Technology Services
http://technologyservices.vcsu.edu/

Welcome to Technology Services! Leveraging technology in education is part of the VCSU DNA. It is in our mission statement, it is in our vision, and most importantly, it is in the hands of our students, faculty and staff.

Orientation Guides

This Technology Services section is available as a separate PDF document at http://technologyservices.vcsu.edu/vp.htm?p=2918. The PDF document will allow you to simply click on the many hyperlinks found in this section. Other orientation guides with additional information are also available at this site.

Laptop Initiative

All full-time students and faculty, as well as, most staff are issued either a MacBook Pro, or a Microsoft Windows based laptop. Full-time VCSU students, selected other collaborative students, and full-time faculty receive the latest model computer. Part-time students have a choice of either a current model laptop (depending on availability) or a previous model laptop at a lower cost. Specifications for the laptops currently available to students at VCSU: http://technologyservices.vcsu.edu/vp.htm?p=2958

Part-time students have the following three options for checking out a laptop computer:
1. Check the computer out prior to class and return the computer after the class is done. Under this arrangement, students may also checkout a computer overnight, on weekends, and other times as available.
2. Team up with another part-time student and share a computer with that user. Both parties will be required to sign a "Joint Responsibility of a Laptop Computer" contract addendum.
3. Pay an additional fee in order to have a computer issued to you on a full-time basis, contingent on availability. This is definitely the most popular option.

Part-time students and distance learners should review the following document for information concerning eligibility, costs, and procedures for obtaining full-time access to a laptop computer: http://www.vcsu.edu/documents/policymanual/vp.htm?p=450

Mac or PC Designation

Students will be issued either a Mac, or a PC based on the major(s) declared and on record within Campus Connections. If a student is pursuing a program of study not listed below or if the student is pursuing multiple majors with conflicting laptop designations, the Technology Service Desk will determine the laptop to issue taking into account inventory available and the wishes of the student.

MacBook Pro laptops for graduate students and undergraduate students in the following majors:
Art, Art Education, Athletic Training, Elementary Education, English, English Education, Exercise Science & Leisure Studies, Health Education, Music, Music Education, Physical Education, Professional Communication, Social Science, Social Science Education, Spanish, Spanish Education, and Technology Education.

Microsoft Windows based PC laptop for students in the following majors:
Biology, Biology Education, Business Administration, Business Education, Business Process Integration Management, Career & Technical Education, Chemistry, Chemistry Education, Computer Information Systems, Fish & Wildlife Science, Health Science, History, History Education, Human Services, Mathematics, Mathematics Education, Medical Laboratory Science, Non-Degree, Office Management, Psychology, Software Engineering.

Technology Beyond Laptops

In addition to the laptop, undergraduate education students get an iPad on a full-time basis when they enroll in the Educational Technology class. All users enjoy classrooms equipped to use the laptops, including student tables and chairs, large screen projectors, cameras and microphones. Students have free access to laser printing and they can check out video projectors, digital cameras, speakers and more.

VCSU maintains many wired Ethernet connections, but students have a strong preference for the high-speed wireless connectivity that is available in virtually every building.

There is range of industry leading online and cloud computing services. As part of the eleven-campus North Dakota University System some services, such as "Campus Connection" for administrative services, are common for all campuses. Other services, such as the "Blackboard Learning Management System," are offered exclusive to VCSU users. Students will have a single user name common to both NDUS and VCSU systems. However, the password can be set to be different or the same. That choice is up to the student to decide and manage.

Technology Service Desk

A professionally staffed "Technology Service Desk" provides a one-stop-shop for user concerns related to using the essential technology at VCSU.

Available:
7:30 a.m. - 5:00 p.m. Monday - Friday (fall and spring semester, closed on holidays)
5:45 p.m. - 9:45 p.m. Monday - Thursday (fall and spring semester, when classes are in session)
Summer hours: 7:30 a.m. - 4:00 p.m. Monday - Friday

Call: 701-845-7340 (option 1)
Walk In: Rhoades Science Center, room 117
Email: technology.services@vcsu.edu
URL: http://technologyservices.vcsu.edu/vp.htm?p=2919

For issues with Campus Connection account IDs and passwords AND to report issues outside the times of the VCSU Technology Service Desk listed above, the North Dakota University System Help Desk is open 24 hours, 7 days a week.

