

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