

## RE: Elliot 216 Lab

From: **Clete Blackwell** (blackwellcr13@mounties.mansfield.edu)  
Sent: Thu 11/11/10 2:33 PM  
To: Connie Beckman (cbeckman@mansfield.edu); Alan Johnson (ajohnson@mansfield.edu)  
Cc: smurphy@mansfield.edu; John Phillips (jphillip@mansfield.edu); Dr. Dan McKee (dmckee@mansfield.edu); Joe Sayre (sayrejr19@mounties.mansfield.edu); Jen Weinman (inirioja03@mounties.mansfield.edu); Mark Burger (burgermb22@mounties.mansfield.edu)

Connie,

Nothing at all has changed in the lab. We do not have access to the routers outside of Dr. McKee's class and his class did not manipulate routers today.

This indicates either:

- 1) A change on Campus Technology's end.
- 2) A lack of control of the campus network that would allow for these sort of anomalies to occur.

I sincerely hope that the first one is the case.

Our issue most definitely still remains, as if what you say is true, then this issue will occur again. Our other issue, access to vital Mansfield.edu resources, is unsolved and I believe will remain unsolved for a long time to come.

Sincerely,  
Clete Blackwell II

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From: cbeckman@mansfield.edu  
To: blackwellcr13@mounties.mansfield.edu; ajohnson@mansfield.edu  
CC: smurphy@mansfield.edu; jphillip@mansfield.edu; dmckee@mansfield.edu; sayrejr19@mounties.mansfield.edu; inirioja03@mounties.mansfield.edu; burgermb22@mounties.mansfield.edu  
Date: Thu, 11 Nov 2010 14:28:32 -0500  
Subject: RE: Elliot 216 Lab

Clete... CT did **NOTHING** to change the network access. I am delighted that you are not having a problem, but from our aspect nothing has changed. Sorry.

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**From:** Blackwell, Clete  
**Sent:** Thursday, November 11, 2010 2:26 PM  
**To:** Beckman, Connie; Johnson, Alan  
**Cc:** Murphy, Suzanne; Phillips, John; McKee, Daniel; Sayre, Joseph; Inirio, Jennifer; Burger, Mark  
**Subject:** RE: Elliot 216 Lab

Connie,

If this is not an open lab, why are there paid tutors and paid lab monitors to keep this lab open? I, among a few others, are paid to assist students in this lab with homework and with general lab issues. I cannot do my job, nor can the students receive proper tutoring, without proper and expedient internet access. If this lab is not open, there is no need for lab monitors nor tutors. Since there are tutors, this lab is open and there should be proper internet access.

The networks are always set back to default settings after each of Dr. McKee's labs and are *always* functioning

properly.

I see that you and your staff has managed to fix our internet issue, as we are now receiving acceptable speeds. This does not, however, excuse the e-mail you sent me degrading me as a student and paying customer. I am disappointed that Internet Technology staff feels this way about students / customers, and particularly, me.

Sincerely,  
Clete Blackwell II

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From: cbeckman@mansfield.edu  
To: blackwellcr13@mounties.mansfield.edu; ajohnson@mansfield.edu  
CC: smurphy@mansfield.edu; jphillip@mansfield.edu; dmckee@mansfield.edu;  
sayrejr19@mounties.mansfield.edu; inirioja03@mounties.mansfield.edu; burgermb22@mounties.mansfield.edu  
Date: Thu, 11 Nov 2010 11:57:24 -0500  
Subject: RE: Elliot 216 Lab

Clete... the lab is not an "open" lab. It is supposed to be used only as a teaching lab to teach the principles of networking. The intent is to be able to "build" networks within the room and connect them between the pods by various means. These networks are not supposed to communicate outside the room to anything with the exception of the instructor station. That's how the room was designed.

