



Information Technology

Frequently Asked Questions for Students

www.wcsu.edu/helpdesk

Q. What computer facilities are available at WestConn?

A. WestConn offers a number of staffed facilities where you can receive assistance from our friendly student staff. Staffed computer centers include the Student Technology Training Center, Student Center, Rm. 225; Midtown Computer Center, Haas Library, First Floor; Campus Center Computer Center, Westside Campus Center, Third Floor; Westside Computer Center Westside Classroom Bldg. Rm. 117. We also have 24 hour computer labs available for student use. For a complete list of facilities and hours, please visit: <http://www.wcsu.edu/technology> and click on "Classrooms/Labs".

Q. Should I bring my own computer?

A. You do not need to bring your own computer. However, a laptop with wireless capability can be useful. In case you do not own a computer, WestConn has a number of computer facilities available for students to use. Some are open as early as 8am, and close as late as 11pm. Some are open around the clock.

Q. I want to purchase a computer to use at WestConn. What should I buy?

A. Almost any new desktop or laptop computer purchased today from one of the leading computer manufacturers (HP, Lenovo, Apple, Dell, Compaq, Gateway, etc.) should be more than adequate for basic student use on campus. If your specific needs are more demanding (for example, if you use computer graphics development software, video capture, etc).

Q. Is WestConn Wireless?

A. WestConn is completely 100% wireless and offers fast, reliable wireless network access to students, faculty, and staff with data connection speeds of up to 54Mbps. For locations and more information, visit <http://www.wcsu.edu/technology/wireless>. To use the wireless network, your laptop (or PDA, Pocket PC, tablet, etc.) must be equipped with a wireless network adapter. WestConn's Wireless Network uses an SSID of "WestConn" for easy connection. You will be prompted to login (required) using your Windows Account credentials.

Q. How can I use my computer in the Residence Hall (ResNet)?

A. Any student who owns a computer with Built-in Ethernet and/or wireless capability can connect to our Residence Hall network. Once connected, students will be required to: log in using their Windows Account credentials, install Cisco Clean Access, install a supported anti-virus program, and install Windows critical updates. Splitters and cables can be obtained at any of our staffed computer centers. For more information, please visit <http://www.wcsu.edu/resnet>.

Q. I am not very computer savvy. Where can I get help?

A. The general computer centers, located in room 117 of the Westside Classroom Building and at Midtown on the first floor of the Haas Library, employ student lab assistants who can provide assistance based on their individual knowledge. However, students needing extensive help should visit the Student Technology Training Center (STTC) in room 225 of the Student Center on the Midtown campus. More information about the STTC can be found at: <http://www.wcsu.edu/sttc>.