Fall 2011

e-Warrior: Digital Life & Learning Program
FAQ

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INTRODUCTION

Higher education is a distinct enterprise continually reaching out to find leading-edge implementations of information technology to transform the administrative, teaching, research, and service missions of the institution. Just as information technology has transformed society, information technology has become an integral part of the academic enterprise. Key stakeholders in higher education see information technology as a significant focus for their schools’ success.

It is against this backdrop that Winona State University in 1997 launched its laptop program (now called the e-Warrior: Digital Life and Learning Program), providing every student with a laptop computer to enhance his/her studies on the Winona campus. The program has been woven into the fabric of the institution. Unlike other institutions within the Minnesota State Colleges and Universities (MnSCU) system or many other campuses, there are no traditional computer labs on the Winona campus. These specialized rooms for working with technology have given way to anytime, anywhere learning. The entire campus is a learning space with access to worldwide information resources. Innovative teaching strategies are in practice on campus with current research projects looking at e-books and enhanced communications with students. Winona State’s experiment with e-books is possible and facilitated by the Digital Life and Learning Program.

Winona State’s new buildings on campus (i.e., science building, library, Maxwell renovation) were designed around a mobile computing environment. All the building spaces and equipment, including science labs, are built with the assumption that students have mobile computing devices. This mobile computing environment allows Winona State to create more efficient teaching and learning spaces such as connecting to high-tech science equipment. An outcome of this environment is the Winona campus has one of the largest wireless network installations in the state of Minnesota and was named one of the top 25 wireless college campuses in the United States in a survey conducted by the Center for Digital Education and Intel Corporation.

E-WARRIOR DIGITAL LIFE & LEARNING PROGRAM

What is the e-Warrior: Digital Life & Learning Program?

This program integrates communication and information technology into student’s social and learning experience at Winona State University. The program provides students with a powerful set of tools (e.g., a laptop, updated software) and services (e.g., help desk) to support all facets of their academic work and residential life at Winona State. More than just a laptop, the e-Warrior: Digital Life and Learning Program ensures secure, reliable, and supportable technology 24/7.

Why do all students have to participate in the e-Warrior: Digital Life & Learning Program?

All full time students (12 or more semester credits) are automatically enrolled in the e-Warrior: Digital Life and Learning Program. In order for the program to be most effective, all full time faculty and students must have a common set of tools. This level of standardization allows instructors to integrate technology into their courses confidently and allows support staff to provide timely and cost effective technical assistance. The end result is that students and faculty can spend their time using technology to facilitate learning versus solving technical problems, wondering whether their personal computers will be adequate for their next set of courses, waiting for their computers to be repaired, or installing software.

The cost of the program is $350-$500 per semester. How is this money used?

The e-Warrior: Digital Life and Learning Program provides students with much more than just a laptop. The cost of the program is used to cover:
- **67.1% Hardware**
  - new laptop every two years

- **15.5% Staffing**
  - full-time professional staff and student employment

- **3.7% Software Applications**
  - Personal productivity tools, multimedia authoring tools, research tools

- **6.6% Program Cost**
  - Senior buyout program, training, administration, un-collectibles

- **7.1% Maintenance**
  - insurance, repairs, spare laptops, components, replacement battery, personalized Help Desk, three-year warranty

**Why did the cost of program change?**
- Each year we negotiate the price of the laptop and services with our vendors. When these costs go down we make every effort to show a corresponding decrease to students.

**Will the cost of the program change again?**
- We look for ways of efficiently providing our products and services to students and hope to continue to lower the e-Warrior: Digital Life and Learning fee.

**What is Microsoft Live Services?**
- Microsoft Live Services is a collection of programs and services that work together in the cloud to provide you with email, data storage, calendars, address books, and tools for communication and collaboration such as blogs, IM and video chat.
- Watch the movie.
Why did Winona State switch to Microsoft Live Services?
  o Microsoft Life Services provides advantages over previous and more expensive solutions.
  o WSU students may retain account at graduation

What is Microsoft Outlook Live?
  o WSU Student email has been moved to Microsoft Outlook Live in the cloud!
  o Microsoft Outlook Live is a part of Microsoft Live Services and provides 10 GB of space for email
    and personal information management capabilities such as calendars, contact lists and task lists.

