

Student Technology Requirements for Trevecca Programs

(Revised October 1, 2020)

In today's world, capable managers and leaders are more resourceful and resilient than their peers. In several of Trevecca's programs, we want to build students' ability to be resourceful and resilient in addressing their technology needs.

Your Responsibility

You are responsible for making sure that you have adequate technology resources available for your coursework at all times.

Our Responsibility

While you are responsible for ensuring you have technological access at all times, Trevecca also acknowledges we have responsibility for providing excellent service in regards to the technology we ask our students to use. We employ teams of professionals specialized in Trevecca-based platforms like Blackboard and information technology services (TNU4U, On-Campus Wifi, etc.). You can reach our Information Technology Services team (ITS) at 615-248-1223 or HelpDesk@trevecca.edu.

In addition to providing support, we also take responsibility for notifying students in a timely manner of any outages with any of the platforms we use as soon as we discover them (or if we know an outage is coming). You will receive an email to your Trevecca email account with any updates.

Finally, we are constantly testing and improving our Trevecca-approved platforms and courses to give our students the best experience possible with each platform.

Computer Requirements

All students will need access to a Windows/PC or Mac computer, or a recent version of an iPad with keyboard. You cannot use a Chromebook for this program. Face-to-face students should consider a laptop that you can bring to class, although you can sometimes share with a classmate if you do not have a laptop available. We encourage students to use a computer that is less than four years old.

Operating System Requirements

Students will need Windows 10 and MacOS Sierra or higher for their computer operating system.

Recommendations Regarding Using a Tablet as Your Primary Device

You can use a tablet in the program as a secondary device, but generally, you should bring a laptop to class. Also, we do not recommend using a tablet/iPad as your primary computer at home, unless it is a recent version and includes a keyboard.

Audio/Video Recommendations

There may be times in which you need to use audio input and output on your computer. It is helpful if you have a functional microphone and speakers for your computer. You may also need a video camera that you can use for video sessions.

Office 365 Access for Students

You will need to use Microsoft (MS) Word, Excel, and PowerPoint. You will need Office 2010 or newer. Please note that Office 365 is available for Trevecca students at no cost at [Office 365 Student](#). You cannot turn in Apple Pages, Sheets, or Keynote files for your assignments. Also, we do not recommend using Google Docs as your primary platform.

Internet Access Requirements

You will want regular access to reliable Internet. Rarely do students have success when they only have Internet access at the library or another home.

Back-Up Your Files

Make sure and always back up your files to the web, the cloud, or to a USB external flash drive or hard drive. If you lose your computer and/or your files, you will want/need a current back-up. Every student should have a well-developed strategy for when your computer, software, and/or internet goes down. What will be your secondary computer, software, and internet platform if needed?

Blackboard Requirements

In many cases, when students have difficulty signing into Blackboard, it is an issue on their computer (such as a browser problem).

Students can do a [Blackboard Browser Check](#) and view the [Browser Support Policy](#) to see if that might be the issue. There is also Blackboard [Browser Support](#) if you need further assistance in this regard.

Additionally, the following technologies are not current supported by Blackboard: *Windows XP, Internet Explorer, Firefox versions 56 and lower, Chrome versions 62 and lower, Safari versions 11 and lower, and JRE 5 for Blackboard Learn Original user interfaces.*

If you have checked the areas above and still have problems with Blackboard, you can contact onlinehelp@trevecca.edu for further support.

Late Work Due to Technology Problems

Assignments turned in late as a result of technology problems will likely receive a penalty for being late. Imagine a scenario when it is 9 PM and your assignment is due at midnight. Then, your computer or internet goes down and you lose your files. What will be your strategy to complete your assignment on time?

Please take the time now to assess your strategy and develop a back-up plan so you will not be caught unprepared when you hit a technology problem.

If you have any questions concerning technology needs for Trevecca programs, feel free to contact your admissions representative, student success advisor, or program director.