WAYNE STATE UNIVERSITY

School of Library and Information Science

SLIS Tech Support Service Overview

SLIS Tech

- Technology support for SLIS students, faculty and staff by SLIS students.

- Amanda Gantchev, Tech GSA & Jodi Coalter, Student Tech Assistant

- Support offered 7-days a week, with evening hours.

School of Library and Information Science (SLIS)

- Online programs

- Little face-to-face interaction

- SLIS students learn about SLIS Tech during online orientation

- Heavy reliance on tech support and online communications

SLIS Tech Main Support Categories

- Adobe Connect

- Scheduling Appointments & Requests

- IIS Server

- SLIS Student Software

Adobe Connect

- Adobe Connect is a SLIS only system used to deliver online course lectures and other multimedia content. Includes Adobe Meeting used for synchronous online meetings and office hours.

- Example lecture

- Example meeting room

- FAQs

Scheduling Appointments & Requests

- Digital Media Projects Lab (DMPL)

- In-Person Tech Support

- Student Group Tech Support

- FAQs

IIS Server

- The IIS server is used by students enrolled in LIS 6080 Information Technology and LIS 7420 Website Development.
- FAQs
- Cyberduck

SLIS Student Software

- Free software is offered through Microsoft Imagine Academic Software Center for currently enrolled SLIS students, when class is in session.

- SLIS MS Imagine Webstore

- FAQs

Additional Resources

- [List of SLIS Tech Tutorials](#)

- [List of all FAQs](#)

- [SLIS Tech Homepage](#)

Thank you.

Questions?

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