

INFORMATION TECHNOLOGIES AT THE UNIVERSITY

The University of Mary Washington is making steady progress toward status as a national model in the use of technology in teaching and learning. The divisions of Information Technologies and Teaching and Learning Technologies focus not only on the construction and maintenance of networks and information systems, but on the exploration and deployment of technologies that effectively and efficiently promote a first-rate education.

The University believes that technology helps stimulate creative thinking, enabling students and faculty to take advantage of all that the current worldwide information environment has to offer. Technology allows students to view, learn, assemble, and personalize information and resources from diverse sources, and enables faculty collaboration with colleagues without geographic limitations. In every discipline throughout the University, courses make use of technology to help actively engage students in the learning process.

Student Computing Needs

As a UMW student, a computer is essential to a successful academic career. While UMW does not require our students to bring a computer to campus, it is strongly recommended to facilitate access to the many resources and services available online. The list of suggested computer specifications (<http://technology.umw.edu/new/students/>) provides guidelines about computing needs at UMW. Numerous computer labs are available on the Fredericksburg campus, equipped with both PC and Macintosh computers and specialized software. Printing is available in labs and can be charged to the EagleOne card.

Wireless network access is available in all academic and administrative buildings and many outdoor areas along campus walk. Residence hall rooms are equipped with both wired and wireless Internet access for each occupant through subscription ResNet service. University network resources, such as registration, class schedules, course materials, library offerings, and email, may be accessed online.

IT Help Desk

Technical support for the entire UMW community is provided by the IT Help Desk. If you have a technical question or issue, contact them at 540-654-2255, email at helpdesk@umw.edu, visit the Help Desk website (<http://technology.umw.edu/helpdesk/>), or visit room 112 in the Hurley Convergence Center. Additional online documentation addressing most common IT issues is available on the Technology Information website (<https://technology.umw.edu/info/>). The Help Desk does not repair student owned computers, but will assist in attempting to diagnose issues with software or hardware.