Computer Use at Colby
Purchase Recommendations for First-Year and Continuing Students

May 15, 2017

We here at Information Technology Services are happy to provide you with the following information about our technology and recommendations for your time as a student here at Colby.

Important Information

- Colby provides Microsoft Office for student use while at Colby. Follow the links on my.colby.edu under the Colby Class of 2021 tab to download and install the Office Suite. For continuing students, contact the ITS Support Center to download MS Office.
- Your computer should be running a current version of its operating system. Macintosh computers should have OS X 10.10 or higher. Windows computers should be running Windows 7 or higher.
- You should have a manufacturer’s extended warranty of at least 3 years on your computer. Support is provided for properly functioning hardware and operating systems but not their repair. The Manufacturer’s extended warranty needs to cover these.

Where Do Students Get Help With Computer Problems?

When the Colby Class of 2021 arrives on Tuesday, August 29, 2017, Colby’s ITS Support Center assists students with computer network configuration and final software installation. Look for ITS staff wearing Colby Computer Connection 2017 shirts. Our objective is to have all student-owned computers in the residence halls fully operational before classes start.

The ITS Support Center provides support to students in person (Lovejoy 146), by phone (207-859-4222), and by email (support@colby.edu) for network connection, application installation and operation, and general usage assistance.

The ITS Support Center provides on-site support to students having problems with their computers. We provide support for:

- Network Connectivity - verification of correct operation of the student's computer network (wireless and wired) configuration.
- Application Installation and operation - Microsoft Office installation and support. Assistance with free anti-virus applications. Help installing supported courseware.
- ITS Support Center employees will not hardware repair on personally-owned computers. Any work that entails "opening the computer" or doing more than
connecting cables or inserting/removing notebook computer PCMCIA cards must be
done by a manufacturer-dispatched repair technician or a local service provider.

Local Computer Stores: Provide expedited service, including out-of-warranty work, usually for
parts and labor fee, can be obtained from a local computer store:
http://www.colby.edu/its/local-repair-venders/

The Computer Manufacturer (Apple, Dell, etc.) We recommend that you purchase an
extended support contract when you buy a new computer. Since we are unable to provide
operating system or hardware support this will allow students to get timely support if there are
issues with their computer.

Computer Information

- Computer ownership is not required but most students bring one, usually a laptop. Computer labs are available if you don’t have a computer and when you need access to a different system. The Lovejoy 400 Computer Cluster is open 24/7 while classes are in session.
- When buying a computer, focus on support: how will the manufacturer fix hardware and operating system problems? Make sure that at least three years of support from the manufacturer are included in the purchase.
- Macintosh (10.10 and higher) and Windows (Windows 7 and higher) are equally usable. It should have at least 4GB of ram. Linux is not supported by the College except in specialized labs on campus.
- Why not an iPad or other small tablet? While these and other handheld devices are very useful, they are unlikely to be adequate without also having a conventional computer. There is only very basic support available for handhelds but the wireless network fully supports these devices.
- A printer is optional. The College does not provide computers or printers in the residence halls, so it is very convenient to have a personal printer. Laser printers in the general clusters are available 24 hours a day and there is currently no charge for b/w printing. Color laser printing is available at a charge (currently $.20/side)
- You do not need to buy Microsoft Office. The College licenses MS Office for every student during their time at Colby. MS Office can be downloaded. See the Class of 2021 tab in the MyColby portal at my.colby.edu, or call (859-4222) or stop by the ITS Support Center in Lovejoy 146 to have Office installed. If MS Office came with your new computer, it is probably a limited version. Be sure to install the full professional version from the portal.
- What do you do if your hard drive crashes? If your documents are important to you, at least back them up by copying them to your Colby-provided network storage, Colby Apps google drive or to a USB drive. As a more comprehensive backup strategy, we highly recommend that you subscribe to a commercial backup service. Carbonite (https://www.carbonite.com), iDrive (https://www.idrive.com), Crashplan (http://www.code42.com/crashplan/), are some examples which you might choose.
- Anti-virus software, regularly updated, is recommended. Mac and Windows system updates should also be installed. Anti-virus and updates protect against malware.
• Residence halls (and all academic and administrative buildings) are fully networked with advanced secure wireless. Wired ports are also available. Game systems, TVs and other devices are permitted.
• Copyright infringement is illegal. Use of peer-to-peer file sharing of music, video, software, images or other items in a manner that infringes copyright can lead to legal action by the copyright owner.
• Know your rights and responsibilities, especially as stated in the “Code of Ethics for Information Technology at Colby College.” Read Colby’s policies and advice related to information technology: www.colby.edu/its/policies-and-procedures
• Protect your privacy, especially your account password. Never share it and beware phishing attacks. http://www.colby.edu/its/identifying-fraudulent-email/

Students Are Important Participants in Colby’s Green Computing Initiative

Students, faculty, and staff at Colby are working in many ways to reduce the adverse impact of our campus community on the environment. The Environmental Advisory Group, on which students have provided important leadership, has consolidated recommendations in many areas of campus life, including information technology, and you will be hearing lots more from them. As you make decisions regarding computer purchases it is worth keeping these computing-related issues in mind. For more information: www.colby.edu/its/green-computing

Need More Information?

If you have questions about Colby’s information technology environment or need general advice on making a purchasing decision prior to August 29, 2017, please send email to support@colby.edu or call the ITS Support Center at 207-859-4222.