Can students bring their own personal laptops or desktops with them to the WSU Campus?
  o Yes, you may bring a laptop or desktop with you. However, if you are a full time student (12
    credits or more) you need to participate in the e-Warrior: Digital Life and Learning Program and
    your WSU laptop will be your main academic computer.
  o WSU cannot offer support for personal desktops or personal laptops.

Can parents or friends of WSU students receive their laptops for them?
  o No. One of the most important features of the e-Warrior: Digital Life and Learning Program is
    security and stability. Each student’s laptop is configured individually on our network using the
    very latest security measures. Students must be present during this initial configuration in order
    to login to their laptops for the first time.

What is the difference between a laptop distribution class and a laptop exchange class?
  o A laptop distribution class is intended for new students who are picking up their laptops for the
    first time.
  o The e-Warrior: Digital Life and Learning Program allows students to exchange their laptops every
    two years. A laptop exchange class is intended for students who are switching their existing
    laptop for a newer model.

Why is a laptop distribution and exchange class two hours long and why do I have to attend one?
  o During laptop distribution and exchange classes we step through “personalizing” your laptop as
    well as setting up wireless networking, installing software, and using other WSU specific
    applications. Until your laptop is personalized, you will not be able to use it. We also go through
    some basic features and functions of the laptop and the Windows or Mac operating system. All
    students are required to go through this training.

How often will I get a new laptop?
  o WSU students will have the opportunity to get a new laptop every two years.

How do I know which model (PC or Mac) to choose?
  o Some departments recommend that their majors use either a PC or Mac. Otherwise, students are
    free to make their own choices. Find out from your advisor or instructors which model will work
    best for your major.
    o Departmental Laptop Recommendations (http://www.winona.edu/it/recommendations.asp)

What if I chose one platform (PC or Mac), but later decide I would like the other model. Can I
  switch?
  o Students can switch platforms between semesters if the desired computer is in stock. Switches
    are often easier to accommodate at the end of the school year. There is a $50 fee for switching
    computers outside of your 2-year rotation.
  o Students interested in switching should go to the Technical Support Center (TSC) in Somsen 207
    and request that their name be put onto a waitlist for the requested model. The TSC will contact
    students when a laptop is available.
How will I know when it is time to exchange my laptop?
- The TSC will send you an email when it is time to exchange your current laptop. Be sure to check your WSU email account regularly.

Where can I get help if my computer breaks?
- The Technical Support Center (TSC), located in Somsen 207, is where you should take your laptop if it gets damaged or doesn’t work properly. When you get there the staff at the walk-in help desk will greet you. They will need your Warrior ID and a brief explanation of the damage or the problem(s) you are having. At that point, you will be seated in the waiting area. One of the TSC technicians will come and get you as soon as they are available.

What will I be charged if my laptop becomes damaged?
- Students are responsible for a portion of damages if it is not covered under warranty. Please consult the Student Laptop Agreement for details (http://www.winona.edu/it/laptopagreement.asp).

Why did I get a laptop case voucher instead of a laptop case when I received my laptop?
- Students can choose among several different laptop cases. The $15 vouchers are handed out to new students so they can choose their own bag. The voucher can only be redeemed at the WSU Bookstore.

How do I redeem the $15 laptop case voucher?
- Take the voucher to the WSU Bookstore, which is located in the Kryzsko Commons building. You will need to fill in your Warrior ID in the appropriate space before you redeem it. The voucher covers the price of the basic laptop case. If you do not want the basic case, you can apply the $15 voucher to one of the other cases that the WSU Bookstore has in stock at the time, such as the backpack style, and pay the balance yourself.

What happens if my laptop is stolen?
- Once you have a police report, you can bring it to the TSC in Somsen 207 where you will get a replacement laptop. A $500 insurance deductible will be billed to your student account.

