

## STUDENT TECHNICAL SUPPORT

### Technical Support

As a Northwood Tech student, you are able to access support regarding your Blackboard courses or any technical issues. Below are the resources offered to you at Northwood Tech.

### Help Desk

Should you encounter any technical problems while you are a student at Northwood Tech, please contact the Help Desk.

Help Desk support includes:

- Computer hardware and software
- Northwood Tech email for student, staff, and faculty
- Student portal
- Online learning system (Blackboard)
- Lab and classroom technology
- Library/Learning Resource Center systems
- Network and wireless access

### iTLC

The Innovative Teaching and Learning Center, or iTLC, is here to support students, faculty, and staff. We want to ensure everyone can experience success. Check out our technology resources for help with Blackboard, web conferencing, Microsoft 365, participating in virtual spaces, and all the learning technologies used at the college. Our academic resources can help you with formatting assignments, finding information, study skills, designing engaging activities for class, along with resources such as Career Development to help students find a job after finishing their program.

Our academic resources are here to help you with all the aspects of being a student. These can include help with your course work or study skills for reading your course materials. You'll also find a spot for contacting an Accommodation Specialist should you have any questions about additional services to assist with your educational success. [Academic Support Services | Northwood Technical College](#)

Among the services offered are:

- Academic support of Northwood Tech students enrolled in credit courses
- Study skills and test-taking strategies

### Learning Technology Center

The LTC provides on-the-ground support for all your technology needs: Northwood Tech online applications, online resources for your classes, your computers or personal devices, software installs and much more. Use the computer lab and access printers, copiers, and scanners.