

## Research IT Services

### ■ Research & Statistical Support

■ Provides support services on data acquisition and statistical 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](http://it.unt.edu/it-catalog)

[it.unt.edu/research](http://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](http://hpc.unt.edu)

## Benchmarks Online

University Information Technology

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[it.unt.edu/idea4it](http://it.unt.edu/idea4it)

IT Idea Center

## Student Success Technology

### ■ 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:** Provides Salesforce-related training upon request or based on learning needs analysis

[it.unt.edu/sst](http://it.unt.edu/sst)

## Contact Information

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# University Information Technology

[it.unt.edu](http://it.unt.edu)

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

Catalog: [it.unt.edu/it-catalog](http://it.unt.edu/it-catalog)

EST. 1890

UNT

UNIVERSITY  
OF NORTH TEXAS

# University IT

## IT User Services

Instructional IT Services

Research IT Services

Student Success Technology

## Online Catalog of UIT Services

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

[it.unt.edu/it-catalog](http://it.unt.edu/it-catalog)

## IT User 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 330.

[it.unt.edu/adaptivelab](http://it.unt.edu/adaptivelab)

### Host Computing User Services

HCUS provides individual license information and access for supported academic research applications and server support. GAB, Room 204.

[it.unt.edu/hostcomputing](http://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. Sage Hall, Room 330.

[it.unt.edu/mms](http://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, Drupal user support, Blackboard Learn, MyUNT, wireless access, Eagle Alert messages and more.

Phone: 940-565-2324 | Email: [helpdesk@unt.edu](mailto:helpdesk@unt.edu)

Online: [it.unt.edu/helpdesk](http://it.unt.edu/helpdesk)

Technology Tour: [it.unt.edu/techtour](http://it.unt.edu/techtour)

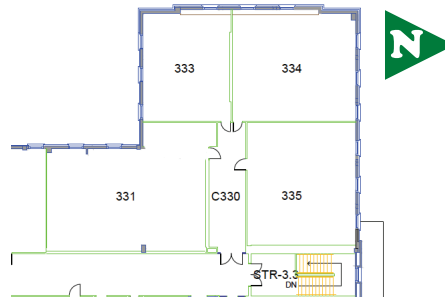
Location: Sage Hall, Room 330D

## 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 with advance notice only; contact the office, 940-369-8233.

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](http://it.unt.edu/test)

### Exam & Research Data Services

The ERDS 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. Check online for extended hours of operation during final-exam periods.

**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/erds](http://it.unt.edu/erds)

### IITS: Call, Click, Come By!

Contact us for more information about IITS resources.

Call: 940-369-8233

Email: [ehinkle@unt.edu](mailto:ehinkle@unt.edu)

Online: [it.unt.edu/iits](http://it.unt.edu/iits)

Main Office: GAB, Room 206

Research IT Services  
Student Success Technology