As such, there should be no need for you to check your schedule, etc in that space. Connie

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**From:** Blackwell, Clete  
**Sent:** Thursday, November 11, 2010 11:54 AM  
**To:** Beckman, Connie; Johnson, Alan  
**Cc:** Murphy, Suzanne; Phillips, John; McKee, Daniel; Sayre, Joseph; Inirio, Jennifer; Burger, Mark  
**Subject:** RE: Elliot 216 Lab

Connie,  
I am not a dorm student, just a concerned student. I do not know what rules you are referring to. I also do not know what you mean by "I don't know what he is trying to do..." I made it clear what my intentions were: To be able to use the internet. I am not attempting to break any rules.

What we are asking for as students is to have decent internet access that is reasonably speedy. Right now, the lab is unusable for class purposes. The speed of this lab is our main concern currently.

As far as the Mansfield.edu access is concerned, this is just a request and I do not expect any changes to be made as it is clear that your decision has been finalized. The reason I ask for Mansfield.edu access is that we need to access services such as WebAdvisor, E-Time, class cancellations, and other resources located or linked to on the Mansfield.edu network. This lab is used for educational purposes and these requests are not personal, but more on a school-related level.

Sincerely,  
Clete Blackwell II  
803-873-3304

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From: cbeckman@mansfield.edu  
To: ajohnson@mansfield.edu; blackwellcr13@mounties.mansfield.edu  
CC: smurphy@mansfield.edu  
Date: Thu, 11 Nov 2010 11:35:47 -0500  
Subject: RE: Elliot 216 Lab

I don't know what he is trying to do, but it is likely not the intent that he should do it in that lab. In addition, he is not Dan McKee – the Chair. Therefore, he should not be asking you to address anything. Don't rush to do anything or feel you need to respond.

I know he is a dorm student who thinks he knows a great deal – except the rules.

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**From:** Johnson, Alan  
**Sent:** Thursday, November 11, 2010 11:27 AM  
**To:** Blackwell, Clete  
**Cc:** Beckman, Connie; Murphy, Suzanne  
**Subject:** RE: Elliot 216 Lab

I currently on vacation – out of the office November 10, 11, and 12. I will take a look at the issue from home as I am back at my house for lunch.

I am sorry that you are having issues with the 216 lab with respect to connectivity with the University's network. The intent of the 216 lab is different from other labs. This is a direction that we decided upon some time ago. I will make no change to this at this time.

ALan

Alan A. Johnson  
Associate Director of Information Technology  
voice: 570.662.4835  
www: [it.mansfield.edu](http://it.mansfield.edu)  
fax: 570.662.4995

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**From:** Blackwell, Clete  
**Sent:** Thursday, November 11, 2010 10:47 AM

**To:** Johnson, Alan  
**Cc:** jennifer.weinman@gmail.com; Burger, Mark  
**Subject:** RE: Elliot 216 Lab

Hi Alan. I have not yet heard back from you. I have re-tested the internet connectivity in the Elliot 216 lab and it is roughly equivalent to the speeds of yesterday.

Clete

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From: blackwellcr13@mounties.mansfield.edu  
To: ajohnson@mansfield.edu  
CC: jennifer.weinman@gmail.com; burgermb22@mounties.mansfield.edu  
Subject: Elliot 216 Lab  
Date: Wed, 10 Nov 2010 15:44:25 -0500

Alan,

The internet access in the Elliot 216 lab is extremely slow. Loading a single webpage can take greater than thirty seconds. All of the lab monitors have checked to ensure that no programs are running in the lab that are using bandwidth. I have run a speed test and the speed of the lab is 0.23 megabits per second download and 0.5 megabits per second upload. This speed is nearly unbearable when we attempt to access the internet. Our public IP address is 157.62.128.2.

On another note, the policy that disallows students in the Elliot 216 lab to access anything on the Mansfield network is very destructive to our ability to accomplish goals relating to our school work. I ask that you will kindly consider removing this restriction, as it is nearly impossible to do school work from within the lab.

Thanks,  
Clete Blackwell II  
803-873-3304