USA Computer Services Center
Faculty Support

About the Computer Services Center

The Computer Services Center (CSC) supports a wide range of computing and network services throughout the University. These include the core University student information and financial systems under Banner, the University wired and wireless networks, Internet access and email, University telephone systems, University Web Services, the University Directory and Authentication systems, Network storage systems, and numerous other services. Operating groups within our organization are primarily based at the Computer Services Center and Telecommunications buildings on main campus.

The CSC Academic Computing group focuses on support of instructional and research computing, provides general computer problem assistance, and operates the CSC Help Desk.

Getting Assistance

How to reach us for assistance:

Phone: 251-460-6161 (answered 24x7x365)

Email: helpdesk@southalabama.edu

Enter your own ticket: https://usahelp.southalabama.edu

Email and USAhelp ticket requests are processed during business hours.

Hours of full support: Monday – Friday, 8-5 during Main Campus hours of operation

On-call availability for critical issues: 24x7, 365 days a year (and one more for leap years)

Major CSC services of interest to faculty:

- Microsoft Office Free Personal Use – see http://www.southalabama.edu/msoffice
- JagMail (Google Apps) – the primary Campus email system – student and faculty/staff
- Symantec EndPoint Protection (Antivirus) site license for University owned computers
- Coordination of SAS and SPSS Statistical Package volume licenses
- Computerized Test Scoring (in conjunction with CSC Scheduling Services)
- General consultation in acquiring and accessing computer resources
- Coordination with Alabama Supercomputer Authority for high performance computing
- Assisting faculty/staff access to the University network storage systems
- Residence Hall Networks

More information is available at our web page, https://www.southalabama.edu/csc

Also see https://www.southalabama.edu/infosec for Information Security guidance and tools.
Finding the CSC building