Call: 1-866-457-6387
Email: ndus.helpdesk@ndus.edu
URL: https://helpdesk.ndus.edu/

New Student Checklist

Most students look forward to using all of the technology at VCSU. To some it might seem a bit overwhelming at first. Luckily, you don't have to learn it all at once and the following checklist will ease you into becoming a proficient technology user.

Do During New Student/Parent Orientation
(Select days, April – July)

- ☐ A. Have your photo taken for your Viking Card (VCSU ID card) at the Student Center Information Desk.
- ☐ B. Pick Up your Viking Card (If available, otherwise this will be picked up when you come to campus in August.)
- ☐ C. Claim your Campus Connection account (and get your login credentials) https://helpdesk.ndus.edu/ndusaccount/
- ☐ D. Access the Campus Connection portal (and "Signin" using your login credentials) https://studentadmin.connectnd.us
  - ☐ E. Register for classes in Campus Connection
  - ☐ F. Optional: Add Notifind emergency contact information in Campus Connection.
- ☐ G. Get a handout with your VCSU computing account credentials.
- ☐ H. Access the VCSU Blackboard portal https://bb.vcsu.edu
  - ☐ I. Change your password
  - ☐ J. Review and digitally sign your computing contract
- ☐ K. Access VCSU email (reference graphic below).
  (via the VCSU portal or directly at https://email.vcsu.edu
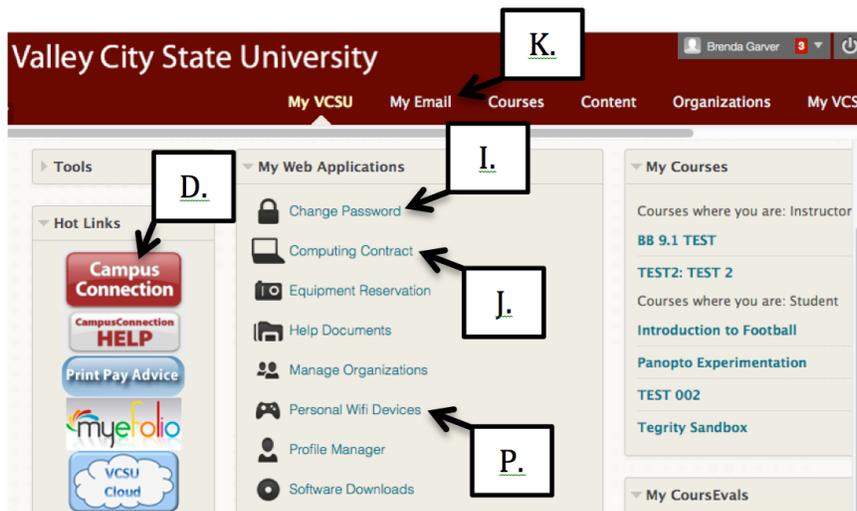
The VCSU Blackboard Portal: Each letter within a square corresponds to a step in the checklist.

Do Shortly After New Student/Parent Orientation

- ☐ L. Optional: Learn more about your Viking Card declining balance card online http://www.vcsu.edu/vikingcard/

- ☐ M. Click the link to eAccounts to see account balances and add funds to your Viking Card. Use your VCSU password to "Sign in to eAccounts" or others can "Make a guest deposit" with your last name and the ID number found on the front of your Viking Card. Note: Guests cannot see your balances – they can only make deposits.

The chart below explains the features of the four Viking Card accounts.

