Research IT Services

■ Research & Statistical Support

■ Provides support services on data acquisition and stastistical analysis for UNT faculty and students conducting research; multiple face-to-face meetings, each lasting more than an hour, each involving one or more party writing on a dry-erase board, and often using an internet-connected computer as well. **Visit the online IT Catalog or R&SS website for an appointment.**

it.unt.edu/it-catalog
it.unt.edu/research

■ High-Performance Computing

■ **Access:** Provides access to high-performance computing cluster systems for support of university research through computationally intensive LINUX-capable software.

■ **Operations:** Provides supercomputer-class, high-performance computing and consulting services to support the research, instruction and scholarly activities of the UNT community using applications that require high bandwidth, enhanced networking and very high compute capabilities.

hpc.unt.edu

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Student Success IT

■ Salesforce Customer-Relationship Management Support

■ **Salesforce CRM Access:** Cloud-based configuration, customization, consulting, technical and managed service for Salesforce implementation at UNT

■ **Salesforce CRM Help Desk:** Support for IT issues, service requests and account management related to Salesforce CRM use.

■ **Salesforce Training:** Provide Salesforce-related training upon request or based on learning needs analysis

it.unt.edu/ssit

Contact Information

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University Information Technology

it.unt.edu

■ **IT User Services**
■ **Instructional IT Services**
■ **Research IT Services**
■ **Student Success IT Services**
Catalog: *it.unt.edu/it-catalog*

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University IT

- ■ IT User Services
- ■ Instructional IT Services
- ■ Research IT Services
- ■ Student Success IT Services

■ Online Catalog of IT Services

For a complete listing of IT Services and links to make requests, please visit the online catalog.

it.unt.edu/it-catalog

User IT Services

■ Adaptive Computer Lab

The adaptive lab is open to students, faculty and staff who benefit from special accommodations. Operated in conjunction with the Office of Disability Accommodations, the lab is located in Sage Hall, Room 153.

it.unt.edu/adaptivelab

■ Host Computing User Services

HCUS provides individual license information and access for supported academic research applications and server support.

it.unt.edu/hostcomputing

■ Microcomputer Maintenance

The MMS Shop supports UNT-owned microcomputers that are fewer than six years old for UNT faculty and staff. The techs assist with the selection, purchase and upgrade of new computers and hardware. Additional services: battery disposal, certifiable hardware disposal – degaussing, microcomputer upgrades, and troubleshooting tips.

it.unt.edu/mms

■ UIT Help Desk

Help Desk staff members support students, employees, visitors and alumni. Services include telephone, email, ticket-based responses and walk-in support for UNT IT-related issues, such as questions about the Account Management System, EagleConnect email, UNT Bulk Mail, information security, Blackboard Learn, MyUNT, wireless access, Eagle Alert messages and more.

Call: 940-565-2324
Online: *it.unt.edu/helpdesk*
Technology Tour: *it.unt.edu/techtour*
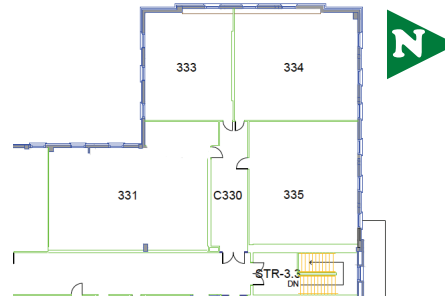**Location:** Sage Hall, Room 130

Instructional IT Services

■ Computer-Based Testing Services

Provides computerized testing with or without proctors, 135 stations in Sage Hall, Room C330.

■ Sage Hall Computer-Based Testing Center

■ CBTC Hours for Reservation

Monday-Thursday: 8 a.m.-9:30 p.m.
Friday: 8 a.m.-6 p.m.
Saturday: 9 a.m.-6 p.m.

■ CBTC Drop-in Testing: Available, but contact the office first.

Monday-Friday: 8 a.m.-5 p.m.

- ■ Discovery Park Testing Classrooms
- ■ Mobile Laptop Testing Cart, 30 units
- ■ Computer Workshop Room, 30 stations

it.unt.edu/test

■ Data Management Services

The Data Management Services office provides the following services.

■ **Course- and/or Faculty-Evaluation Processing:** Computer-facilitated processing of course- and/or faculty-evaluations, which provide item means and frequencies for:
- •Department Overall,
- •Instructor or
- •Course and Section.

■ **Exam-Grading with Analysis:** Computer-facilitated exam grading providing standard reports with student scores, incorrect responses, class frequency distribution, class statistics, item-analysis and item-statistics.

■ **Research Project Data Entry:** Computer-facilitated research-data entry specific to the customer's needs.

■ **Scannable Form Design:** Consultation and design services for the creation of surveys to accurately capture the data desired.

it.unt.edu/datamanage

■ IITS: Call, Click, Come By!

Contact us for more information about IITS resources.

Call: 940-369-8233
Email: *ehinkle@unt.edu*
Online: *it.unt.edu/iits*
Main Office: Sage Hall, Room 336

Research IT Services
Student Success IT Services