



STUDENT QUOTA FAQs

What is Quota?

The amount of internet usage allowed to students via the University's network. Every time you access a page on the Internet or World Wide Web, the page is downloaded to the computer you are using. The size of the page is measured in bytes and the number of bytes depends on what data the page contains. For example, a page that has pictures and/or sound/video will be larger in size than a page that is plain text. Your internet quota is the limit the University has set for your downloads **when you are logged into the UOW network**.

Why is it Necessary?

The University provides staff and students with access to the internet and encourages the use of the internet for teaching, research and administrative and service functions. The University is connected to the Internet via the AARNet network, an Internet "backbone" which provides access for Australian Universities and other research organisations. AARNet charges the University for Internet access on the basis of the amount of information accessed.

How much Quota am I allowed?

Quota is currently set at **2GB of off-net** traffic with **unlimited on-net** traffic. Under current policy, the quota is granted as a 6 monthly allocation of quota at the beginning of each year and again at midyear.

What is the difference between On-net and Off-net traffic?

On-net traffic is data that flows between AARNet members, associates and affiliates across the AARNet backbone, or with equivalent organisations that are connected to overseas Research and Education Networks with an Internet2 connection (this includes most universities and research organisations of interest worldwide). Any data drawn from the AARNet mirror site is also on-net. All IP traffic not classified as on-net is off-net.

You can use the following website to check if a site is on-net or off-net. Access the AARNet provided network address query at <http://lg.aarnet.edu.au/cgi-bin/traffic.cgi>

What is AARNet?

Australia's Academic and Research Network is the University of Wollongong's internet provider. It provides a high-capacity, internet service to education and research communities and their research partners. The AARNet website is www.aarnet.edu.au/

Can you give an example of how much quota is used by going to web sites?

Web page size is particularly impacted when a page includes graphics, music, video, etc, and given that websites change continually, it is impossible to provide exact counts on the download size of particular web pages. However, the following information may be of interest to students who are trying to manage their quota usage.

A typical "Facebook" pages is at least 1MB in size. If you open photos or videos on these sites it will add to your quota download. You should note that some "News" sites often download audio and video files automatically.

Hints to economise on web quota are given in the Internet Access Guidelines document available at www.uow.edu.au/its/policies/UOW001577.html Students are encouraged to check or monitor their own quota usage at www.uow.edu.au/its/services/UOW001625.html

Excess Usage

The most common forms of excess usage of quotas are:

- Active use of sites such as Facebook, or News or Search sites, where students access videos, music etc.
- Reading online newspapers. Contact the University Library regarding online access to newspapers via library services.
- Online radio;
- Online gaming;
- File sharing programs – peer-to-peer;
- Streaming media, e.g. 1 hour TV-like full motion is equal to approx 500Mb;
- Auto update function of pages, eg antivirus programs;
- Animated web content – not as intensive as live video/audio but still more than flat pages;
- Auto refresh pages, such as news headlines.

How often is the quota allocated?

Under current policy, the quota is granted as a 6 monthly allocation of quota at the beginning of each year and again at midyear.

Does my internet use at home count?

No...this quota is only for University computers or when you log into the University's network. Your ISP provider will advise you of costs for downloads at home.

Does using wireless on my laptop count towards quota?

If you connect to the University network, yes, you incur quota.

Why shouldn't I use Hot Mail or Yahoo mail?

These emails are free because they rely on advertising. Each time you use these emails, a lot of advertising is downloaded to your account which is counted towards your off-net quota. The University recommends you use the UOWmail which does not use any advertising and does not affect your internet quota. You can access UOWmail at www.uow.edu.au/its/uowmail

Do I use quota when I am on the University's web site?

No. You can use the University's web site with no cost to your quota. You can also access the University's Library databases free of quota.

Is the amount of quota currently allocated to students reviewed?

Yes, the University regularly reviews its internet and email quota allocations. The University has recently moved to a new email service for students which gives all UOW students 25GB of password protected online storage and file sharing. See the University's Internet Access Policy at www.uow.edu.au/its/policies

Is my email affected by quota?

UOWMail provides all University of Wollongong students with 25GB of password protected online storage and file sharing. More information at www.uow.edu.au/its/uowmail

Does the University provide access to the internet for chatting, recreational browsing etc?

No, the University provides access to the internet for academic and research purposes only. The university accepts that use of your account for incidental personal purposes (non-University use) may occur. However, be aware that your internet quota is not intended for sharing videos, photos etc via sites such as MySpace, Facebook. If you intend using these sites for personal use, such as downloading videos and/or music, you will need to purchase a plan from an external internet provider to cover your personal use. If your accommodation is at one of the University's Halls of Residence, information on providers can be obtained by going to www.uow.edu.au/about/accommodation/it and clicking on IT Services in Residences.

