SECTION 1
OPEN ACCESS COMPUTER LABS

1. OPEN ACCESS COMPUTER LABS

1.1 LOCATIONS AND EXPECTED AVAILABILITY OF OPEN ACCESS COMPUTER LABORATORIES

The Open Access facilities are available for use by all Victoria University students. Some faculties also have laboratories open between classes for students to use.

Computer laboratories, printers and photocopiers are usually very busy when assignments are due so you may not be able to get access to a computer when you want it. You need to allow extra time to be sure of completing your work on time. Make sure you organise your workload so that your assessment deadlines are achievable.

The Student Managed Operating Environment (MOE) is installed on all Open Access Computer Laboratories throughout the University. The MOE includes the following applications:

- Windows 7 SP1
- Office Professional 2010
- MS Publisher 2010
- MS Project 2010
- Adobe Web Premium
- Symantec Anti Virus
- Acrobat Reader
- Media Players
- Internet Explorer
- Mozilla Firefox

For additional software on specific campus labs please refer to **Section 1.2**.

Please be aware that the software listing may change throughout the year and an updated listing is available on the Intranet at http://intranet.vu.edu.au/its/OAL/

Internet access for educational purposes is available in the Open Access facility, however please be aware that each student is allocated an Internet Quota (refer to **Section 4**).

All computers in open access areas are running Deep Freeze. This program removes all documents saved to the local hard drive once students log off from the PC. Students should ensure that all work is saved to a USB drive, or CD/DVD ROM, or sent to an email account.

If in doubt, or further assistance is required please call the IT Service Desk on:
Phone: 9919 2777
Email: servicedesk@vu.edu.au
Log Request: http://servicedesk.vu.edu.au/

Please note that Library opening hours will vary throughout the year, to get the latest information for each campus, check out the Library website at http://w2.vu.edu.au/library/libraryhours/ or phone: 9919 4266.

1.1.1 LIBRARY COMPUTER FACILITIES

There are over 700 PCs installed across 11 campus libraries, which have the software available as listed below. Please be aware that the software listing may change throughout the year and an updated listing is available on the Intranet at http://intranet.vu.edu.au/its/OAL/

- Windows 7
- MS Office 2010
- MS Expression Web 2
- MS Project 2010
- MS Publisher 2010
- Adobe Reader
- Adobe Creative Suite Web Premium CS5
- Endnote
- Internet Explorer 8.0
- MYOB
- Mozilla Firefox
- QuickTime Player
- CD/DVD writing software
- SPSS & AMOS
- SAP Login
- Media Player
- Windows Movie Maker

Internet access for educational purposes is also available in the Library Open Access facility, however please be aware that each student is allocated an Internet Quota (refer to **Section 4**).

All Library PCs (excepting short-term access PCs) currently employ a PC Booking System that controls session lengths and gives users an opportunity to book PCs in advance. For more information, please see: http://w2.vu.edu.au/library/webaccess/pcbooking

All computers in open access areas are running Deep Freeze. This program removes all documents saved to the local hard drive once students log off from the PC. Students should ensure that all work is saved to a USB drive, or CD/DVD ROM, or sent to an email account.

1.1.2 STUDENT SERVICE CENTRE COMPUTER ACCESS

Student Service Centres have installed a number of PCs across 9 centres. These PCs have been provided to allow student self-service access to enrolment and results information, and other University related matters.

Some suggested self-service sites include:

- ASKVU at www.vu.edu.au/askvu
- MYVU Portal at http://myvuportal.vu.edu.au
- VU WEBSITE at www.vu.edu.au
- CURRENT STUDENTS at http://www.vu.edu.au/current-students
- INTRANET at http://intranet.vu.edu.au – login required if off campus
- SURVEY at www.vu.edu.au/survey
- CALENDAR at www.vu.edu.au/calendar/
- CENTRELINK at www.centrelink.gov.au/
- DEPARTMENT OF EDUCATION at www.dest.gov.au/

A list of student service centre locations is below.

