



Salve Regina  
University

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—Glenn Clark, director of network services, Salve Regina University, Newport, R.I.

**HP customer case study:** Salve Regina University chooses HP notebook, tablet PCs powered by Intel® Core™2 Duo processors to deliver campus-wide technology

**Industry:** Higher education

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### Objective:

Provide standardized technology to students at a residential college

### Approach:

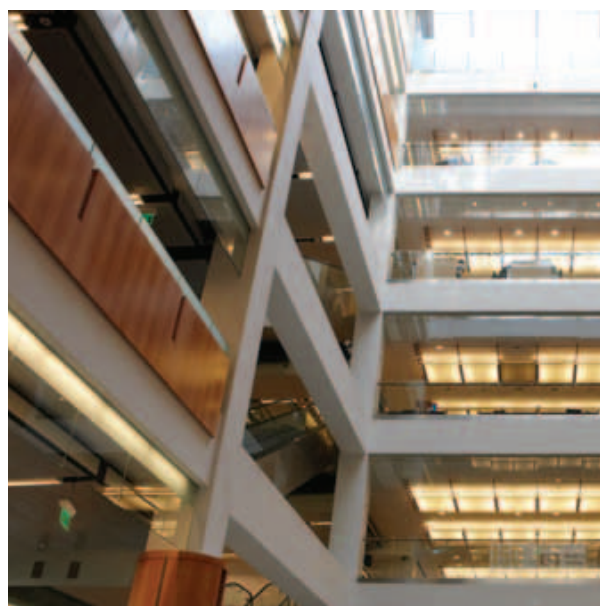
Salve Regina University has developed a student laptop program utilizing HP EliteBook Notebook PCs.

### IT improvements:

- Standardization facilitates on-site support from the university
- Universal hardware/software package assures consistent student experience, capabilities
- HP EliteBook Notebook PCs provide mobility and industry-leading performance with Intel® Core™2 Duo processors

### Educational benefits:

- Student/faculty collaboration anytime, anywhere
- Ability to access variety of educational resources
- Faculty manage course communications electronically
- Development of students’ ePortfolio over course of college career
- Leasing from HP Financial Services provides flexibility, value



At Salve Regina University, the student laptop program utilizes HP Notebook PCs for several reasons, ranging from raw product quality to the school’s growing relationship with HP and the flexibility of HP leasing.

“We’re essentially an all-HP campus,” acknowledges Glenn Clark, director of network services at Salve Regina. “We use HP desktop PCs, printers, servers and storage systems. We chose to equip our students with HP EliteBook Notebooks because we think they’re the best product for our needs, but also because we have developed strong relationships with HP and local partner, CompUtopia. It was the right fit, the right choice, supported by the right people.”

Salve Regina was chartered by the State of Rhode Island in 1934, founded under the sponsorship of the Sisters of Mercy as an independent institution built on

## Customer solution at a glance

### Primary applications

College student technology

### Primary hardware

- HP EliteBook 6930p Notebook PC based on Intel® Core™2 Duo processor
- HP EliteBook 2730p Notebook PC based on Intel® Core™2 Duo processor

### Primary software

- Genuine Windows Vista® Business
- Microsoft® Office
- Symantec Norton AntiVirus
- Adobe® Creative Suite®
- Adobe® FlashPaper
- Blackboard
- DyKnow Vision

Catholic educational traditions. The school has grown over the years and now enrolls 2,600 students from 42 states and 17 nations.

The laptop program began as an option for students, but is now in its fourth year as a mandatory program. It is designed to infuse technology into the academic experience. All students receive a new HP Notebook PC—the most recent model is the HP EliteBook 6930p Notebook PC based on an Intel® Core™2 Duo processor—preloaded with software and an accessory bundle that includes a protective sleeve and external storage.

### Learning through collaboration, 24 x 7

Clark says the HP Notebook PCs facilitate much more than individual learning. “They create an opportunity for students to immediately collaborate in ways that wouldn’t otherwise be available to them,” he notes. “Everyone has the same tools, the same software and resources, so students and faculty collaborate with one another on and off campus. The notebooks give them the key to reaching out to the world. And they communicate constantly, so they don’t have to wait for a particular classroom hour together; they can collaborate any time, night or day.”

The campus utilizes the Blackboard student learning management system. Teachers use it to disseminate schedules, a class syllabus, assignments and other learning resources; to collect papers for grading and later, to return them to students.

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Glenn Clark, director of network services,  
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One result of the laptop program is a mandate for students to create an ePortfolio of their work as evidence of their academic progress and achievement. They use Adobe® Contribute software to create a personal profile, reflect on their learning experiences in the core curriculum, and keep a record of their accomplishments in service, athletics and co-curricular activities. “Whether they’re in their dorm room, in the library, or anywhere else with their HP EliteBook Notebook, they’re developing the ability to use and adapt to technology, and the ePortfolio process is designed to capture that,” Clark notes.

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### EliteBook Notebooks provide a good balance

He says the school selected the HP EliteBook 6000-series Notebook PCs from the start of the program, and have purchased the newest version for each incoming class. “The EliteBook PCs have served the students well,” he says. “From the first year, they were durable. And since then, we’ve realized the benefits of HP engineering improvements. Each year, we see more resilience and less demand for repairs.”