What is Computrace?
- Computrace is theft recovery/tracking software that is available to purchase for the PC platform.
  - With Computrace installed tracking information can reveal the location of a stolen laptop if the laptop is connected to the Internet. Computrace will investigate and attempt to recover the laptop with the help of the local police department.
- You can find more detailed information on Computrace on the WSU web site (http://www.winona.edu/it/theftprotection.asp).

When do I need to return my laptop?
- If you are no longer taking classes at WSU, you must return your laptop immediately to the TSC in Somsen 207. Failure to return the laptop within five days of graduation or withdrawal from WSU may result in a charge for the full replacement cost of the laptop, along with a $100 penalty fee and accrued semester fees.

I will be transferring out of Winona State. When must I return my laptop?
- Students withdrawing from WSU must return their WSU laptop at the time of withdrawal or within 5 days of your last class attendance.

Why are the laptop distributions and exchanges held during the summertime?
- Summer distributions give the students the opportunity to become familiar with the laptop before school starts.
Where do I get a laptop case/lock?
- Laptop locks are available at the WSU bookstore.
- Laptop cases can also be purchased at the WSU bookstore. All new students are issued a Laptop Case Voucher, which is worth $15. This voucher will fully purchase the basic bag or may be applied to the purchase of a more expensive case. The bookstore has a variety of cases to choose from.

Can laptops be rented? I am a part time student not participating in the e-Warrior: Digital Life and Learning Program. I need a laptop for one of my projects. May I rent one?
- Yes, laptop rentals are available for short-term use. Students will have a charge added to their student account upon return of the laptop.
  (http://edutech.tlt.winona.edu/wikis/TLTPedia/index.php/Laptop_Rental)

How does the laptop buyout work?
- Winona State University, working with the current leasing partner, offers a laptop purchase option at the time of graduation. The purchase option is available ONLY to graduates at the time of graduation. Purchase prices are not guaranteed and are subject to change each year. Details of the most current laptop purchase program are available online at : https://mywsu.winona.edu/it/Pages/WSULaptopSale.aspx
- Important notes about the laptop buyout:
  - Only laptops that are at the end of the WSU two year leasing cycle are eligible for purchase. Some students, at the time of graduation, do not have a computer that is at the end of the two year lease. In these situations the student must return the laptop that they have and purchase a laptop from stock.
  - The laptop purchase price for graduates is based on the number of years that the student has participated in the e-Warrior: Digital Life and Learning Program.
  - Purchase options are ONLY available to WSU students at the time of graduation. State laws prohibit the laptop purchase by a WSU faculty or staff member.
  - Terms of the sale are subject to change.

TECHNICAL SUPPORT

What will I be charged if my laptop becomes damaged?
- Students are responsible for accidental laptop damages not covered under warranty based on the following schedule for each academic year (beginning July 1):
  - First incident per year - up to $100 maximum
  - Second incident per year- up to $200 maximum
  - Third incident per year- up to $300 maximum
  - Four or more incidents- full cost of the repair
Students are responsible for full costs of repairs for damages resulting from neglect or willful destruction

Please consult the Student Laptop Agreement for details:
  (http://www.winona.edu/it/laptopagreement.asp).

Once I know my password how do I change it?
- Students should setup Student Password Self Service as soon as they know their WSU password so that they can easily change their password themselves it in the future.
- More information on changing your password can be found here.
- If you need assistance, you can call TSC Phone Support at 507-457-5240
What printers are available to me?
- WSU provides approximately 40 black and white laser printers for student use. There are 7 high-speed, duplex printers in the Krueger Library. All printers are available for both PC and Mac users. For more information call TSC Phone Support @ 507.457.5240.
- You can get color printing done in the TSC.
- Color printing options and pricing can be found online (http://www.winona.edu/it/printing.asp).

