

## Computer Questions & Buying a PC

For information about buying a computer, visit our website in late May. Details about purchasing a campus standard PC can be found in the section titled Computer Purchases.

## Phones

Telephone numbers and connections are provided for all students living in college-owned housing. Students must provide their own telephone. Local calls are included free of charge in the standard phone service provided by Muhlenberg. Students can subscribe for long distance service from STC, the campus long distance vendor, or use a calling card.

## Cable TV

Basic Cable television service is available in all college-owned housing at Muhlenberg through the local cable company Service Electric Cable TV and is included with Room and Board. There is one connection per room. Premium channels (HBO, Pay-Per-View, etc) are available for an additional charge.

Call Service Electric at (610) 865-9100 for information on premium channels only. Muhlenberg originates programming on two of the campus cable TV channels: channel 5 is the campus information channel, and channel 21 carries student-produced programming from MCTV.

**Office of Information Technology (OIT)**  
**484-664-3460**

**Student Help Desk**  
**484-664-3375**

**E-mail:**  
**helpdesk@muhlenberg.edu**

**On the Web:**  
**<http://www.muhlenberg.edu/mgt/oit>**



**updated 4/10/08**

# Stuff You Need To Know

## A Student's Guide to Computers, Phones, Cable TV and other Campus Technology Resources

### Student Computing

Muhlenberg computing is a Windows environment. All labs, unless otherwise noted, contain IBM-compatible microcomputers and Hewlett Packard LaserJet printers. There are 6 general purpose academic labs and 9 residence hall labs containing a total of 151 PCs. Each PC provides access to all campus standard software including MS Office 2003, the Internet (e-mail, web, etc.), the Library system, and virus scanning and disinfecting software, plus academic specific software titles. Additional facilities include a special services lab and a variety of departmental labs and classrooms.

### Student Requirements

Every student is responsible for his/her own data when working in any computer lab. All information **MUST** be saved to a \*USB Flash Drive, which the student must provide. Students are not permitted to save data to hard drives of lab PCs. We recommend the purchase of 1 or more USB Flash Drives and frequent backups of all work. Seriously consider the purchase of an inexpensive USB Back-Up Device for your data. It can be considered additional protection against data loss as the result of hardware failure or other disasters.

At the beginning of each semester, students who use the computer labs should have at least 1 \*USB Flash Drive.

\*USB drives are also called "flash drives" or "USB-based flash drives." They can be used in place of floppy or zip disks, and make backing up and transporting your data easy.

## Network

All computer labs and faculty/staff offices are connected via a local area network using Novell Netware. This network consists of a hybrid GIGABIT/Fast Ethernet infrastructure providing high speed access to campus network resources.

## E-mail

Muhlenberg students are provided with a free GroupWise e-mail account with which they can send and receive electronic mail. This information will be sent to you in our July mailing. Once you receive this you should make it a priority to start using your GroupWise account and check it regularly even if you have other e-mail accounts (AOL, etc.).

Faculty often communicate with their students through e-mail. Students are expected to access and read their email on a regular basis to remain current with College-related communication. Further, routine maintenance of the account content is expected, to avoid exceeding maximum storage allocation.

Students have the responsibility to recognize that certain communication may be time-critical. "I didn't check my email", error in forwarding mail, or email returned to the College with "mailbox full" or "user unknown" are not acceptable excuses for missing official College communication via email.

## Residence Access

All campus-owned housing includes network access for each students' PC. Specific questions can be directed at 484-664-3375 or via e-mail at: [helpdesk@muhlenberg.edu](mailto:helpdesk@muhlenberg.edu).

## Computer labs in Residence Hall

Each of the 10 residence halls has at least 1 lab area with 4 networked computers and a LaserJet printer. Residence hall labs are available 24 hours a day, seven days a week during the semester to residents of that hall.

## Computer labs in Academic building

Ettinger 001 is open for 24 hour access. It contains 23 networked computers, a flatbed scanner and two laserjet printers. Trexler Library Level B and C each contain a lab with 10 networked computers and a laser jet printer.

## TV Studio

A control room and performance area combine to provide a "pocket" TV studio on the 1st floor of the Commons building. It includes 3-chip studio cameras, studio lighting, S-VHS format decks, special effects, chromakey wall, and titling. A post-production area provides state of the art non-linear editing capabilities.

## Departmental Labs & Classrooms

- The High-Tech Classroom (Ettinger 105) contains 28 networked computers and a laser jet printer. The classroom is equipped with a LCD projector with VCR and computer sources, and sound reinforcement. This classroom is also opened as a general computer lab during peak periods.
- The Price-Waterhouse Classroom (Ettinger 211) is identical to Ettinger 105 and is used primarily by the Business, Accounting and Economics departments.
- Trumbower 048 is a Computer Science Lab that contains 12 Linux computers and a laser jet printer as well as an instructor station with central panel to control stereo audio and LCD video projection to a large display screen. A DVD, VCR, computer, cable TV and document camera are also available in this room. Trumbower 013 contains 5 networked computers and a laser jet printer.
- All 12 classrooms in the Moyer Building and 53 classrooms in other academic buildings are fully equipped with a DVD, VCR, PC, cable TV and document camera controlled through a central panel with audio output to a stereo sound system and video output from a LCD projector to a large display screen.
- Moyer 309 contains 16 networked computers and a laser jet printer as well as an instructor station with central panel to control stereo audio and LCD video projection to a large display screen. A DVD, VCR, computer, cable TV and document camera are also available in this room.
- Trumbower 130 contains equipment similar to the Moyer classrooms and is also equipped with video cameras allowing for live video teleconferencing. This classroom is also used for the Film Studies program and contains a high definition projection system as well as a theater sound system.
- Additionally, over 100 computers are contained within specialized academic hardware/software labs and classrooms which provide state of the art facilities to promote teaching of specific subject areas including Biology, Physiology, Chemistry, Physics, Languages and Culture, and Art.

## Software Standards Windows 2000 applications include:

Microsoft Office 2003: \* (available only in labs & classrooms)  
Word Excel Access PowerPoint Internet Explorer.

\*Note: students connecting to the network on their personal PCs will NOT have access to MS Office. Students who would like to have Word, Excel, PowerPoint or Access should purchase a copy of MS Office, available at academic pricing, and install in on their computer. OIT is not responsible for installing software on a student's personal computer.

## Internet

We are connected to the Internet via a 100 MB connection. This resource is used for research and classroom presentations, e-mail, and web access using Firefox and Internet Explorer software. Muhlenberg students are provided with free e-mail accounts with which they can send and receive electronic mail. Students living in campus-owned housing can access the Internet directly from their rooms via high speed connections. A one-time connection fee and a yearly access fee will allow these students to connect to the Muhlenberg network, which provides them access to e-mail, the World Wide Web and the Library system.