



# IMT News



Information Media and  
Technology

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**Support Desk Hours:** Mon.—Thurs. 7 a.m.—10 p.m. Fri.—7 a.m.—5 p.m. Sat. 12 p.m.—6 p.m. Sun.—2 p.m.—8 p.m.

**Phone:** (626) 815-5050 | **E-mail:** support@apu.edu | **website:** www.apu.edu/imt

## Faculty Refresh FAQ

As we begin to prepare for summer IMT wanted to communicate answers to many of the questions we get this time of year, dealing with computer refresh. This edition of the IMT News will attempt to answer your questions. If you have a question not answered here, please contact either the IMT Support Desk or training@apu.edu.

### When am I due for refresh?

Refresh lists are completed and distributed to Deans and VPs by early April. Please contact the IMT Support Desk with any other questions about when you are due for refresh.

### How do I prepare for my refresh so I don't lose any data?

The best way to ensure that all of your important files are moved to your new computer is to make sure that they are stored in your "My Documents" folder. The entire "My Documents" folder will be moved to your new computer. If you need help moving files to your "My Documents" folder, please contact the IMT Support Desk at ext. 5050.

### How can I change the type of computer I have when I am refreshed? For example, PC to Mac, Desktop to Laptop ...

Faculty are given the choice between a laptop and a desktop and a PC and a Mac. Deans receive a copy of the refresh lists during the April meeting of the Academic Cabinet. They have from that time until the end of May to communicate any requested changes to IMT. If you wish to switch the type of computer that you have, please contact your Dean and request this change before the end of May. If you do not request a change before the end of May, IMT will not be able to make any changes for you.

### What programs will be loaded on my new computer?

The basic applications are listed below. For a more detailed description, please visit the IMT web page. [http://www.apu.edu/imt/policies/computing\\_standards.php](http://www.apu.edu/imt/policies/computing_standards.php) - scroll down to the Software Standards portion of this page.

#### PC

- Microsoft Office (Word, Excel, PowerPoint, Access, Publisher, Outlook)
- Acrobat Reader
- SPSS
- Insight (via Citrix)
- Internet Explorer
- Mozilla Firefox\*
- MicroGrade
- Norton Anti-Virus
- EndNote

#### Mac

- Microsoft Office (Word, Excel, PowerPoint, Entourage)
- Acrobat Reader
- SPSS (by request only)
- Insight (via Citrix)
- Safari
- Mozilla Firefox
- Norton Anti-Virus
- EndNote

\*Effective Fall 2006 Mozilla Firefox will replace Netscape as a software standard.

## Fast Facts

Spring Term will be ending soon. Make sure you are ready to enter grades. If you have any questions on how to enter your grades check out the tutorial located in the Class Administration Channel inside of Cougars' Den.

#### Computer Store Hours:

Mon.—Thurs. 9 a.m.—5 p.m.

Fri.—9 a.m.—4:30 p.m.

**Phone:** (626)815-5096

#### E-mail orders to:

computerstore@apu.edu

Check out the updated info at:

[www.apu.edu/computerstore](http://www.apu.edu/computerstore)

### How do I get the other applications that I have on my current computer installed on my new computer?

IMT cannot move any applications that were installed on your current computer to your new computer. You will need to reinstall these programs onto your new computer. Some programs that were downloaded from the Internet can be downloaded again by contacting the vendor.

## How do I archive off my personal pictures, music and other personal files?

Most APU computers come with a CD-RW drive. Insert a writeable CD into the CD-RW drive and copy files onto the CD and follow the prompts to write the files to the CD. If you do not have any writeable CDs, please contact the IMT Computer Store at ext. 5096. If your computer does not have a CD-RW drive or if you have any problems with this process, please contact the IMT Support Desk at ext. 5050 and they will be able to help you archive your personal files.

## What happens to my old computer?

### Can I buy it?

**Laptops** – IMT leases all laptops for 2 years and they need to be returned to the leasing company. IMT does offer an option to allow you to pay to buy out the lease on your laptop. The cost will include an administrative cost for removing software that is not authorized for use on computers not owned by the university. An announcement will be e-mailed to all Faculty and Staff with laptops that are due for refresh providing the details to purchase your laptop, should you wish to do so.

**Desktops** – IMT holds a yearly computer auction through the IMT Computer Store around Christmas time. We clean off all refreshed desktops and make them available for the auction.

## What do I do if I cannot be available when my computer is scheduled to be refreshed?

If you are not going to be available to come to the Azusa campus during the scheduled times for faculty refresh, please contact the IMT Support Desk to arrange for a time that works better for you. It is important to complete all laptop refreshes as soon as possible because IMT leases all laptops and the laptops must be sent back to the leasing company.



**“An optimist would say the hard drive is half full.  
A pessimist would say the hard drive is half empty.  
A true computer geek would upgrade anyway.”**

## If I am due for refresh this year, when will I have my computer refreshed?

Faculty are given two options for having their refresh completed before the beginning of the Fall undergraduate semester. Normally these are during the last week of August. Details of these options are given to the Deans during the April Academic Cabinet meeting.

### PC laptop - HP nc8430 Intel Core

Duo 2.16Ghz processor, 1gb RAM, 80gb hard drive, CD-RW/DVD, 15.4" widescreen display

### Mac laptop - Apple MacBook Pro Intel Core

Duo 2Ghz processor, 1gb RAM, 80gb hard drive, CD-RW/DVD-RW, 15.4" widescreen display

### PC desktop - HP dc5100 small form factor,

Intel Pentium 4 - 2.8Ghz processor, 1gb RAM, 40gb hard drive, CD-RW/DVD, 17" LCD

### Mac desktop - Apple 17" iMac, Intel Core Duo

1.83Ghz processor, 512mb RAM, 160gb hard drive, CD-RW/DVD-RW, 17" LCD

## What do I do if after my refresh I find that some files are missing?

Please check your new computer as soon as you receive it to verify that all of your files have been copied from your old computer to your new one. If you find missing files, please contact the IMT Support Desk immediately. IMT is only able to keep the old computers for approximately one month after the refresh date. It is unlikely we will be able to recover your files after that date.

## Can I get help using my new computer?

An orientation to the new laptops will be offered following the laptop distribution date. Please watch next month's newsletter for more details or contact [training@apu.edu](mailto:training@apu.edu).

## Voice Mail Upgrade Coming!

During the summer we will upgrade our current 15 year old voice mail system. The new system will provide better stability and in the future, added capabilities. Watch for more information regarding the upgrade.