

BALL STATE UNIVERSITY FACT BOOK 2011–12

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% <i>(Required)</i>
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