



# Information Technology Services

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# **ITS Support Services**

## **Applications Development and Support**

- **Banner System – Admissions, Registration, Finance, Course Management, Grading, and Transcripts**
- **Blackboard – Learning Management Systems, Course Productivity, and Online Courses**
- **Web Development – ASTATE Website, Web applications, Forms, Databases, and Digital Signage**

# **ITS Support Services**

## **Technical Services and Support**

- **Desktop Computing, Classrooms, and Computer Labs**
- **Extended Hours Computer Lab – Keeps same schedule as Library – Library Museum Entrance**
- **Telecommunications, Wireless, Internet, and Internet 2 for Research**
- **24 x 7 Help Desk**

# **ITS Website as Source of Information**

**[www.astate.edu/its](http://www.astate.edu/its)**

- **Campus IT policies, procedures, and standards**
- **Student IT Manual and Faculty IT Manual**
- **IT Appropriate Use Policy**
- **Knowledge Base – all types of FAQs**
- **Tutorials and other resources**

# Software Downloads Free to Faculty

- ITS Website [www.astate.edu/ITS/software-downloads](http://www.astate.edu/ITS/software-downloads)
- Link to Software Downloads
  - Microsoft Office and Windows OS
  - Microsoft for MAC
  - Symantec AntiVirus
  - Respondus Lockdown Browser
  - Respondus Test Creator
  - Tegrity
  - MS Visual Studio Pro
- Various other software downloads

# IT Store

- **Apple, Dell, Lenovo, HP, and accessories**
- **Personal & Institutional Purchases**
- **Walk-in help/support (not a full help desk)**
- **Recommendations on repairs for Apple and Dell Products**
- **Centrally-located in Wilson Hall facing the Library**
- **Contact: Email: [ITStore@astate.edu](mailto:ITStore@astate.edu)**  
**Phone: 870.972.3500**  
**Web: itstore.astate.edu**

# Getting Help

- IT Helpdesk, by phone:  
870-972-3933
- IT Helpdesk, by email:  
[helpdesk@astate.edu](mailto:helpdesk@astate.edu)
- Blackboard help, by phone:  
870-972-2012
- Blackboard help, by email:  
[blackboard@astate.edu](mailto:blackboard@astate.edu)

**Thank you!**