

# User Services

Tom Peterson, Director



Staff: Professional and Scientific – 6 Full Time Staff

Students – 70

The university help center (the Computer Consulting Center – CCC) is operated by both trained permanent staff and student consultants. It is the first point of contact for students, faculty, staff and emeritus on computer related activities or problems. It offers:

- Walk-in hours at ITTC 36 during normal business hours
- Phone help is available during business hours by calling (319) 273-5555. An answering machine is available after hours.
- Email address: [its-consult@uni.edu](mailto:its-consult@uni.edu)
- Account Signup (web space, calendar, etc.)
- Freeware and shareware
- File and disk recover/repair
- PC wireless setup
- Maintain software inventory
- Manage UNI Computer Sales program, extending educational discounts on hardware and software to UNI students, faculty and staff

Operates and maintains the public Student Computer Centers (SCCs) on campus. Features include:

- Seventeen locations, some staffed by student assistants
- Available for use by students, faculty, staff, and emeritus
- Windows computer systems
- E-mail, Internet access and standard software
- Laser printing
- ADA accessible
- Email address: [us-sccsupport@uni.edu](mailto:us-sccsupport@uni.edu)

Provides workstation and application support for various administrative areas.

Provides web-based computing information including:

- SCC user information, maps, hours of operation, computer equipment and software specifications
- Electronic documentation and resources
- Personal computer purchasing programs

Some Statistics:

- Served 8,221 different students in the fourteen ITS Student Computer Centers during Fall 2006 with nearly 82,000 visits in April 2007.
- Provided consulting services to over 36,000 telephone inquirers and over 9,000 walk-ins.
- Received approximately 2.5 million web site hits per year to the User Services computer help pages.