

1. Introduction to UCSC

- Information Technology Services (ITS)
- Purchasing a Computer?
- PC or Mac?
- Your UC Santa Cruz Identity (CruzID) Account is Pre-assigned
- Computing Facilities and Policies
- Network and Phones for Students Living on Campus
- Modem Access for Students off Campus
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Computing Facilities and Services

UC Santa Cruz is rapidly expanding its computing environment. We want you to be aware of computing facilities and services so that you can take full advantage of the campus computing resources. Here are the key points:

- Students are expected to communicate via e-mail using a UC Santa Cruz Identity called CruzID, which is your e-mail address and account as well as electronic login and password to many services, such as the network, computing labs, portal, and other services. Your CruzID is assigned when you enroll for classes, before you come to campus in the fall quarter. There is no cost for your CruzID.
- UC Santa Cruz has a wireless network called CruzNet, with coverage in most student areas of campus. This means that if you have a laptop computer with a wireless network card, you'll be able to sit down with a group of classmates in a serene setting among the redwoods, at a cafe or library to do your homework, and still have network access. Because of the wireless access, we highly recommend that you purchase a laptop or notebook computer. We have included minimum specifications below.
- The campus offers a high-speed residential data network called ResNet to all students living in university residential areas. The service cost is included in the housing fees. There are no additional fees for students who live in university residential areas to use the service, which includes technical support (by phone, or room visits when necessary) provided by Information Technology Services staff.
- If you don't own a computer, or would like to work on homework assignments that require specialized software, there are 12 computing labs across the campus. Each lab is open to all students.

Information Technology Services (ITS)

ITS provides computing, network, telecommunication, media services, and instructional technology services to the campus. Central computing facilities provide universal services such as electronic mail, web, and file services. See its.ucsc.edu. ITS operates the UC Santa Cruz campus network, which interconnects personal computers, workstations, workgroup LANs, instructional computing labs, central computing facilities, and computer-equipped classrooms with each other, on-campus resources, and the Internet. In addition, a wireless access service called CruzNet is available to mobile users at some 200 locations. See cruznet.ucsc.edu for more information. On-campus network resources include academic, library, and administrative computing, database and information servers.

Purchasing a Computer?

If you are planning on buying a new computer, UC Santa Cruz recommends purchasing a laptop with both wired and wireless network capability. Last year, 98 percent of students who came to campus had a personally owned computer in their residential housing room.

An excellent source for purchasing computers and computer products is the university's Bay Tree Bookstore, right on campus, slugstore.ucsc.edu, phone 459-2082. Through university-negotiated contracts, the bookstore offers a full line of Apple and Dell computers, as well as software and peripheral equipment. Because of your student status, pricing is almost always below outside market prices. And the bookstore works closely with campus computing specialists to be certain the equipment you buy will meet campus specifications, both wired and wireless. As an added convenience, Apple products can be ordered in advance through the bookstore, and be ready for pick-up when you arrive on campus.

Technology vendors frequently use the "Back-To-School" time frame for additional special pricing, so you might want to check with the Bay Tree Bookstore in July and August as you begin thinking about shopping for a computer. The Bay Tree Bookstore staff can help you make the right choices for your campus computing needs.

PC or Mac?

The campus community embraces both PCs and Macs, and in some circles, Unix-based Sun Solaris and Linux are popular. The Humanities Division and the Arts Division both are heavily Mac-oriented. The Social Sciences Division and the Physical and Biological Sciences Division use both Macs and PCs. The School of Engineering is primarily PC/Windows and PC/Linux (as well as Sun Solaris), and there is an emerging interest in Macintosh with the Unix-based OSX environment.

If you are purchasing a PC, we recommend you purchase a laptop including a Pentium processor with a minimum 1.5GHz or equivalent microprocessor, 512MB or more of RAM, and a minimum 30GB hard drive. Please include a CD writer to use for backing up files. In general if you are purchasing a PC computer

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(and are not interested in repairing a computer yourself) we recommend that you purchase a computer manufactured by a major vendor such as Dell, which is highly rated for reliability and service. For software on a PC, we recommend Microsoft Windows XP or Microsoft Vista, with Microsoft Office, which includes Microsoft Word. Most faculty are accustomed to receiving student papers in Microsoft Word files.

If you are purchasing a Macintosh, a minimum of 1.2GHz processor is recommended. We recommend 512MB or more of RAM, and a minimum 30GB hard drive, running Mac OSX or higher. All new Mac PowerBooks are recommended.

CruzNet is designed for use with wireless network cards that are Wi-Fi compliant, IEEE 802.11b. WPA (Wi-Fi protected access) security is desirable but not required at present. The UCSC Bookstore maintains a stock of recommended wireless network cards.

For more recommendations on computer hardware and software please visit the ResNet web site at resnet.ucsc.edu. If you are not purchasing a new computer but bringing your own computer, please have at least 256MB memory, and Microsoft XP or Vista operating system. ResNet's minimum computer standards are posted at resnet.ucsc.edu/newstudents.

Your UC Santa Cruz Identity (CruzID) Account is Pre-assigned

Your CruzID is your UCSC account for e-mail. Faculty and other campus representatives will send e-mail about classes, important reminders, and information about student services to this account. For example, your UCSC address (youraccount@ucsc.edu) shows up on e-mail lists that faculty use for classes. In addition to e-mail, this same UCSC account gives you access to the campus Instructional Computing Labs, dial-up network access from off-campus, and the central Unix timeshare systems. Every UC Santa Cruz student is assigned a UCSC Identity account upon enrollment. You can activate your pre-assigned CruzID through the Student Portal at my.ucsc.edu.

