

General

With the support of the deans and provost, President Keith Miller has slated fall 2007 as the start date for the Student Technology Enhancement Program, or STEP initiative. At that time, each incoming first-year and transfer student will be required to own a laptop computer. The process has involved one and one-half years of research and will include another one and one-half years before implementation. There were open forums, departmental meetings, STEP Task Force meetings, and workshops, among other venues enabling faculty and staff to have input into the process. Thus, we are ready to proceed for the fall of 2007.

Lock Haven University's Decision to Become a Laptop University

Q. How does LHU's laptop initiative relate to any other initiatives in Pennsylvania?

A. In February of 2006, Governor Rendell proposed to allocate \$20 million from the State budget to place laptop computers on every desk in high school classrooms for mathematics, science, English, and history.

Q. Why did Lock Haven University decide to become a laptop University?

A. The vision of Lock Haven University includes implementing its mission to meet evolving career and societal needs. Graduates of Lock Haven University must increasingly use technology to communicate and to access and critically evaluate information; technology skills are crucial to their success in a world where information is increasing at an astounding rate. The university community has a strong desire to equip students with the skills and knowledge to satisfy their own aspirations and to have satisfying careers in a rapidly evolving global society.

Q. Who is required to have a laptop?

A. All entering Lock Haven University full or part-time first-year and transfer students, beginning in the fall of 2007, are required to have a laptop. Because of volume discounts, strong support on campus, and the four-year on-site warranty, students will benefit by purchasing through the Lock Haven University/Lenovo Laptop Program.

Q. How will students be notified of this requirement?

A. All incoming first-year freshmen and transfer students will be notified by the Admissions Office of this requirement. Current continuing students will not be required to obtain a laptop computer, although the purchase of one through this program will be available to them if they are interested.

Q. Why a laptop computer instead of a personal computer?

A. The laptop computer will provide 24-hour access to databases, libraries, etc. in a variety of settings.

Q. Will students be required to buy the Lock Haven University/Lenovo brand of laptop?

A. Students may purchase a different laptop or use laptops they already own to meet the mandatory requirement to have a laptop. Students who choose to purchase or use a laptop other than the Lock Haven University recommended model should be aware that the university may not be able to support them as well as those buying machines that come pre-configured for use on the LHU campuses.

Q. Will students who already own a laptop computer have to buy another one?

A. No. Students who already own laptop computers can continue to use them as long as the computers are able to support the academic requirements. The computer center will attempt to assist all students with support; however, those purchasing the Lenovo laptop will likely have increased levels of support due to the pre-configuration of the machines and a warranty arrangement that has been included in the cost of the laptop. Students will also be required to ensure that the appropriate University antiviral and antispy software is installed.

Q. Will students wanting an Apple/Mac computer have to buy a PC notebook computer too?

A. No. However Macintosh computers must still be able to meet academic requirements and support needed software. The current MacBook laptop does satisfy the technical requirements of our Computing Center and PC- based software can be accommodated by using Book Camp or Parallels software to run Windows XP to open these applications. Although the University will not be able to repair Macintosh laptops, they have consistently received high scores for technical support from Apple.

Q. Was a feasibility study conducted to help the University prepare for the laptop initiative?

A. In December 2004 LHU President Keith Miller appointed the Student Technology Enhancement Program Committee that consisted of faculty, administrators, and students to evaluate the University's ability to become a laptop institution. Their report, along with a visit to another laptop university, served to help prepare the University to undertake this endeavor and demonstrated that the University has the resources and expertise to bring this initiative to reality.

Q. How will this initiative affect enrollment at Lock Haven University?

A. Enrollment is not the reason for the notebook initiative, but other institutions have experienced moderate growth and an improved quality of students. This may be partly attributed to the increased value students place on their total academic experience, including the use of technology in the educational setting. Other institutions have also experienced improved student retention rates following implementation of their technology initiatives.

Q. How will Lock Haven University handle the increased student support issues that a laptop requirement may require?

A. Lock Haven University will implement a Resident Technology Associate Program. Technology Associates will be trained to handle most computer software issues. Technology Associates will be conveniently located in student residence halls and other locations yet to be determined.

Q. When should laptop purchases be made?

A. Laptops purchased through the Lock Haven University/Lenovo Computer purchase program should be obtained within a three-month window before the start of the fall semester. Students will thus be purchasing the most recent software and hardware packages configured for LHU students.