What is the student printing policy?
- To promote conservation and contain rising printing costs, thus holding the student technology fee down, effective August 16th, 2010, each student will receive a balance of 1,000 black laser pages at the beginning of each semester.
- The student printing policy was implemented by Information Technology Services, working with the WSU Student Senate to continue enhancing the University's Green Sustainability Initiative.

How do I check to see how many prints that I have left in my printing account?
- Go to your student eHome page
- Click on the e-Services tab on the top of the page
- Click on "Manage My Account", under Campus Printing Summary
- Click on "Here", choose "View Report".
Note: This will not work in Chrome.

Wireless Information
- Where can WSU wireless be accessed?
  - Wireless is available everywhere on the WSU campus.

Where can I go for laptop wireless issues?
- You can go to the TSC with your wireless issues. The walk-in technicians can get you up and running or answer any questions you may have.

What is the policy for supporting mobile devices?
- Handheld devices such as smartphones are now very common devices. Many WSU students are using these devices. Support for smartphones and handheld devices is on a "best effort" basis. This means we will make reasonable attempts to configure these devices with the understanding that there may be devices which we cannot configure on our network.
- Support boundaries: The TSC support for handheld devices is limited to initial configuration and set-up of handheld devices to connect to the WSU wireless network and to configure the devices to check WSU email.
- NOT supported: Assistance will not be provided to users to use these devices, instruct them on how to check email, download apps, how to use apps, how to store or retrieve information.

What programs should I avoid putting on my computer?
- Some programs that are downloaded from the Internet can cause problems because they contain spyware or viruses.
- There are several programs that often cause students problems because of spyware. Some of which are Party Poker, LimeWire, and AIM. If you have any questions about spyware and viruses feel free to contact the TSC or the e-Warrior Digital Learning Center.

The Ethernet (network) port in my room is not close enough to where I use my laptop; what can I do?
- If you live on campus and you need a longer network cable, you can come into Somsen 207 TSC and we will replace your original cable with a 25-foot cable.
If I need a poster printed for a project where can I go to get it printed?
- Technical Support Center, located in Somsen 207, provides color printing/laminating for a small fee. Complete information can be found online (http://www.winona.edu/it/printing.asp).

Where can I check out a digital cameras or video camera for a class project?
- The Technical Support Center, Somsen 207, provides media equipment and services that support teaching and the learning process. This service is free to WSU students.

**STORAGE AND WEB SPACE**

What is my student network storage drive?
- It is 500MB of storage on the WSU server that is secure and provided to you for file backup. This is backed up regularly by WSU Technical Support and can be accessed from any laptop that is connected to the WSU network.
- PC - Your student network storage drive is your R: drive.
- MAC - Your student network storage drive is labeled as “JSmith08 on Students”. If you need to connect to this drive you need to be in the Finder. Click on the Go menu and then Connect to Server. At this point you will select the server you want.
- You can find more about storage and account information visiting the WSU Network User Information (http://edutech.tlt.winona.edu/wikis/TLTPedia/index.php/Network)

What is SkyDrive?
- Microsoft Live SkyDrive is part of Microsoft's Live range of online services. SkyDrive is a file storage and sharing service that allows users to upload files to the computing cloud, then access them from a web browser.

Why will I need to back up my files during the year?
- Laptops sometimes fail and this cannot be avoided. It is always good practice to back up your data.
- Sometimes in the repair of a laptop, we may need to erase or wipe the hard drive. In that event all data on your computer will be lost. It is the responsibility of the student to back up data. If you are unsure how to back up your data you can request help from the e-Warrior Digital Learning Center.

What is the class store?
- The class store (T: drive) is storage space made available to a class at the request of the professor. Using class store your professor can put shared files out on the WSU server for people in the class to get. Also there are folders for each student to submit files to their professor.

