Dear New WVWC Student and Family:

We are excited that you have selected West Virginia Wesleyan College as your college of choice, and our office wants to assist you with any of the questions that you may have and decisions that you must make concerning technology on campus. The Computing Services Helpdesk is the single contact point for information technology support at West Virginia Wesleyan College.

**West Virginia Wesleyan College requires that all full-time students have a laptop computer for use on campus.** Personal laptops enable our students to work without concerns of computer availability regardless of their location or time of day. In addition, many of the classes and labs at Wesleyan incorporate the use of technology to enhance the learning experience. Individual instructors will advise their students if laptops are required for in-class work in a particular course and whether the laptop will be used for every class or for specific classes.

Our website URL is [http://helpdesk.wvwc.edu](http://helpdesk.wvwc.edu). We have provided an online document for you titled, “Laptop Purchasing Guidelines” (Scroll down, and you will find the links in our “Quick Links” section.) This document answers many of the frequently asked questions regarding student laptops at WVWC, including minimum requirements, special requirements for Art majors, compatibility, software requirements, service options, accessories, purchasing strategies, etc. We also encourage you to contact our office with any additional questions that you may have.

West Virginia Wesleyan College has a vendor partnership with Dell that offers our recommended models at discounted pricing for our students. We are entering our thirteenth year of partnership with Dell, and we are as convinced as much now as ever before that Dell brings the best combination of quality of product, value, and service to our campus community. We recommend that you refer to our Dell Premier website at [http://www.dell.com/wvwc](http://www.dell.com/wvwc) for the latest updates and offerings available through our partnership.

Our first task with developing a vendor partnership is to define recommended models of laptops, combining the technology and services provided by the manufacturer and our experience in utilizing technology in the college campus environment. In this manner, we have the opportunity to apply our experience to control minimum recommended hardware configurations across numerous recommended models. Through the use of Dell’s customization, you maintain the control to customize the model choice and configuration to meet your individual requirements.

In addition to hardware recommendations, we have negotiated bulk-pricing discounts for our students. This pricing is only available on the recommended models purchased through our Premier page. You’ll notice a Member ID number near the upper-left portion of the landing page at [http://www.dell.com/wvwc](http://www.dell.com/wvwc). When purchasing a laptop through the program, you should copy the Member ID, as it will be entered during the ordering process.

Finally, our partnership provides you services long after your initial purchase because our Computing Services Helpdesk is a Dell certified warranty service provider. When you are on
campus, our staff can offer owners of the recommended models the highest level of support services including data backup, system imaging, and data recovery at no additional cost.

I have included an additional document titled “WVWC Recommended Laptops 2018” that contains detailed information about our recommended models, warranty contract information, WVWC Helpdesk services provided, ordering information, network information, accessories, and answers to some of our frequently asked questions. **Whether or not you decide to utilize our partnership program or another resource to purchase a laptop, we recommend that you order a laptop by July 15 to allow adequate time for order fulfillment.**

One final note regarding our recommended models. By clicking the “Customize” link beneath any of the systems, you will be able to see a line-by-line list of the system’s features and any available upgrades and their associated costs. Dell is currently running a Back to School promotion, and you will see an item in the list is a $100 Dell Promo Gift Card! While this gift card cannot be used toward the initial purchase, it may be used to buy accessories such as carry cases, printers, external drives, tablets, TVs, etc. Purchasers will receive an email from Dell, generally within two weeks of purchase, with the information for the gift card. Please also note that these cards do have an expiration date.

I encourage you to read the information carefully. If you have any questions, please feel free to contact me. I look forward to seeing you on campus!

Sincerely,

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P.S. If you have previous computer and/or customer service experience and are interested in an opportunity for a great work-study experience, please send me an e-mail stating your interest and attach your resume.
Laptop Minimum Requirements

The following is a list of minimum requirements. For detailed information, please see the Laptop Purchasing Guidelines page at http://helpdesk.wvwc.edu. (Note that these minimum requirements should not be confused with recommended levels of purchase.)

