STUDENT TECHNICAL SUPPORT

Technical Support
As a WITC student, you are able to access support regarding your Blackboard courses or any technical issues. Below are the resources offered to you at WITC.

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

Help Desk support includes:
- Computer hardware and software
- WITC e-mail for student, staff, and faculty
- MyWITC portal
- Online learning system (Blackboard)
- Lab and classroom technology
- Library/Learning Resource Center systems
- Network and wireless access

Learning Commons
The WITC 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 Student Success Center. Success 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 https://www.witc.edu/academic-programs/academic-support-services

Among the services offered are:
- Academic support of WITC 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
- **MyWITC**
- Open computer lab