IT SUPPORT

PURPOSE

The College seeks to provide excellent IT support and customer service to all students, employees, and visitors to the College campuses.

POLICY STATEMENT

The IT Department supports all Edison State Community College-affiliated end users via a Help Desk staffed for walk-up, telephone, and e-mail contact. Support is generally defined as product installation, answers to user questions, diagnosis of problems, incidental software and hardware repair, installation of upgrades, patches, etc., and setup of audio-visual equipment.

While the Help Desk supports most of the commonly used computing products and services on campus, it does not service personally owned equipment.

PERSONS AFFECTED

All Edison State Community College employees, students, and visitors.