DICKINSON® STATE UNIVERSITY

Campus Technology Guide
"So, who manages what?"

Need technology assistance? If so, you may be wondering where to go for help. The answer may not always be clear but this guide will help you get the answers you need.

University Website Content Edits

If the web address **DOES NOT** start with www.dickinsonstate.edu, it uses a different software than the main website.

Website Communications Specialist
Office of Communications and Public Affairs
joshua.nichols@dickinsonstate.edu | x2847

- www.dickinsonstate.edu pages
- Employee directory dickinsonstate.edu/directory
- Electronic forms that start with the following URL "123contactform.com"
- Can provide contact information for administrators of other university websites such as dsuarts.com
- Events calendar dickinsonstate.edu/calendar

You can submit a support ticket to the Website Communications Specialist to better track the progress of your requests.
www.dickinsonstate.edu/websupport

Director of Academic Records
Office of Academic Records
kathleen.meyer@dickinsonstate.edu | x2535

- Online University Catalogs
- Pages that start with the following URL "dickinsonstate.smartcatalogiq.com"

Assistant Director of Admissions
Office of Admissions
megan.robinson@dickinsonstate.edu | x2164

- Applications, Visit Day Registration, and Student VIP pages
- Pages that start with the following URL "ndusdickinsonstate.askadmissions.net"

Events, Facilities, & Door Access

Assistant Director of Facility Operations
Office of Facility Operations
trent.myran@dickinsonstate.edu | x2148

- Room booking online with Ad Astra
- Guest Wi-Fi access credentials
- Room booking online with Ad Astra
- Audio, video and equipment needs at events
  - For events in Stickney Auditorium:
    jarvis.jahner@dickinsonstate.edu | x2323

Office of Security & Emergency Management
dsu.security@dickinsonstate.edu | 701-290-1068

- Campus ID badges and door access
- Event parking and guest passes

Website Communications Specialist
Office of Communications and Public Affairs
joshua.nichols@dickinsonstate.edu | x2847

- Events calendar maintenance
- Submit events at dickinsonstate.edu/calendar

IVN Course Delivery Coordinator
Technology Resource & Education Center (TREC)
kathleen.obritsch@dickinsonstate.edu | x2541

- IVN Classrooms, conference calls and meeting support

Technical Support Specialist
Technology Resource & Education Center (TREC)
donna.hickman@dickinsonstate.edu | x2166

- Base Camp Reservations (May Hall 301)
- Various equipment and employee resources checked out by the TREC office

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For direct links to various website and technology support forms and resources, visit:
www.dickinsonstate.edu/support

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Accounts, Access and Online Support

North Dakota University System Help Desk
helpdesk.ndus.edu | 866-457-6387

- Account assistance and password changes for ConnectND applications, including Campus Solution/Campus Connection, Financials, and HRMS

Help Desk Technician
Information Technology Services (ITS)
theresa.godlevsky@dickinsonstate.edu | x2838

All inquiries through the DSU ITS Help Desk will be routed to the appropriate support staff member.

- Assistance with password changes for DSU employee email
- DUO authentication support
- Fixing phones and moving lines
- Access/Support for most SharePoint sites
  - For the "DSU Shared" SharePoint site: joshua.nichols@dickinsonstate.edu | x2847

Assistant Director of Facility Operations
Office of Facility Operations
trent.myran@dickinsonstate.edu | x2148
- Guest Wi-Fi access credentials

Technical Education Coordinator
Technology Resource & Education Center (TREC)
laura.l.fetting@dickinsonstate.edu | x2166

- Blackboard access and support

Director of Human Resources
Human Resources
krissy.kilwein@dickinsonstate.edu | x2530

- Assistance with the Human Resource Management System (HRMS)

Assistant Director TREC
Technology Resource & Education Center (TREC)
anthony.willer@dickinsonstate.edu | x2215

- Starfish software access and support

Hardware/Software & Network Support

Help Desk Technician
Information Technology Services (ITS)
theresa.godlevsky@dickinsonstate.edu | x2838

All inquiries through the DSU ITS Help Desk will be routed to the appropriate support staff member.

- Hardware & software support
- Network or wireless issues
- U: Drive support
- Classroom and lab computers and projectors

Assistant Director TREC
Technology Resource & Education Center (TREC)
anthony.willer@dickinsonstate.edu | x2215

- Classroom and lab cameras, microphones, and Smartboards

Technical Support Specialist
Technology Resource & Education Center (TREC)
donna.hickman@dickinsonstate.edu | x2166

- Checkout of special office equipment, classroom tools, and other special technology

IVN Course Delivery Coordinator
Technology Resource & Education Center (TREC)
kathleen.obritsch@dickinsonstate.edu | x2541

- IVN Classrooms, conference calls and meeting support

Visit the university employee directory for additional contact information:

dickinsonstate.edu/directory

For direct links to various website and technology support forms and resources, visit:
www.dickinsonstate.edu/support