## **BALL STATE UNIVERSITY FACT BOOK 2009–10**

The help and technical support area will assist individuals with resolving hardware and software problems. Support is for Ball State students, faculty, and staff. For on-demand service, each academic college has a technical service representative.  Problems/Questions Handled Annually 9,081  Computer Store  Ball State students and employees can preview, test, and order computers or buy accessories, iPods, or software from Adobe, Apple, and Microsoft.  Computer Hardware, Software, and Accessories Sold 14,706  Computer Labs  Adaptive 1, College/Department 154  Computer Testing 2, General Purpose 7, New Media 5, Residence Hall (The 18th lab opens, August 2010) 17  Computers  Percent of Ball State University students who have their own computers Percent of Teachers College and College of Architecture and Planning who have their own computers (Required)  Web Hosting  Students, faculty, and staff can create and host personal Web sites to publish academic or personal information. 2 GB  Digital Storage  Each student can create a dedicated online space to store and transfer files privately, share files with others within the campus network, and share files globally. 2 GB  Total amount of digital storage space 4 GB  Video Conferencing  Educational sessions 26  General sessions 57  Total number of video conference sessions 212  Webinars  Faculty and staff can participate in live, interactive audio and desktop presentations via the Internet.	DALE STATE SITTEMENT TACT BOOK 2003-10	
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up to 10 phone parties per call.		s for
	up to 10 phone parties per call.	

Source: Office of Information Technology