



Administrative Policy

Policy Title:	Campus View: Information Technology
Policy Number:	LC-1616
Date Adopted:	6/13/2012
Version:	3.0
Review Cycle:	Annual
Date Last Reviewed:	12/10/2015
Office Responsible:	Information Technology
Reviewing Committee:	NA
Related Policies:	Responsible use Policy
Related Laws:	NA

Purpose: Campus View: Information Technology

The purpose of this policy is to establish standard operations for information technology support services and work requests at Campus View.

Scope

This policy applies to any person using Jackson College's information technology resources at the Campus View buildings.

Definitions

CV1: 2115 Emmons Road, Jackson, MI 49201

CV2: 2145 Emmons Road, Jackson, MI 49201

CV3: 2175 Emmons Road, Jackson, MI 49201

Campus View complex: All Jackson College housing units at Central Campus.

Jackson College Network Account: A network account is defined as Jackson College electronic accounts given to current students and employees that provide access to Jackson College network printing, Jackson College-supported software, login to Jackson College computers, account and file restoration, space for storage of electronic coursework and Internet access.

Standard Jackson College Classroom Load: The standard classroom computer load is defined as a base installation of the operating system and applications that are common to all machines on classroom computers.

Policy Statement

Jackson College shall provide service to College-owned equipment in Campus View. Warnings and restricted use of Jackson College equipment shall be noted in red. Optimal service shall be provided in compliance with all regulations and laws and in a cost-effective manner as described below.

Jackson College Computers: A limited number of Jackson College computers are available in the study areas. These computers must be logged into with a Jackson College network account username and password. Logging in with a Jackson College network account provides access to the Internet, home directory (G: drive), and the standard Jackson College classroom software load. Applications must not be installed on study area computers.

Satellite Service: Satellite service is provided, with 60+ channels to choose from that are delivered directly to the TV. Students must provide their own television. A cable box is not required. Outdoor antennas or satellite dishes shall not be used. Satellite service outages are not considered an emergency. Information technology shall contact the appropriate vendor/technician to resolve the issue within the following business day.

Wireless Internet Service and Computer Hookup: A wireless network is provided and is shared among all residents in the Campus View complex. Large downloads or other bandwidth intensive items should be avoided and will affect the wireless performance for others using the service.

Although the best effort has been made to provide a wireless network compatible with most computing devices, information technology cannot guarantee this. The College does not support student-owned devices.

Non-Jackson College wireless networks are not allowed in the complex, as these will conflict with the wireless performance and/or availability for others who depend on the College wireless service. It is recommended that users install and maintain their own firewall, virus, and spyware security products in order to protect their investment and data. Jackson College is not responsible for any damage related to personally owned devices.

The College enforces a responsible use policy and the Digital Millennium Copyright Act regarding downloading or sharing copyrighted movies and music. Disciplinary action will be taken for reported violations.

Internet Service for Online Gaming: Jackson College provides service to Campus View residents seeking Internet use for online gaming. This service can be used for video streaming. As with any service, there are performance limitations. These technologies shall be used exclusively for

their intended purpose, in accordance with Jackson College responsible and respectful use policies.

Reporting Problems: To report problems with any Jackson College equipment or service, including computers, printers, telephone, satellite or wireless network, students must contact the director of residence life. The director of residence life will contact the Jackson College Solution Center to report problems.

Service outages or updates that directly affect the Campus View complex will be communicated to the director of residence life by information technology. The director will then be responsible for communicating this information to Campus View students through e-mail, signage, web, or telephone.

Support: The Jackson College Solution Center provides first level technical support and technical work request management. All support requests shall go through the Jackson College Solution Center, who will then assign priority and delegate work requests. Requests and maintenance must be completed using this priority system.

Technician Work Schedule: Computer repairs within College buildings, must be done during Jackson College Solution Center business hours and by Jackson College assigned staff or approved vendors.

Date Of Change	Version	Description of Change	Responsible Party
06/13/2012	1.0	Initial policy	J. Dobbs
08/13/2014	2.0	Biennial Review	J. Dobbs
12/10/2015	3.0	Update for style guide	D. Schissler