## **BALL STATE UNIVERSITY FACT BOOK 2010–11**

Technology Services	
Help and Technical Support  The help and technical support area will assist individuals with resolving hardware and	
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	
software problems. Support is for Barr State students, faculty, and starr. For on-demand service, each academic college has a technical service representative.	
Problems/Questions Handled Annually	38,969
Service Requests Handled by Local Service Providers Annually	8,768
	0,700
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	20,258
	20,230
Computer Labs	
Adaptive	1
Computer Testing	3
General Purpose	4
New Media	4
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
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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
	4 (1)
Video Conferencing	
Educational sessions	134
International sessions	13
Community sessions	6
Research/Test sessions	33
Total number of video conference sessions	186
Webinars	
Faculty and staff can participate in live, interactive audio and desktop	
presentations via the Internet.	
Phone Conferencing	
Faculty and staff can access telephone conferencing as a service with limited free access for	
up to 10 phone parties per call.	

Source: Office of Information Technology