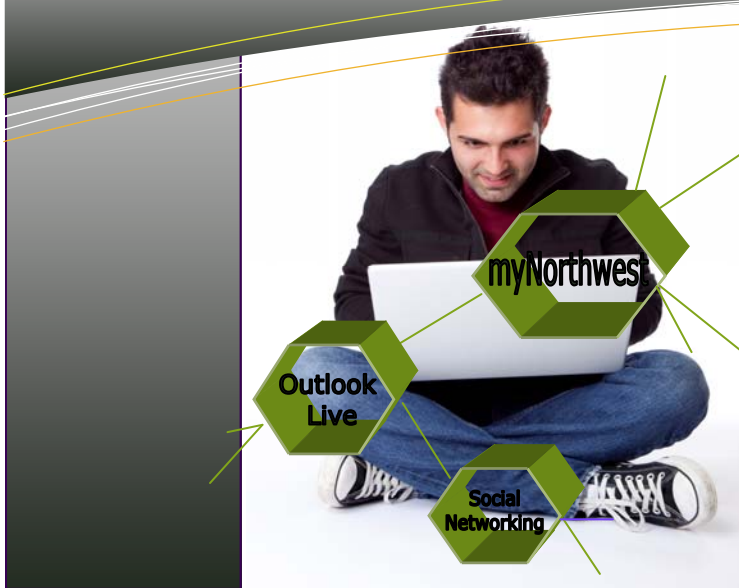


2011 Computer User's Guide

to the Electronic Campus



Residence Halls & Technology	1
Who Owns What?	1
ECSC & PERT Support	1
Hall Cable TV Service	2

Northwest's housing philosophy is specifically tailored to help students transition to life on campus, progress towards independent living and being a contributing member of the community. Whether you are a freshman, sophomore, junior or senior, *Residential Life* desires to make your on-campus living experience one of satisfaction. *Information Systems* has a similar philosophy with regard to technology in the residence halls, desiring to provide the necessary hardware, software and network resources to ensure student academic success.

Who Owns What?

Northwest owns your university provided notebook computer. Northwest also licensed all the software pre-loaded on each university provided notebook computer. Northwest determines who is and is not authorized to use its network, and can (when violations of Northwest policy are discovered or suspected) restrict the nature of the use. The ports and network connectivity are the property of Northwest. In short, the university is your Internet Service Provider (ISP). If additional ports are needed in the room for connectivity, only **non-routing** hubs/switches are allowed.

Students may have a personally-owned computer or printer in your residence hall. Therefore, the student will make the decisions on how that equipment will be utilized. Students may also own a software license, which they purchased from a software vendor. Such a license will allow students to possess one copy of this software for their personal usage and they may install that software either on their personally-owned or university provided notebook computer. However, students may not distribute this software to others since this would be a violation of copyright law. See the *My Room and Me* Residential Life web page for additional information on living in a residence hall room:

http://www.nwmissouri.edu/reslife/Halls_and_Apartments/myroom.htm

ECSC & PERT Support

The *Jon T. Rickman Electronic Campus Support Center* (ECSC) provides notebook computer support **free of charge** to residence hall students who have a university provided notebook or tablet computer. All university-provided hardware, software and Northwest network issues or problems can be addressed by calling the *Client Computing—Information Systems Help Desk* at 660-562-1634.

Students living in residence halls with a Peer Educator in Residence for Technology (PERT) will receive assistance **free of charge** for such things as getting connected to Northwest's wired or wireless network, or help with running anti-virus.

The ECSC will provide hardware and software support for all university-provided computing equipment. The ECSC may (at their discretion) provide **limited** support to residence hall students who have a non-university provided notebook or tablet computer and need to get on the Northwest network. The ECSC may also, at their discretion, provide limited support with virus removal or information retrieval. A charge may be assessed for all support of a non-university computer where applicable. Hardware support [repair] is strictly **limited** to the residence hall **port** for personally-owned computers. All other assistance for a non-university provided notebook computer may be charged where applicable. Students may use the residence hall room's **unused telephone jack** for DSL service if desired. ECSC does **not** support independently purchased DSL service. The student and the DSL service provider are responsible for support of the personally purchased DSL service.

Gaming Consoles, Webcams & DSL

Network console game playing such as with an X-Box, webcams, video instant messaging and streaming videos from Netflix through a Wii are not permitted on the Northwest network.

Individuals wanting to use their X-Box, video chat or stream movies using their Wii, are allowed to use Northwest's unused LAN telephone outlet/line in their residence hall room for privately-purchased DSL service through the local telephone company.

If DSL is purchased, make sure all equipment connected to the DSL service is hard-wired to the service. You will be in violation of Northwest computing policies if you have equipment connected to both DSL and the Northwest network.

Routers (including wireless) are not allowed in residence hall rooms, only hubs and switches. Note: Northwest does not provide nor repair DSL service.

Hall Cable TV Service

Local cable is provided to all halls and is included in the cost of tuition. Below is a listing of channels available to students:

- A&E
- AMC
- Animal Planet
- BET
- Bravo
- Cartoon Network
- CNBC
- CNN & CNN Headline News
- Comedy Central
- Court TV
- C-Span
- CW
- Discovery
- Disney
- E! Entertainment
- ESPN, ESPN2 & ESPN Classic
- Family Channel
- Food Network
- FOX, FOX News & FOX Sports
- FX
- GAC
- Golf
- Hallmark
- History
- Home and Garden (HGTV)
- Lifetime
- LMN
- MSNBC
- MTV
- MTVU
- National Geographic
- Nickelodeon
- Outdoor Channel
- PBS
- SyFy
- Soapnet
- Speed
- Spike TV
- TBS
- The Weather Channel
- TLC
- TNN
- TNT
- Travel Network
- Turner Classic Movies
- TV Guide Channel
- TV Land
- UNI
- USA
- VHI



A Word About Software

Software support will result in the formatting of the hard disk and the reloading of the standard software configuration on Northwest provided notebook computers.

Since Northwest owns the university-provided notebook computer and its software, the Information Systems Jon T. Rickman Electronic Campus Support Center (ECSC) reserves the right to format and reload the hard disk of a university provided notebook computer without the user's permission. Consequently, it is the user's sole responsibility to keep a backup of personal files on an alternate storage device like a USB Flash/Jump drive or CD. Alternate storage devices (other than the network storage folder provided by Information Systems) are not provided by ECSC or Northwest Missouri State University.