Technology Services 2017-2018

Technology Support
- Technology Helpdesk Support 23,072
- TechTime (Personal Student Application and Hardware Support) 4,232
- Concierge Desk (Walk-in Technology Support) 3,995
- Overnight and Weekend Support 1,328
- Adaptive Technologies (Book Scanning and Braille Services) + 288
- Instructional Classroom Support Services 947

Technology Store
Ball State students and employees can preview, text, and order computers or buy accessories, iPods, or software from Adobe, Apple, and Microsoft

Computer Hardware, Software, and Accessories Sold 10,344

Computer Labs
- Adaptive Technologies 1
- Testing Labs – Permanent (Additional Labs during Peak Times) 2
- IT Managed General Purpose (Several departmental labs throughout campus) 1
- New Media and High-End Animation, Modeling, Editing, and GPS 5

Web Hosting
Students, faculty, and staff can create and host personal Web site to publish academic or personal information 2 GB

Digital Storage
Digital online storage is provided by Box.com Unlimited

Video Conferencing 01-09-2017 to 01-01-2018

<table>
<thead>
<tr>
<th>Service</th>
<th>Total Events</th>
<th>Total Hours</th>
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<tbody>
<tr>
<td>WebEx Academics</td>
<td>21</td>
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<tr>
<td>WebEx Administrative</td>
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<td>UC Video Conference Testing</td>
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<td>BSU Administrative Video Conferences</td>
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<td>BSU Academic Video Conferences</td>
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<td>Network Services, Ad Hoc Conferences</td>
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Source: Office of Information Technology