



SYLVA, NORTH CAROLINA

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Last updated 2/28/06

## COMPUTER OPERATIONS

### OFFICE LOCATION:

[Sylva Campus, Balsam Center, 3rd floor, room 314](#)

### GETTING HELP:

For Computer, Internet and Network problems:

Visit the Computer Center [Support & HelpDesk Website](#)

Email the SCC Computer Center HelpDesk: [support@southwesterncc.edu](mailto:support@southwesterncc.edu)

Submit a Computer WorkOrder: [workorder@southwesterncc.edu](mailto:workorder@southwesterncc.edu)

### Data Network

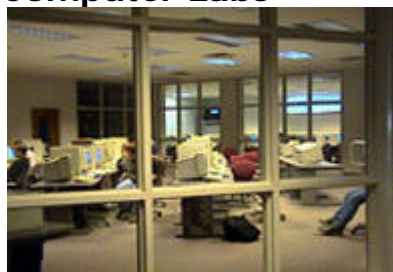
The college utilizes 3 web servers, 2 internet e-mail servers, 21 file and application servers, and over 900 laptop and desktop personal computers. The campus buildings are connected with Gigabit Ethernet links operating over single and multi-mode fiber optic cables. Both fiber optic and category-5 cabling are used to connect staff, faculty and student lab computers to the network. Dial-in network connectivity through three banks of high speed modems is used to connect both full-time employees and students to network resources from home and remote locations.



The five SCC remote centers are networked to the main campus via wide area network connections using frame relay. Additionally, three of the area high schools are also connected to the college data network via the Community fiber network. The college provides these same high schools with Internet access.

The College serves as an ISP for 7 community libraries and 2 county government offices in the three county area.

### Computer Labs



The Information Technology Division maintains eighteen computer labs at seven sites for instruction of operating system and application software. All of the labs have pentium level computers and high speed Internet access.

### Interactive Television (ITV)

The Information Technology Division provides technical support for the college's interactive television network. Community Link consists of thirteen sites within the college's service area. The main campus and three SCC off-campus centers have Community Link interactive classrooms. In addition to Community Link, the college also operates a North Carolina Information highway site



which connects SCC with other community colleges and state agencies.

### **Dial-up Internet & E-mail Services**

Throughout its history, Southwestern Community College has been dedicated to helping people in Western North Carolina to better understand the tools of tomorrow. From training students on electric typewriters in the 1960's to helping people design their own home pages for the Internet in 1998, SCC has been here for the people and industries in Jackson, Macon, and Swain counties.

As we prepare to enter a new century, Southwestern is making an entirely new commitment to Western North Carolina by providing free Internet access at home for all full-time students.

[Details, policies and procedures for SCC Cyber-LINK](#)

For more information about free Internet access at SCC, call Computer Operations at 828.586.4091 ext. 424 or 800.447.4091 ext. 424 or send an e-mail to: [support@southwesterncc.edu](mailto:support@southwesterncc.edu)

[Computer Center Staff](#)

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