Where is OIT located?

Office of Information Technology Services
Shirley Hilger Hall – 1st Floor

When is OIT open for help?

Help Desk Standard Semester Hours
Monday thru Friday 8:00 am – 8:00 pm

How can I get help?

In person at the Help Desk in our offices in Shirly Hilger Hall, via e-mail
(helpdesk@carrollu.edu), by phone 262.524.7229, or via LiveChat on the my.carrollu.edu site.

Who do students contact for help connecting to the network?

The OIT Help Desk is the main point of contact for all computer, telephone, network and voice
mail questions or problems. Directions are available on the OIT Department website located at
http://oit.carrollu.edu under the *Resources* section. If students have any problems, or need
assistance, please reach out to the OIT Help Desk using any of the methods above.

What are the recommendations for a student computer?

Almost any new or recently purchased computer will be sufficient for use during your years at
Carroll. Some slightly older computers might also work perfectly well for many students,
depending on their academic major. Students are free to use either a Windows computer or an
Apple, and Carroll offers both in the computer labs on campus. Most Carroll computers though
are running Windows.

Chromebook Note: Depending on the major or curriculum, Chromebooks may not be the best
solution as they can not install any software unless it's listed on the Google Play Store. This
means that certain academic software for homework or test taking will not be able to run if you
own a Chromebook.

Minimum Technical Specifications
CPU: Intel Core i5 7th generation or better; AMD Ryzen 3000 series or better
Hard Drive: 256 GB or larger
RAM (Memory): 8 GB or more
Wired Network: Gigabit Ethernet (GbE)
Wireless Network: 2.4 GHz/5 GHz card supporting WiFi 5 (AC) and WiFi 6 (AX) standards
Operating System: Windows 10, Mac OS 10.14 (Mojave) or better
Warranty: 3 year or better (Consider adding an accidental damage plan if using a laptop)

Laptop vs Desktop; Mac vs Windows; What about a tablet?
Students today prefer laptops as they are portable, take up less room in the residence hall, and
allows them to work via wireless from nearly anywhere on campus. Deciding between Mac OS
and the Windows operating system is a personal preference and comes down to whichever you
are most comfortable with. Both are fully supported on the Carroll network. A tablet can be a

great accessory; however, use caution because depending on the type and configuration of the tablet it might not be a sufficient replacement for a true laptop or desktop.

What software will students need, and can they purchase it through Carroll?

The most important software that students will need is the Microsoft Office 365 suite, which includes Word, Excel, Power Point and Teams. Office 365 is available for download for free once the student has their network login by accessing https://portal.office.com and then clicking *Install Office* from the upper right-hand corner.

Students may require other software depending on what their major is; however, Carroll provides access to all necessary academic software through both our physical and virtual computer labs. The link to the virtual computer lab can be found on the Virtual Campus page located at http://my.carrollu.edu.

Should students bring a printer, and is there a charge for printing on campus?

For the most part, this is a matter of personal preference. We do recommend though, that if you are bringing a printer to campus, be sure it is one that can be connected to your computer directly via a USB cable and not rely on wireless only. The reason for this is that the printer will have to connect to the Guest network as it won't be able to join the standard wireless network and printers broadcast themselves as discoverable. This means that someone other than the student could potentially print to your printer.

For both black and white as well as color printing, personal laser printers are now very reasonably priced and generally feature high quality, low-cost printing. Most name brand inkjet printers will also do a good job at a possibly cheaper initial price (before factoring in ink prices). No matter which route you might chose, be sure to bring paper and toner/ink for your personal printer and know how to install it, as it is not provided by the University.

Students do have access to printing on campus in our computer labs and through our mobile print solution. Each year students are given an allotment of 600 black and white single sided pages worth of printing. Once this allocation has been used up, students are responsible for paying for their own printing. The following shows the costs for printing:
- Black and white, single sided: $0.05
- Black and white, double sided: $0.07
- Color, per side: $0.25

Does Carroll provide anti-virus/anti-malware software for student's computers?

OIT does not provide dedicated anti-virus or anti-malware software. The built in Windows software (Window Defender) is completely free, works well, and is regularly updated with normal Windows updates. The issue with third party anti-virus/anti-malware software is that they tend to become out of date if you're not actively paying for a subscription and are often more intrusive than the included Windows one. If you purchase a new computer, be sure that if there is a "free included software" that you watch for when the free trial expires so you are not exposed. Apple computers do not have a need for an anti-virus software program but having an anti-malware program is never a bad idea.

