

FREQUENTLY ASKED QUESTIONS: COMPUTERS ON CAMPUS

Willamette Integrated Technology Services (WITS)

1) Do I need to bring a laptop to campus?

You are not *required* to have your own laptop. The J. W. Long Law Library has desktop computers available in its technology lab facilities, equipped to meet the needs of law students. Additional computing resources are available throughout the university.

That said, having your own laptop is *highly* recommended. There is wireless networking (WiFi) coverage throughout the Law School, granting all law students access to both the campus-wide network and the Internet. Students with laptops therefore have significantly greater flexibility in how and where they study than students without. The accessibility of wireless networking allows students to do their research and coursework in the privacy of their own library study carrels or in the communal atmosphere of the Rick's Café lounge area. Having a computer available in class for note-taking and reference is also an advantage.

2) What uses are there for a computer on campus?

With every passing year, computer technology becomes increasingly integrated into instructional methods:

- Most of your professors will want to communicate with you via e-mail. Each law student receives a willamette.edu email address.
- Willamette University provides an online course management system, called WISE, which many professors make use of to distribute course materials, facilitate class discussions, and accept the submission of coursework online.
- Willamette provides network-based printing services which enable law students to print, free-of-charge, to laser printers located in the Law Library technology labs and across campus.
- Law Students have the option to take many of their exams on computers using secure examination software. The university can provide laptops to students who do not have their own during the exam periods, but numbers are limited.
- The catalogs of the J. W. Long Law Library and the Mark O. Hatfield University Library are both searchable online. The library websites also provide access to numerous online research resources and journals.
- Students frequently make use of software such as PowerPoint or Keynote when making presentations in class.
- Willamette provides all students with network-accessible, backed-up data storage for their important coursework. Currently, each law student receives 10 gigabytes of on-campus data storage.

3) If I don't bring a laptop, are there computers available for me to use?

There are several locations where students have access to university-provided computers. The Law Library has two computer labs open 24 hours a day, 7 days a week. These labs contain a total of 15 PC desktop computers running Windows 7. These computers have a variety of productivity software packages installed, including Microsoft Office Professional and Adobe Creative Suite.

Additionally, there are several general-access computer labs on the main campus, providing a mix of Windows and Macintosh computers. The Mark O. Hatfield University Library also has Windows PCs available for student use.

4) If I bring a laptop, are there specific requirements?

Willamette does not require a specific brand, model, or type of computer. Willamette supports both the Windows and the Macintosh operating systems. All of the essential services Willamette provides are available on both platforms.

Virtually any computer sold in the last few years will be sufficient to make use of the technology and network-based services Willamette University has to offer. That said, users running operating systems older than Windows 7 or Mac OSX 10.6 may encounter compatibility issues. As an example, the Law School's exam software ceased to be compatible with Windows XP or OSX 10.5 (or older) in late 2013.

Chromebooks and other cloud-only devices, while often very convenient, are not compatible with all university technology resources

Whether you plan to purchase a new computer or are bringing a computer you already own, please consider the following recommendations from Willamette Integrated Technology Services:

- **External hard drive:** WITS strongly recommends the purchase of an external hard drive to use for backing up your laptop. Your collection of data (coursework, pictures, etc.) is the most important part of your computer. These drives have become quite inexpensive and offer enough storage to back up your entire computer. The newest versions of the Windows and Mac operating systems both include software tools to automate the back-up process.
- **Office software:** Containing software for word-processing, spreadsheets, and presentations, these productivity software suites are an absolute necessity for students. Microsoft Office has become the standard, but there are several other choices available (e.g. Google Docs, LibreOffice, Apple iWork, Corel WordPerfect Office). Most new computers only ship with trial or ad-supported versions of the software. Therefore, a full version is recommended. MS Office is available for purchase from Microsoft here:

http://www.microsoftstore.com/store/msusa/en_US/pdp/Office-365-University/productID.275549300

Alternatively, Microsoft Office 365 is available at no charge through Microsoft's Student Advantage program (Willamette email address required):

<http://office.com/GetOffice365>

- **Updates:** Make sure that you've installed all the latest security patches for your operating system. Both Windows and Apple systems can be set to download updates automatically.
- **Anti-virus/Anti-malware:** Most new computers only come with a trial version of an anti-virus software product. This is not sufficient to protect your computer in the long term. Install full-version anti-virus software on your computer and keep it up-to-date. Windows 8, 8.1 and 10 include Microsoft's Windows Defender for laptops that weren't purchased with a commercial anti-virus product. For users of Windows Vista and Windows 7, WITS recommends Microsoft Security Essentials, a free download from <http://windows.microsoft.com/mse>. For Mac users, we recommend Avira, available free from <http://www.avira.com/en/free-antivirus-mac>. You are also welcome to install your own choice of anti-virus software, but it must be kept installed and up-to-date.
- **Physical security:** As with any expensive item, laptop theft will always be a concern. WITS recommends insuring your laptop if it is possible to do so for a reasonable price. Your homeowner's insurance or renter's insurance may already provide this coverage. Also, technology is now available that allows your laptop to be tracked on the Internet if stolen. WITS does not provide this technology or offer any direct support, however.

- **Extended warranty & accidental damage coverage:** Laptops suffer considerably more wear than desktop computers, and can be very costly to repair once they are out of warranty. Even under warranty, getting your laptop repaired can take several weeks. If you are purchasing a new laptop, WITS recommends that you consider available extended warranty, accidental damage, and next-business-day repair options, especially those offered directly from the manufacturer (such as Apple's AppleCare program). Store-based warranties often provide less support than initially claimed.

6) Does Willamette support smartphones, tablets, or other network devices?

All wireless-capable devices should be able to connect to Willamette's wireless network. Android, Blackberry, and iOS-based devices can be used to access your campus email, the Internet, and other data sources. Most legal reference sources provide tablet and smartphone apps. However, technology has not yet progressed to the point that these more portable wireless devices can truly replace the laptop for all of a student's computing and information needs.

7) How do I set up my Willamette network/email account?

If you want to open your account before you arrive on campus, you can do so online once you have received your Student ID number:

<https://willamette.edu/offices/wits/account-services/network-account.html>

8) What technology help is available on campus?

WITS operates two primary Help Desk locations - a main desk in the Smullin Building on the undergraduate campus and a satellite desk located in the Law Library. Both desks are staffed 8AM-5PM M-F during Fall and Spring Semesters, and the main desk remains open during the summer, winter, and spring breaks. An evening Help Desk location is also available in the Mark O. Hatfield Library from 6PM-9PM M-Th.

The staff at our Help Desk locations can assist with hardware and software issues, computer virus infections, data back-ups, set-up and use of Willamette's technology resources, scheduling of A/V equipment, and purchase recommendations if you're in the market for a new computer. More information is available online, or you can contact us by phone or email:

- Visit the WITS web site: <http://willamette.edu/wits>
- Send an email to: wits@willamette.edu
- Call the WITS Help Desk: **(503)370-6767**

Additionally, WITS staff are on hand during orientation to help incoming students set up their new network and email accounts, connect their computers to the wireless network, install web-based printing services, and answer any other questions that may arise.