

Access to Technology Resources Policy

Purpose and Scope

- The purpose of this policy is to describe the availability of Wofford College Information Technology (IT) resources.
- This policy applies to equipment furnished to faculty and staff members and to students by Information Technology
- This policy applies to online resources under the jurisdiction of Information Technology
- This policy applies to resource areas under the jurisdiction of Information Technology:
 - Olin 111 and 211 suites, including the Data and Voice Centers
 - Olin 207 Academic Computing Center and Help Center
 - Olin 212 Instructional Classroom
 - Great Oaks Hall computer lab
 - Great Oaks Hall, Campus Life, and Burwell kiosk machines

Policy: Physical and Online Resources

- **Technology Resources:** At the beginning of each academic year, IT will distribute an electronic document, *Technology at Wofford: A User's Guide for Faculty and Staff*. This document lists IT equipment and software that are available for use by faculty and staff, along with services that directly relate to instruction. The *Technology at Wofford* document will include contact information for all IT resources.
- **Desktop and Laptop Computers**
 - IT will distribute one standard desktop or laptop computer to each faculty and staff member according to the replacement schedule specified in the Computer Replacement Policy (currently every four years).
 - If an individual needs a computer that differs from the standard model or needs the computer replaced more frequently than usual, IT will contribute an amount equal to the cost of a standard desktop machine on the usual replacement cycle. The individual's department or office will be responsible for any additional cost.
 - Computers furnished to faculty and staff are intended to be used at school for professional purposes.
 - Laptops may be taken home at night or over the weekend, but should be located in the faculty or staff member's office during the workday
 - Only in exceptional cases and with advance agreement from IT will the College furnish computers that will be located at home almost all the time.
- **Printers**
 - IT will furnish standard networked printers for routine use by a minimum of three users, but will not buy printers for individuals.
 - If an office or department needs a printer more expensive than the standard model, it will be responsible for the additional cost.
 - IT will buy printers and connect them to the network, but will not be responsible for their subsequent maintenance or repair.

- **Online Resources**
 - Users with Domain accounts have access to the following:
 - Microsoft Exchange email accounts and public folders
 - Network storage for personal files and web pages
 - Networked printers located at various places around campus

Policy: Resource Areas

- **Data Center:** Access to the Olin 211 Data Center is restricted by card key to only those IT staff members who are required to enter this room.
 - Other IT staff and vendor maintenance personnel shall be provided limited access on a need-to-enter basis. Conditions for vendor access are specified in the *Vendor Access* policy.
 - Access shall be denied to other personnel unless proper authorization is granted by the Vice President of Technology or his designee.
- **Voice Center:** Access to the Olin 111 Voice Center is restricted to those who have a physical key that fits the lock to the door on this room.
 - Other IT staff and vendor maintenance personnel shall be provided limited access on a need-to-enter basis.
 - Access shall be denied to other personnel unless proper authorization is granted by the Vice President of Technology or his designee.
- **Help Desk:** The Help Desk area is open during duty hours and must be locked during off-duty hours. Students, faculty, and staff can drop by this area for assistance with technology questions and to check out equipment.
- **Academic Computing Center:** The Academic Computing Center is open during Help Center hours.
 - The Center primarily is intended for use by individuals on a first-come, first-served basis.
 - It may be used for classes, but only under the following conditions:
 - The noise level must be kept low, like that in a library. Speaking to the entire class is not allowed.
 - Class use must be limited to fourteen computers
 - Chairs from unattended computers must not be moved. If additional seating is needed, chairs may be moved in from study rooms and then returned at the end of class.
 - Doors to the lab may not be propped open.
- **Instructional Classroom:** When classes are in session, this room generally is used by regularly scheduled classes during the day on Tuesday and Thursday. Professors and Wofford departments may schedule it for other times by contacting the Information Technology Administrative Assistant.
- **Olin 111 and 211 Suites:** These suites, although primarily are used as offices, do contain equipment such as a high quality photo printer. These suites generally are open during working hours, M – F. Arrangements to use equipment in these suites should be made in advance with the contacts listed on the *Hardware, Software, and Services* document.
- **Great Oaks Hall, Campus Life, and Burwell:** Public computers in these locations are available whenever the buildings are open.

Responsibilities

- *Technology at Wofford* document
- Information on standard computers
- Information on standard printers
- Data Center
- Help Center
- Academic Computing Center
- All public computers
- Instructional Classroom reservations

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Chris Myers, 597-4279
Cathy Conner, 597-4500
Brian Rawlinson, 597-4547
Help Center, 597-4357
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