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 computing environment
Audio visual classroom support
Course materials on the web
Canvas
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 computing environment

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

IS&T Service Desk

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

Course materials on the web

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

Libraries
scholarlypub@mit.edu

Canvas

Help and support for your Canvas class site.

MIT Canvas resources for instructors
IS&T Service Desk

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.

IS&T Service Desk

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

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