
ST. MARY'S UNIVERSITY



Notebook Project Questions & Issues

Please note: The information provided below is for the 2007-2008 Academic Year and is subject to change in the 2008-2009 Academic Year.

General Questions

1. What comes with the notebook program?

- Dell Latitude Notebook computer
- Carrying case
- Dell Complete Care Warranty
- The following software is pre-loaded, at no extra charge:
 1. Windows XP Professional
 2. Microsoft Office 2003 Professional
 3. Departmental Specific Software
 4. Trend Micro Anti-Virus Software

2. Am I required to participate in the Notebook Computer Program? Will I be required to accept a notebook computer?

Yes. All incoming full-time freshmen will be issued a notebook and peripherals for two years. At the end of the second year, regardless of class standing, you are required to return the notebook and peripherals and have a second set issued to you. This process continues until you graduate. When you graduate from St. Mary's, you will have the opportunity to purchase your notebook **\$1**. The price of the notebook will depend upon how long you have had your notebook at the time you graduate. The notebook computer is included as part of the overall services we provide to all St. Mary's students. No adjustments to tuition will be made for students who choose not to use the St. Mary's notebook PC. If you choose not to pick-up your notebook computer, there will be no change in your tuition bill. **NOTE: If at any point while enrolled at St. Mary's you decide not to attend the following semester, you must return the notebook and peripherals that has been issued to you when you leave school.**

3. Am I required to pay a deposit in order to receive the notebook computer?

No deposit is needed. Tuition covers all the costs of the notebook computer.

4. Will I have to read and sign a written contract before being issued a notebook?

Yes. In order to receive your notebook computer, you will be required to read and sign an agreement. The agreement includes accepting responsibility for the notebook computer, its use, care and maintenance.

5. What if I my notebook computer is stolen, lost, or accidentally damaged?

You must file a police report immediately if your notebook has been lost or stolen. Once you have filed a report with campus police, go to the Business Office and make arrangements to pay the \$1,000 replacement fee. You will not receive a replacement notebook until the fee has been paid.

Information Technology Services
One Camino Santa Maria
San Antonio, Texas 78228



Notebook Project Questions & Issues

Bring the police report and the Business Office receipt to User Support Services, 1st floor Charles Francis, to pick up a replacement notebook. If your notebook has been damaged accidentally, bring it to the service center, 1st floor Charles Francis, to have it repaired.

6. When will I receive my notebook computer and am I required to return it over the semester breaks?

All new incoming students are issued their notebook computer immediately prior to the first day of class. At the end of each academic year, as long as you priority register for the next fall semester, you can keep your computer over the summer break. If you do not priority register for the fall of each year, you will be required to return the notebook computer for the summer. Students will be re-issued a notebook once they register for courses. The same policy applies to the Christmas break: you must be priority registered for the spring semester in order to keep the notebook.

7. Will I be required to take the notebook to class daily? Is it part of all instruction? How is it incorporated into courses?

Each professor will set the expectation and requirements for the use of computers and technology in his/her course.

8. Will I be allowed to share use of the computer with others (siblings, cousins, & friends)?

This notebook is being issued to you for your educational experience. You are responsible for the equipment and its use. If you decide to allow others to use the notebook, you will be held responsible for any damages or notebook loss.

Connectivity and Usage

9. Where can I use my notebook computer?

For non-networked use, the notebook computer can be used anywhere. The main public locations for student access to the Internet can be found at:

- The Louis J. Blume Library - Carrels with electrical and data connections are located in the library on the north side of the existing PC lab, 3rd floor.
- The University Center – Wireless & Data and electrical connections are available in the study lounge in the UC and new Rattler Den.
- Residence halls - All rooms in the residence halls are equipped with one network connection per occupant and wireless connectivity in the hall lounge.
- The Bill Greehey Business Building – Carrels with electrical and data connections are located on the main floor of the building. The building is also wireless.

10. Where on campus will I be able to print from notebook computers?

The computer lab in the Law & Blume library, the Engineering lab, AIMC, and the UC study lounge are set up for student printing. **NOTE: St. Mary's has a Pay for- Print system in place, Pharos. Cost per copy is five cents and you can add value to your valid St. Mary's Rattler ID at the Card Value Center (CVC). The CVC is located on the main floor of the Blume Library and the first floor of the Law Library.**



Notebook Project Questions & Issues

11. Will I be able to use my own printer?

Yes, this is your choice and your computer can be configured to work with any standard printer. If you need help, call the Help Desk at 431-HELP or 431-4357. There are many printers available on the market, many of which, though inexpensive, will satisfy the normal printing needs of students.

12. How will I gain access to the network and Internet from my residence hall room, from classrooms or from public access areas?

Your notebook computer is set to use DHCP, a dynamic address assignment, so you will automatically get an IP address, a number that identifies each sender or receiver of information that is sent in packets across the Internet, which will work no matter where they are on campus. **NOTE: St. Mary's requires that all users authenticate, log-on, at the public data ports in order to access the network. This requires all students to use their e-mail credentials to log on. All new students will receive their e-mail credentials when they receive a new notebook.**

13. I have a paper due and my notebook is in for repairs. Where can I use a computer for typing papers, checking email, etc..?