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Use of Laptops in the Classroom

Q. How will Lock Haven University ensure all faculty will utilize the new laptops?

A. Lock Haven University will not require faculty to use the laptops in the classroom. However, professional development and course enhancement support will be offered to members of the faculty who wish to incorporate the laptops into their curricular activities. Increasingly members of the faculty are using technology in the classroom and placing course materials on the web for student use.

Q. Will textbooks be replaced?

A. Not necessarily. Whether to use a textbook is the choice of the faculty member teaching a given class. However, some instructors will likely use software that accompanies many textbooks and even replace hard-copy textbooks with digital versions and other digital resources.

Q. How will students and faculty deal with students who are distracting other students by playing games, surfing the net, chatting, and checking e-mail?

A. Feedback we have received from faculty and students at other laptop universities indicate the sounds and clicking associated with laptop use is generally not disruptive or problematic in most cases. Faculty members retain full authority over the classroom environment and can adjust

notebook computer use to address this issue if necessary. To help faculty with these new classroom management needs, techniques for the handling of such issues will be incorporated into the faculty professional development program.

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Q. Will all of the computer labs be closed once the laptop initiative is fully implemented?

A. No. Current computer labs will continue to be maintained and used. The laptop initiative will decrease pressure on the student computer labs, especially during periods of peak use.

Q. Will the classrooms on campus be upgraded to meet the electrical needs of the students' notebooks?

A. The Lock Haven University/Lenovo computer comes equipped with a battery that is estimated to last 7 hours. There are many locations on campus, in addition to the residence halls, where students can recharge their laptop batteries.

Q. Is Lock Haven University a wireless campus?

A. At this point, many of the buildings on campus are wireless. The current technology plan calls for significantly increasing the number of wireless access ports over the next two years. By fall of 2007 it is anticipated that 90% of the LHU campuses will be wireless.

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C o s t

Q. What if a student cannot afford to bring a laptop?

A. LHU has 10 laptop computers to loan out to students who do not have the ability to purchase their own computers. Students who have the greatest need will be considered for these computers. Need is defined as Cost of Attendance less a family's Expected Family Contribution less any financial aid resources. In order to be considered, students must have completed their financial aid filing by May 1st. This includes filing the FAFSA (i.e. Free Application for Federal Student Aid). Students must also have paid their admission deposit to LHU for Fall 2007. Students meeting these two criteria, who wish to be considered for the loan of a laptop, may click here to complete a STEP Initiative Computer Request Form.

Q. Can financial aid apply to the purchase of the laptop which is part of the cost of attendance?

A. Yes. Costs for the laptop can be factored into the formula that determines the total financial aid eligibility.

Q. Is there a computer lease program, rather than purchase available?

A. No.

Q. Will Lenovo drop its prices over time?

A. Lenovo offers an aggressive fixed price for its machines. The price is based on quantity and takes into account that customers will be buying them between May and early fall for back-to-school. The prices may not drop, but the technology will be updated to provide hi-end technology at an attractive price.

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Q. Does the laptop warranty on my laptop cover the screen if it breaks or cracks?

A. A Complete Care warranty is included in the Lenovo laptop specifications. This warranty covers many events not covered in the standard warranty, such as a cracked or broken screen and spilling liquids on the keyboard. The warranty adds significant value to the package offered.

Q. Where can I find the most up-to-date information about the laptop program?

A. Lock Haven University and Lenovo are currently working on new recommended bundles. The updated information will be available within the next couple of weeks. Your patience is greatly appreciated. For additional questions please contact ejensen@lhup.edu Web site: <http://www.lhup.edu/step/> .

Q. Do you pay sales tax when purchasing your laptop over the Internet?

A. Yes. The tax rate is that for the state/address to which the laptop is being shipped.

Q. Has theft been a problem on other campuses?

A. Among the campuses reviewed, theft has not been a major issue. If a stolen laptop is used in the LHU system, it can be located by LHU Computer Center professionals.

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T e c h n i c a l

Q. Will carrying-bags of some sort be provided?

A. No. students must purchase carry bags for their computers. Various bags are available and they can be purchased at numerous locations.

Q. I already have a laptop, however it is two years old. Do I have to purchase a new computer?

A. No. You do not have to purchase a new computer. The University will help you get your computer configured; however, you may encounter system/software incompatibilities and support issues. Your computer must be loaded with Windows XP Professional SP2.

