Information Technology Services

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ITS Support Services
Applications Development and Support

- Banner System – Admissions, Registration, Finance, Course Management, Grading, Transcripts

- Blackboard – Learning Management System, Course Productivity, 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
- 24 x 7 Computer Lab - 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

- 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
Microsoft Office for Windows and Mac & Others

IT Store

- Apple, Dell, Lenovo, HP, and accessories
- Personal & Institutional Purchases
- Walk-in help desk support
- Minor repairs on Apple and Dell Products
- Centrally-located in Wilson Hall facing the Library

Contact:
Email: 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

- Blackboard help:
  instructech@astate.edu

Thank you!