Research IT Services

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](http://it.unt.edu/it-catalog)
  - [it.unt.edu/research](http://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](http://hpc.unt.edu)

Student Success Technology

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](http://it.unt.edu/sst)

Contact Information

Philip Baczewski, senior director, UIT
940-565-3886 | [baczewski@unt.edu](mailto:baczewski@unt.edu)

Instructional IT: Elizabeth Hinkle-Turner, director
IT User Support: Richard Sanzone, director
Research IT: Ravi Vadapalli, director
Student Success Technology: Jennifer Lee, manager
UIT Administration: Mari Jo French, budget officer

Salesforce Customer-Relationship Management Support

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

Do you have an idea for better IT?
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University Information Technology
General Academic Bldg., Room 107
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Denton, TX 76203-5017

P: 940-369-6029 | F: 940-565-4060
Email: [unt.uit@unt.edu](mailto:unt.uit@unt.edu) | Online: [it.unt.edu](http://it.unt.edu)
 UIT Help Desk
Help Desk staff members support students, employees, visitors and alumni. Services include telephone, email, ticket-based responses and walk-in support for UNT IT-related issues, such as questions about the Account Management System, EagleConnect email, UNT Bulk Mail, information security, Drupal user support, Blackboard Learn, MyUNT, wireless access, Eagle Alert messages, LyndaCampus and more.

Phone: 940-565-2324 | Email: helpdesk@unt.edu
Online: it.unt.edu/helpdesk
Technology Tour: it.unt.edu/techtour
Location: Sage Hall, Room 330D

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 with advance notice only; contact the office, 940-369-8233.
Monday-Friday: 8 a.m.-5 p.m.

Discovery Park Testing Classrooms
Mobile Laptop Testing Cart, 30 units
Computer Workshop Room, 30 stations
it.unt.edu/test

Exam & Research Data Services
The E&RDS 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. Check online for extended hours of operation 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: General Academic Bldg., Room 206