Does the school provide any web space for class projects or personal web sites?
- Yes, we have the student webs server at studentwebs.winona.edu. Your login is your WSU username and password.
- Yes, you may create a personal web site using your web space.
- On a PC, the “W:” drive is your open Web server drive. Students can publish to the open Web using this drive.
- Student Webs information (http://edutech.tlt.winona.edu/wikis/TLTPedia/index.php/Studentwebs)

**WSU PERSONAL INFORMATION**

What is my Warrior ID?
- The Warrior ID (also known as the MnSCU Tech Number) is a number unique to you. It is given to you when you register for classes for the first time. After you have registered for classes, you can use this identifier to conduct most business at WSU.
- Example: When you go to Technical Support for assistance they will ask for your name and Warrior ID.
  o If you do not remember your Warrior ID you can go to or call Technical Support @ 507-457-5240 and they can give it to you.

What is the difference between WSU username, password and PIN?
  o Your username is what you log into your laptop with at the University (e.g. JSmith08); password is whatever you reset it to when you personalized your laptop. This information can be requested from the Technical Support Center or by calling Phone Support at 507-457-5240.
  o Username and password are the same for the following accounts:
    ▪ Network
    ▪ D2L
    ▪ Email
    ▪ Student Webs
    ▪ VPN
  o When registering for classes you will use your registration pin which is a 6-digit pin you will create when you sign up for classes for the first time.
  o Before registration you will be given a Registration Activation Code (RAN) to sign up for classes. This code shows that you have met with your advisor; this is a onetime use code. Every semester at WSU you will receive a new code from your advisor to be used just like this one.

If I lose my WSU Photo ID where can I go to get another one?
  o Go to Maxwell 227 to get a duplicate photo ID.

GROUPS AND TRAINING SUPPORT

What is the Technical Support Center (TSC)?
  o The TSC is the front door for user support on the Winona State University campus.
  o The Walk-in Support area is located in Somsen 207. This is where students, faculty, and staff can receive assistance with hardware and software issues.
  o Users can call in for computer assistance to our telephone support at 507.457.5240 or email for assistance at TechSupport@winona.edu.
  o Media printing/laminating is also done in the TSC.
  o Additional technical support is available on the West Campus by going to Lourdes Hall, Room G-46

What is Teaching, Learning & Technology Services (TLT)?
  o TLT is the department within ITS that is responsible for helping WSU students, faculty, and staff use supported technology effectively. TLT provides one-on-one training, scheduled workshops, and project support to the campus community. It also maintains the technology in all campus classrooms and other campus learning spaces. One subgroup of TLT is the Digital Learning Center (DLC), focused on student technology training.

What is the Digital Learning Center (DLC)?
  o The eWarrior Digital Learning Center is part of Teaching, Learning & Technology Services. It consists of a team of students dedicated to helping other WSU students understand the laptop technologies offered at Winona State.
  o Support is offered through workshops and one-on-one sessions.
  o The DLC is located in Somsen 207.
  o For more information you can call Char Gorak at 507-457-2520 or TSC Phone Support at 507-457-5240.
How would I go about scheduling a one-on-one session with an e-Warrior Digital Learning Center STAR?
  o You can stop in at the Front Desk in Somsen 207 or call the TSC at 507-457-5240 to request a 1:1 session. You will be asked for a description of what you wish to learn and your contact information. A DLC STAR will contact you shortly afterwards to set up a convenient time.
  o You can also email Techsupport@winona.edu with your request.

How do I find out what workshops are available each month from e-Warrior Digital Learning Center?
  o Workshops will be posted on the Desire to Learn (D2L) homepage.
  o If there are special workshops being held you will receive an email.

What is the STARS Program?
  o STARS stands for Student Technology And Resource Specialists. These are students who work part time in ITS to provide technology-based services for students, faculty, and staff. There are approximately 100 students hired throughout the year as STARS. They gain valuable on-the-job work experience in a number of technology areas.

Can any student apply for a job as a STAR?
  o Yes. Any WSU student can apply to work in the STARS Program. You can stop into Somsen 207 and pick up an application or you can fill one out online by going to the STARS web page on the WSU web site (http://www.winona.edu/it/stars.asp).

