

# What do I need to know about technology at Union University?

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## **Technology Overview:**

Union University provides each student with filtered Internet access, an e-mail account, and file storage space on our university network. All of these resources can be accessed in the computer labs and in the residence complexes. E-mails and files can also be accessed off campus. Email is an official means of communication at Union and students should check their UU email on a regular basis.

## **Computer Labs:**

There are several computer labs available for student use on campus. The main computer labs are located in the Penick Academic Complex (PAC), near the Library. Here you will find approximately fifty Windows XP workstations. These computers have all of the necessary software required for general academic use, including Microsoft Office 2003 (Word, Excel, PowerPoint, etc.). There is also a laser printer available for printing needs.

The helpdesk in the lab area is staffed during open lab hours to help with general computer support needs. The hours are posted in the labs. Typical weekday hours during fall and spring are 7:00 AM to 12:30 AM. The labs are also open during the day on Saturday and during the afternoon and evenings on Sunday. Student Lab Assistants can be contacted during lab hours at the Student Helpdesk at x5400. If you are interested in on-campus employment as a Student Lab Assistant and have experience working with computers (use of Microsoft Office applications and basic troubleshooting skills) contact Amy Miller at x5407 in the Financial Aid office for information on eligibility.

## **Residence Complexes:**

There is a network port in each individual bedroom. Approximately 80% of Union students bring personal computers from home to place in their rooms. To access the network for Internet, etc., you will need a 100 Mbps network interface card (NIC) installed in your computer and an Ethernet cable. The NIC port on the back of the computer looks similar to a phone jack but it is larger. If your computer does not already have a NIC installed then we can help with the installation, but you must provide the card and the cable. The NICs and Ethernet cables are available at most electronic retailers (e.g. Best Buy) that sell computer equipment.

If you are purchasing a new computer to bring to Union, here are a few things to consider:

- **Windows vs. Mac:** Most students prefer Windows PCs due to their familiarity with the Windows operating system. If you prefer MacOS, or if you are considering a major in a department that uses Macs, then feel free to buy an Apple computer. For Windows users we recommend Windows XP. For Mac users we recommend MacOS 10.3 or later.
- **Desktop vs. Laptop:** When purchasing a computer, consider how you plan to use the computer. If you want a fast computer to play games then you will probably want a desktop. Desktops tend to be cheaper and offer more possibilities for upgrading hardware. However, if you want a portable computer that does not take much desk space in your dorm room then consider a laptop. Most desktops and laptops currently available will be more than adequate for web surfing, e-mail, and word processing. If you are purchasing a new computer, consider the warranty options that the manufacturer may offer. They will often cover

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hardware related problems, but you may have to pay extra to extend the warranty period and/or coverage. You may also want to check with the hardware and software vendors to see if they offer academic pricing for students. Following is a list of minimum specs that we recommend for students purchasing a new computer:

Recommended Minimum Computer Specs			
Windows		Mac	
Desktop	Laptop	Desktop	Laptop
Pentium 4 2.4 GHz or equivalent	Pentium M 1.6 GHz or equivalent	PowerPC G4 1.2 GHz	PowerPC G4 1.2 GHz
512 MB RAM	512 MB RAM	512 MB RAM	512 MB RAM
40 GB Hard Drive	40 GB Hard Drive	40 GB Hard Drive	40 GB Hard Drive
CD-RW / DVD-ROM Combo Drive	CD-RW / DVD-ROM Combo Drive	CD-RW / DVD-ROM Combo Drive	CD-RW / DVD-ROM Combo Drive
100 Mbps Network Card	100 Mbps Network Card and 802.11G Wireless Card	100 Mbps Network Card	100 Mbps Network Card and 802.11G Wireless Card
15" LCD Flat Panel or 17" CRT Monitor	14" Display	15" LCD Flat Panel or 17" CRT Monitor	14" Display
Windows XP Home or Professional	Windows XP Home or Professional	MacOS 10.3	MacOS 10.3

- **Wireless:** Wireless network access is available in selected parts of the campus and will continue to expand. If you are purchasing a laptop then it is recommended that you purchase it with an 802.11G wireless network adapter. *Please note: personal wireless access points are NOT allowed anywhere on campus, including the dorms. We have had problems in which personal wireless access points have disrupted network service for many users on our network.*
- **Productivity Software:** We recommend that you purchase Microsoft Office 2003 for your personal computers. This will make it easier for you to edit files seamlessly between the computer labs and your personal computer. An academic version of Microsoft Office can be purchased from most software vendors at a substantial savings over the typical retail price. The following vendors may be contacted via the Internet for educational purchases and academic pricing - [www.ccvsoftware.com](http://www.ccvsoftware.com), [www.gotrc.com](http://www.gotrc.com), [www.edu.com](http://www.edu.com).
- **Security Software:** Security is very important if you are connecting your computer to the network. Union University provides free antivirus software to all dorm residents (see links below). It is also very important to install all security updates provided for your operating system. If you have Windows installed, go to <http://windowsupdate.microsoft.com> and install all available critical updates. *If possible, do this before you arrive on campus.* This will lessen the chances of your computer becoming infected. All Union students are encouraged to keep updated antivirus software, as well as spyware protection software and popup blocker software installed on their computers.
- **Support:** We provide network-related support to dorm students for free. We can assist a student in connecting a computer to the network and troubleshooting problems related to the network connection. We cannot provide general technical support outside of networking issues. However, there is a local computer support company that provides very reasonable prices to Union students. If you encounter problems connecting your computer to the network in your dorm room, you can contact the Residential Network Support (ResNet) number at x5585.

#### Additional Details:

- **Residential Network Dorm Support:** <http://www.uu.edu/resnet>
- **Computing Services Questions and Answers:** <http://www.uu.edu/computing/answers.htm>
- **Computing Services Acceptable Use Policy:** <http://www.uu.edu/computing/aup.htm>