Student Service Centre Campus and Location	Service Hours	Number of PCs Available
City Flinders - VUHQ University Arcade	9.00am - 5.00pm (Mon-Fri)	9
City King Level 2, Room 2.009 225 King Street	9.00am - 5.00pm (Mon-Thurs) Closed on Fridays	3
Footscray Nicholson Telford Building Level 2, T275	9.00am - 5.00pm (Mon-Fri)	4
Footscray Park Building M Level 1, M124	9.00am – 5.00pm (Mon-Fri)	6
Melton Building 1C Level 5, 501A	9.00am - 5.00pm (Mon-Fri)	2
Newport Building A Level 00, A005	9.00am - 4.50pm (Mon-Wed) 9.00am - 5.00pm (Thurs-Friday)	1
St Albans Building 4N Level 1, 4N141	9.00am - 5.00pm (Mon-Fri)	4
Sunshine Building B, Room 33	9.00am - 5.00pm (Mon-Fri)	2
Werribee Building 1B Level 1, 1B102	9.00am - 5.00pm (Mon-Fri) **Fee payments 9.00am – 4.00pm all campuses**	4

Please note: Times are subject to change. Where possible advanced notification will be provided via student email. Please refer to ASKVU www.vu.edu.au/askvu for the most up to date hours.

1.2 OPEN ACCESS FACILITIES

Please note: Software list is Subject to change, refer to http://intranet.vu.edu.au/its/OAL for updates.

Campus & Location	Availability	Additional Software to MOE
City – 300 Flinders St Learning Commons Level 15 Service Desk Ph: 9919 1050	For all Library opening time please refer to: http://w2.vu.edu.au/library/libraryhours	**65 PCs available** **5 Macs available** As listed in 1.1.1
City – 301 Flinders Lane Basement Level Room B12	**During Higher Education Semester** 8.45am - 8.00pm Monday - Thursday 8.45am - 4.00pm Friday	**21 PCs available** Adobe CS5 Web Premium SAP GUI Endnote SPSS AMOS Visual Studio.Net CD/DVD Writing Software
City – Flinders Lane Basement Level Room B14	**During Higher Education Semester** 8.45am - 8.00pm Monday - Thursday 8.45am - 4.00pm Friday	**16 PCs available** Adobe CS5 Web Premium SAP GUI Endnote SPSS AMOS Visual Studio .Net CD/DVD Writing Software
City – 225 King St **Library Level 2** Service Desk Ph: 9919 7984	For all Library opening time please refer to: http://w2.vu.edu.au/library/libraryhours	**15 PCs available** As listed in 1.1.1
City – 295 Queen St **Library Building Level 2** Service Desk Ph: 9919 1852	For all Library opening time please refer to: http://w2.vu.edu.au/library/libraryhours	**21 PCs available** As listed in 1.1.1 Photostory 3
Footscray Nicholson Library Telford Building Level 2 Room T234 Service Desk Ph: 9919 8630	For all Library opening time please refer to: http://w2.vu.edu.au/library/libraryhours	**40 PCs available** As listed in 1.1.1
Footscray Nicholson Learning Commons Open Access Level 1 Room T32	**During TAFE Terms** 8.00am - 8.00pm Monday - Thursday 8.00am - 4.00pm Friday	**20 PCs available** As listed in 1.1.1

