Research & Statistical Support
- Provides support services on data acquisition and statistical analysis for UNT faculty and students conducting research; multiple face-to-face meetings, each lasting more than an hour, each involving one or more party writing on a dry-erase board, and often using an internet-connected computer as well. Visit the online IT Catalog or R&SS website for an appointment.
  - it.unt.edu/it-catalog
  - it.unt.edu/research

High-Performance Computing
- Access: Provides access to high-performance computing cluster systems for support of university research through computationally intensive LINUX-capable software.
- Operations: Provides supercomputer-class, high-performance computing and consulting services to support the research, instruction and scholarly activities of the UNT community using applications that require high bandwidth, enhanced networking and very high compute capabilities.
  - hpc.unt.edu

Salesforce Customer-Relationship Management Support
- Salesforce CRM Access: Cloud-based configuration, customization, consulting, technical and managed service for Salesforce implementation at UNT.
- Salesforce CRM Help Desk: Support for IT issues, service requests and account management related to Salesforce CRM use.
- Salesforce Training: Provides Salesforce-related training upon request or based on learning needs analysis
  - it.unt.edu/sst

Contact Information
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ITUS: Richard Sanzone
ITTS: Elizabeth Hinkle-Turner
RITS: DaMiri Young, Richard Herrington
SST: Jennifer Lee
Planning, Budget & Marketing: Carrie Stoeckert
Administration: Mari Jo French

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Discovery Park Testing Classrooms
Mobile Laptop Testing Cart, 30 units
Computer Workshop Room, 30 stations

Data Management Services
The Data Management Services office provides the following services.

- **Course- and/or Faculty-Evaluation Processing:** Computer-facilitated processing of course- and/or faculty-evaluations, which provide item means and frequencies for:
  - Department Overall,
  - Instructor or
  - Course and Section.

- **Exam-Grading with Analysis:** Computer-facilitated exam grading providing standard reports with student scores, incorrect responses, class frequency distribution, class statistics, item-analysis and item-statistics. Extended hours are provided during final-exam periods.

- **Research Project Data Entry:** Computer-facilitated research-data entry specific to the customer's needs.

- **Scannable Form Design:** Consultation and design services for the creation of surveys to accurately capture the data desired.

IITS: Call, Click, Come By!
Contact us for more information about IITS resources.

- Call: 940-369-8233
- Email: ehinkle@unt.edu
- Online: it.unt.edu/iits
- Main Office: Sage Hall, Room 336

Computer-Based Testing Services
Provides computerized testing with or without proctors, 135 stations in Sage Hall, Room C330.

Sage Hall Computer-Based Testing Center

CBTC Hours for Reservation
Monday-Thursday: 8 a.m.-9:30 p.m.
Friday: 8 a.m.-6 p.m.
Saturday: 9 a.m.-6 p.m.

CBTC Drop-in Testing: Available, but contact the office first.
Monday-Friday: 8 a.m.-5 p.m.