

A Brief Guide to OTS Student Computing Services

OTS Student Computing Services is a one-stop shop for student technology support. We offer two campus locations and, most of the year, we are open 100+ hours a week. Visit us online at www.towson.edu/scs for current hours of operation and an overview of all of our services.

The SCS Service Desk

provides technical support and troubleshooting assistance to students experiencing NetID, laptop and mobile device issues, and to those seeking advice on how best to accomplish particular computing tasks. The Service Desk offers the following modes of support:

- Phone: 410-704-5151
- Email: scs@towson.edu
- Website and Chat: www.towson.edu/scs
- Text Message: 410-324-7271
- In person: Cook Library, Room 35
- In person: Towson Run, Room 123

The SCS Computer Labs

offer up-to-date computer hardware and software to students of all majors on a walk-in basis. Although configured for independent work, the labs are staffed by student assistants capable of orienting clients to lab resources and answering general questions. All hardware and software are listed on the SCS website, and you can check computer availability in real time.

SCS Multimedia & Emerging Technology Support Services

manages the Online Resource Booking System (ORBS), SCS Studios, equipment loans, large-format printing, 3D printing, virtual reality experiences, and complements the Computer Lab and Service Desk with training and consulting on media production basics. Students wishing to print academic posters, borrow digital cameras/equipment, or meet with a consultant will find additional information and instructions on the SCS website.

The three SCS Studios offer hardware, software and workspaces well suited to video and audio production for interested students of all majors. With tools ranging from consumer-level to professional, the SCS Studios are a great place for students to learn, develop production skills, and enhance their academic work with multimedia products. The SCS Studios and Labs include Windows and Mac computers upgraded to provide solid performance for graphics and multimedia production.

- SCS Studios may be reserved in advance via SCS ORBS (towson.siso.co/scs)
- All SCS computers include the Adobe CC 2019 Master Collection, Microsoft Office, and Rhinoceros. SCS Macs include Apple Final Cut X, Apple Logic Pro 9, AVID Pro Tools 12, Sibelius 7.5, and Finale 2014
- Video resources include adjustable soft box lighting rigs and changeable backgrounds
- Audio resources include pro-quality microphones, audio interfaces, and audio reference monitors
- SCS has soundproofed Studios A and B making them the best choices for audio recording

Also available is our ORBS equipment loan service, large-format printing, 3D printing, and extended reality (VR/AR) experiences.

SCS ResNet Support

offers network computing assistance to TU's resident students through the service desk and online resources. SCS also makes service calls to student rooms when problems cannot be resolved otherwise; these calls are conducted by the ResNet Services Coordinator and student assistants.

For announcements, tips and helpful videos, follow SCS on

- Facebook: TechnologyAtTU
- Twitter: TechAtTU
- Instagram: towsonu_scs

Faculty Collaboration with SCS

While OTS Student Computing Services typically interacts with students directly, we also work with faculty to provide more effective and efficient support for particular assignments or projects. Collaborative efforts include:

- Staff-led virtual reality experiences
- Custom templates to help students more successfully print posters that adhere to specific organizational guidelines
- Self-help documents and videos customized to meet the needs of particular classes or assignments
- Online sign-up systems to coordinate the scheduling of blocks of recording appointments
- Coordination of individual and small group presentation recording sessions so that students can focus on their content and delivery rather than on the underlying technology
- Presentations during regular class meetings to orient students to SCS services and facilities and to overview media production processes
- Collaboration with faculty to provide a detailed orientation to the Gear2Go equipment available to students (as well as to faculty and staff) and help abate concerns over making media production assignments
- Installation of specific software titles associated with particular disciplines for the convenience of students who need or choose to work in our facilities in the evenings and on weekends

In the future, we hope to continue with and expand these efforts in new and imaginative directions. For more information, please contact our professional staff at scspro@towson.edu.

SCS also provides OMR (Scantron) scanning and report generation for quizzes and exams. Interested faculty should contact the SCS Service Desk.