Information Technology Services

University of Arkansas Information Technology Services provides information technology leadership and support for academics, research, and public services. A variety of services are hosted by IT Services, including email, the campus network, technical support, computer labs, and the online student information system.

The campus network offers two wireless options for laptops and other mobile devices. UA Secure is an encrypted, secure network for UARK users, providing full access to all online services. UA Wireless is a guest network designed to provide anyone with Internet access on campus. For security, some services are blocked when connecting with UA Wireless.

UARK Gmail, the email service for students at the University of Arkansas, is provided by Google. Students can configure various email applications to connect to email.uark.edu, including Outlook, OS X Mail, smartphone apps, and open-source applications. New or returning students can refer to the Student Email page on the IT Services website (http://its.uark.edu) for information on activating a UARK account and setting up a personal computer or mobile device for access to email and wireless.

General Access Computing Labs (GACLs) offer over 300 Windows and Mac computers for use by students, faculty and staff. Labs are open during day and evening hours, including weekends. GACLs are located in the Arkansas Union, Mullins Library, J.B. Hunt Center for Academic Excellence, Administrative Services Building, and Northwest Quad. The GACL in the Administrative Services Building is available 24/7 with University ID card access. PrintSmart, the GACL printing system for students, provides a printing quota equivalent to 700 single-sided black and white pages per student per semester.

Laptops with GACL software, digital cameras, video recorders and microphones are available for checkout to students with a University ID at the Student Technology Center in the Arkansas Union. Laptops are also available for checkout at Mullins Library. Students can also work from anywhere 24/7 using vLab (http://vlab.uark.edu), a virtual Windows 7 desktop providing real time access to GACL software from their own computers.

The Student Technology Center houses the Gaming Studio, the Digital Media Lab, a tech lounge, and a team room. Students can receive individual tutoring and technical support for multimedia projects working on a number of high-end digital project workstations with a wide range of multimedia software packages or meet with friends for work or play.

The Faculty Technology Center in Gibson Annex assists faculty in finding and using effective technological tools to enhance classroom learning. The Center’s staff works with faculty to support classroom initiatives that involve students using technology. The university's learning management system, Blackboard Learn, is supported by the Center. Other systems, such as Blackboard Collaborate web conferencing and Echo360 lecture capture, integrate with Blackboard Learn. Technical support for Blackboard Learn, Blackboard Collaborate, Echo360, and videoconferencing is available through the Center.

The Help Desk provides technical support to students, faculty, and staff via telephone at 479-575-2905, email at helpdesk@uark.edu, or through the online AskIT system (http://askit.uark.edu). A satellite Help Desk, providing one-on-one technical support and phone support, is located in the Arkansas Union near the entrance to the General Access Computing Lab.

Symantec AntiVirus software downloads are available free of charge from the IT Services website to all university users. Installation is required for all computers accessing the university network, and students living in residence halls are required to install Symantec to gain access to ResNet, the university’s residence hall network. See the Antivirus/Security page on the IT Services website (http://its.uark.edu) to get Symantec.

A variety of collaborative technologies are available through IT Services, providing members of the university community with the tools to collaborate in and out of the classroom, on campus, and around the globe, including:

- UA Chat offers instant messaging services between UARK users, as well as MSN, Yahoo!, ICQ, Google, and AIM contacts. Lync provides instant messaging, including audio and video, for faculty and staff.
- WordPress offers personal web and blogging space for all UARK users.
- Microsoft SharePoint is a web-based application that allows UARK users to create team web pages, manage projects, share documents and calendars, host discussion, create surveys, assign tasks, and control workflow.
- DropboxIT offers secure online file sharing for exchanging large files on and off campus.
- Listserv mailing lists allow for group email communication and provide web-based archives.
- Eduroam provides wireless access to UARK users at participating institutions.

Students, faculty, and staff have access to information technology resources on campus through a 10-billion-bits-per-second connection to the fiber-optic National LambdaRail and Internet2 networks. Each year, IT Services upgrades its computer systems, networks, and information system resources to ensure that all information technology at the university is on par with other doctoral-granting research universities.