

# VCSU Technology Services

Welcome to Technology Services! Leveraging technology in education is part of the VCSU DNA. It is in our mission statement and most importantly, it is in the hands of our students, faculty and staff.

## Laptop Initiative

All full-time students, faculty, and staff are issued either an Apple MacBook or a Microsoft Windows based laptop. Full-time VCSU students, selected other collaborative students, and full-time faculty receive the latest model computer. Part-time students have a choice of either a current model laptop (depending on availability) or a previous model laptop at a lower cost.

Part-time students have the following three options for checking out a laptop computer:

1. Check the computer out prior to class and return the computer after the class is done. Under this arrangement, students may also check out a computer overnight, on weekends, and other times as available.
2. Team up with another part-time student and share a computer with that user. Both parties will be required to sign a "Joint Responsibility of a Laptop Computer" contract addendum.
3. Pay an additional fee to have a computer issued to them on a full-time basis, contingent on availability. This is definitely the most popular option.

Part-time students and distance learners should review the following document for information concerning eligibility, costs, and procedures for obtaining full-time access to a laptop computer: <http://www.vcsu.edu/documents/policymanual/vp.htm?p=450>

## Mac or PC Designation

Students will be issued either a Mac or a PC based on the major(s) declared and on record within CampusConnection. If a student is pursuing a program of study not listed below or if the student is pursuing multiple majors with conflicting laptop designations, the Technology Service Desk will determine the laptop to issue taking into account inventory available and the wishes of the student.

### MacBook Pro laptops for graduate students and undergraduate students in the following majors:

Art, Art Education, Athletic Training, Elementary Education, English, English Education, Exercise Science & Leisure Studies, Health Education, Music, Music Education, Physical Education, Professional Communication, Social Science, Social Science Education, Spanish, Spanish Education, and Technology Education.

### Microsoft Windows based PC laptop for students in the following majors:

Biology, Biology Education, Business Administration, Business Education, Business Process Integration Management, Career & Technical Education, Chemistry, Chemistry Education, Computer Information Systems, Fish & Wildlife Science, Health Science, History, History Education, Human Services, Mathematics, Mathematics Education, Medical Laboratory Science, Non-Degree, Office Management, Psychology, Software Engineering.

Specifications for the laptops currently available to students at VCSU: <http://technologyservices.vcsu.edu/vp.htm?p=2958>

## Technology Beyond Laptops

All classrooms are equipped to use the laptops, including student tables and chairs, large screen projectors, cameras and microphones. Students have free access to black/white laser printing across campus and they can check out video projectors, digital cameras, speakers and more from the Technology Service Desk.

VCSU maintains many wired Ethernet connections but students have a strong preference for the high-speed wireless connectivity that is available in virtually every building.

There is a range of industry leading online and cloud computing services including Blackboard learning management system and Microsoft Office 365 for email, online file storage and group collaboration.

## Technology Service Desk

A professionally staffed Technology Service Desk provides a one-stop-shop for user concerns related to using the essential technology at VCSU.

Hours during Fall and Spring semester except on state holidays:

Monday-Friday 7:45 a.m. – 4:30 p.m.

Hours during Summer semester except on state holidays:

Monday-Friday 7:30 a.m. - 4:00 p.m.

Call: 701-845-7340 (option 1)

Walk In: Rhoades Science Center, room 117

Email: [technology.services@vcsu.edu](mailto:technology.services@vcsu.edu)

URL: <http://technologyservices.vcsu.edu/vp.htm?p=2919>

**For issues with your account IDs/passwords** AND to report issues outside the times of the VCSU Technology Service Desk listed above, the North Dakota University System Help Desk is open 24 hours, 7 days a week.

Call: 1-866-457-6387

Email: [ndus.helpdesk@ndus.edu](mailto:ndus.helpdesk@ndus.edu)

URL: <https://helpdesk.ndus.edu/>

## New Student Checklist

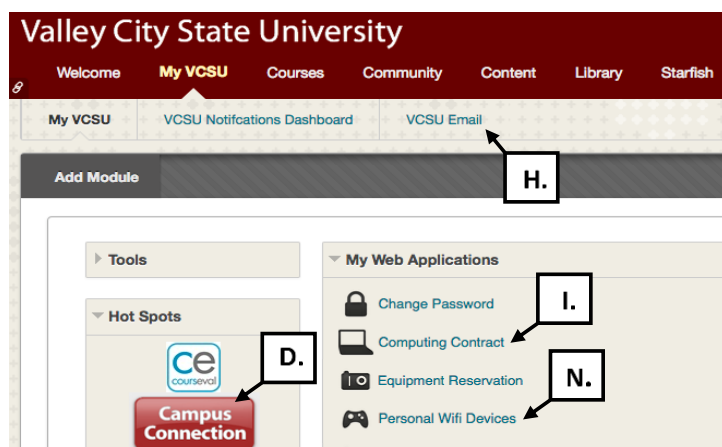
Most students look forward to using all of the technology at VCSU. To some it might seem a bit overwhelming at first. Luckily, you don't have to learn it all at once and the following checklist will ease you into becoming a proficient technology user.

### Do During New Student/Parent Orientation

- A. Have your photo taken for your Viking Card at the Information Desk. Pick up before classes begin.
- B. Claim your NDUS account and set your password (to get your login credentials for all services)  
<https://helpdesk.ndus.edu/ndusaccount/>
- C. Access the CampusConnection portal and sign in using your NDUS login credentials.  
<https://studentadmin.connectnd.us> (or click on link in the Blackboard portal- see graphic below)
- D. Complete your Financial Obligation Agreement
- E. Register for classes in CampusConnection.
- F. Optional: Add emergency contact information in CampusConnection.

