General Information

The Director and the staff of Integrated Technology will assist students at the Health Sciences Education Building (HSEB) with all of the information technology needs. This office is responsible for telecommunications, servers, networking, hardware, software, and computer security.

The purpose of the HSEB is to support the teaching and education of health care providers and each student using technology must be considerate of others. Courteous and thoughtful computing will minimize the need for restrictions and annoying security procedures.

The HSEB is equipped for wireless access to the Internet, and a general computer lab is available to run commercially available software provided for the administration of the medical curriculum.

All electronic technology provided to students is the property of the University of South Carolina School of Medicine Greenville. Computing is a vital component of the academic environment and as such, students are required to treat these items with the same care and attention they would afford their own personal property.

Laptop, Laboratory Computers & iPads

Each student has been provided with a laptop computer, Apple iPad and Turning Point classroom response system remote. A computer lab is also available in the Health Sciences Education Building for student use.

Computers will be required for most of the medical school curriculum and testing activities. The computers and iPads are pre-configured with most of the software necessary for the delivering the curriculum. In the event that additional software applications are required, Integrated Technology personnel will be available to assist with installation of these programs if needed.

The Office of Integrated Technology will be responsible for assisting students with their computing needs. In the event that a student experiences an issue or problem with their laptop, a laboratory computer or iPad, they should contact the Help Desk for assistance at 864-455-8215.

All computers and accompanying software applications are the property of the University of South Carolina Greenville. At no time should any software application or operating system program be duplicated or copied for personal use.

Damaged, Lost or Stolen Equipment

In the event that your laptop, iPad or Turning Point remote are lost or stolen, it must be reported to Integrated Technology and Student Affairs as soon as possible. Failure to report the loss may result in disciplinary action.
The loss must be reported as quickly as possible so that any account access information pertaining to the device can be deactivated.

Once reported a determination relating to the loss or damage will be made. If the student is found responsible, all costs associated with replacing the missing device(s) will be the student's responsibility.

**Repairs**

Equipment provided to students is covered by a manufacturer’s warranty. In the unlikely event of a failure of a device due to an equipment failure, a temporary replacement will be provided by Integrated Technology.

However, if it is determined that the device failed to mistreatment, misuse or abuse, the student will be responsible for all costs associated with repairs to the device.

Only manufacturer supplied devices provided with the equipment are to be used. If a student wishes to use a device with a particular piece of equipment, this must first be approved by the Integrated Technology department. Failure to do so may void the manufacturer's warranty and subject the student to the repair or replacement cost of the damaged item(s).

**Data Backup**

It is the student’s responsibility to perform a regularly scheduled backup of all user data on a particular device. Failure to maintain a backup file may result in a complete loss of the user’s data in the event of an equipment failure or loss.

The Integrated Technology department will assist any student with the steps necessary to perform a data backup. Student’s requiring assistance should contact the Help Desk at 864-455-8215 to schedule an appointment with a technician.

**Turning Point Remotes**

Each student has been provided with a Turning Point remote control device. The remote will be required to be brought to class each day for use in curriculum delivery. The remote is used in conjunction with specific instructor designed presentations to assist with determining learning outcomes. The remote may also be used to measure student attendance.

Each Turning Point remote is battery operated and batteries need periodic replacement. In the event the remote fails to operate properly, please contact the Help Desk at 864-455-8215 to arrange for service.

**Wireless Network Access**

Access to educational materials and exams in the Health Sciences Education Building is managed via a wireless network. A secure wireless account has been pre-configured on all student laptops and iPads to enable students to access the educational system.

A guest network is also available within the HSEB for access to the internet by non-USC equipment.