	Meal Plan	Voluntary Dining	Bookstore	Viking Dollars
User Deposit via eAccounts?		✓	✓	✓
Guest Deposit via eAccounts?		✓	✓	✓
Deposit Funds at Business Office	✓✱	✓	✓	✓
Pay on Campus Connections	✓			
8% Enrichment for Deposits > $40		✓		
Cash Out, Balance Must Be > $20			✓	✓
View Balance in eAccounts	✓	✓	✓	✓
View Transaction History	✓	✓	✓	✓
Transfer Balance				
Use at Cafeteria?	✓	✓		✓
Use at Viking I?	✓	✓		✓
Use at Bookstore?			✓	✓
Use at the Business Office?				✓
Use at Concession Stands?				✓
Use at Other VCSU locations?				✓
Policy Regarding Fund Retention	A	B	C	C

✱ This is a once-per-semester purchase. No additional deposits allowed.

a. Any balance at the end of each semester is forfeited.

b. Any balance after the annual closing of the Viking I in July is forfeited.

c. Balances carry over from semester to semester provided the user maintains active employment or is preregistered for next semester classes. Refunds on any balance above $20 at the end of the academic year are available by submitting a Refund Form to the VCSU Business Office. An account inactive for more than one year since the last transaction will incur a fee of up to $20 if there is a balance, but the fee will not exceed the balance of the account. Reference VCSU policy V916.04 for complete details.

Optional Items to Consider

✓ Consider purchasing insurance for the laptop computer. Students are required to pay a $50 deductible for damage to the computer and a $500 deductible for loss or theft of the computer. You may want an insurance policy to reduce your deductible. A personal property protection plan just for the laptop with no deductible is usually the best option. A rider on a homeowner's policy may work for some, but typically there is a deductible and it may not be less than the VCSU deductible.

✓ Consider optional laptop peripherals, especially to improve ergonomics of a workstation at your permanent residence: keyboard, mouse and laptop stand and/or external monitor.

✓ Consider registering for CIS 170: Intro to Computer Information Systems. This is especially recommended for students new to VCSU.

Do During Freshman Orientation or Near the Start of the Semester

☐ *B. Pick Up your Viking Card at the Student Center Information Desk (if it was not already issued during the student/parent orientation)*

☐ N. All new students taking regular semester classes must take a "Care and Use Class." The Technology Service Desk offers this one-hour class 1 – 3 days prior to the beginning of classes each semester. Students participating in workshops are exempt from this requirement. Time and location instructions will be mailed to you.

☐ O. Get issued either a Mac or PC laptop depending on the major you have declared in Campus Connections. Checkout will occur following the "Care and Use Class." Time and location instructions will be mailed to you.
- Viking Card required (B)
- Must be registered for classes (E)
- VCSU account credentials required (G)
- Signed contract required (J)

☐ P. Optional: If you are living in a VCSU resident hall, you can connect personal WiFi or gaming devices on the VCSU network. First, you must register your device:
1. Locate and note the MAC address of your device. It looks similar to this 00:12:34:56:78:9A or 00-12-34-56-78-9A.
2. Login to the VCSU Blackboard portal and register your device in the "Personal WiFi Devices" web application to obtain the wireless password for the network. (Reference the Blackboard portal diagram in the previous section.) You will need to know the MAC address of your device and your residence hall room number.
3. Call (3-7340) or stop by the VCSU Technology Service Desk so they can authorize your device on the network. They will need the MAC address of your device.

☐ Q. Get training on using networked applications, including the following:
- Blackboard Learning Management System used in all classes
- Blackboard Content file storage and data backup system
- Printing on the many B/W laser printers for free. Printing color for a fee.
- Online checkout of video cameras, still cameras, LCD projectors, and other equipment for free
- Cisco unified communication system with voice, video and chat
- Citrix virtual cloud computing system for accessing applications from any device with a modern browser and an internet connection
- Using Microsoft Office 365
- Accessing the myeFolio student portfolio system

Do During the Last Week of Classes or Finals Week
(just prior to the end of the semester)

☐ R. Per your Computing Contract, the laptop computer MUST be returned to the Technology Service Desk prior to the end of each semester! Students pre-registered for the next semester can have the computer immediately re-issued to them.