

INFORMATION TECHNOLOGY SERVICES

<https://go.uwplatt.edu/its> (<https://go.uwplatt.edu/its/>)

Information Technology Services provides for the communication, academic, adaptive, and computing technology needs of the university community. Eager to assist students in the use of computing technology, ITS strongly encourages each student to make use of the excellent resources available on each of our three campuses. ITS provides computer and classroom technology support, including video streaming for classes and an increasing number of collaborative spaces. ITS manages and maintains the Pioneer Administrative Software System (PASS). It is our goal that you will find your experiences working with or for ITS both educational and rewarding, now and in the future.

HELP DESK

The ITS Help Desk is the first point of contact for faculty, staff, and students with campus technology problems and questions on all three campuses. The main office is located on the first floor of Karrmann Library on the Platteville campus with on-site support provided at the branch campuses as well. The Help Desk provides limited fee-based services to students (<https://kb.uwplatt.edu/75287> (<https://kb.uwplatt.edu/75287/>)). Contact the ITS Help Desk at 608.342.1400 or helpdesk@uwplatt.edu or stop by during regular business hours. You may visit our website at <https://go.uwplatt.edu/its-help-desk> (<https://go.uwplatt.edu/its-help-desk/>) or follow us on Facebook at <https://www.facebook.com/UWPlattevilleITSHelpDesk> (<https://www.facebook.com/UWPlattevilleITSHelpDesk/>).

EQUIPMENT CHECKOUT

The ITS Help Desk on the Platteville campus loans laptops, cameras, digital still cameras, video projectors, and a variety of audio recorders to students for a limited time. A limited number of laptops are available for checkout on each branch campus through their respective library.

GENERAL COMPUTER ACCESS LABS (GCA)

On the Platteville campus, GCA labs in the Markee Pioneer Student Center and Karrmann Library are available to all students from early morning to late night during the school term. These labs make available both PC and Macintosh systems, a variety of academic and productive software, and laser printers. Richland provides general access workstations in the library area during library hours. Baraboo Sauk County maintains general access spaces in the Administrative Building, including A216 computer lab. In addition, the Virtual Bears Den allows students from all three campuses to access GCA software and their network drives from anywhere they have Internet access.

WIRELESS NETWORK

ITS manages the wireless network for each campus, providing access for wireless-enabled devices. On the Platteville campus, all of the academic buildings and residence halls have wireless access capabilities, and exterior coverage is expanding. At Richland and Baraboo Sauk County, ITS manages the wireless network for the academic buildings only; residence hall wireless is managed privately.

CAMPUS WIRING INFRASTRUCTURE

On the Platteville campus, every residence hall room and every classroom building have the wiring necessary for complete network and Internet access. The ITS Help Desk provides support for residence hall network access. At Richland and Baraboo Sauk County, ITS manages the wiring for the academic buildings only; residence hall wiring is managed privately.

INTERNET ACCESS

Each student receives a unique NetID and password that provides access to the UW- Platteville email, computer network, and many campus resources. Students may access the Internet in any lab, via wireless, or through a wired connection in the residence hall rooms.

VIRTUAL DESKTOPS AND COLLABORATION TOOLS

UW-Platteville provides secure virtual desktops and collaboration tools to enable students to connect and engage online with their peers and faculty/staff as well as University systems. This collaboration extends the reach of a physical classroom setting to allow the flexibility to connect in a virtual setting.

CYBERSECURITY AWARENESS

UW-Platteville strives to prepare students with the tools and habits to benefit them in the interconnected cyber world. ITS contributes to this learning opportunity by providing cybersecurity awareness information in various forms, including but not limited to newsletters, knowledge base articles, phishing awareness and alerts, and interactive student-focused sessions.

PHILO EDU STREAM TELEVISION SERVICES

Media Technology Services, a unit of ITS, provides support for the Philo EDU video streaming service in the residence halls on the Platteville campus. You can gain access to service by using a Roku device, mobile device, or computer. Each student should bring their own data cable, switch, and or Roku device. For more information contact the ITS Help Desk at 608.342.1400. Cable TV at the branches is managed privately.

STUDENT TECHNOLOGY ADVISORY COMMITTEE (STAC)

On the Platteville campus, ITS advises the Student Technology Advisory Committee (STAC). STAC is charged with prioritizing and recommending projects for disbursement of the Student technology fee. The Student Technology Fee provides funds for increasing student access to technological resources and equipment that are needed in support of instruction and to maintain and enhance the technological competency of students as it relates to their academic endeavors. Call the ITS Help Desk at 608.342.1400 to volunteer to be part of this committee. Student Technology Fees are managed separately at each branch campus; currently there is no student committee on either branch campus.

STUDENT EMPLOYMENT

Students play an important role in the operation of this service unit. ITS hires more than 60 students each semester. We offer great opportunities for our student workers to get involved and engaged on campus. We work closely with our employees to create a work schedule that is flexible and accommodating. With the wide variety of services that our department offers, no two shifts are ever the same!