Academic Technology & User Services

Academic Technology & User Services (ATUS) connects the campus community by providing access to essential communication technologies and valuable technology resources supporting teaching and learning.

We engage the campus community in the strategic implementation of technology to achieve the university mission. We empower the campus community by advancing new technologies and technology skills.

Please visit the ATUS website for more information.

Technology support

The ATUS Help Desk is your one-stop point of contact for obtaining professional computer assistance for a variety of services offered by ATUS. We will either resolve your problem, research it and report back to you, or escalate it to the appropriate staff member for resolution.

Please contact us for assistance via the web, email, telephone, or in person for:
- Computer accounts, email, and Office 365
- Wireless connectivity and mobile device / laptop assistance
- File storage, file sharing, back-ups, and printing issues
- Access to restricted data and services
- Phishing scams, malware, and other security issues
- Enterprise applications and other technology services

**Full Service Hours**
Mon - Fri: 8 am to 5 pm

**Telephone Support Only**
Mon - Thurs: 5 pm to 8 pm
Saturday: 1 pm to 5 pm
Sunday: 1 pm to 8 pm
Extended telephone support is not available during intersessions or Summer

**Helpdesk@wwu.edu**
Haggard Hall 123

Classroom and lab support

Projector not working in your classroom? Laptop not connecting to your teaching station? ATUS Classroom Services supports general-use classrooms and labs regarding projectors, projector screens, microphones, media players, document cameras, and instructor teaching stations.

Academic Technology & User Services Help Desk
360-650-3333 * helpdesk@wwu.edu * Haggard Hall 123 * https://atus.wwu.edu/
Equipment checkout
Assigning your students photographic, video, or audio productions? Interested in checking out equipment for your own academic projects? The ATUS Equipment Loan desk provides short-term and long-term loan access to a wide variety of digital multimedia devices and computer hardware for students, staff, and faculty.

Teaching and learning
The Center for Instructional Innovation and Assessment (CIIA) provides instructional design and technology consultation, operates the Faculty Drop-in Center, and facilitates pedagogical professional development opportunities for faculty. Learning Systems also provides instructional design consultation and tier-2 technical support for the Western learning management system, lecture capture system, plagiarism detection tools, and the audience response system. Learning Systems also acts as the accessibility point of contact for ATUS.

Software
Software Services provides software analysis, purchasing, licensing and distribution support to the University community including student labs, classrooms and faculty/staff use. Whether it's major suites like Microsoft Office or Adobe Creative Cloud or lesser-known titles such as SPSS or EndNote, Software Services can help you select, buy, and install the software.

Student technology training and support
At the Student Technology Center (STC), students attend workshops and receive peer tutoring with advanced technology, equipment, and software such as virtual reality, 3D printing, video and audio editing, and large-format printing. Working with faculty from all disciplines, the STC compliments Western’s curriculum by offering student training in support of course requirements.

Video production
Video Services provides simple or complex video productions, one-to-one or multipoint video conferences, and media production skill training to faculty and staff at Western. Services range from single-camera recordings of classroom instruction to multi-camera projects complete with graphics. Additionally, the Digital Media Center (DMC) provides resources for students and faculty including a TV studio with a green screen wall, control room, lighting grid, and a Virtual Reality HTC Vive set-up. The DMC is also available for use as a classroom or drop-in learning environment.