**Processor** – Intel Core 2 Duo (Intel i5 or greater, recommended)
**Operating System** – Windows 7, Windows 8/8.1, and Windows 10 (recommended)
**System Memory** – 2GB (8GB or greater, recommended)
**Hard Disk Drive Capacity** – 128GB
**Optical Drive** – DVD (optional)
**Wireless** – 802.11b or later compatible
**Network** – Ethernet (optional)
**Display Resolution** – 1024 x 768 or greater
**External Video Port** – VGA and HDMI video outputs (or an appropriate conversion adapters to VGA and HDMI)

What model do I need?

Please note that students are not required to purchase a WVWC recommended model and may opt to use a laptop that they already own. Students are required to have a laptop that meets minimum specifications.

WVWC maintains a partnership with Dell, and they offer quality products and discounted pricing for our student recommended models. The recommended models have been configured by our department as systems that will exceed the requirements and provide a quality computing experience for our students.

This year, there are three categories of laptops within our recommended models.

1. **Dell Inspiron 7000 series systems** are the highest level of quality in Dell’s retail *Inspiron* line. These systems offer a great balance of quality, performance, and value for general computing. They also exceed the minimum requirements for most WVWC students, with the exception of Art majors. The systems configured in this category have a base warranty of 1-year and we recommend adding the optional 1-year accidental damage protection (ADP). Warranty extensions and ADP extensions are available when you choose to “Customize” the model during the ordering process. This year’s models include an ultra-portable 13” 2-in-1, which is a laptop that converts into a tablet, and a 15” 2-in-1, which offers the size of a full-sized laptop with the tablet conversion feature.

   Also offered is an additional, high performance 13” 2-in-1 convertible. This system has the processor upgraded from an i5 to an i7, the memory upgraded from 8GB to 16GB, and the storage SSD from 256GB to 512GB. While it is the same base system as the other 13” Inspiron, by pre-configuring this model, we have obtained an additional $50 savings in the bundle.

2. **Dell Latitude 7000 series systems** are the highest level of quality in Dell’s business-class, Latitude laptop line. Business-class laptops generally have a longer production life cycle and
a more stable and durable build quality. In addition, all base configurations in this line include a 3-year warranty and 3-year ADP. Both of this year’s models are configured with solid state drives, which replace the traditional mechanical hard disk drive. The result is a significant performance boost and increased dependability. Please note that these are laptops, not convertible models, so unlike the Inspirons, they do not have touch screens or fold into a tablet mode.

3. **Laptops that meet Art Major Requirements.** Art major’s laptops must meet the general requirements for running Adobe Creative Cloud applications, and more specifically, those of Adobe After Effects. One of those requirements is an advanced, discrete graphics card. Dell only offers one laptop, the Dell Precision, which is Dell’s business workstation line of systems that meets the graphics demands of this 3D rendering application. The Precision also has 3-year warranty and ADP service contract. A full list of the minimum requirements for Art major laptops can be found at [https://helpx.adobe.com/after-effects/system-requirements.html](https://helpx.adobe.com/after-effects/system-requirements.html). Please note that in addition to the requirements listed on this page, the systems also must meet the WVWC minimum requirements. (For example, in the case of the MacBook systems, they would have to have a licensed installation of Microsoft Windows and an adapter for VGA external video to meet the WVWC requirements.)

For all models, when ordering, we recommend using the “Customize” link to ensure that the system includes all of the features that you are expecting. In addition, if Dell is running a current promotion that is applicable to our recommended models, this will appear in the configuration page.

**Software**

The following software will be available to all full-time students, regardless of whether or not they have purchased a recommended model. Students can load the software from the WVWC network once they arrive on campus.

**When students arrive on campus, they will be provided an instructional IT Handbook as part of the orientation package.** This handbook contains step by step instructions for software installation and WVWC configuration. As always, our staff is available to provide assistance should the need arise.

**Site Licensed Software**

- Microsoft Office 365 Professional (Pre-registered students will receive an e-mail with installation instructions during the summer, as this portion can be done from off-campus.)

