

PEN Technical Assistance...



For any distance learning trouble day or evening call: **864-941-8627**

Help Desk Ticket Web URL: www.ptc.edu/dl/help

Direct URL: <http://itsrv.ptc.edu/helpdesk/>

Distance Learning Trouble Staff:

Dr. Dan Koenig, Associate V P	Office:	941-8446
	Mobile:	828-1968
	Fax:	941-8703
Al West, Assoc. Dean Instructional Technology Services	Office:	941-8652
	Mobile:	993-1921
Lynn Mack, Assoc. Dean for Instructional Development	Office:	941-8449
Bonnie Graham, Auxiliary Services Manager/Staff Trainer	Office:	941-8348
	Mobile:	554-7713
Kristen Scott, Helpdesk Student Worker	Office:	941-8627
David McGehee, Distance Learning Technical Manager	Office:	941-8597
	Mobile:	993-2959
Chad Todd, Instructional Server Manager	Office:	941-8718
	Mobile:	993-3409
David Nelson, Systems Support Technician	Office:	941-8344
	Mobile:	554-7791
Eric Fisher, Systems Support Technician	Office:	941-8517
	Mobile:	993-3628
Jan Jasinski, System Support Technician	Office:	941-8705
	Mobile:	554-7712
Eric Hawthorne, Instructional Computer Labs Manager	Phone:	941-8789
	Mobile:	993-3586
Deidre Stidom, Online Course System Manager	Office:	941-8742
	Mobile:	828-1989
Vern Wideman, Online Support Technician	Office:	941-8682
Gregg Smith, Media Center Coordinator	Office:	941-8444
	Mobile:	941-7534
Jennifer Stroud, Division Administrative Assistant	Phone:	941-8644

Mobile: 554-7919
Fax: 941-8703

Barbara Funderburk, Administrative Assistant P/T

Office: 941-8660

Lisa Lanford, Evening Helpdesk /DL Technician P/T

Office: 941-8627
Mobile: 554-6918

Security Problems:

Public Safety

Radio: 941-8000
Office: 941-8563

Telecommunications:

David Jones, System Support Technician

Office: 941-8344
Mobile: 554-6588

Matt Parris, Telecommunication Specialist

Office: 941-8794
Mobile: 554-8377

Abbeville County Center

Mark Meyers, Coordinator

Phone: 941-8646
Fax : 446-7129

PEN circuit 2 Room 110-AA

Phone & Fax: 446-8329

PEN circuit 4 Room 117-AA

Phone & Fax: 446-3964

PEN circuit 5 Room 104-AA

Use center fax & phone

PEN circuit 6 Room 113-AA

Use center fax & phone

Edgefield County Center

Sherry Holmes, Coordinator

Phone: 803 637-5388
Fax: 803 637-3983

PEN circuit 3 Room 122-EE

Phone: 803-637-5785

PEN circuit 4 Room 121-EE

PEN circuit 5 Room 118-EE

Phone: 803 637-6435
Fax: 803 637-3983

PEN circuit 6 Room 111-EE

Phone: 803 637-6805

Greenwood, Lex Walters Campus

Jennifer Stroud, Coordinator

Phone: 941-8644
Fax: 941-8703

PEN circuit 1 Room GLNS 126-G

Phone & Fax: 941-8630

PEN circuit 2 Room GAMS 117-G

Phone & Fax 941-8624

PEN circuit 3 Room GLNE 134-G

Phone & Fax: 941-8482

PEN circuit 4 Room GAME 135-G	<i>Phone & Fax:</i> 941-8402
PEN circuit 5 Room ALL 115-G	<i>Phone:</i> 941-8623 <i>Fax:</i> 941-8651
PEN circuit 6 Room GAMES 118-G	<i>Phone & Fax:</i> 941-8625
PEN circuit 7 Room GLN 137-G	<i>Phone & Fax:</i> 941-8772
Cable Channel Studio 204-D	<i>Phone:</i> 941-8443
Tech Net Room 130-B	<i>Phone & Fax:</i> 941-8310
Tech Net Room 136-G	<i>Phone & Fax:</i> 941-8643
National Guard Room 145-V	<i>Phone & Fax:</i> 941-8723

Laurens County Higher Education Center

Paige Mills, Coordinator	<i>Phone:</i> 938-1503
Front Desk	<i>Phone:</i> 938-1505 <i>Fax:</i> 938-1533
PEN circuit 1 GLNS Room 224-LL	<i>Phone:</i> 938-1536 <i>Fax:</i> 938-1536
PEN circuit 3 GLNE Room 221-LL	<i>Phone:</i> 938-1534 <i>Fax:</i> 938-1534
PEN circuit 5 ALL Room 222-LL	<i>Phone:</i> 938-1535 <i>Fax:</i> 938-1535
PEN circuit 7 GLN Room 234-LL	<i>Phone:</i> 938-1534 <i>Fax:</i> 938-1533

McCormick County Center

Norman Maston, Coordinator	<i>Phone:</i> 465-3191 Temp. Fax 465-3115 <i>Fax:</i> 465 2094
PEN circuit 2 GAMS Room 104-MM	<i>Phone:</i> 465-3276 <i>Fax:</i> 465-3276
PEN circuit 4 GAME Room 101-MM	<i>Use center phone & fax</i>
PEN circuit 5 ALL Room 108-MM	<i>Phone:</i> 465-2094 <i>Fax:</i> 465-2094
PEN circuit 6 GAMES Room 105-MM	<i>Use center phone & fax</i>

Newberry County Center

Marilyn Sease, Coordinator

Phone: 803 276-9000
Fax: 803 276-9001

PEN circuit 1 GLNS Room 317-NN

Phone: 803 276-9413
Fax: 803 276-9413

PEN circuit 3 GLNE Room 316-NN

Phone: 803 405-0578
Fax: 803 405-0578

PEN circuit 5 ALL Room 212-NN

Phone: 803 276-8252
Fax: 803 276-8252

PEN circuit 7 GAMES Room 207-NN

Use center phone & fax

Saluda County Center

Robin Black, Coordinator

Phone: 445-3144
Fax: 445-3516

PEN circuit 1GLNS Room 118-SS

Phone: 445-2423

PEN circuit 2 GAMS Room 112-SS

Phone: 445-0504

PEN circuit 5 ALL Room 101-SS

Phone: 445-3144
Fax: 445-3516

PEN circuit 6 GAMES Room 116SS

Use center phone & fax