



Technology for Carleton Faculty

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

Discussing an idea or seeking 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 their *curricular* and *research* needs.
- Some departments work more closely with a particular AT due to an alignment of expertise and needs (e.g. sciences, digital humanities or languages), 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.

Using technology that others at Carleton are already using:

- The broad array of currently supported technologies are described in the (new and still evolving) ITS Service Catalog <https://apps.carleton.edu/campus/its/services/>
- That website provides some opportunities for “DIY” access. In some cases, you will need to contact the “service owner” to find out how 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.

Getting help for technology that stops working:

- The Helpdesk is the most available and most 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.



Who to Contact

ITS has multiple service points as described below.

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

Key Contacts	Phone:	Email:
Helpdesk and ResearchIT Desk (Kendra, Travis and Kevin)	x5999	helpdesk@carleton.edu
Classroom Technology and Events (Jim, Matt and Tammy)	X7070	peps@carleton.edu
Curricular and pedagogical help (AT staff and student workers)	X5513	at@carleton.edu
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Janet Scannell, <i>Chief Technology Officer (CTO)</i>	X4077	Jscannell Cell: 267-970-5655
Austin Robinson-Coolidge, <i>Director of Technology Support</i>	x5635	Arobinso Cell: 952-292-6518
Janet Russell, <i>Director of Academic Technology</i>	x6837	Jrussell Cell: 614-961-0659

Urgent needs during standard business hours (8 am- 5 pm 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 quickest response to urgent classroom issues call **x7070**.

Helpdesk service during evenings and weekends (with student staff)

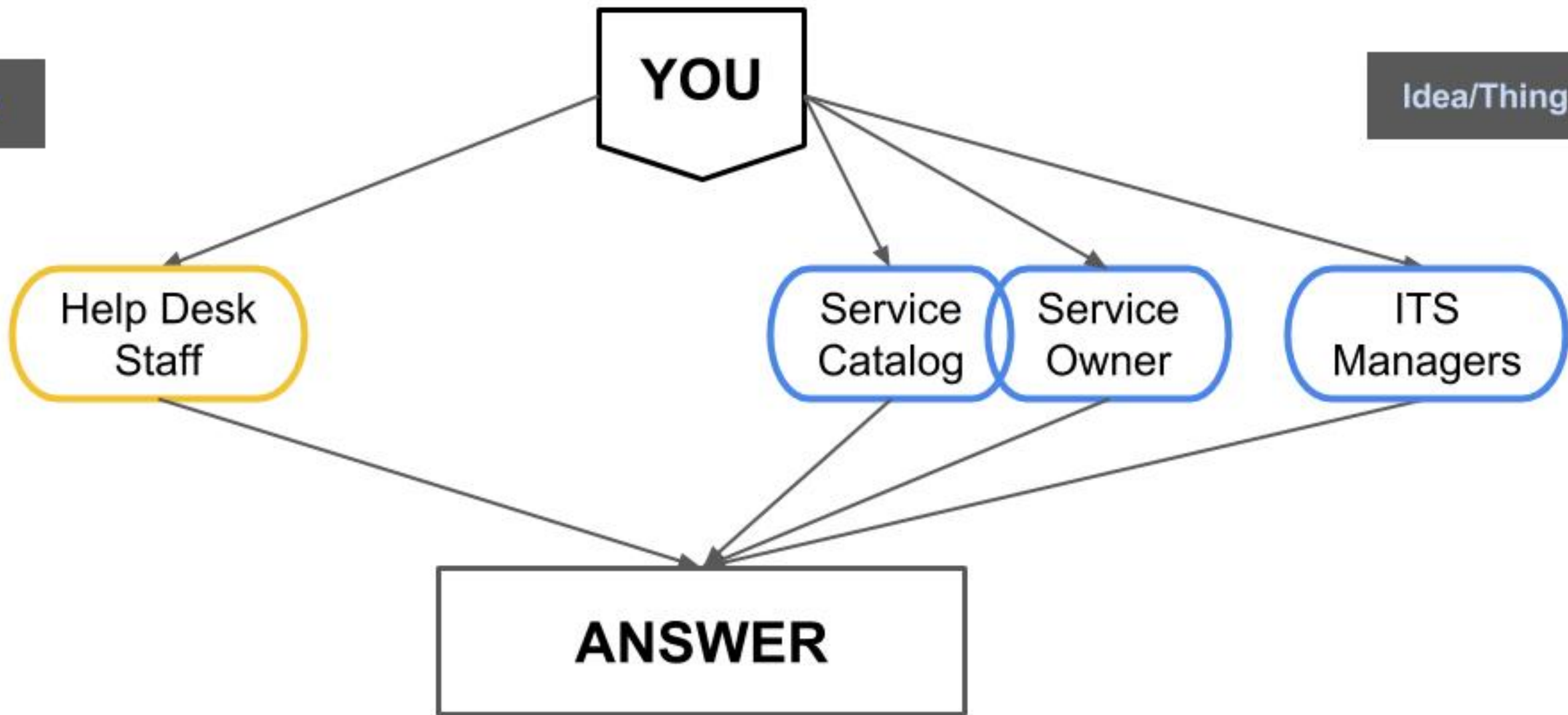
The student staff members will assess the urgency and contact the on-call professional staff as appropriate. Students are trained to resolve a large number of issues and to delegate advanced issues.

To check whether an ITS service is down (or was within last 24 hrs):

- <https://apps.carleton.edu/campus/its/>

Break/Fix

Idea/Thing



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

Information Technology Services

Catalog of Services

Please browse the categories below to learn more about technology services at Carleton, including the steps to start using these services and the name of a staff member to contact if you need more information.

<ul style="list-style-type: none"> ITS Home About ITS Catalog of Services Suggestion Box Policies ITS Events Support Resources 	<p>Helpdesk</p>	<p>Accounts and Passwords</p>
<p>I Want To...</p> <ul style="list-style-type: none"> • change my password • connect to wireless • set up email and calendar on my phone • borrow technology • use technology effectively when I travel 	<p>Email and Calendaring</p>	<p>Managing Your Computer & Data</p>
	<p>Networks and Connectivity</p>	<p>Printing, Copying and Faxing</p>

<http://go.carleton.edu/itscatalog>