

BALL STATE UNIVERSITY FACT BOOK 2008–09

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	38,894
Service Requests Handled by Local Service Providers Annually	9,444
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	14,436
Computer Labs	
Adaptive	1
College/Department	154
Computer Testing	2
General Purpose	8
New Media	4
Residence Hall	14
Computers	
Percent of Ball State University students who have their own computers	95%
Percent of Teachers College and College of Architecture and Planning 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.	4 GB

Source: Office of Information Technology