Technical Support

Eagle Technical Assistance Center (ETAC)

NCCU ITS offers FREE technical support via phone 530-7676, email helpdesk@nccu.edu, web http://helpdesk.nccu.edu and walk-in to the Student Union beside the university mail center.

Training

All students are invited to attend FREE Microsoft Office workshops provided by the ITS department.

Troubleshooting

NCCU offers FREE computer setup, virus removal and technical troubleshooting services.

University Laptop Program

NCCU has partnered with Apple, Dell and Lenovo to provide students laptops at a special educational price. Visit http://www.nccu.edu/students/laptop.cfm for more information.

Our onsite technicians are certified to repair computers purchased through the University Laptop program.

Laptops offered through the University Laptop Program have been selected with NCCU student usage in mind. They are equipped with the necessary tools to make computing at NCCU a task of ease.

Connecting with Others

Telephone Services

Each student residing in our residence halls will be provided with a personal telephone line which includes voicemail, call waiting and other features.

Google Apps Collaboration Tools

Students have access to online collaboration tools that offer real-time editing and sharing of files.

Students can also use Google Docs, Google Sites, Google Labs and much more.

TECHNOLOGY @NCCU

NORTH CAROLINA CENTRAL UNIVERSITY
FOUNDED 1910
INFORMATION TECHNOLOGY SERVICES

Accessing Computer Services

Open Use Computer Labs

ITS provides 9 open use computer labs strategically located throughout our campus.

The "MEGA Lab" conveniently located in the James E. Shepard Library is equipped with both Apple and Dell computers

Each Open Use Computer Lab is equipped with the latest essential software applications, including Office 2007. High quality printers are available in all open use computer labs across campus.

Wireless Access

Wireless hot spots are located throughout the campus, including most classrooms and outside sitting areas.

A wireless enabled laptop is all that is required for a student to access these wireless hot spots.

Email Services

All students are provided an Eaglemail account with 7 MB of email storage space.

Eaglemail serves as a student's official means of electronic communication with professors, staff members, and other NCCU offices.

Residence Hall Computer Access

Each student residing in our residence halls will be provided with FREE internet access via the NCCU Network.

Many residence halls are also equipped with student accessible computer labs.

Electronic Classrooms

Electronic classrooms create new innovations in teaching and learning by integrating computer, multimedia, audio-visual, and network technologies.

These classrooms are equipped with sound systems, computers, VCRs, DVD players, and overhead visualizers.

My EOL

My EOL is a website designed to make accessing NCCU resources even simpler. This "one stop shop" gives students access to all of their NCCU accounts from one location.

PC Purchasing Minimum Recommendations

	PC Notebook	PC Desktop
Processor	Intel Core 2 Duo 2.0 GHz or faster	2 GHz Intel Core 2 Duo (or faster)
Memory	1 GB of SDRAM expandable	1 GB expandable to 2 GB
Hard Drive	80 GB EIDE hard drive	160 GB or higher Serial ATA
CD/DVD ROM	CDRW / DVD Combo Unit	DVD-CDRW/DVD Writer
Video Memory	64 MB video memory	128MB 2D/3D; full OPENGL support;
Display	14" or larger active matrix (1024x768 or better)	17" widescreen LCD (must be capable of 1280 x 800 x 32 bit resolution)
Power	lithium ion battery and AC pack	
Modem/Network	integrated 56K modem--V.90 & 10/100 Ethernet	Ethernet Adapter 10/100 TP; W/WOL, 1/100/1000
Keyboard	full size keyboard	
Wireless	integrated 802.1 W/WPA	
Operating System	Windows 7, Windows XP Professional, Vista capable	Windows 7, Windows XP Professional, Vista capable

	Mac Notebook	Mac Desktop
Processor	Intel Core 2 Duo 2.0 GHz or faster	2 GHz Intel Core 2 Duo (or faster)
Memory	512MB of 667Mhz DDR2 SDRAM	1GB 667MHz DDR2 SDRAM
Hard Drive	60GB Serial ATA hard drive 5400-rpm	160GB Serial ATA drive
CD/DVD ROM	SuperDrive (DVD +/-RW/CD-RW)	Slot-load 8x double-layer SuperDrive
Video Memory	64MB DDR2 Video memory/ Intel Graphics Media Accelerator 950	ATI Radeon X1600 w/128MB DDR2 memory
Display	13.3" TFT Display	17" widescreen LCD
Power	lithium ion battery and AC pack	
Modem/Network	56K fax modem V.90 support, built-in	None; Built in Airport Extreme and Bluetooth 2.0 + EDR
Keyboard	full size keyboard	Apple Pro Keyboard
Ports	2 USB, infrared port, S-video, VGA video out, Firewire, built in Bluetooth 2.0+EDR, built in AirPort Extreme, scrolling trackpad, sudden motion sensor	2 firewire, 2 USB ports, Built in AirPort Extreme and Bluetooth 2.0 +EDR