POLICY AND PROCEDURE

TITLE:	IT Support Policy – Students, Faculty, and Staff

POLICY STATEMENT:

The mission of the Goodwin University Information Technology (IT) Department is to support the activities necessary to obtain and maintain connectivity to the Goodwin University network infrastructure, and to provide current and relevant technology to the students, faculty and staff by researching, procuring and supporting the appropriate IT related solutions, including educating them on the same, in facilitation of the mission, vision and goals of Goodwin University.

PROCEDURE DETAILS:

The Goodwin IT Department will assist students with the following:

- Goodwin University supplied user credentials for sponsored applications such as SonisWeb, Blackboard, and student email and campus computer login.
- Assistance with accessing appropriate on campus network services such as student wireless.
- Access to internet resources while on campus.

The Goodwin IT Department will assist employees with the following:

- Goodwin University supplied user credentials for sponsored applications such as SonisWeb, Blackboard, and Goodwin email and campus computer login.
- Assistance with accessing on campus wired and wireless network services.
- Support for Goodwin University owned devices such as computers and printers.

It is the responsibility of each department and employee to ensure they have the appropriate understanding and skill level with Microsoft products and other software provided by Goodwin University to properly perform their required job functions. Although it is part of the IT's job to answer questions and instruct faculty and staff in the proper use of their equipment, extensive training in the use of supported hardware and software is not one of their support functions.

When possible the IT department will try to accommodate rush issues, but makes no guarantees as to completion times. If the issue is truly determined to be an emergency every effort will be made to address the issue quickly.

All IT requests should come be made by taking one of following actions:

1. Complete a SchoolDude ticket to be created by the requestor. The link can be found at http://www.goodwin.edu/faculty_staff/ under Quick links.
2. If the request is an emergency, or a SchoolDude request is not appropriate call the Helpdesk directly at 860-727-6743
3. Send an email to gwhelpdesk@goodwin.edu
4. Visit the IT department at 195 Riverside Drive - RM 105.

PUBLISH POLICY STATEMENT (CLICK ON BOX NEXT TO OPTION-SELECT ALL THAT APPLY):

☐ UNIVERSITY CATALOG   ☒ STAFF HANDBOOK

☒ FACULTY HANDBOOK   ☒ STUDENT HANDBOOK

DEFINITIONS:
NA

EXCLUSIONS:
NA

OFFICES DIRECTLY AFFECTED BY THE POLICY:
Director of Information Technology
Help Desk Technicians

HISTORY:

Created and Approved September 2008	Reviewed March 2018
Edited March 2014	Reviewed March 2019
Revised February 2016	Updated with new logo Jan. 2020
Revised November 2017	

EFFECTIVE DATE:	September 18, 2008
RESPONSIBLE OFFICE (ONLY ONE):	Information Technology
REVIEW DATE:	Annually

APPENDIX:
NA