The EliteBook series represents a balance of the various needs a student has, he notes. As the school was evaluating various models in the first year of the laptop program, it sought a model that was light enough to carry, that had good battery life, would stand up to four years of student use, and was available at a reasonable price.

Portability was important to enable students to use them anywhere. But they also had to offer the computing power of a desktop PC so that students wouldn’t feel it necessary to bring a desktop to school as well.

HP EliteBook Notebook PCs are equipped with Intel® Core™2 Duo processors that provide industry-leading performance to match the desktop PCs that might otherwise be found on college. “Staying with Intel processors was important to us. We wanted a commercially graded proven technology,” Clark says. “We weren’t planning to upgrade the students’ notebooks halfway through their time here; we

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Each year, the school develops a new standard software image. The current image includes Genuine Windows® Vista Business, Microsoft® Office, Symantec Norton AntiVirus, adware and malware protection, Creative Suite® including Contribute for the ePortfolio, Adobe FlashPaper, and other utilities.

Salve Regina manages a website to describe the college program and lay out the options to incoming students, their parents and faculty. CompUtopia assists on quality assurance and distribution, while Salve Regina handles the ordering and purchase process, pre-installs the student software and tests all systems, and then distributes them to students. When students arrive on campus, Salve Regina IT staff helps students get connected and troubleshoot any issues.

“In many ways, our relationship is more about the services—managing the process, doing asset tagging, helping distribute the notebooks as efficiently as possible, and providing initial support—than it is about the hardware,” notes Michael Nunziata of CompUtopia’s education division. “CompUtopia chose to partner exclusively with HP in serving the education market because of its commitment to both education and to working with channel partners like ourselves.”

#### Teaching with technology

Most teachers get the same HP EliteBook Notebook PC as their students. This year, some teachers specifically requested a tablet PC option. They are receiving the HP EliteBook 2730p tablet PC based on the Intel® Core™2 Duo processor.

“We are hoping that will enable them to step away from the front of the classroom and use technology to create an even more interactive environment,” Clark says. Teachers using the tablet PCs are in many cases also using DyKnow Vision software, which enables teachers to gather student feedback in real time, to foster collaboration in the classroom, make the most of each class hour and promote effective studying and preparation.

Clark says some faculty love the ability to teach with their computer; others are still adapting. “We learn each semester what they’re struggling with and how to improve the process,” he says. “In the first year, there were a lot of calls with faculty members asking, ‘How am I going to use this? How will it help me?’” But during a recent faculty committee meeting, the feedback was much more positive. “Now, they are asking, ‘What else can I do with this?’ or ‘How else can I use this to enhance the classroom?’” Clark says.

To support the laptop program, Salve Regina has established the Student Laptop Support Center on campus. Salve Regina is a part of the HP Self-Maintainer program, with four university employees who are HP-certified hardware technicians to provide on-site warranty service as needed. The Support Center also gathers student input about software, hardware and related issues. Its staff offers some training to students to help them get past repetitive issues. “We want everyone to be as self-sufficient as possible,” Clark says.

EliteBook PCs have built in Intel® Wireless technology that provides Wi-Fi CERTIFIED™ WLAN capability,<sup>1</sup> and the campus provides a ubiquitous wireless network

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to facilitate communication among students and with faculty, and to enable downloading of additional software or learning resources as needed. Students also have the option of enabling an HP Mobile Broadband card and subscribing to broadband service from AT&T or Verizon.<sup>2</sup>

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Michael Nunziata, sales director, CompUtopia education division

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The campus offers wireless printing in the library and in select academic areas. Each student is allotted 200 pages of printing per semester without additional fees. Beyond that, they are charged on a per page basis using money from their electronic campus account. The billing process is handled automatically by Pharos print management software on the printers.

#### **HPFS leasing provides flexibility**

The HP Notebook PC that students receive as incoming freshman is billed to them by the university with a one-time charge. The university, however, actually leases the PCs through HP Financial Services, paying the

lease through the student's academic career. Leasing converts the large capital outlay into a recurring, monthly expense for the university. It also gives the school added flexibility each fall.

"Operational budgets are all supported by tuition. Enrollments can fluctuate and, as a result, budgets can fluctuate," Clark explains. "We work with HP Financial Services to acquire the notebooks before the start of the year, configure and prepare them in time for distribution to the freshman, without relying on an exact number of tuition payments to cover that cost."

A master lease determines the terms under which Salve Regina acquires the notebooks. If additional units are needed, the university can simply add more to the lease using the same terms. That simplifies the procedures for leasing and shortens the timeframe for getting additional units.

Looking back, Clark notes the importance of having solid relationships with IT suppliers to make the student laptop program a success. "I remember trying to manage a residential computing program on our own, using our IT staff," Clark recalled. "It was a monster to manage. Having support from CompUtopia and HP makes it painless."

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<sup>1</sup>WiFi access point and Internet service required and not included. Availability of public wireless access points limited.

<sup>2</sup>Wireless broadband requires separately purchased service contract. Check with service provider for availability and coverage in your area. Available in select countries only.

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