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Insufficient Number of Modems

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Modems

Submitted by: Jean-Paul Carton

2/19/2003

Question:

I would be interested in hearing from the administration what GSU is planning to do regarding the insufficient number of modems for accessing the GSU internet and e-mail servers from home computers. I have generally been unable to access my GSU accounts 11:00 a.m. to 11:00 p.m. during week days and sometimes not at all during some weekends (busy signal, sometimes no response) and this for several years. Recently, on drop day, I was not able to leave a message to a student who could have received an "F", because of it. Help desk/Info Tech services say they can't do anything about it. If we are to depend on e-mail, we need the systems that works during work hours.

Rationale:

This problem concerns all faculty members who use their computers for their work at home.

SEC Response:

3/14/2003: J-P Carton - What will happen to dial-in? Flynn says dial-ins to be stopped. Will be mentioned in Librarian's report. Allen will send letter to J-P C referring to Lib, report and will send a letter to Lisa Spence with cc to Grube.

3/11/2003: Librarian's Report: Second, Ms. Spence announced a proposal to the President's cabinet to eliminate the modem bank and direct dial-up access. Spence noted the inefficiency of attempting to be an ISP without the necessary (and costly) equipment. She also announced that IT Services would attempt to arrange for discounted ISP service with local companies.