

Your Guide to Solihull College's
Open Access
Computer
Centres



2009/2010



Solihull College

Welcome

As a student at Solihull College you will be able to drop into our popular Open Access Centres and use the computer facilities and electronic resources to help with your coursework and assignments.

Whatever your level of IT skills we can help you to use our electronic resources for information and research and present your course work in a professional way.

Open Access Centres Frequently Asked Questions

Where are the Open Access Centres?

The Open Access Centre at the Blossomfield Campus is located in Room C3 on the third floor and has 95 PCs. The Centre at Woodlands is located in the Learning Resource Centre on the second floor and has 22 PCs.

Do I need a special access card?

Your student ID card will allow you to access the Centres. When you arrive you must show your ID card to the member of staff on reception who will assign you a PC workstation. **Please be aware that if you do not have your ID card you will not be able to use a PC.**

What facilities and resources are available?

Facilities include networked computers, colour and black and white printers, scanners, DVD drives and internet access together with access to professional quality programs and a wealth of specialist learning resources.

Each computer bay has a height adjustable table for wheelchair users and large screens for students with visual impairments.

What help is available?

The ILT (Information Learning Technology) Assistant team are all technically qualified and, as well as supervising the centres, they offer a range of services including:

- Helping you to locate information, learning materials and programmes on the College network
- Advising you on the software applications available in the centres
- Helping you to recover lost or corrupted data
- Assisting with problems encountered with the Centre's hardware and software
- Helping you to reset a forgotten or expired password
- A programme of IT enrichment sessions, bookable through your tutor.

If you need help with anything, please ask.



Can I reserve equipment or book a workstation?

The Open Access Centres operate a drop-in policy so you do not need to book in advance, although sometimes equipment may be reserved for particular uses and purposes. Please contact the Centres for more details. At any time an Open Access Centre may have up to 100 students from a wide range of courses, all with different tasks to complete so there may be times when you will need to wait for equipment.

Can I work together with my classmates or friends?

The Centres are intended primarily for individual work. If you need to sit close to classmates or friends to discuss work please speak to the staff who will try to help if possible.

If you want to work by yourself in a quiet area, ask the staff for a computer in the Quiet Zone.

Do I need to pay to print my work?

There is currently no charge for black and white printing – please only print what you really need. Colour printing costs 10p per sheet but we cannot accept cash in the Blossomfield Centre so you will have to buy vouchers from the library.

Why does my work print on both sides of the paper?

We think it is very important to do as much as possible to save the planet and reduce waste. Sometimes you might have to submit an assignment printed on one side only – when this happens please bring your work to the reception desk on a USB drive and we will print it for you.

I am a member of staff – can I use the centre?

The Open Access Centres are primarily for students but we allow staff to use the centre if there are spaces. If you need a teaching area with computers you should try to book this through Central Data. If you cannot find a classroom, we have a single bay with 15 PCs which can be booked 24 hours in advance on a first come first served basis.

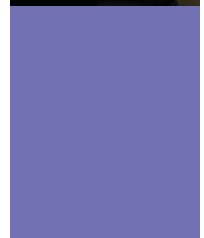
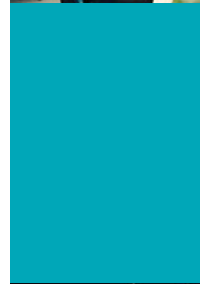
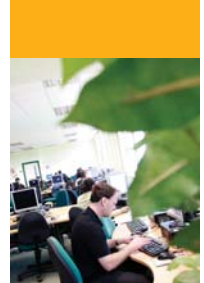
If you want to print handouts or other materials you should use your staff room or go through Reprographics (for more than 20 pages). For more information please see the Reprographics area of the Staff Intranet.

Can I use the computers for recreational purposes?

No, it is the College's policy that the computers can only be used for College related assignments and research. You cannot use them to surf the net for personal use, download music, send personal emails, play games, view offensive material (e.g. violent or pornographic images) or any similar activities.

Can I work on non-computer related assignments?

The Open Access Centres are workplaces for computer users so please do not come in unless you want to work on a computer. There are study areas available in the libraries for non-computer related work.



Open Access Centre Rules

To enable students to work in a pleasant and professional atmosphere, the College kindly asks users to observe the following:

- Silence (or switch off) your mobile phone and personal stereo
- Keep noise levels to a minimum
- Only one person per computer
- Do not lend your ID card to others or use another person's ID
- The computers are not available for personal use
- Do not bring food or drink into the Centres
- Log off fully when you have finished using the workstation
- The use of the College computers is subject to our Acceptable Use Policy. (Copies of this are available from your personal tutor, IT tutor or Open Access Centre staff).

Staff in the Centres will monitor computer use and working conditions. However, if your work is being disturbed by another user please inform the member of staff in charge.

Term Time Opening Hours

Blossomfield Campus

Monday-Thursday	8:30am - 8:30pm
Friday	8:30am - 4:30pm
Saturday	9:30am - 1:00pm

Woodlands Campus

Monday-Wednesday	8:30am - 7:00pm
Thursday	8:30am - 6:00pm
Friday	8:30am - 4:30pm

Changes to these times during study leave and holiday periods are published in advance on the intranet. If in doubt please contact the Open Access Desk.

Contact Information

Blossomfield Campus

Blossomfield Road
Solihull
B91 1SB
Tel: 0121 678 7111

Woodlands Campus

Auckland Drive
Smith's Wood
B36 ONE
Tel: 0121 678 7394

Email: openaccess@solihull.ac.uk

Please remember that the Open Access Centre staff are here to help you. Do not hesitate to ask for assistance if you cannot find what you are looking for or if you experience problems with the computers.

This leaflet is also available in large print format – please ask a member of staff.

