Help, Support & Training

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.

On this page:

- Athena cluster services
- Athena computing environment
- Audio visual classroom support
- Computer training
- Course materials on the web
- Stellar
- Educational Technology (Ed Tech) Consultants
- General information technology help
- Geographic Information Systems (GIS)
- Computer Hardware and Software Repair
- Libraries academic subject experts
- Libraries research support
- Social Science Data Services
- Teaching and Learning Laboratory

**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