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Subject:	Help Desk Policy		Audience:	Meredith College Students	

1.0 PURPOSE

This policy addresses the scope of support provided by Meredith College Help Desk to the students concerning computer hardware.

2.0 SCOPE

This policy applies to all students of Meredith College.

3.0 POLICY

Meredith students who own their own computers will receive limited support from the Help Desk. The Help Desk personal will diagnose the problem and attempt to resolve the issue. Any additional or replacement parts needed to repair problems will not be ordered by the Help Desk. It will be the responsibility of the student to find an outside service provider to correct the problem.

The Help Desk will not send desktop support specialists to the student resident halls.

Any problems that are not solved with Help Desk phone support will require that the students bring their laptops to the Help Desk for further diagnostics and repair.

4.0 REVISION HISTORY

Description of Change	Revision History
Initial Creation	August 2010
Reformatting of Policy	March 2016

5.0 INQUIRIES

Direct inquiries about this policy to:

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Revision #:	1.0	Supersedes:	1.0	Date:	March 2016
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