Campus & Location	Availability	Additional Software to MOE
Footscray Park **Library Building P** Entrance Level 2 Service Desk: Ph 9919 4274	For all Library opening time please refer to: http://w2.vu.edu.au/library/libraryhours	**300 PCs available** **2 PCs for scanning available** As listed in 1.1.1 Adobe Creative Suite 2 x2 PCS CD Burner XP HP Scanning OmniPage Pro 14 SAP 7.1
Melton **Library Building C** Service Desk Ph: 9919 7424	For all Library opening time please refer to: http://w2.vu.edu.au/library/libraryhours	**22 PCs available &** **10 Melton Public Library** As listed in 1.1.1
Newport **Library Building A** Ground Floor Service Desk Ph: 9919 8463	For all Library opening time please refer to: http://w2.vu.edu.au/library/libraryhours	**19 PCs available &** **2 Catalogue Terminals** As listed in 1.1.1 ArchiCAD 14 Adobe Web Premium CS5 Microsoft Visual Studio.Net (x1) SPSS Autocad 2008 (x4)
St Albans **Building 10.2** Ph: 9919 2878	**During TAFE Terms & Higher Education Semester** 8.00am - 10:00pm Monday - Thursday 8.00am - 5.00pm Friday Weekends Closed **During Semester Breaks** 9.00am - 5.00pm Monday - Friday	**14 Macs available (Only Colour Printing available)** Mac OS X 10.6 Safari Mozilla Firefox Office 2011 Adobe Web Premium CS4 Adobe InDesign CS4 Reader 9 Final Cut Studio 2 x5 **33 PCs available** **(Black & Colour A4 Printing available)** 3D True Space SAP Microsoft Expression Micro Sim Microsoft Project SPSS QSR Nvivo 9

Campus & Location	Availability	Additional Software to MOE
St Albans **Building 10.2**		(Cont.) Blender Endnote MYOB TypeQuick Net Beans
St Albans **Library Building 7** Level 2 Service Desk: Ph 9919 2141	For all Library opening time please refer to: http://w2.vu.edu.au/library/libraryhours	**105 PCs available** **5 Citrix PC's** **7 Catalogue Terminals** As listed in 1.1.1
Sunshine **Library EJ Whitten** **Building** Level 3 Service Desk Ph: 9919 7180	For all Library opening time please refer to: http://w2.vu.edu.au/library/libraryhours	**43 PCs available** As listed in 1.1.1 AutoCAD 2011 ESL Learning and Support Programs Inventor 2011 Mechanical Desktop 2011 Matlab TypeQuick Visio 2007 Note: not all application available on all PCs
Werribee **Library Building 1A** Service Desk Ph: 9919 8250	For all Library opening time please refer to: http://w2.vu.edu.au/library/libraryhours	**90 PCs available** **5 Library Catalogue PC's** As listed in 1.1.1 Adobe Web Premium CS5 Endnote MS Photostory 3 MYOB Reckon Elite Tax SAP SPSS 18 TypeQuick Windows Movie Maker In Lab 1A08b Includes: English as a Second Language programs: Issues in English Issues in English 2 The Alphabet That's Life

Werribee Campus (ISTC) **Library Building T7** Room 13 Service Desk Ph: 9919 7679	For all Library opening time please refer to: http://w2.vu.edu.au/library/libraryhours	**3 PCs available** **3 Library Catalogue PC's** As listed in 1.1.1

1.3 GETTING HELP

You may need help if:
- You require information necessary to operate the hardware or software OR
- There is a fault in the hardware itself.

It is expected that users of the computing systems in the University should first try to resolve difficulties with hardware and software by using available resources of information such as this booklet and the help screens within a program. If you are still experiencing problems, then please call the ITS Service Desk on 9919 2777.

1.4 GETTING INFORMATION

Information to help you use the hardware and software is available:

1. In this booklet
2. From the help files available within each program
3. From your lecturer
4. By using an Internet browser such as Internet Explorer, to select the Information Technology Services Intranet site at: http://intranet.vu.edu.au/its (NB: This site is only available within Victoria University, unless you login from home, refer to **Section 2.1**)

1.5 REPORTING FAULTS

Faults should be reported to the ITS Service Desk by:

- **Phone:** 9919 2777
- **Log an IT Service Request:** http://servicedesk.vu.edu.au
- **Email:** servicedesk@vu.edu.au