

Services

ITAP was established to help customers learn to make better use of their computer. We can help with the following software packages:

WebCT

Lotus Notes

Respondus

Adobe products

Microsoft Office

Windows XP

Additionally, each student has specialized skills based on their majors, so we may be able to help with other software packages. We are not limited to the software listed above. If you have questions pertaining to additional software, let us know, and we will work with you. We also can help with many hardware questions. We plan on expanding the services over time as we hire and train more students.

To Get Help from ITAP

1. Call the Technology Assistance Center at (231) 591-4822 (4TAC).*
2. Request help from ITAP
3. Give them your contact information; what specific help you are looking for, what times might be good for you, plus the urgency of your need.
4. The TAC will generate a work order for the request.
5. An ITAP student will contact you to set up an appointment
6. Based on what you are asking for, a student with the appropriate expertise will be assigned to work with you.
7. The student will arrive at your office or other on-campus location to work with you at the scheduled time.

* You can also request help by using the web form at :
<http://www.ferris.edu/techsupport/contact/emailform.cfm>

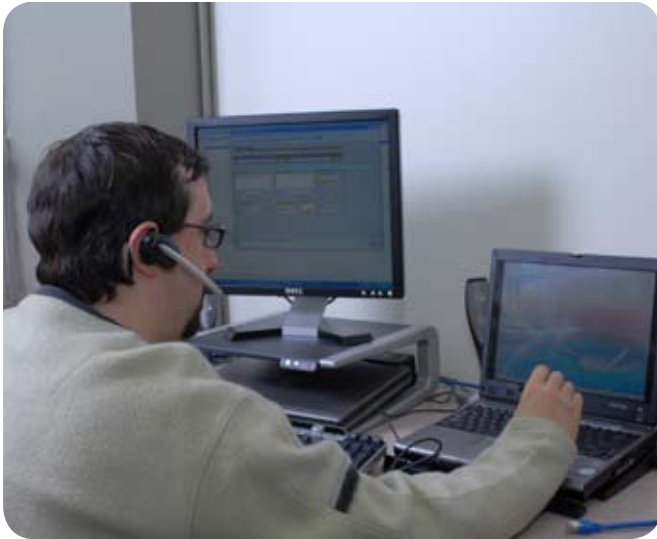
About ITAP

The ITAP is designed to help faculty and staff learn to make better use of their computers by having enthusiastic, patient, well-trained students who love to share their knowledge of computers available to spend the time with people in their offices to learn new computer skills.

This program is a result of the President's Task Force Synthesis recommendation from Winter 2006, which stated Ferris needs to "expand the use of students for support throughout the University." Information Services and Telecommunications has set up the program to work closely with the Faculty Center, desktop support, the Technology Assistance Center, and other support areas on campus in order for students to be able to provide answers for you, or direct you to the people who can best help you. This program is an addition to our current support services, so the TAC is still the place to call for general phone support, to report broken hardware, request new software, etc.

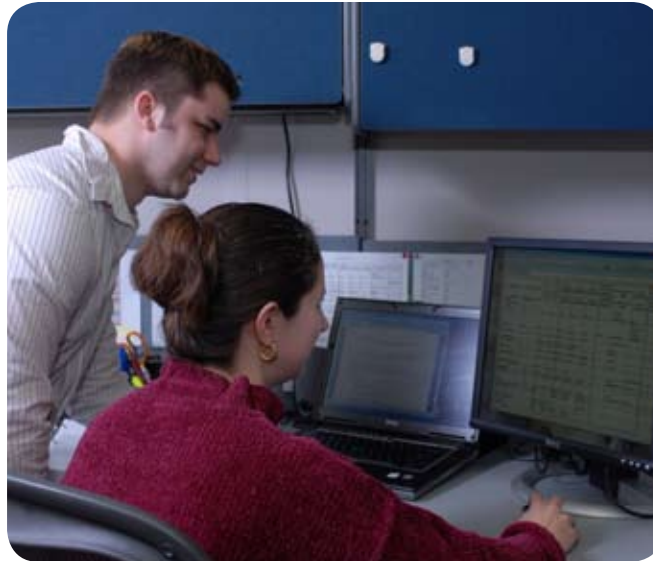
You Should Contact ITAP if You...

- Have questions on how to use your computer but are afraid to ask.
- Feel existing training opportunities are above or below your skill level.
- Would like to learn new skills in the comfort of your office on your computer.
- Wonder if some of the work related computer tasks you are trying to do could be done in a better way.
- Would like to know more about computing resources available to you.



Hours of Operation:

Monday – Friday:
8 AM – 5 PM



Associates are available at
other times upon request.



Information Technology Assistance Program



*Personalized computer
guidance where and
when you want it!*

Information Technology
Assistance Program
(231) 591-4822
www.ferris.edu/techsupport

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