



Albion College | Student Computing Guide

AN OVERVIEW OF STUDENT COMPUTING SERVICES

517/629-0479 - helpdesk@albion.edu - 24/7 Support: www.albion.edu/britbot - Text Message: 517/680-1841

Campus Computing Resources

Computing Labs

There are computers available for student use in public and residence hall computing labs on campus. Each lab is equipped with a high speed laser printer.

Software installed on lab computers includes Microsoft Office, and other applications specific to academic course work.

Public computing labs are equipped with various equipment, including: digital video editing workstations, DVD burners, scanners, color and black-and-white laser printers.

Ferguson Hall

Open 24 hours a day, 7 days a week

- Windows workstations
- Scanner stations
- Digital video editing stations
- Color laser printer
- Monochrome printer

Library (Stockwell)

Open during posted hours

- 11 PCs
- 28 Chromebooks available for checkout at the circulation desk
- 2 print/copy/scan stations
- 1 color printer
- 3 b/w printers
- 2 Verb Active Media Tables

Olin Hall

Open during posted hours

- Windows workstations
- 1 monochrome printer

Putnam Hall

Open during posted hours

- Windows workstations
- 1 monochrome printer

Virtual Reality and 3D Printing @ the ATIC

The Albion (College) Technology & Innovation Center, or The ATIC for short, is located on the campus quad between Olin Hall and the Facilities Operations building. The ATIC is home to Instructional Technology and Media Services. This team of techies supports and maintains software and hardware for technological exploration including virtual reality (VR), 3D printing and prototyping. If you are interested in exploring these technologies and more, please stop by the ATIC or email insttech@albion.edu.

Printing and Print Quotas

Printers are available for student use in all public and residence hall computer labs. All lab printers are configured to print on both sides by default to reduce waste and preserve our environment.

Underclass students receive \$15.00 of print credit per semester and

seniors receive \$20.00 of print credit. Monochrome sheets are \$.05 each while color sheets are \$.30 each. Color laser printing is available in the Ferguson 24 Hour Lab and in Stockwell Library. Additional information is available at: albion.edu/it. **Scanning and faxing available at the Helpdesk.**

Help When You Need It

The Information Technology Helpdesk is open Monday-Friday 8 a.m. – 5 p.m. For assistance with computing issues on campus, students may e-mail: helpdesk@albion.edu, call ext. 0479 (517/629-0479), or visit the Helpdesk office on the ground floor of the Ferguson Building.

You can also chat with Britbot who is our user friendly, artificial intelligence based chatbot. He is specifically designed to assist all of our users after hours, on weekends, or anytime. Contact Britbot at albion.edu/britbot or text (517/680-1841).

Helpdesk provides technical assistance and support for student computers. Students having difficulty with their personal computers may bring their computing equipment to the Helpdesk during office hours. Our student technicians will attempt to resolve any minor software or configuration issues. For significant problems or hardware issues, Helpdesk can make referrals for repairs.

Purchasing a New Computer

Most students prefer bringing a wireless laptop to enjoy the benefits of wireless networking in academic and residential spaces. We don't require certain computer models or brands.

Regardless of what type of computer you bring, your system must meet certain minimum requirements to connect to the Albion College network.

Computer Requirements

- Windows 10
- OR
- MAC-OS X version 10.13 (High Sierra) or higher
- 802.11 n or ac wireless network
- Wireless adapters for gaming consoles are strongly encouraged.

Recommendations

- It is highly recommended that students bring their operating system media so Helpdesk can help you troubleshoot any problems that might arise.
- It is highly recommended to have a 4GB or greater USB Flash/Jump Drive for portable file storage.

Move-In Weekend

On Move-in weekend, Helpdesk staff will be available at the help desk on Saturday and Sunday 10 a.m.-4 p.m., Ferguson G16.

Users can download Office 365 to their machine by visiting albion.edu/software/office-365 and follow the instructions. Log on to Office 365 with your gmail address (including the @albion.edu) and your network password.

Call 517-629-0479 or email helpdesk@albion.edu for assistance.

FREE SOFTWARE

Albion College provides the following software free of charge to students. There is no need to purchase these programs before coming to campus:

- Microsoft Office Professional (Office 365)
- SPSS statistics software for Windows and Mac

Student Computing Services

Albion College provides robust student computing services, including:

- Network configuration for mobile devices and game box systems
- Free software for student-owned computers
- Free tech support for student-owned computers
- Wireless networking in academic buildings and primary residence halls
- E-mail account for life for graduates
- All students have unlimited Google Drive storage, and network file

storage is available as needed

- Personal Web space
- Public and residence hall computer labs
- Printing/WebPrint
- Sign-out equipment for academic projects (chromebooks, laptops, still and video cameras, iPads, voice recorders, projectors, etc.)

New on Campus for 2020

- High-performance Alienware machines in Ferguson lab, including video editing and gaming software
- Upgraded wifi in Whitehouse Hall
- 24/7 accessibility to IT support via BritBot (www.albion.edu/britbot) or text 517-680-1841
- Self registration of Albion Devices for gaming and other devices
- Self-service network password reset

For more information

For more information about Albion College's student computing services, contact:

Information Technology
Help Desk
Albion College
611 E. Porter St.
Albion, MI 49224

Telephone: 517/629-0479
E-mail: helpdesk@albion.edu
Website: albion.edu/it



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