Student Technology Requirements FAQ

Purpose: To provide answers to commonly asked questions regarding the technology needed to support student success at UAGC.

Audience: Students, Faculty, and Staff

1. **What technology is required for students to be set up for success at UAGC?**

   Please review the UAGC [Technology Requirements](#) in the Academic Catalog.

   i. **What kind of computer should students utilize and what are the system requirements?**

   This is answered in the Technology Requirements section of the Academic Catalog.

   ii. **What web browser and Wi-Fi connection are needed?**

   - The most common browsers are best: Firefox, Chrome, Edge.
     - Some compatibility issues may arise in Apple's Safari browser.

   - High speed internet, defined as 5mbps upload and 1mbps download, is needed.

   iii. **What is RAM and why is it important?**

   RAM manages all the most important and consistent tasks a computer goes through from being powered on, to opening applications, to managing multiple tasks at once. With all the tasks that modern computers must manage, a bare minimum of 8GB RAM is recommended for any computer, regardless of its intended use.

   iv. **What is a processor and why is it important?**

   Processors provide the core function of a computer – carrying out the translation of binary code into what we see on the screens of our computers, tablets, and smartphones. The common denomination of a processor is its speed and the number of cores. The speed is how quickly the processor can process tasks, and the number of cores is indicative of how many simultaneous tasks a processor can manage.

   v. **Why are the networking speed requirements set low, and should they be increased?**

   The networking speed requirements are a reference to the basic definition of high-speed internet. That definition has not been updated because for many parts of the world those speeds, or even less, are still all that is available. Most internet service providers offer much higher speeds, but the definition is meant to be universal.

2. **What if a student's computer doesn't meet the minimum requirements?**

   If the computer is not a Chromebook, smartphone, or tablet, the limitations will be slowness opening applications, browsing the web, and completing various tasks. Machines with out of date, unsupported operating systems may also not be able to install some applications or open certain files.

3. **Can a student succeed without regular computer access?**

Consistent access to a fully-fledged computer, not a Chromebook, is needed for students to be set up for success at UAGC. That computer may be a personally owned computer, a computer at a library, or any other arranged access to a fully-fledged computer. Check with your local library for usage limitations/requirements and/or possible applicable fees.

4. **What can and cannot be completed on a desktop computer versus a mobile device or tablet?**

See the below breakdown based on various devices and their suggested usages, limitations on coursework.

   i. **Why can't students use a Chromebook for all coursework?**

   It is not possible to save Google Docs as PDFs or Word docs on a Chromebook.

   Chromebooks are configured with below base-level hardware as a means of simply providing access to a web browser and are not, by modern standards, computers. In those terms, tasks such as file saving, file uploading, and any other tasks usually completed outside of a web browser are not possible on a Chromebook. Chromebooks serve a very narrow purpose and unless that sole purpose is casually browsing the web, they are not recommended for use under any circumstances.

   ii. **Why isn't an iPhone sufficient for coursework?**

   Smartphones should be thought of in the same context as Chromebooks, though for different reasons. The operating systems on smartphones and tablets are not meant to provide the same experience as being on a computer and inherent limitations are imposed on the applications and processes on the different platforms by design.

   iii. **Can students start school using only phones or tablets?**

   Students are required to have consistent access to a computer (not a Chromebook) that may be personally owned, through a local library, or other means. Check with your local library for usage limitations/requirements and/or possible applicable fees. Only having a phone or tablet would not be sufficient.

   iv. **What limitations should students expect when using a Chromebook or tablet?**

   Students will not be able to use templates in Microsoft Office, which is a required capability in some early courses at UAGC. Chromebooks also do not have the capability of storing files locally, so submitting written assignments to Waypoint and saving files as PDF, for example, are not possible.

5. **What is Waypoint?**

Waypoint is a classroom tool where students upload written assignments to receive feedback and be assessed by their instructor. Waypoint is only available through a web browser on a computer. Waypoint is linked from within Canvas but cannot be used to upload files from a smartphone, tablet, or Chromebook.

6. **What UAGC apps are available and what are the purposes and capabilities of each?**
   i. **Canvas**

   Canvas is the online classroom platform UAGC uses for all its courses. Canvas can be accessed via mobile app or web browser. Students use Canvas to access course materials and complete certain assignments, such as quizzes

and tests. All assignment grades are also made available on Canvas as well. Please note that when using the Canvas app there may be discrepancies in the due dates for some assignments because of conflicting time zone settings. Always refer to due dates posted in the browser version of your classroom.

Links to the iOS and Android apps for Canvas are below:

- Apple: https://apps.apple.com/us/app/canvas-student/id480883488
- Android: https://play.google.com/store/apps/details?id=com.instructure.candroid&pcampaignid=web_share

ii. Constellation

Constellation is a digital platform used for some, but not all, electronic textbooks and other course digital materials (CDM) at UAGC. Constellation can be accessed via a mobile app or computer. UAGC utilizes other digital textbook platforms for various courses, such as RedShelf, Vital Source, etc.

Links to the iOS and Android apps for Constellation are below:

- Apple: https://apps.apple.com/us/app/constellation-for-uagc/id444832035
- Android: https://play.google.com/store/apps/details?id=edu.ashford.constellation

7. **How often do system requirements change?**

The world of computing changes rapidly, the most important thing to do on a computer is keep the operating system up to date. This will ensure as best as possible that students are working on a stable and secure operating system. If the computer no longer can support modern up-to-date operating systems, that may be an indication that it is time to investigate obtaining a newer machine.

8. **What should students do if they experience technical issues in the classroom?**

- Students experiencing technical issues of any kind should contact the UAGC contact center at 800-285-9796.
- It is important for students to communicate with their instructor and/or advisor in case any accommodations or additional support can be provided.

9. **How can students check their internet speed?**

Students can check with their internet service provider, or use a web or app-based testing platform, such as speedtest.net.

10. **What is a corporate-managed device and how does it affect access to course materials?**

Corporate-managed devices are smartphones, tablets, or computers that are owned and managed by a company for the sole purpose of work being done on that machine for said company. Usually corporate-managed devices have limitations on what apps can be installed, what kind of web sites can be navigated to, etc. These limitations may cause issues for UAGC students trying to complete coursework.

11. **Does UAGC offer discounts or assistance in obtaining a computer?**

Students are expected to meet the University's technology requirements to support success in their courses. The University does not have discount programs for equipment; however, students may check with the retailer of their choice to see if they offer educational discounts for computers. Students who have questions regarding financial assistance may contact the Financial Services department for information on their financial aid.