SOFTWARE INFORMATION

Where can a student get help learning how to use software?
  o The e-Warrior Digital Learning Center (DLC) is available to all students as part of the e-Warrior: Digital Life & Learning Program.
    • Students can come to Somsen 207 for assistance. If a DLC STAR is available they can help you at that time, otherwise you will need to request an appointment.
    • Various technology workshops are offered throughout the year. These are usually one hour in length and scheduled at convenient times for you.
    • Online learning tools such as the Wiki and Atomic Learning are available.

Are there any other programs that I have access to that are not already on my computer?
  o Yes. On the PC you can download programs from the Control Panel.
    • Adobe CS5 applications (Dreamweaver, Fireworks, Flash Pro, Illustrator, InDesign and Photoshop Ext.), and other applications such as, Fathom, JMP, Maple, Microsoft Office, and others are available on the Key Server.
  o Yes, on Mac you can download these same programs from Software Additions.

What is Microsoft Live Services
  o Microsoft’s Live Services is a hosted version of Microsoft's server products delivered and accessed over the Internet. Microsoft Outlook Live is a part of Microsoft Live Services and provides email and personal information management capabilities such as calendars, contact lists and task lists. Other services such as SkyDrive (data storage and collaboration), Live Mesh, blogging, photo storage and more are also available through Microsoft Live Services. More information on these services will be provided in the future.

What is Desire2Learn
  o Desire2Learn, commonly referred to as D2L, is an online course management tool that provides a secure system for students and their instructors to communicate, share, and learn. Many instructors at WSU will use it to give out homework or quizzes and often post grades. Your D2L password and username is the same as the one you use to login to your laptop and webmail.
What is VMware Fusion?
- VMware Fusion is software for the Macintosh computer that allows you to run Mac and Windows applications side-by-side without rebooting.

How do students get VMware Fusion installed on their Mac laptop?
- To install VMware Fusion installed on your WSU Mac laptop follow the instructions provided on our Wiki page (http://edutech.tlt.winona.edu/wikis/TLTPedia/index.php/Fusion).

ADDITIONAL INFORMATION AND DOCUMENTATION

What is the WSU Technology Knowledge Base Wiki?
- The WSU Technology Knowledge Base Wiki is a website that contains helpful technology information for the whole WSU community with many interlinked web pages connecting you to related information (http://edutech.tlt.winona.edu/wikis/TLTPedia/index.php/Main_Page).
- Beginners Guide to the WSU Knowledgebase Wiki

Is there any help documentation available to WSU Students?
- Yes. The WSU Technology Knowledge Base Wiki is available to everyone at Winona State. Please email us (Techsupport@winona.edu) if you do not find something online that you are looking for. We are constantly adding and updating the information on the Wiki and your input is important to us.

How do I access WSU information and resources available on campus?
- Students can access information, news, and Winona State resources via their Student eHome page, located here, https://mywsu.winona.edu/pages/students.aspx. This homepage is designed to provide quick, easy access to the pages students most often visit. In addition, students have the ability to customize this page to add user specific links and feeds. For more information on the Student eHome, please visit our website at http://www.winona.edu/ehome.asp.

What is Ask WSU?
- ASK WSU is an online Frequently Asked Question (FAQ) system. If you ask a question and the answer is not already there, it will be forwarded to the right department, and you will have your answer within one business day. The ASK WSU icon can be found on the top of all pages on the WSU website.

CONCLUSION

Winona State University has made a public commitment to student success through the e-Warrior: Digital Life and Learning Program and its continued support of innovative pedagogy and active learning strategies employed by faculty. Information about how the University is assessing the effectiveness of the e-Warrior: Digital Life and Learning Program can be found in the “Assessment Plan for Education Technology” located on the main ITS Website: http://www.winona.edu/it/. Winona State University is working hard to expand the value that technology brings to the academic enterprise. The institution is committed to strengthening our competitive position relative to our peer institutions in our use and integration of technology in teaching and learning. If you have any additional questions, please contact the Technical Support Center by phone at 507-457-5240 or by email at Techsupport@winona.edu.

Thank you for your interest in the e-Warrior: Digital Life and Learning Program at Winona State University!