Students are expected to monitor their CruzID for important e-mail messages from faculty, staff, and other students.

The university provides CruzMail, a web-based e-mail client, as well as anti-virus software to keep your machine virus-free. The university also has 12 computer labs located at most of the colleges and a number of academic buildings.

Computing Facilities and Policies

Campus academic divisions may also provide computing facilities and services to serve their specific disciplines. There may be additional rules or policies associated with these discipline-specific services and facilities. Please contact your department assistants for more information on divisional resources.

Because the Internet is a dynamic environment, you should be aware of the following:

- Students using UC Santa Cruz computing facilities and services must comply with the University of California state and federal policies and laws referenced at security.ucsc.edu/policies.shtml. While that web page lists many of the university policies, it is in no way meant as an exhaustive and complete list. New regulations and policies and procedures are constantly evolving. Laws, policies, or other regulations on aspects not specific to networks or computing may also apply, e.g., student conduct, personnel policy or contract, sexual harassment laws, chain letter laws, or other regulations.
- Web pages at UC Santa Cruz (and beyond) are expanding and changing rapidly. Please send questions regarding any information found on the web to the web page author listed at the bottom of each web page.
- Please send questions or concerns about electronic abuses or harassment via e-mail to abuse@ucsc.edu.

Network and Phones for Students Living on Campus

ITS Telecommunications partners with Colleges and University Housing Services to provide in-room Internet access (called ResNet) and a university-owned and operated telephone system. Network services are available to undergraduate and graduate students living in university housing (except for the Camper Park). For assistance with network connections, students can contact ResNet at resnet@ucsc.edu or call 459-4NET. Please check the web site at resnet.ucsc.edu for more information.

Local telephone service is provided in every student room (except for the Camper Park and Family Student Housing). Students must use calling cards to place long distance calls.

Computing Labs for Drop-in Use and Academic Classes

The ITS Instructional Technology Group manages 12 computer labs throughout the campus. These include the Digital Media Lab for students in the arts, social sciences buildings, and the Solaris Unix labs

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for students in the sciences and engineering. The 12 labs have more than 360 computers available for students to use, including PCs, Macs, and Sun workstations. There is a wireless laptop lab at the Academic Resources Center where you can check out an Apple laptop and have a network connection while sitting in the meadow overlooking the ocean; see ic.ucsc.edu/labs/labdescriptions/arc/ for more information. Wireless access is available in most labs.

The computing labs are used like classrooms; they can be reserved by faculty or teaching assistants for instruction. When not reserved for instruction, the labs are available to students on a walk-in basis. Even if they are not teaching in the labs, many faculty request academic software to be installed in the labs so that their students can complete homework assignments. Every computer lab is open to every student, no matter what his or her major.

Technical training is available for students in the computer labs. In addition, faculty or teaching assistants can request Instructional Computing staff to conduct training sessions as part of an academic course. Contact the Faculty Instructional Technology Center at fitc@ucsc.edu, for more information.

More extensive lab information, including hardware and software specifications and hours of operation, is available at ic.ucsc.edu.

Academic Course Materials on the Web

The WebCT course management system is a tool to create sophisticated web-based course materials to supplement classroom instruction, but not to replace it. WebCT uses a web browser as the interface for the course. Faculty using WebCT can incorporate a wide variety of tools in their course site such as a course calendar, student conferencing system, electronic mail, group projects with student-created web pages, and quizzes. Outside of class time, students can use WebCT to view course materials, participate in web-based class discussions, collaborate on student group projects, and take quizzes. Faculty can use WebCT to see what materials students have viewed before they arrive in class. When faculty administer pre-class quizzes on WebCT, they can see what concepts students understand before class and then tailor the lecture accordingly. Students must have established their UCSC account to be enrolled in WebCT courses. See more information about WebCT and other UCSC course web sites at ic.ucsc.edu/docs/webct and ic.ucsc.edu/courses.

Need Disability Accommodations for Computing?

If you have a disability and require adaptive or assistive technology to use lab computers, library facilities, or other campus services, please contact the Disability Resource Center (DRC) right away so that they can coordinate services for you. Computing labs have common adaptive technologies—such as enlarged type for students with low vision and Dvorak keyboards for students with repetitive strain injuries. If you need accommodations, please call the DRC at 459-2089 (voice), or 459-4806 (TTY).

Need Computing Help?

If you need additional help with computer accounts, network access, or general computer questions, please contact the ITS Support Center. The Support Center is located at 54 Kerr Hall and is open Monday–Friday, 8 A.M.–5 P.M. Get help:

- online at itrequest.ucsc.edu;
- phone: 459-4357 (459-HELP); or
- e-mail: help@ucsc.edu.

Need a Job?

ITS Instructional Technology Group has about 100 student staff positions, including lab consultants, who staff labs and assist students; technical support specialists, who maintain lab hardware and software; and web developers, who work on project teams to produce academic course sites. Please see icweb.ucsc.edu/apply/ for more information about the lab consultant and technical support specialist positions. See ic.ucsc.edu/faculty/webdev/ for information about the web developer program, and e-mail fitc@ucsc.edu if you want to apply.

The Information Resource Center hires student consultants through the UCSC Career Center. For more information, see www2.ucsc.edu/careers/.

Related Information

- Information Technology Services: its.ucsc.edu
- Computing Frequently Asked Questions: ic.ucsc.edu/help
- Bay Tree Bookstore (computer purchase): slugstore.ucsc.edu
- CruzNet wireless network: cruznet.ucsc.edu
- Cruz Mail e-mail: cruzmail.ucsc.edu

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 - Activate your CruzID Account: my.ucsc.edu
 - Computing Labs: ic.ucsc.edu