COMPUTER AND TELECOMMUNICATION SERVICES
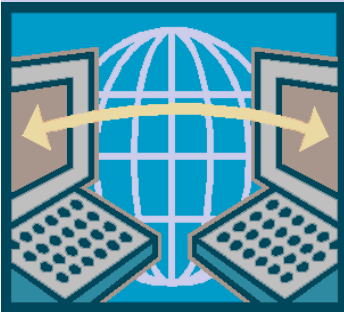
FREQUENTLY ASKED QUESTIONS

Are students required to purchase a computer?

No. There is no purchase requirement. Computers are available in numerous labs for student use. Stockton has an 8:1 ratio of students to computers. Lab hours include evening and weekends. Three labs are open twenty-four hours a day during the fall and spring semesters.

If a student wishes to purchase a computer, what should s/he buy?

This depends upon the program that the student is enrolled in. The majority of computers on campus are Windows-based, but some academic programs use different platforms. You should contact the program coordinator for more information.

Does the university have a special purchase program for computers?

Software may be purchased at academic pricing through the Bookstore. There are no formal hardware purchase programs currently available. For details on available technology product discounts, visit http://www.stockton.edu/studenttechdiscounts

Should a student bring his/her own printer?

Printers are available in the computer labs. Each semester students are allotted a print quota of 800 pages. Available print quota can be tracked at http://ppoints.stockton.edu

What is the Stockton University web page address?

The address for the main page is http://www.stockton.edu/. The Computer and Telecommunication Services web page address is http://compserv.stockton.edu

What technology resources are available?

Students can access web-based e-mail, electronic conferencing, online courses, and electronic databases from accounts on our central systems and general, course specific and specialized computer software in our computer labs. Students may also register, drop/add courses, pay tuition, and check their grades online via the *go*Stockton portal. Student accounts are generated upon application and remain active through graduation for students who are continuously enrolled.

Where are the student computer labs located?

Windows-based computers are located in CC-103, lower D-Wing, D-102, F-114, F-210, F-222, G-108, Townsend Residential Life Center (TRLC), Lakeside Center, and the Housing IV Commons. General-use Macintosh computers are located in D-002. Macintoshes are also located in AS-203 and AS-234 with priority given to students in the Graphic Arts program. GIS workstations are located in AS-202 and AS-209. Special accounts are required for the Macintosh and GIS workstations and these are generally reserved for specific classes and academic projects. All stations are connected to the central systems and the Internet.

When are the computer labs open?

In general, the D-Wing labs are open Monday through Thursday 8:00 am – 11:00 Midnight, Friday 8:00 am –5:00 pm, Saturday 8:00 am - 4:00 pm, and Sunday 12:00 Noon – 10:00 pm. Other lab hours may vary. Hours are posted in all labs. The labs in the Townsend Residential Life Center, Lakeside Center, and the Housing IV Commons are open 24 hours during the fall and spring semesters.

What type of technical assistance is available for students?

Students can call the Help Desk at 609-652-4309, send email to helpdesk@stockton.edu, or come to D-001 for assistance with connectivity to online resources (e.g., goStockton Portal, Blackboard). Questions about course specific software should be addressed to the course instructor.

Are there any technical requirements for accessing online resources?

There are specific browser configuration requirements for accessing many online resources. A browser check utility is available on the goStockton Portal login page. Students should run the browser check and resolve all browser issues to avoid access problems. The browser check should be run again anytime the computer is updated or new hardware or software is installed. Student with browser problems can call the Help Desk for assistance 609-652-4309.

Is there any technical training available for students?

Yes. Training schedules are posted throughout campus and on the web page at the beginning of each semester. There is also a link to the student technology training scheduled on the goStockton Portal login page. Topics include word processing, spreadsheets, graphics, electronic conferencing, web page creation and electronic mail.

Is the campus network accessible from the residence halls?

Yes. All residence halls are connected to the campus network. Please refer to the Computer and Telecommunication Services web page for more details (Click on Students, Internet Services, Housing).

What type of telephone service is available for residential students?

Each residential unit is equipped with a telephone. The residence hall and apartment telephones are restricted to on-campus and emergency (911) dialing only. Students are responsible for providing their own means for making off-campus telephone calls. The university recommends either the use of a cellular telephone or a calling card for making off -campus telephone calls. Students may receive incoming calls from off-campus. Off campus callers should dial 609- 626-3500 and enter the student's extension.

If a student forgets his/her password, how is it reset?

When a student first logs into the goStockton portal, s/he sets up security questions that can be used in the future so that s/he can reset the password at any time over the Internet without having to come to campus. Instructions are on the goStockton Portal login page.

Does Stockton support wireless network access?

Wireless network access is available the instructional and residential facilities.

What employment opportunities are available?

There are various opportunities for students with strong technical skills. Work study is desired, but not required. The online student application form is available at http://www.stockton.edu/jobappcomptel

What accessibility resources are available for physically challenged students?

Computer & Telecommunication Services works with the Learning Access Program to assist students with special needs. Our student lab workers help students in customizing Windows Accessibility Options that support vision, hearing, or mobility features.

How is technology used in the instructional program?

This varies depending upon the course, but Stockton has a long tradition of incorporating technology into the curriculum. Most instructors use a variety of technology tools to enhance instruction, provide contact outside of class hours, and support interaction among students.

All traditional lecture classrooms are equipped with a projection system and a lectern that houses a computer and all the controls necessary for multimedia presentations. The computer is connected to the campus network for access to the central computer systems and media services.