Topper Tech

VFTH

1/21/16

When students return to the hill each semester they bring lots of technology with them.

There’s a whole department dedicated to keeping those electronic devices working free of charge!

Amy Bingham has more in this week’s View from the Hill.

There’s a catchy new name for a technical service that’s been around at WKU for a while. “Topper Tech”, once known as Res-Net, is more crucial than ever for these technology savvy students who may find themselves needing repairs.

James Kennedy \ Topper Tech Manager

Lori Douglas \ Dir., Technical Support Services

Gordon Johnson \ Chief Info Technology Officer

When it comes to technology, students are on the cutting edge.

“They are constantly bringing devices and equipment on campus that let us know what’s the latest thing and what’s out there.”

And when it’s time to get those devices repaired, they come here to Topper Tech. “Students don’t have to worry about shipping something off or going off campus and losing a parking space. Why not have all services on campus to ease concerns of students and parents as well.”

Topper Tech is the new name for a service that used to be called Res-Net, short for residential networking.

“Basically it was a service for students to get help connecting their computer in the dorm to the network.”

But Topper Tech has grown to keep pace with the ever changing needs of technology.

“Each year our services and branding increase what we offer students has grown leaps and bounds since 2005.”

Located on the third floor of Mass Media and Technology Hall, students can drop off their device and a team of three part time employees along with two student workers work on repairs.

“We are certified to work on dells and apple equipment and a host of other equipment that we can operate directly on and are certified to fix.”

The big goal is to make sure students take advantage of it.

“We want students to know that they can contact us and get help on any question or technology issue they may have.”

WKU Topper Tech can be found on Facebook, Twitter and Instagram. Students are returning to the hill this weekend for the start of the spring semester on Monday.

With this week’s View from the Hill, I’m Amy Bingham.

###