

Technology Contacts



| If you are interested in: | Call: | | Person who will respond: |
|--|-----------|-----------------------------|---|
| FACULTY WORKROOMS | | | |
| Hardware / software problems | 4395 | Help Desk Staff | Steve To, Joe Souza, Bob Akers, Frank Gonzalez or IS Staff |
| Supply Issues | 4395 | Help Desk Staff | Help Desk Staff |
| HELP DESK | | | |
| Administrative Help Desk (hardware or software) | 7547 | IS Staff | IS Staff |
| Instructional Help Desk | 4395 | Help Desk Staff | Help Desk Staff |
| INSTRUCTIONAL NETWORK | | | |
| Report hardware / software problems to the Help Desk | 4395 | Help Desk Staff | Steve To, Joe Souza, Bob Akers, Frank Gonzalez or IS Staff |
| Ask software questions | 4395 | Help Desk Staff | Help Desk staff |
| Check status of request or problem | 4395 | Help Desk Staff | In Outlook: All Public Folders/Support/ICS-C/Help Desk/Tasks |
| INTERNET / WWW Management | | | |
| New web page – Faculty and non-faculty | 4466 | Rocky Rose | Rocky Rose, Web / Tech Support Specialist |
| Web training & support – Faculty | 4013 | Rhonda Bauerlein | Rocky Rose, Web / Tech Support Specialist |
| Web training & support - Non-faculty | 4466 | Rocky Rose | Rocky Rose, Web / Tech Support Specialist |
| Department web page changes or corrections | | Dept. Contact Person | For assistance, call Rocky Rose @ 4466 |
| Faculty web page changes or corrections | | Faculty Member | For assistance, call Rocky Rose @ 4466 |
| Faculty syllabus or office hours | 4466 | Faculty Member | Rocky Rose, Web / Tech Support Specialist |
| MULTIMEDIA / PHOTOGRAPHIC PROJECTS | | | |
| Initiate multimedia projects | 4415 | Cindy Bourget | Cindy Bourget or Phu Nguyen |
| Initiate photographic projects | 4442 | Phu Nguyen | Phu Nguyen, IMS |
| SMART CLASSROOMS | | | |
| Report problems | 4395 | Help Desk Staff | IS Staff; Cindy Bourget |
| Initiate projects | 4401 | Connie Elder | Connie Elder |
| ELECTRONIC MAINTENANCE & REPAIR | | | |
| Report problems | 4347/4405 | Patti Branton/Sandy Beasley | Maintenance Staff |
| TECHNOLOGY TRAINING | | | |
| Initiate projects | 4013 | Rhonda Bauerlein | Rhonda Bauerlein /Deanna Thompson |
| Blackboard | 4013 | Rhonda Bauerlein | Rhonda Bauerlein /Deanna Thompson |
| OTHER TECHNOLOGY NOT LISTED | | | |
| | 4395 | Help Desk | Staff |