

NORTHWOOD TECHNICAL COLLEGE  
MEDICAL LABORATORY TECHNICIAN  
STUDENT POLICIES

## **STUDENT TECHNICAL SUPPORT**

As a Northwood Tech student, you can access support regarding your Blackboard Ultra courses or technical issues. Below are resources offered to you at Northwood Tech.

### **Help Desk**

Should you encounter any technical problems while you are a student at Northwood Tech, please contact the Help Desk.

Help Desk support includes:

- Computer hardware and software
- Northwood Tech email for student, staff, and faculty
- Library/Learning Resource Center systems
- Student portal
- Online learning system (Blackboard Ultra)
- Network and wireless access
- Lab and classroom technology

### **iTLC**

The Innovative Teaching and Learning Center, or iTLC, supports students, faculty, and staff. We want to ensure everyone can experience success. Check out our technology resources for help with Blackboard, web conferencing, Microsoft 365, participating in virtual spaces, and all the learning technologies used at the college. Our academic resources can help you with formatting assignments, finding information, study skills, designing engaging activities for class, along with resources such as Career Development to help students find a job after finishing their program.

Our academic resources are here to help you with all the aspects of being a student. These can include help with your course work or study skills for reading your course materials. You'll also find a spot for contacting an Accommodation Specialist should you have any questions about additional services to assist with your educational success. [Academic Support Services | Northwood Technical College](#)

Among the services offered are:

- Academic support of Northwood Tech students enrolled in credit courses
- Study skills and test-taking strategies

### **Learning Technology Center**

The LTC provides on-the-ground support for your technology needs including online resources for your classes, computers or personal devices, software installs and much more. Use the computer lab and access printers, copiers, and scanners at the LTC.