What happens if a student's computer is stolen or damaged?

Computer theft has not been a significant problem at Carroll; however, you should check with your homeowner's or renter's insurance policy to see if it currently covers, or can be extended to cover, theft of a student computer on campus. Whether insured or not, it is important to write down the serial number of the computer and any peripherals (like printers) and keep them in a safe place. If a student's computer is damaged in some way, they can bring it by the OIT Help Desk, and we will help them determine what the best course of action for repair might be. *Due to liability reasons, OIT will not perform repairs on student computing equipment.*

What facilities exist for students who don't have their own computer?

The University has many computing facilities for students including the Technology Center in the lower level of Shirley Hilger Hall and the Library Information Commons on the first floor of the library. The Technology Center currently has both Windows computers and Apple computers available for walk in use at any time. The Technology Center also contains scanners and printing abilities (both color and black and white). Additional locations include several smaller departmental computing labs such as in Art, Health Sciences, Nursing, Physics, and the Library Classroom. The Learning Commons (in the lower level of the library) has Windows and Apple laptops available for check out to use while in the Learning Commons.

Are there rules or acceptable use guidelines for using the network?

Yes. Carroll University has an Information Technology Acceptable Use Policy (AUP) that explains the rules, regulations, and responsibilities for users of the University computing systems. Violations of the AUP may result in suspension of network privileges. The full text of the AUP can be found by selecting *Instructions > Policies and Forms* under the *Resources* section of the OIT Department website located at http://oit.carrollu.edu.

Is Cable TV service available in the Residence Halls?

Yes. All residence hall rooms have at least one TV connection for cable that is provided at no additional cost. You will need to be sure that the TV has a "QAM Tuner" in it to receive channels. The OIT Help Desk has coaxial cables available for checkout if one is needed.

Do all residence hall rooms have connections to the campus network?

Yes. All residence hall rooms have access to network resources and the internet. Carroll provides both wired and wireless connectivity in the residence hall rooms. Free network cables are available at the OIT Help Desk for all students if needed. The use of non-University provided wireless access points, hubs, switches, servers, routers, or modems is prohibited. Installing or using them could result in a suspension of network privileges.

Where is wireless network access available?

Wireless network connectivity can be found in all academic buildings and residence halls. In addition, many popular outdoor work locations also feature wireless connectivity such as the rooftop terrace on Hastad Hall and outside the Library coffee shop.

What do students need to know about phone services in the residence halls?

Every residence hall room or apartment has a telephone jack that is available to be used. The university provides free unlimited local service to the Waukesha and Milwaukee metro area by request. Students that desire phone service must submit a request to the OIT Help Desk and supply their own analog telephone. Students who request a phone in College Avenue apartments, Frontier Hall, Pioneer Hall, or Prairie Hall will be provided a phone for use as a special phone is required in these buildings. Students will also be provided a voice mail box if phone services are requested for their residence hall. Contracting with 3rd party services such as Vonage, Magic Jack, AT&T, etc, are not supported. Students will need to use a 3rd party pre-paid phone card or cell phones for long distance calling.

Can students connect to the University network from off campus?

Yes. Students can access my.carrollu.edu from any Internet Service Provider. In addition, students can connect to their personal file storage (OneDrive or Q-Drive) from off campus. Directions on connecting to various resources from off campus can be found on the OIT Department website located at http://oit.carrollu.edu and selecting the *Instructions* section.

How do students receive their network username and passwords?

Network usernames and passwords are given to students in person during their Carroll 101 Advising and Registration session. Students not attending a Carroll 101 session will receive their username and password via e-mail. Students who still require a username and password may obtain this information from the OIT Help Desk by presenting their Carroll ID or other form of photo identification.

Are students provided e-mail accounts?

Yes. All Carroll students are provided e-mail accounts and access to the Office 365 environment for the duration of their time at Carroll. Graduating students will keep their account access for 1 year after graduation. Students access their Carroll e-mail using Outlook Web Access. They can also access their e-mail from any personal device such as a phone or laptop. Directions for setting up a personal device can be found on the OIT Department page at http://oit.carrollu.edu in the *Resources > Instruction and Documentation* section. In addition, you can always access your e-mail from a web browser by going to http://my.carrollu.edu, logging in and selecting the Office 365 icon from the Student tab.