Information Technology FAQ for Parents

Will my student need to own a computer?

Owning a computer is not a requirement at Ohio State, except in certain major programs. Your student can take advantage of one of the many Student Computer Centers operated by the Office of Information Technology (OIT). However, most academic work requires a computer and your student may feel it is more convenient to buy his or her own.

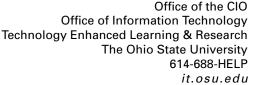## Are computers and printers available for public use?

Yes. OIT operates Student Computer Centers, which are fully equipped and feature Windows and/or Macintosh computers. Other unique spaces include the Digital Union, which is expanding its facilities to include greater multimedia space, and the Sullivant Learning Commons, which combines technology and library resources. Students can print on university laser printers. A print quota per quarter allows limited free black and white printing. Details at *scc.osu.edu*.

What type of computer should we get?

Unless your student's college, department, or major program has made a specific recommendation, the best advice is to go with what you know. The university offers technical support for both Macintosh and Windows PC. The decision to go with a laptop versus a desktop is also determined by personal preference. Consider your student's needs and make sure the computer has adequate features and can serve your student for a reasonable period of time. Visit *8help.osu.edu/918.html* for suggested minimum requirements.

Are there any educational discounts available?

Wired Out, The Tech Store @ OSU offers students significant educational discounts on many technology products including different computer models and a variety of technology items such as printers, iPods, cameras, accessories, and software. Details at *wiredout.osu.edu*. The Wexner Center Store is an authorized Apple reseller and offers educational discounts for students. Details at *www.wexarts.org/bks/apple*. Additional information for computers is available at *8help.osu.edu/1493.html*. Also look for discounts from major computer web sites under their "education" section.

Does Ohio State offer discounts on software?

Yes. OIT offers a variety of public domain, discount, and site-licensed software at reduced cost or no charge. Check out *oit.osu.edu/site_license*. Details on specific discounted Microsoft software for students is available at *it.osu.edu/personal_use*.

What equipment will my student need when he or she comes to campus?

Bring at least a 25-foot network (Ethernet) cable to connect your student's computer to the residence hall high-speed Internet jack. Students will also need their own telephone and television equipment. Other requirements may be determined by your student's college, department, or major program.

What technology resources are available to help my student?

Numerous resources are available through the Office of Information Technology to help your student. The Information Technology Resources Guide for Students at *cio.osu.edu/communications/guide/student* and distributed at orientation describes these supports in detail.
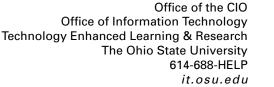
What about security?

Ohio State's BuckeyeSecure site at buckeyesecure.osu.edu comprehensively covers current security issues and tips for keeping computing and personal information safe and private. The university's spam filtering is an important first-line of defense against computing intrusions. In addition, good physical security, such as locks, robust passwords, installing antivirus software, security updates and patches, spyware detection software, and checking firewall settings are recommended.

What about telephone and cable TV services?

Students in an undergraduate residence hall room or apartment on the Columbus campus automatically receive telephone service with a direct-dial telephone number; unlimited campus, local, and domestic long distance calling capabilities; and 911 access to University Police as well as basic (analog) cable TV service with more than 70 channels. Visit *units.osu.edu* or call 614-688-HELP for more details.

What should my student do before he or she comes to campus?

- Setup a secure password once your student receives his or her OSU Internet username (in *lastname.#* format) at *acctmgt.service.ohio-state.edu*

- Review and abide by Ohio State's responsible use policy at *cio.osu.edu/policies/use_policy.html*

- Take the Ohio State IT IQ quiz at *it.osu.edu/itiq* for a chance to win great prizes

- Use his or her OSU Internet username/password to access OSU Webmail at *webmail.osu.edu*

- Review the *Information Technology Resources Guide for Students*

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