



# Gonzaga University Information Technology Policy and Procedure

**SUBJECT: Student Computer Support**

Policy Number	Date Issued	Date Reviewed
IT600		

**PURPOSE:**

The purpose of this policy is to define the responsibilities and limitations of Gonzaga University's Information Technology Services department for supporting student access to the university campus data network. The policy also specifies that the University is not responsible for the repair or upkeep of any computers not owned by the University.

**SCOPE:**

This policy applies to all students.

**POLICY:**

Central Computing and Network Support Services (CCNSS) will develop and maintain a reliable and stable LAN within the constraints of its resources.

CCNSS will monitor traffic within the LAN and to the Internet and regularly adjust equipment and routing to alleviate congestion.

Students will provide their own computers and will be responsible for the upkeep, maintenance, and repair of their computers.

Students are strictly prohibited from connecting personal networking equipment to the Gonzaga network without prior approval from CCNSS. Such devices may include, but is not limited to, personal routers, switches, cabling, servers, wireless routing devices, and other equipment.

Students who bring personal computers onto the campus and access the campus network resources will adhere to all policies pertaining to connectivity and use including but not limited to the **Acceptable Use Policy**, **Student E-mail Policy**, and **Student and Visitor Anti-Virus Protection** policy.

**DEFINITIONS:**

*E-mail* – The electronic transmission of information through a mail protocol such as SMTP.

*Campus Network* – A combination of networking technologies that provide communication between devices in a localized region.

*Technical Staff* - A person who is formally recognized to have a technical support role that, in addition to workstations, may require elevated privileges on servers or networking equipment in order to perform upgrades, relocate equipment, perform hardware or software installations, or make other changes in support of an area of the university.

*User* – Any person who uses a computer or related service.

**PROCEDURE:**

- I. In order to maintain connectivity to the Internet and LAN services CCNSS will:
  - a. Ensure that there is a properly functioning network connection at the network jacks.
  - b. Maintain a properly functioning and configured DHCP system that provides students computers with correct network configuration information.
  - c. Provide students guidance on how to configure their personal computers to request that network configuration information.
  - d. Provide students with advice on computer problems. (CCNSS takes no responsibility for repairs).
  - e. Make available relevant operating system patches, anti-virus definition files, and virus detection and removal tools, providing said support has little or no cost to the university.
  - f. Provide a list of area vendors that provide service for personal computers.
  - g. Encourage a vendor or vendors to convenient repair services available to students.
- II. CCNSS may, at its discretion, disconnect, terminate, or otherwise disrupt service provided to any individual in violation of this policy.
- III. Gonzaga IT Staff are not responsible for repairs, replacement, maintenance or support of any personally owned PC.

**ENFORCEMENT:**

Any University personnel found to have violated this policy may be subject to disciplinary action, at the discretion of their supervisor, as described in the university's **Personnel Policies and Procedures Manual**.

<b>Date:</b>	<b>President or Designee</b>