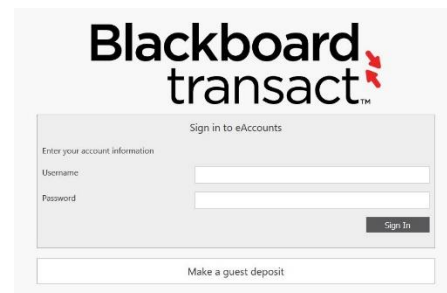
### Do Shortly After New Student/Parent Orientation

- G. Access the Blackboard portal <https://bb.vcsu.edu> > Select the "My VCSU" tab > My Web Applications



- H. Access VCSU email periodically via the Blackboard portal or directly at <http://email.vcsu.edu>
- I. Review and digitally sign the online VCSU computing contract for upcoming semester if checking out a VCSU laptop.

- ❑ J. Optional: Learn more about your Viking Card declining balance card online <http://www.vcsu.edu/vikingcard/>
- ❑ K. Click the link to eAccounts to see account balances and add funds to your Viking Card. Use your NDUS password to “Sign in to eAccounts” or others can “Make a guest deposit” with your last name and the ID number found on the front of your Viking Card. Note: Guests cannot see your balances – they can only make deposits.



The chart below explains the features of the four Viking Card accounts:

	Meal Plan	Voluntary Dining	Bookstore	Viking Dollars
User Deposit via eAccounts?		✓	✓	✓
Guest Deposit via eAccounts?		✓	✓	✓
Deposit Funds at Business Office	✓*	✓	✓	✓
Pay on Campus Connections	✓			
8% Enrichment for Deposits > \$40		✓		
Cash Out, Balance Must Be > \$20			✓	✓
View Balance in eAccounts	✓	✓	✓	✓
View Transaction History	✓	✓	✓	✓
Transfer Balance				
Use at Cafeteria?	✓	✓		✓
Use at Viking I?	✓	✓		✓
Use at Bookstore?			✓	✓
Use at the Business Office?				✓
Use at Concession Stands?				✓
Use at Other VCSU locations?				✓
Policy Regarding Fund Retention	A	B	C	C

\* This is a once-per-semester purchase. No additional deposits allowed.

- a. Any balance at the end of each semester is forfeited.
- b. Any balance after the annual closing of the Viking I in July is forfeited.
- c. Balances carry over from semester to semester provided the user maintains active employment or is preregistered for next semester classes. Refunds on any balance above \$20 at the end of the academic year are available by submitting a Refund Form to the VCSU Business Office. An account inactive for more than one year since the last transaction will incur a fee of up to \$20 if there is a balance, but the fee will not exceed the balance of the account. Reference VCSU policy V916.04 for complete details.

#### Do During Welcome Weekend or Near the Start of the Semester

- ❑ L. All new students on campus taking regular semester classes must take a “Care and Use Class.” The Technology Service Desk offers this one-hour class 1–3 days prior to the beginning of classes each semester. Students participating in workshops are exempt from this requirement. Time and location instructions will be mailed to you.
- ❑ M. Get issued either a Mac or PC laptop depending on the major you have declared in CampusConnection. Checkout will occur during the “Care and Use Class.” Time, location and instructions will be mailed to you.  
Viking Card required (A)  
Must be registered for classes (E)

VCSU account credentials required (G)

Signed contract required (I)

- ❑ N. Optional: If you are living in a VCSU residence hall, you can connect personal WiFi or gaming devices on the VCSU network. First, you must register your device:
  1. Locate and note the MAC address of your device. It looks similar to this 00:12:34:56:78:9A or 00-12-34-56-78-9A.
  2. Login to the VCSU Blackboard portal and register your device in the "Personal WiFi Devices" web application to obtain the wireless password for the network. (Reference the Blackboard portal diagram in the previous section.) You will need to know the MAC address of your device and your residence hall room number.
  3. Call (701-845-7340) or stop by the VCSU Technology Service Desk so they can authorize your device on the network. They will need the MAC address of your device.
- ❑ O. Attend training on using networked applications, which include the following:
  - Blackboard Learning Management System used in all classes
  - Printing on the many B/W laser printers for free
  - Printing color for a fee
  - Online checkout of video cameras, still cameras, LCD projectors, and other equipment for free
  - Using Microsoft Office 365, including OneDrive for backup of classroom and personal files.

#### **Do During the Last Week of Classes or Finals Week (just prior to the end of the semester)**

- ❑ P. Per your online Computing Contract, the laptop computer MUST be returned to the Technology Service Desk prior to the end of each semester. Students pre-registered for the next semester can have the computer immediately re-issued to them.

#### **Optional Items to Consider**

Consider purchasing insurance for the laptop computer. Students are required to pay a minimum \$50 deductible for damage to the computer and a \$500 deductible for loss or theft of the computer. You may want an insurance policy to reduce your deductible. A personal property protection plan for the laptop with no deductible or an electronics policy with low deductible are usually the best options. A rider on a homeowner's policy may work for some, but typically there is a deductible and it may not be less than the VCSU deductible.

Consider optional laptop peripherals, especially to improve ergonomics of a workstation at your permanent residence: keyboard, mouse and laptop stand and/or external monitor.

Consider registering for CIS 170: Intro to Computer Information Systems. This is especially recommended for students new to VCSU.