

## The College for Creative Studies Graduate Student Laptop Support

The Graduate program has published hardware and software requirements for students entering the Interdisciplinary and Transportation MFA programs on Blackboard and the CCS website.

On-campus support from Academic Technologies and Information Technology Services for student computers will cover

- Software assistance. If a student is having problems running the required software, CCS support will troubleshoot to help insure that applications are properly installed and that the student's hardware is capable of running the application. CCS support services will not manage software licenses for students or teach a student how to use an application for the purposes of completing assignments. Academic Technologies can assist a student by providing access to software tutorials and introductory training to some applications. Academic Technologies will provide help with the use of the Blackboard and Groupwise (email) systems.
- Network assistance. CCS support services will assist a student with questions about or difficulty with connecting to the CCS network or the use of CCS wireless.
- Printing. CCS support services will assist a student in connecting to and using printers for the Graduate program.
- Hardware. CCS support services can offer limited assistance with hardware issues for student-owned computers. Repair or diagnostic work on a student computer is governed by the warranty on each individual machine; the degree to which we can work on a machine is therefore limited. If we are unable to fix an issue, we will assist in assessing the problem and in initiating and facilitating contact with an appropriate service provider in the area if that is necessary or appropriate.

To receive support, a student should contact the CCS helpdesk online through the link on the Blackboard home page or by phone at 313.664.7818. If the issue cannot be addressed directly through phone or online support, the student will be directed to make an appointment with either Academic Technologies or Information Technology Services and would need to take his/her computer to a support staff for further help. In this case, a computer may not be left with support staff for evaluation or repair; the student owner must be present for service to be provided. The student should be sure to have all warranty and license information available.

For questions regarding laptop and technology support, please contact Laurie Evans, Director, Academic Technologies at [levans@collegeforcreativestudies.edu](mailto:levans@collegeforcreativestudies.edu) or at 313.664.1501.