Q. Where can I purchase Microsoft Office 2007 Professional (PC) or Microsoft Office 2008 (Mac)? A. The Lock Haven University Bookstore carries Windows Office 2007 Pro for a current price of \$89.00. The bookstore will also be able to offer Office for Macintosh under the University's Microsoft Office agreement.

Q. What about antivirus and anti-spyware software?

A. The University has purchased McAfee Antivirus and Antispyware for all student, faculty, and staff computers. They are available at no charge for download through the LHU Web site: (http://www.lhup.edu/computing_and_tech/antivirus). Students who participate in the Lenovo computer purchase program upon arrival on campus will download this software via website link.

Q. What are Windows Updates?

A. Windows Update is the online extension of Windows that helps the computer operating system stay up to date with the latest version by installing patches and updates for software compatibility issues, hardware drivers, and security exploits. It can automatically detect what the system needs and install them. It is especially important to install all "Critical Updates," because they help resolve known issues and protect the computer from security vulnerabilities. Without updates, the computer will be susceptible to potential intruders, viruses, and internet worms. Students must set their "Automatic Updates" to ON so that daily updates can occur and help protect the system and all users.

Q. Do I need a printer in my room?

A. In every residence hall there is a computer lab with four computers and a printer. All other labs on campus have two printers. The decision regarding purchasing a printer for your room is a personal preference.

Q. How can I connect to Lock Haven University technology resources from off campus?

A. When students or faculty members are away from the LHU campuses, they can establish a connection to Lock Haven University utilizing a Virtual Private Connection (VPN). Instructions for setting up a VPN are at http://www.lhup.edu/computing_and_tech/faqdisp.php?faq_id22

Q. What is laptop insurance and how can it help?

A. Laptop insurance is an independent insurance policy that covers theft, fire, power surges, accidental damage, natural disasters, vandalism, earthquake, lightning, keyboard spills, shattered screens, and other mishaps. Mishaps do occur! The University is not responsible for loss or damage to your laptop, so we strongly encourage insurance coverage. All manufacturers now offer complete accidental care warranties for purchase. Some homeowners policies provide laptop coverage. One company that provides laptop insurance policies is Safeware. It can be reached at 1-800-800-1492 or <http://www.safeware.com/>

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Q. Do you have the ability to backup your data?

A. It is critical to backup documents. When a computer experiences technical difficulties, there is always the chance that documents will be damaged. Users are fully responsible for data backups. If a computer has to be serviced, valuable data maybe lost. There are numerous, inexpensive ways to backup data to external sources including floppy disk drive, Zip drive, Jazz drive, USB drive and CD-RW.

Q. How can I get technical support for my laptop on the Lock Haven University Campus?

A. Before you come on campus, take a few minutes to familiarize yourself with your computer manufacturer's support options. If problems occur, the University recommends that you contact your hardware manufacturer first, because it is most familiar with your laptop. Being aware of your support options may save you time and money. Email Support - stsc@lhup.edu (Student Technology Support Center email address)

Q. What else should I bring with my laptop?

A.

Original Operating System CD(s) / Original Manufacturer Reinstallation CD(s)

Microsoft Office CD(s) and Certificate of Authenticity

Laptop Manuals

Power cords, floppy drive, CD-Rom, network cords/cables, modem cords/cables

Warranty Information (Warranty Certificate/Proof of Warranty)

Copy of Proof of Purchase / Purchase Receipt

Q. Are there any other useful accessories that I should think about bringing?

A.

Laptop Carrying Case / Backpack

Surge Protector

Power cords, floppy drive, CD-Rom, network cords/cables, modem cords/cables, extra battery

Headphone/microphone combination

USB Keychain Storage device

CDRW's

Q. Does anything come on the hard drive of my laptop?

A. The Lock Haven University/Lenovo Laptop comes with the following software installed:

Windows Vista

Adobe Acrobat Reader

Java

Flash Player

Q. What additional options would you recommend?

A. You don't NEED additional options, but the University recommends a spare battery and a printer. You may also want to consider an external mouse.

Q. What if I need technical support before arriving on campus or during the summer?

A. You are covered by your the warranty your computer comes with at home as well as when you are on campus. The .is a list of repair centers avialable at the STEP website.

It is our intention to expand this FAQ list to address your additional questions and concerns. Please feel free to submit your comments to step@lhup.edu .

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