learning Management System (<https://kettering.blackboard.com>) for course syllabi, homework assignments, and tests. Access to Blackboard is available from anywhere a student has an internet connection. To help protect your privacy, security, and confidential information, you must sign-on to Blackboard to access these services.

Computer Labs

The main computer labs are located in the computer wing on the 3rd floor of the Academic Building. There are computers running Windows and Linux available for student use. Students have 12GB storage on the network (<https://my.kettering.edu/offices-administration/information-technology/networks-security-storage>). Most of these are available 24 hours a day, 7 days a week unless otherwise posted. There are also various departmental labs that are regulated by the host academic department.

Virtualization

The Virtual Computer Lab (KUcloud (<https://my.kettering.edu/offices-administration/information-technology/virtualization/how-connect>)) provides students virtual access to lab and classroom software typically only available while on campus. Virtualization provides access to classroom software anytime from anywhere.

Information and Help Sheets

Help for accessing the various systems, including the Internet, is available through the Help Desk and on the IT web site (<http://kettering.edu/it>). The IT web pages contain valuable information to help maximize your use of the Kettering University computing resources.