**The Computing Services Helpdesk is open throughout the summer.** If you are local or visiting the area, we are glad to perform the software installation and configuration for you in advance. It is best to call our office at 304-473-8877 to ensure that a desired appointment time will work with our currently scheduled workload and office hours.

**Service Contract**

The service contract is an extremely important feature of your laptop, and it is the most commonly overlooked feature for those that shop elsewhere.
Our recommended Dell Latitudes are configured with a 3-year, next business day, on-site warranty and Accidental Damage coverage. The warranty means that in the event of hardware failure, regardless of your location (school, home, internship, etc.), Dell will dispatch a repair technician with parts to your location on the next business day.

Accidental Damage Protection (ADP) is an additional component to your warranty contract that covers incidents such as accidental drops, liquid spills, tripping over connected cables, etc. (ADP does not cover loss due to theft, fire, normal wear or intentional abuse.) We strongly advise accidental damage protection, especially during the initial year of ownership.

WVWC recommended Dell Inspiron 7000 models are configured with a base 1-year warranty coverage, and are adjustable during customization.

Our Helpdesk is an authorized warranty service provider for Dell, so when you are on campus, you can bring your system to us without the inconvenience of phoning technical support and scheduling availability to meet a service technician. **Dell warranty service provided by our office is available for all Dell models that are in warranty, regardless of where or when they were purchased.** For users of our recommended models, our office also provides services that extend beyond the coverage of your warranty such as re-imaging services and data recovery and restoration.

**How to Order**

**Online:** Recommended Model specifications and comparisons are available through our laptop vendor partnership link at:

[http://www.dell.com/wvwc](http://www.dell.com/wvwc) Member ID# KS35748522 (You will enter this number in a field when processing check out.)

We encourage use of the web for accuracy when ordering.

**Phone Ordering:** (For Dell) Dial 1-800-695-8133 and reference our Member ID# KS35748522 to access our partnership agreement and configurations. Phone ordering should be utilized if using a payment method other than credit card(s).

**Peripherals**

Many of our students find that some additional items are very convenient and/or necessary. Some considerations are listed below.

- **Notebook Carry Case** – Necessary to protect your investment from inclement weather and minor impact while changing locations.

- **USB Flash Drive** – Very useful device for quick data backups and transferring data.

- **Personal Printers** – Usually an inexpensive inkjet printer for “convenience printing” in the dorm room. Public network printers are available. (Please note: We have discontinued configuring
wireless printers for dorm room use. Personal printers will need to be connected using a USB cable.)

- **External Display Adapters** – Many projectors at WVWC have VGA input cables. If your laptop uses a different video output, such as HDMI, you should have an adapter. (Ex. HDMI to VGA) (These are available under the “Accessories” area on our recommended model Dell Premier site.)

- **External Optical Drive** – Most modern laptops do not have the optical (DVD or CD) drives, as they are becoming obsolete and add to the size and weight of the system. The solution is to use an external drive that connects via USB. (These are available under the “Accessories” area on our recommended model Dell Premier site.)

- **External Disk Drive** – Although there are many ways of backing up your data, an external disk drive is an excellent method for running fast, full system backups.

- **Wireless Network Access Points or Routers Are not permitted for use on campus.**

**SHIP TO CAMPUS SERVICE**

Some students and their families prefer to have their computer shipped ahead to WVWC to avoid the need to pack it for initial move-in and/or to take advantage of free pre-configuration services. **If you intend to do this, we ask that you contact our office to notify us of your intentions, so that we are expecting the shipment.** When notifying us, please provide your Dell order and customer numbers for reference.

When we receive the unit, we will verify the completeness of the order and the condition of the system. In addition, we will install all WVWC software and configure the system for the WVWC network. When you arrive on campus, you must present a valid photo ID to claim your computer at the Helpdesk, which is located in room 22 Haymond Hall. To use our office as a shipping address, please ship to the address listed below.

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