College of Design Computer Lab Policy

About the CDes Computer Labs

The CDes computer labs are limited access facilities. Use is limited to faculty, staff, and students who pay either the College of Design collegiate fee or a computer lab access course fee.

In Rapson Hall the computer labs in rooms 33 and 35 are available to be reserved for class use; faculty or TAs may contact the CDes computer lab manager to reserve a room. Ongoing classes will be scheduled approximately one year in advance by the computer lab manager and the departmental administrative assistants. For one-time use, or if a class is not on the calendar, please speak with the computer lab manager directly. In McNeal Hall, the teaching labs in room 305 may be reserved for class use. Please contact Jamil Jabr to schedule these rooms.

Computer lab hours are posted online on the computer lab webpage, but are subject to change without notice. All reasonable efforts will be made to offer uniform hours in both the Rapson Hall and McNeal Hall computer labs, but this may not always be possible. The Rapson Hall computer labs will be closed for one week during each semester break in order to reconfigure machines and install updates. The labs will also be closed on all University holidays, including Independence Day, Labor Day, Thanksgiving (and the following Friday), Christmas Day, New Years Day, Martin Luther King Day, Memorial Day, and other University observed holidays. Additionally, the lab may have reduced hours or no hours during winter, summer, and spring breaks.

Using the computer labs

Lab Access

Before using the computer labs for the first time, users must sign up for Active Directory. This will activate their X500 login and password for access to the CDes computers. If you cannot log on to a computer lab machine, please speak with the computer lab manager.

Undergraduate students may use the computer labs during scheduled open hours only. Graduate students have access to the computer lab in Rapson Hall 127 at any hour; after-hours access is not available in McNeal Hall. All computer lab doors will be closed and locked at closing and may not be propped or left open at any time. Propping the doors open is a safety and security issue, and may result in termination of after-hours lab access.

UCard

After-hours access to the computer lab as well as the Pharos pay-for-print system is dependent on your UCard number. Therefore, if you get a new UCard you will be unable to use it to access the lab after hours or to use the Pharos system until you notify the computer lab staff that you have a new card. It is the student's responsibility to inform the computer lab staff that they have a new UCard in a timely manner – failure to do so will prevent access to the Pharos printing system or after-hours access to the

lab. It may take up to several days to update your access, so notify the lab staff as soon as possible when you get a new UCard.

Computer Security

Students must log in using their own X500 username and password and log out when finished. Lab staff is not responsible for unattended computers left without logging out. Computers which are left in a locked and/or unattended state will be logged out at the lab staff's discretion. [I may need to add a section here regarding use of computer for rendering, after discussion with Jim Dozier]

Data

All information saved to the desktop or the local hard drive will be erased at logout. All computers will reboot twice overnight to install updates. All information, work in progress, or files saved to the desktop will be lost during the reboot. There is no way to retrieve information erased after these reboots. Students may use the DATA (D:) drive for short term storage while they work. This drive will persist between reboots and will be erased at the end of each semester.

Summer Access

Recent graduates will have access to the computer lab until it is closed for maintenance during the summer (generally, two weeks prior to the start of the fall semester). Students who were registered during the prior semester and who are registered for the next semester will also have access throughout the summer. Students who were registered for the previous semester and who are not registered for the next semester will lose their access after the computer lab is closed for updates (generally, mid-August).

Class Folders

Class folders may be requested by instructors or TAs. These should be requested via an online form which is found on the computer lab webpage (http://labs.design.umn.edu, in the right-hand column). These folders exist as a way for instructors and all students in a course to have access to the same network storage location. If registered for a course, students will have access to the folder requested by the instructor; the class folder will be named after the department and course number. Class folders will be erased after the end of each semester.

Laser Printing

Pharos

Color or Black & White laser printing can be done from any lab computer except the computers dedicated for scanning. Laser print jobs must be released using an active UCard and a GopherGOLD account at a Pharos release station. The cost for printing is posted in the lab. It is your responsibility to verify that you have selected the correct print job from the list and that the price is accurate before you click print. By sending the print job to the printer, you are agreeing to pay the cost of that print job. No outside laser paper may be used in the computer lab printers.

Laptop Print Drivers

Print drivers are available for student laptops as a convenience only. Laptop printing is not a core function of the printing system and is not supported by CDes IT or the computer labs. CDes IT does not support student's personal computers.

Large-Format Plotting

All plotting (Color and Black & White) must be done from the lab attendant desk by a lab attendant. Files must be in PDF format with a PRINT JOB size under 100 MB. (This does not always correlate to FILE sizes.) Also, plots are limited to 129" in physical length. Files that do not adhere to these format guidelines will not be plotted. Any necessary reformatting must be done by the student at the lab attendant's discretion. Reformatting can include but is not limited to: file size problems, problems with multiple layers, and/or missing images. There will be no free test plots; test plots must be paid for like all other plots.

All plotting must be paid for at the time the job is sent. It is the student's responsibility to monitor their job as it prints to verify that it is printing correctly. Students are also responsible for collecting their jobs upon printing. Lab attendants are not responsible for monitoring jobs during or after printing. If a plot job has fallen on the floor and/or gotten stepped on the student will be charged for a reprint if they choose to print again. Plots that are left in the lab for longer than 24 hours may be thrown out. No outside plotter paper may be used in the computer lab plotters.

Billing Disputes, Printing Problems, and Refunds

There is no way to issue refunds with the Pharos system. If a printer error has occurred we will compensate by re-printing the same or similar job free of charge. If a print job is incorrect due to user error there will be no compensation. User error can include but is not limited to: incorrect colors, incorrect formatting, and incorrect scale. Printer errors include ink splatters, paper jams, and color stripes. Lab staff must be notified of a printer error as soon as it is noticed. If a student does not ask for compensation and bring the incorrect printout to lab staff immediately after discovering the error, the students loses his or her right to ask for a re-print.

Plotting errors must be immediately shown to the lab attendant on duty. If the plot is deemed incorrect due to user error (including but not limited to wrong colors, format, or scale) it is the student's responsibility to fix the error(s) before reprinting, and will be required to pay for the initial print as well as any reprints. If a mechanical error has occurred there will be no charge for a re-print. In the case of mechanical or printer error the re-print will be moved as near the top of the print queue as possible.

System Downtime

While we will always strive to make printing services as consistently available as possible, no technology is without flaws. On occasion the printing systems may encounter problems that will bring them offline. We will work to correct these problems as quickly as possible; however there may be some downtime

where printing will not be possible, especially if a problem occurs after hours. Students are encouraged to print and plot as far in advance of their classes or reviews as possible to avoid problems with deadlines. If there is a problem with laser printing, we will work with our partners in OIT to resolve the issues as quickly as possible; however laser printing may be wholly unavailable for up to 30 minutes while the OIT Pharos team investigates the issue. If, after 30 minutes the Pharos printing system is still offline, students will be allowed to print limited materials for free. Students must bring their laser printing jobs up to the lab attendant's desk for free printing, in this event.

Refunds

Plotting refunds may be issued solely at the lab manager's discretion. All plotting charges as well as refunds will show up on your student account as one total, and may take up to a month to post from the date of printing.

Faculty Laser Printing and Plotting

Laser printing or plotting which is done by an academic department will be charged the normal rates for that service. In order to track departmental plotting and verify that they are authorized, faculty, staff, or TAs who come to the lab with a departmental plot will be required to submit a College of Design purchase request form. This form should identify the requestor's name, department, and EFS account string (vendor information as well as justification need not be filled out).