Blume Library 3rd floor (second floor if entering from main entrance) has 36 Dell computers with three laser printers available for use to all students. Also the AIMC and Richter 105 Math lab can be used when no class is in session.

14. Are these labs open to the public or are they for student use only?

The labs mentioned above are for St. Mary's students use. Authentication is required in order to access the Internet and to print. You will need a valid St. Mary's student e-mail account and ID to complete this process.

15. Do I need to get my own e-mail address or will St. Mary's provide me with one?

The university will communicate with you electronically only using your St. Mary's University email account. All incoming students will be provided with a St. Mary's email account that will be issued to you when you receive your notebook. This account will be the official method of communication between the university and student. This account will have 50M of storage space. You will be required to manage this space by doing periodical housecleaning, deleting mail from your Inbox, Sent and Deleted folders. You will also use your email account information to access the network from all public access ports, including your hall rooms. (SEE 12 for more information on network access) Upon graduation, you will be allowed to continue to use your email account indefinitely. If you lose your e-mail card, you will be required to come in person to the Technology Center, Charles Francis 1st floor, with a valid StMU ID, to submit a form to have your account information re-issued.

16. How can I check my e-mail? Do I have to configure an e-mail client?

ST. MARY'S UNIVERSITY



Notebook Project Questions & Issues

You don't need to configure Outlook to get e-mail. Go to: rattler.stmarytx.edu or cww.stmarytx.edu and click on StMU Web Mail. Then enter your account information in the new window that opens. Be sure to log off when finished.

Specifications & Concerns

17. What are the specifications of the notebook computer?

The notebook computer St. Mary's University will be issuing in the fall semester is a Dell Latitude D-630 notebook with a processor speed of 1.80GHz Intel Dual Core Mobile processor and will have 2G of RAM. It also has an 80G hard drive, a DVD +/- RW drive, 4 USB 2.0 ports. It also will be 802.11a/b/g wireless ready. **The notebook does not have a floppy drive but comes with a 1Gig USB Flash Key.**

18. What ISP will be used for Internet purpose? May I obtain my own Internet service?

The University will be the Internet provider on campus. You will use your Ethernet connection for connectivity. Off campus, any ISP (Internet Service Provider), such as AOL, MSN, etc., may be used to access the Internet via modem. Students who live off campus and wish to use the Internet will have to get Internet service at their own expense.

19. Are any peripheral devices allowed, recommended, provided or prohibited?

Port replicator, monitor, printer, keyboard and mouse might be something you would want to use in your residence hall room, or at home; however, these items will not be provided.

20. Does St. Mary's monitor or block internet traffic?

As a rule, we do not monitor Internet traffic nor block Internet sites. We do manage our total bandwidth which may affect some Internet sites.

21. Will the system performance be affected when many students are connected to the network at one time?

We provide 10/100Mb per port for on campus connectivity. For off campus Internet use, we provide a fractional T-3 connection for the whole campus. The speed of this connection will only be affected when you connect to sites on the internet outside campus. This means that the speed of other sites will affect what you are trying to access.

22. Will the University upgrade these notebook computers with memory or software if necessary? Will I be charged for this?

After two years, the University will replace the first notebook you received with a new notebook. We have a Microsoft Campus Agreement to provide the latest operating system upgrades, productivity software, and other necessary software. The software will be upgraded as needed at no additional cost. You are not allowed to upgrade the notebook in any way. You will be responsible for any damages resulting from unauthorized upgrading.



Notebook Project Questions & Issues

Help

23. Is there a "Help Desk" available for questions? Will this service be available 24 hours?

There is a "Help Desk" (431-HELP or 431-4357), which is available Monday through Friday 8am-5pm. The Help Desk staff will support only the software loaded on the notebook and any external devices provided and may offer limited support for any other software.

24. What is the response time for technology staff to fix the notebook computer if it breaks? How long will it take?

If the Help Desk can't get your computer running through phone assistance, you will be instructed to bring the notebook in to the Service Desk, 1st floor of Charles Francis.

There is an on-site technician to perform warranty repairs and software imaging. If the repair is one that can be completed in-house, it will be fixed as soon as possible on a first come first served basis. In most cases, for repairs that require more than four hours, you are entitled to a loaner.

25. Where can I find out about student life and campus events?

You can access the St. Mary's calendar by going to www.stmarytx.edu. Here you will find all sorts of information about student life and current events. Also, notification about important campus events will be sent via St. Mary's e-mail, so be sure to check it often.

26. Will I be given some sort of orientation on the notebook?

There is an orientation for all incoming students on the day you receive your notebook. This orientation is a question and answer session as well as an opportunity to inspect and sign the written contract. (SEE 4 for more information on written contract) St. Mary's provides a class, ND101, where you can learn more about your notebook and facilities provided for it. In addition, you will be required to take CS11XX (or test out of it) to learn more about software provided with the notebook.