

April 24, 2020

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>. 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. If you have any additional questions, we encourage you to contact our office. We are available year-round and can be reached at 304-473-8877 or helpdesk@wvwc.edu.

Since 2004, West Virginia Wesleyan College has maintained a vendor partnership with Dell that offers our recommended models at discounted pricing for our students. 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> 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.

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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 brochure titled ***“Laptop Recommendations and Technology Information”*** that contains detailed information about our recommended models, warranty contract information, WWC 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 “View Details” link of 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. As in previous years, Dell will run a Back to School promotion that is scheduled to go live on May 1st, which is a \$100 Dell Promo Gift Card! (It should show at the bottom of the features list.) 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,

Bob Burch



P.S. If you (student) 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.

WEST VIRGINIA WESLEYAN COLLEGE



LAPTOP RECOMMENDATIONS AND TECHNOLOGY INFORMATION

Recommended Laptop Information

LAPTOP REQUIREMENTS

The following is a list of **minimum** requirements. For detailed information, please see the “Laptop Purchasing Guidelines” link at <http://helpdesk.wvwc.edu>.

Processor – Intel i3

Operating System – Windows 10

System Memory – 4GB

Hard Disk Drive Capacity – 128GB

Optical Drive – (optional)

Wireless – 802.11b compatible

Network – Ethernet (RG45 or adapter)

Display Resolution – 1024 x 768

External Video Port – VGA and HDMI or comparable adapters.

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 or purchased elsewhere.

WVWC has maintained a vendor partnership with Dell since 2004. Dell provides quality products and discounted pricing for our student recommended models. The recommended models are configured or chosen by our department as systems that will meet or exceed the requirements and provide a quality computing experience for our students.

Recommended models are available at <http://www.dell.com/wvwc>

SOFTWARE

The following software is available to all full-time students (whether or not they have purchased a recommended model). Students receive an email to their WVWC accounts containing installation instructions.

Students 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, we are available to provide assistance should the need arise.

Site Licensed Software

- Microsoft Office 365 Professional Plus

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 laptops are configured with a 3-year, ProSupport Plus™ coverage, which includes on-site repair and accidental damage protection. 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 is an additional component to your warranty contract, and covers incidents such as accidental drops, liquid spills, tripping over connected cables, etc. (Accidental damage protection does not cover loss due to theft, fire, normal wear or intentional abuse.) We strongly advise accidental damage protection.

If you wish to receive a quote for one of our recommended models with a reduced warranty coverage, you can request that through the telephone contact information listed on the site.

ON-CAMPUS SERVICE

The WVWC Computing Services 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. Our staff members maintain Dell service certification, and parts are generally available on the next business day.

For users of our recommended models, our office also provides services that extend beyond the coverage of your Dell warranty, such as re-imaging services, data recovery, and restoration.

QUESTIONS?

We will be glad to answer any questions that you have prior to, during, or after your laptop purchase. For assistance, please contact us at **304-473-8877**, or email us at helpdesk@wvwc.edu.

HOW TO ORDER

Online: Recommended Model specifications and comparisons are available through the “WVWC/Dell Vendor Partnership” link at:

<http://helpdesk.wvwc.edu>

We encourage use of the web for accuracy when ordering.

Phone Ordering: (Required if utilizing Dell Financing) Use the phone number or chat at the top of the web page to receive assistance from a Dell sales representative.

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. **(USB cable required / no wireless network setups)**
- **External Display Adapters** – Projectors at WVWC use VGA or HDMI connections. If your laptop uses a different video output, or only offers a single output, you should have an adapter. (Ex. HDMI to VGA)
- **Wireless Network Access Points or Routers Are not permitted for use on campus.**

SHIP AHEAD SERVICE OR SETUP

The Computing Services Helpdesk is open throughout the summer. If you are in the area and wish to have your laptop configured during the summer, or if you would like to have your laptop shipped ahead to our office, we are happy to provide that service.

For configuration, please e-mail us at helpdesk@wvwc.edu to make an appointment. In most cases, full software installation and configuration is completed within 30 – 60 minutes.

If shipping your laptop ahead, please contact us in advance to provide the Dell order number and student’s name. 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 can 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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