

Ken Wester
Director of Information Systems
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479-964-0567

<http://support.atu.edu> or 479-968-0646

“Computer Services is now the Office of Information Systems. We are located in basically the same places but with a new organizational structure to provide a new focus on the university mission and the technologies that support that mission. Please review the information within this flyer and visit our web site frequently for updated and additional information as we move forward.”

Your first stop for information or issues should always be the Campus Support Center:

ARKANSAS TECH UNIVERSITY INFORMATION SYSTEMS

I have questions – Whom do I call?

The Campus Support Center is open 24/7/365 except during official campus closings. They will acknowledge all questions and concerns and provide you with the appropriate contact if necessary. You are welcome to call even if you don't have a specific issue or problem at hand, but just want some general information.

Phone: 479-968-0646 or 1-866-400-8022

Email: campussupport@atu.edu

Location: Ross Pendergraft Room 150

Website: <http://support.atu.edu>

I have a problem but I can't really say what's causing it; I'm not sure I want to call yet – What do I do?

Start with the knowledge base located at <http://support.atu.edu>, do a search on some key words of your issue or just browse through some of the areas. This could possibly lead you to causes of the issue that you had not previously considered. Can't find what you need? Sign in and create a ticket or give the support center a call.

I have a comment on the service I received. Whom do I talk to?

You can enter a general comment at <https://support.atu.edu/ics/support/feedback.asp> or contact the appropriate associate director or director.

I want to know more about the services you may be able to provide. Where do I look?

You can visit our web site. We are always updating information on this site about the services we provide and the technologies that are available on campus. Please always feel free to contact us for more information.

I have a special project or need some help making a technology decision in my area. I need to talk it through with someone. Where should I turn?

Contact the appropriate associate director or director, if unsure then contact the Campus Support Center and they will direct you to the right person.

OFFICE OF INFORMATION SYSTEMS

Support Services

This is the first stop for all questions regarding technology solutions at Arkansas Tech University. Our 24/7 call center supports the needs of faculty, staff, and students. Direct services provided include OneTech and mail support, password assistance, and guidance with Blackboard, Tegrity, Respondus, Turnit-In and others systems. We service desktop computers and equip classrooms and labs with the applicable hardware and software. Other solutions are most quickly obtained by allowing our well trained staff to route your requests to the appropriate contact.

Mrs. Theresa Motley
Associate Director OIS – Support Services
Ross Pendergraft Room 113
tmotley@atu.edu
479-968-0286

Administrative Systems

The staff in Administrative Systems specializes in maintaining the enterprise software applications that help Arkansas Tech operate more efficiently. This includes work with Blackboard, Banner, OneTech, ARGOS, Xtender, ePrint, Workflow, and many other supporting applications. Administrative Systems is also responsible for the planning, development, and support of in-house software.

Mrs. Carol Adkison
Associate Director OIS – Administrative Systems
Corley Room 263
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479-968-0626

Networked Systems

The staff in Networked Systems provides and manages the university's information systems infrastructure and services. This infrastructure includes virtual computers, servers, storage devices, routers, switches, physical cabling, and wireless access. Classroom technology and multimedia systems along with digital signage and video streaming also fall under networked systems.

Mr. Steve Milligan
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