Help, Support & Training

Where to find help, support, training, or consulting for educational technologies. If you don't know where to start, Ed Tech Consultants can guide you step by step.

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Athena cluster services
The Athena cluster services team inside Distributed IT Resources (DITR) in IS&T manages many of the public and private Athena Workstations that form the most visible part of the Athena computing environment at MIT in public Athena clusters and the Quickstation Athena kiosks in hallways and public areas.

IS&T Service Desk
servicedesk@mit.edu

Athena computing environment
The IS&T Service Desk answers questions about the Athena computing environment and software running on Athena.

IS&T Service Desk
617-253-1101
servicedesk@mit.edu

Audio visual classroom support
MIT Audio Visual services maintains and services all installed Presentation Technology Systems in classrooms maintained by the Schedules Office.

617-253-2808
avorders@mit.edu

Computer training
IS&T Training Services offers MIT community members many options for learning to use computers and technology to make their MIT work easier, more productive, and rewarding. MIT also partners with outside training providers for less common application software and technology training.

617-253-7685
istrain-reg@mit.edu

Course materials on the web
Copyright guidelines for MIT faculty putting course materials up on the web.

Libraries
scholarlypub@mit.edu

Stellar

Help and support for your Stellar class website.

servicedesk@mit.edu
617-253-1101
Submit a web request for a Stellar page

Educational Technology (Ed Tech) Consultants

If you don't know where to start, the Office of Digital Learning (ODL) can guide you step by step. They will also help you plan, build, and evaluate your multimedia-based educational materials.

Office of Digital Learning (ODL)
et-consult@mit.edu

Electronic classrooms

MIT has several “electronic classrooms” which have a computer at each seat. These rooms are scheduled through the central Schedules Office.

Schedules
617-253-4788
schedules@mit.edu
Submit a web request

General information technology help

Get general computing help including Mac, Windows, Stellar, and network connectivity at the IS&T Service Desk.

servicedesk@mit.edu
Submit a web request
617-253-1101

Geographic Information Systems (GIS)

The MIT GIS lab provides assistance in finding and obtaining geographic information and data, and utilizing GIS tools to visualize and analyze the data geospatially, in a dynamic, digital environment. The GIS lab also provides access to GIS literature and works with instructors in incorporating geographic information into their teaching.

Libraries
gishelp@mit.edu

Computer Hardware and Software Repair

The IS&T Service Desk has a hardware repair group which can perform warranty and non-warranty repair on recommended Apple, Dell, and Lenovo Thinkpad computers.

servicedesk@mit.edu
617-253-1101

Libraries academic subject experts

Librarians with expertise in a particular academic subject can help instructional staff assemble reference materials for teaching and provide research consultations to students.

Libraries research support
Contact Libraries’ staff via email, phone, or in person. Links to research guides and self-help resources.

**Social Science Data Services**

Provides assistance with finding, understanding, and managing statistics or numeric or tabular data in the social sciences, management, and related areas.

murack@mit.edu
617-258-6680

**Teaching and Learning Laboratory**

TLL provides services to improve the quality of instruction at MIT. Services include consulting, workshops, and feedback via class videotaping.

Service description
tll@mit.edu