

College Procedure: 700.3 – Personal Devices Support

Policy Reference: 700 – IT Operations
Responsible Department: Information Technologies
Approval Authority: Cabinet
Procedure Owner: Vice President, Information Technologies
Effective Date: 04/18/2017

Version Number: 2
Legal Counsel Reviewed (yes/no): No
Scope: College-wide

Reason for Procedure

Students, faculty, staff, community members, and vendors bring their own personal computing devices onto campus, with a need to utilize Kirkwood enterprise technology resources. This procedure is intended to ensure that students, faculty, and staff understand what support is available to them via the Information Technologies staff.

The Procedure

Students, faculty, staff, community members, and vendors are permitted to use Kirkwood's enterprise technology resources on their own devices, based upon their defined role at Kirkwood. This includes, but is not limited to:

- Kirkwood's SIS (Colleague, Eaglenet)
- LMS (TALON)
- Email
- File and video repositories (KIN, File Servers, VOD, etc.)
- Printing
- Multiple classroom applications
- Multiple back-office applications
- Internet access
- Mirroring display devices (Proximas, Apple TV, etc.)
- Remote access (VPN)

When using their personal device, students, faculty, staff, community members, and vendors can request support by contacting the Employee Service Desk, or the Student Service Desk, if they are having issues accessing Kirkwood's technology resources. This includes:

- Basic troubleshooting to help them get connected to the Kirkwood network
- Basic troubleshooting if an application won't launch or won't allow them to login
- Basic navigation for various enterprise technology resources
- Access to FAQ's that are designed for self-help diagnostics
- Access to instructions to install or configure HUP authorized enterprise software

When using their personal device, students, faculty, staff, community members, and vendors will not receive support from Information Technologies for the following:

- Troubleshooting or fixing hardware issues
 - Broken screens
 - Bad hard drives
 - Sluggish performance issues
- Installation or upgrades of software
 - Software training

Students, faculty, staff, community members, and vendors that need assistance with hardware issues or software installation or training issues may inquire at Kirkwood's EagleTech store, or an off-campus vendor of their choice as billable services to the individual.

Exceptions – Exceptions to this policy require a business or academic case and must be approved by one of the following:

1. Exec. Director of Technology Infrastructure or Director of Customer Support Services
2. Vice President/CIO of Technology Services

Definitions

BYOD: BRING YOUR OWN DEVICE: THESE ARE DEVICES THAT ARE NOT PURCHASED WITH KIRKWOOD FUNDS. THIS INCLUDES COMPUTERS, TABLETS, PHONES, WATCHES, ETC.

SIS: STUDENT INFORMATION SYSTEM (COLLEAGUE): BRANDED EAGLENET FOR OUR STUDENTS.

LMS: LEARNING MANAGEMENT SYSTEM (D2L/BRIGHTSPACE): BRANDED TALON.

KIN: KIRKWOOD INFORMATION NETWORK (SHAREPOINT).

HUP: HOME USE PROGRAM: HOME USE PROGRAM: MICROSOFT OFFICE, OFFICE 365, AND ADOBE.

Revision Log

Table 1 Revision Log

Version Number	Date Approved	Approved by	Description of Change
1	04/18/2017	Jon Neff, Vice President, Technology Services	New procedure
2	08/26/2019	Cabinet	Procedure template