Technology for Carleton Faculty

Carleton provides a wide-range of technology to its faculty. This information will help you find what you need.

1. Getting help for technology that stops working:

- The Helpdesk is the most available and effective way for ITS to track issues where something was “working yesterday.” The PEPS team is on alert for classroom issues.
- It is sometimes helpful to have help describing your issue; an AT that you’ve gotten to know or your departmental technology-focused person can be useful in that way.

2. Use technology that others at Carleton are already using:

- The broad array of currently supported technologies is described in the (new and evolving) ITS Service Catalog http://go.carleton.edu/itscatalog
- The Service Catalog provides some opportunities for “DIY” access. In some cases, you will need to contact the “service owner” to get access to the technology.
- If you need to buy hardware or software for your particular usage, you may need to use PDA, grant or departmental funds.

3. Discuss an idea or seek general information:

- Some faculty have access to a technology-focused person in their department to do initial brainstorming.
- ITS has a team of Academic Technologists (ATs) who consult with faculty on curricular and research needs. Some departments work closely with a particular AT due to an alignment of expertise, but each AT is available to all faculty.
- ITS also has staff with expertise in web applications, storage and backup, software purchasing and distribution, data security, etc. For a referral, contact one of the three managers listed in the box to the right.

Who to Contact

The ITS Helpdesk is in the CMC. The ResearchIT Desk is in the Library. PEPS and Academic Technology (including audio-visual lending and the IdeaLab) are in Weitz.

<table>
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<tr>
<th>Key Contacts</th>
<th>Phone</th>
<th>Email</th>
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<tbody>
<tr>
<td>Helpdesk &amp; ResearchIT Desk (Kendra, Travis and Kevin)</td>
<td>x5999</td>
<td>helpdesk</td>
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<tr>
<td>PEPS: Classroom Tech &amp; Events (Jim, Matt and Tammy)</td>
<td>x7070</td>
<td>helpdesk</td>
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<tr>
<td>Curricular &amp; Pedagogical Help (AT staff and student workers)</td>
<td>x5513</td>
<td>at</td>
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<tr>
<td>Janet Scannell, Chief Technology Officer (CTO)</td>
<td>x4077</td>
<td>jscannell</td>
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<tr>
<td>Austin Robinson-Coolidge, Director of Technology Support</td>
<td>x5635</td>
<td>arobinso</td>
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<tr>
<td>Janet Russell, Director of Academic Technology</td>
<td>x6837</td>
<td>jrussell</td>
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Urgent needs during standard business hours (8am-5pm, M-F)
“Work-stopping” issues should be reported by calling the Helpdesk (x5999). From your office phone, calls will be routed to professional staff. For urgent classroom issues call x7070.

Helpdesk service during evenings and weekends
Student staff members assess the urgency and contact the on-call professional staff as appropriate. Students are trained to resolve a large number of issues and to delegate advanced issues.

To check whether an ITS service is down (within last 24 hrs): http://go.carleton.edu/its/
ITS DEFINITIONS:

- **Service Owner**: person who is the point-of-contact for that particular technology.

- **Support Levels**: campus technologies are supported in different ways:
  - Full Support
  - Shared Support
  - Self Support
  - Experimental

http://go.carleton.edu/itscatalog