STUDENT TECHNICAL SUPPORT

Technical Support
As a Northwood Tech student, you are able to access support regarding your Blackboard courses or any technical issues. Below are the 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
- Student portal
- Online learning system (Blackboard)
- Lab and classroom technology
- Library/Learning Resource Center systems
- Network and wireless access

Learning Commons
The Northwood Tech Learning Commons combines the resources and services students need to interact with technology, collaborate with one another, and find support for your academic efforts. The Learning Commons is a one-stop shop that connects the Learning Resource Center, the Education Technology Center, and the Academic Support Center. Academic Support Center instructors match resources and materials to individual skill levels as you progress toward your goals. Both individualized and group instruction is available. More information can be found at 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

Educational Technology Center
The ETC is a staffed computer lab, where a Teacher's Assistant provides the technological expertise to help you succeed with the following:

- Computers
- Blackboard
- Basic computer assistance
- Accommodation services software
- Online learning
- Student Portal
- Open computer lab