

Parent FAQ

The Information Technology Department (IT) is committed to creating a robust technology environment for the students, faculty, and staff of Saint Michael's College. The Department is the primary information technology provider on campus and the campus advocate for intelligent and effective use of technology. All computer labs, electronic classrooms, offices, and residential areas are fully wired and have access to the campus computer network (Mikenet), telephone services and cable services. Saint Michael's College provides a network account, an email mailbox, a personal web page and a voice mailbox for all students, faculty and staff on campus. The College uses the Saint Michael's *smcvt.edu* email address and voicemail as important modes of communication with students.

Students receive the following services at no additional charge

1. **high-speed internet** access
2. access to the campus computer **network (Mikenet)**, each student receives their own account and file storage space on the network
3. **telephone** services – Each student is assigned a voicemail phone number based on the housing assignment..
 - a. unlimited room to room calling and local phone calling
 - b. personal voicemail box
 - c. there is a charge for long-distance and international calls
 - d. will need to bring a standard touch-tone phone to use in the room.
4. **cable** services – lineup posted on the it web site. A cable jack is provided for each student (one per bed).
5. an **email** mailbox,
 - a. All SMC email and attachments are scanned for viruses (both inbound and outbound).
 - b. In order to protect campus equipment, as well as personal computers, from virus attacks, students are strongly encouraged to use their Saint Michael's email account exclusively.
 - c. Spam filtering is currently being implemented
 - d. Access to Email is available on the Internet at <http://smcmail.smcvt.edu> and in public labs on campus (using *Microsoft Outlook 2002*)
6. a **personal web page**

Communication: The College uses the Saint Michael's *smcvt.edu* e-mail address and voicemail as important modes of communication with students. Students must monitor both their email and voicemail accounts even if they have other providers for these services. Email and voicemail from IT are prefaced with the words IT Alert or IT Update.

Network Security: Computer and network security concerns have been on the increase. Computer User Policy and Virus Protection Policy are available on our web site. We have put measures in place to minimize exposure to viruses and other malicious activity, using a three-tier approach: **anti-virus protection, registration and remediation.**

1. we require anti-virus software and provide Computer Associates *eTrust* for students that need it (free of charge)
2. personal computers must be registered for network access
3. We scan personal computers for *Microsoft Windows* vulnerabilities as part of the remediation process.

Contact information:

- Helpdesk phone number 802-654-2020,
- email us at support@smcvt.edu
- the web at www.smcvt.edu/itweb
- information (Joann Trottier, Associate Director, 802-654-2515)

FAQs

Q: When I reviewed the Information Technology page on the website I noticed that **Mac computers are not supported** for use on the SMC campus.

A: While our handbook states that “... *we do not provide support for Macintosh computers,*” we do provide best effort support for computer registration and Internet access for all student computers. Macintosh computers are certainly capable of connecting to Mikenet, as well as accessing the internet from student dorms. There is a small group of students using Macintosh computers on campus and several of our IT student assistants who are familiar with registering Macintosh computers for Internet access. Hardware and software support for Macintosh (as well as Windows) computers is the responsibility of the owner.

We do not have Macintosh computers available for student use; all of the computers in our labs and classrooms are Microsoft Windows XP systems. Our multimedia labs in SE 221 and JE 228 are used for creating and editing student-made films. These computers are being replaced this summer with Gateway E6300 tower computers with multimedia software installed (Adobe After Effects Pro, Adobe Audition, Adobe Encore DVD, Adobe InDesign, Adobe Photoshop, Adobe Premier Pro and Macromedia Studio MX 2004). These multimedia computers have video editing comparable to the Macintosh in their ability to do so.

Our Helpdesk provides user services for Windows XP and Office XP. Standardizing on this platform allows us to provide consistent documentation and support for the campus community. If you'd like additional information about the Helpdesk support provided, or if you have questions about the computer resources available, please contact Joann Trottier, Associate Director for User Services at jtrottier@smcvt.edu or 802-654-2515.

Q: Any **computer advice/recommendations**?

A: You can find our recommended computer specifications on the SMC Information Technology web site and in the Information Technology brochure in the May Admission's mailing. A Gateway Campus Connection pamphlet was sent home along with the July housing mailing. This program provides network ready computers with 3-year on-site warranty service.

Q: **Should students bring a laptop computer?**

A: We recommend a laptop computer. We are gradually expanding our wireless network. This fall students will be able to use wireless laptops in the Library as well as Jeanmarie Hall.

Q: **What software** is recommended? Operating system, word processing, spreadsheets, etc?

A: The campus standard is Microsoft Office XP and Windows XP Professional. Licenses for Microsoft Office Professional and FrontPage 2002 are available through the Bookstore. Information about the Microsoft Campus Agreement, as well as current pricing, is available on our web site.

Q: Are **telephone calls made outside of our rooms** charged to our tuition and if so what the rate is.

A: Local calls are free; all other phone calls are billed to the student or parents (whoever you choose to have the bill sent to) through the phone company Saint Michael's College chooses. A letter about the phone company is sent in the housing packet. You can choose one number to call to be at a lower rate than the rest of your calls. Domestic long-distance calls: \$0.12/minute (except first 60 minutes to home number each month are billed at a rate of \$0.08/minute) International calls are billed at competitive rates. Please call STC for specific country rates. Phone cards or cell phones are also options for long distance calling (phone cards are sold at the Bookstore).

Q: Some schools **sell computers/laptops to students**. Does Saint Michael's do this?

A: St. Michaels College and Gateway have teamed up to offer you the benefits of participating in the Gateway Campus Connection Program. You may choose from a selection of bundled packages that are configured to be compatible with SMC's campus computing environment or customize your order by choosing from Gateway's product line. You'll use your Saint Michael's College ID number and Program Code #BRPH21745 to place an order. There is more information available on the SMC IT web page and brochures are available.

Q: Do students **connect to the school server** using their telephone lines or an Ethernet card?

A: We are all connected to the network via an Ethernet card (built in to most laptops). We have a separate telephone and network line in each room, so you can talk on the phone and use the internet at the same time.