

TECHNOLOGY RESOURCES ON CAMPUS

Slug Tech was developed in spring 2020 at the peak of the pandemic as a temporary program and was an important resource during unprecedented times that required us to adapt to an entirely virtual environment. It was a vital resource to assist students who did not have access to technology support such as computer labs given remote instruction. Slug Tech served hundreds of UC Santa Cruz students and provided an entry point to Slug Support, which helped establish a comprehensive support plan for many students who were facing complex challenges during the pandemic. Now that we are back to in-person instruction and services such as computer labs and laptop lending programs are once again available, we are transitioning back to our regular support related to technology needs.

We continue to recognize the importance of digital equity and have developed a list of resources available to students who seek assistance with tech needs. We will continue to expand this list as new resources are identified. Moving forward, Slug Support will continue to support the basic needs and technology needs of students by providing need based financial awards to assist with laptop repairs. Students can reach out to the deanofstudents@ucsc.edu email for these requests.

ON CAMPUS:

If you are having issues with your internet connection and are living on campus, you can request assistance from [ResNet](#) by submitting an [ITS Ticket](#) through the provided link. This will start the process for troubleshooting with one of their experts on ways to improve your connectivity.

UNIVERSITY LIBRARY:

Current UCSC students, faculty, and staff may borrow Dell laptops and Chromebooks from the Circulation Desk at both the Science & Engineering Library and the McHenry Library. They are available on a first-come, first-served basis. They may be reserved one day in advance by visiting the Circulation Desk at the library where you wish to borrow the laptop. One laptop per person may be checked out.

LOAN PERIOD:

- The normal loan period is 4 hours.
- Patrons can check items out again if no one is waiting for them. This must be done in person.
- Failure to return the equipment on time will result in an hourly fine.

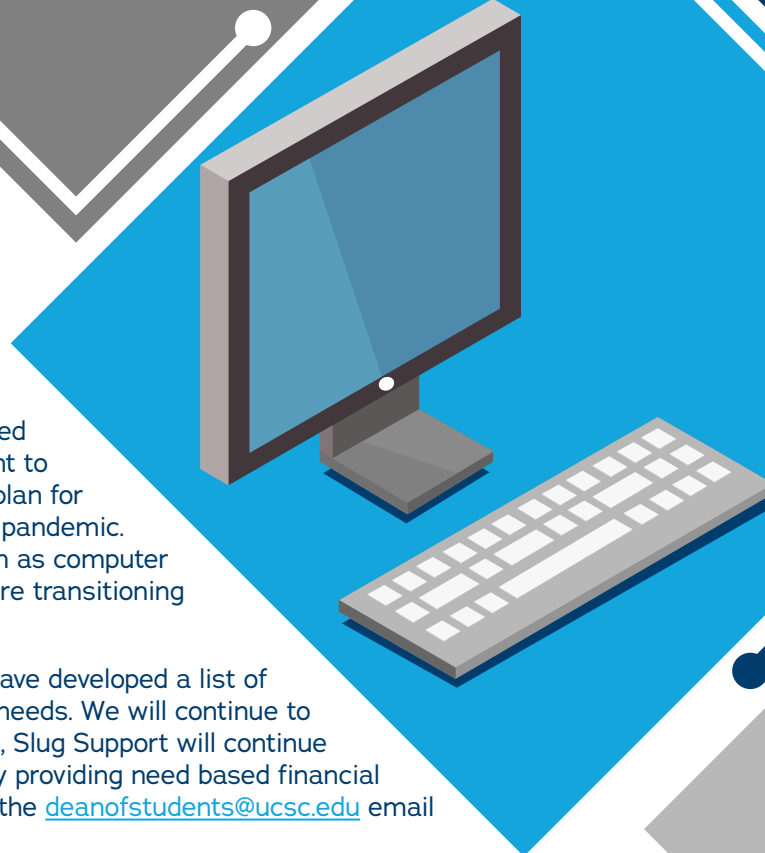
COMPUTER LABS:

Lab computer platforms include Macintosh, Windows, and Unix (Linux). Capacity in computer labs ranges from eight to 48 workstations, and locations are distributed throughout the UCSC campus. In some locations, computer labs are equipped with specialized instructional technology equipment (HD data projectors, scanners, and video editing stations). Most labs are staffed with consultants.

HOURS & SCHEDULES:

- Computer labs are available to current UCSC students for drop-in use. Most labs are open daily, from early in the morning until late at night, and three labs are open 24 hours/day
- [Baskin Engineering 105 lab](#), [Baskin Engineering 109 lab](#), [Cowell Apt 101 lab](#), and the [Oakes 205 lab](#)
- Schedules for Fall 2021 - Spring 2022: <https://its.ucsc.edu/computer-labs/hours/index.html>
- When classes will be held in the computer labs [Class schedules](#)

[The DRC's ICAT Lab](#) is also an available resource. There are two Macs and three PCs available and there is accessible software on all the computers so students using accommodations do not need to worry about having to install it. There is also free printing. These services are open to all students.



OFF CAMPUS:

LOW COST INTERNET:

UC Santa Cruz is partnering with CruzIO to offer qualifying students low cost internet service in the Santa Cruz area. If you are interested in this program, contact the Dean of Students through one of the following means to be referred. Please note that it does require some equipment to be installed so you will need approval from your landlord.

- Preferred method of Contact: email the Dean of Students office at deanofstudents@ucsc.edu.
- Alternative method: phone the Dean of Students office at 831-459-4446 and leave a detailed voicemail including name, student ID, and a telephone number at which they can be reached.

INTERNET BOOSTERS:

If you are living in a space that is far away from the modem and router you can look into purchasing an internet booster or WiFi extender to help stabilize your connection. There are many to choose from online, but [this TP Mesh System](#) was recommended by an ITS expert and has had wonderful results for students.

The Financial Aid and Scholarship Office (FASO) [Budget Appeal Process](#) may result in additional financial aid for computing resources, depending on the availability of funds. Approved budget increases are generally funded with loans. Please contact FASO for additional information

AFFORDABLE CONNECTIVITY PROGRAM (ACP):

[ACP](#) is a Federal Communications Commission initiative to help low-income households pay for internet service and devices. Students participating in Pell Grant, CalFresh, WIC, or SNAP qualify for ACP. Eligible students can receive:

- Up to \$30 per month discount on any Home Internet service offered by Internet Service Providers.
- One-time discount of up to \$100 for a computer or a tablet.

For more information, view this [informational flyer from ACP](#).

ADDITIONAL INFORMATION:

- ITS does not provide centralized funding for faculty, staff or students. Individuals have to contact their divisional supervisor/support: <https://its.ucsc.edu/get-help/dls.html>
- [Digital Equity Webinar notes](#).
- [Refurbished laptops](#) at a discount for students.
- [Budget increase information through Financial Aid](#).

Additionally, you can rent laptops from local businesses if you require a laptop or computer on a temporary basis and cannot access or use the campus computers. [Rent-A-Center](#) has laptops available from many locations, you can locate shops in your area and compare your local weekly rates for computers or other technology.