If Facebook/Twitter is not 'On-net' why are there links to Facebook and Twitter and other offnet sites on the University website?

As these sites are the preferred social media for many of our students the University promotes the sites and provides quota for students to be able to access them. Each student needs to manage their quota on this basis. As long as students don't do massive amounts of facebook downloads for example, there would be minimal impact on their quota.

Is there any initiative to include the 'Facebook/Twitter' as OnNet? In terms of controlling what is offnet and onnet, the University as an institution as well as universities across Australia are behold to AARNet for these decisions. Whilst there has been a lot of discussion about Facebook going onnet, at this stage it is just discussion.

Do the University student residences provide internet access?

Most of the student residences have internet access. However, this connects through the University network and will be counted towards your quota. You can arrange a commercial Internet Provider to connect through the student residences. Administrative staff at each residence can advise you on what services are available, or you can visit the Accommodation Office at Student Central on the ground floor of Building 17 or visit www.uow.edu.au/about/accommodation/it

Is there a Facility for Casual use of the Internet?

Yes. The University is in the process of establishing internet cafes at residences and the main Wollongong campus. For information on locations and costs please visit www.uow.edu.au/about/accommodation/it

How will I know when I have used all of my internet quota?

Notification via email will be sent when 25% and again when 50% of quota is exhausted. A warning will be generated to the student if they use 75% of quota. Students can monitor their own internet quota use at www.uow.edu.au/its/services/UOW001625.html

Can I apply for more/extra quota?

Once a student has exhausted their quota, they can no longer access any external sites. If a student has exhausted their quota they can apply for additional quota via www.uow.edu.au/student/it/index.html The request will be forwarded to the Dean of the Faculty who will have access to a record of past download history of the student concerned before making a decision. Additional quota will only be granted if the quota has been used for educational purposes. The University does not offer the facility for a student to purchase additional quota.

Does accessing eLearning use Quota?

Links within the University web site do not incur quota. However, if your lecturer provides links that are outside the University web site, they may incur quota. You should discuss this with your lecturer.

Are there any tips for overseas or interstate students to prepare for internet access at UOW?

1. Let family and friends know that you will have a new account when you enrol at UOW and that you will send them your new email address when you arrive and activate the account. You should note that your email account will NOT be active until 24 hours AFTER you enrol. You can use one of the Internet cafés on the main Wollongong campus to let parents/friends know that you have arrived safely. See 5 below for more information on Internet Cafes.
2. You should note that accessing email accounts such as Hotmail, Gmail, etc represent high levels of downloaded data and will quickly exhaust your allocated quota. If possible, you should arrange to forward your other personal email accounts to your UOWmail account as soon as you enrol, as it will not incur quota.
3. Download all your favourite iPod tunes before you leave home. Downloading music is not considered educational use and you will very quickly use your allocated quota if you download music using your UOW account. Be aware that unauthorised copying or communication of copyright protected material (such as music, videos and software), violates the law and is contrary to the University's standards of conduct and business practices. Further information on the University's policy regarding Music, Video and Software Piracy is accessible at www.uow.edu.au/its/policies/UOW001577.html
4. The university accepts that use of your account for incidental personal purposes (non-University use) may occur. However, be aware that your internet quota is not intended for sharing videos, photos etc via sites such as MySpace, Facebook. If you intend using these sites for personal use, such as downloading videos and/or music, you will need to purchase a plan from an external internet provider to cover your use. If your accommodation is at one of the University's Halls of Residence, information can be obtained by going to: www.uow.edu.au/about/accommodation/it and clicking on IT Services in Residences.

5. Internet Cafes: The University is in the process of establishing internet cafes at residences and the main Wollongong campus. Currently there are two internet cafes on the main Wollongong campus (Building 17 and Building 67). For more information on locations and costs please visit www.uow.edu.au/about/accommodation/it

If a student exhausts their quota, and wishes to have it raised for educational purposes, the student can apply to their faculty for additional quota at www.uow.edu.au/student/it/index.html **Student quotas will only be extended if the quota has been exhausted due to use for educational purposes.**

Who can I ask for more information?

Ask at the enquiry desk at the Student Central Computing Labs in Building 17 or email its@uow.edu.au

Quota check: www.uow.edu.au/its/services/UOW001625.html

Request for additional quota: www.uow.edu.au/cgi-bin/studentip/sl