Technology Services

Help and Technical Support

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	**33,850**
Service Requests Handled by Local Service Providers Annually	**8,739**

Technology 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	**17,802**

Computer Labs

Adaptive Technologies	1
Testing	4
General Purpose	2
New Media and high-end animation, modeling, editing, and GIS	6

Computers

Percent of Ball State University students who have their own computers	**98.50%**
Percent of Teachers College and College of Architecture and Planning students who have their own computers	**100%** *(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	236
International sessions	63
Community sessions	13
Administrative sessions	27
Corporate sessions	2
Skype sessions	13
Research/Test sessions	378

Webinars

Faculty and staff can participate in live, interactive audio and desktop presentations via the Internet.

GoTo Meeting Webinars	37

Phone Conferencing

Faculty and staff can access telephone conferencing as a service with limited free access for up to 10 phone parties per call.

Meet Me	2
Total number of hours	**647**
Total number of sessions	**771**

Source: Office of Information Technology