

## Fall 2008 Technology Contacts:

- **Lab & Media Services** - Support for classroom, lab and AV/media technology.
  - 647-4150 – [mediaservices@miis.edu](mailto:mediaservices@miis.edu)
  - Location – Morse A100, Lab and Media Services center, 1<sup>st</sup> Floor
  - Services include classroom and lab equipment/software support, audio/video support for classrooms and special events, media conversion support.
  - Primary customers – faculty, students, staff and external organizations requiring AV and media conversion support. Faculty requiring technical assistance in the classrooms and labs.
  
- **Student Technology Services** - Support for wireless, laptop and general student technology.
  - 647-6502 – [studenttech@miis.edu](mailto:studenttech@miis.edu)
  - Location – Casa Fuente 448, 1<sup>st</sup> Floor (by elevator)
  - Services include student support for wireless, laptops (including general email and virus setup), and student network, printing and email issues. (Students should always start their search for answers to technology issues here).
  - Primary customers - students requiring technology support.
  
- **Information Technology Services** - Support for general IT issues, network and staff technology support.
  - 647-6656 – [helpdesk@miis.edu](mailto:helpdesk@miis.edu)
  - Location – Casa Fuente 320, 2<sup>nd</sup> Floor
  - Services include faculty and staff support for all general IT issues (including computer and laptop maintenance, network and wireless connections, email file and printing issues), and other IT services such as Moodle LMS setup, anti-virus and telephone services.
  - Primary customers – staff and faculty requiring general computer, laptop, telephone, network, file and account support.
  
- **Teaching & Learning Collaborative** - Support for instructional development and the **Digital Media Commons**.
  - 647-4630 – [bob.cole@miis.edu](mailto:bob.cole@miis.edu) or [dmc@miis.edu](mailto:dmc@miis.edu)
  - Location – Kade Technology Center, 2<sup>nd</sup> Floor
  - Services include faculty support for instructional technology development (including Moodle LMS development, Web 2.0 development, Eluminate training, and instructional media development) and other instructional technology development projects; faculty and student support for digital media projects in the **Digital Media Commons**.
  - Primary customers – faculty requiring instructional technology development support.
  - Secondary customers – faculty and students requiring digital media project support.