

**DIN: 5110-1-01**  
**Title of Policy Information Technology Services Assistance to Learners**

**Policy**

Information Technology Services wants learners to understand the importance of security in a network environment. The Help Desk will provide information on security issues and steps that learners must take to be prepared to recover a laptop to normal working order in the event of system failure due to virus and spyware related attacks. The Help Desk will provide support for accessing college-related software and network services, but cannot provide support or service for non-academic or personally licensed software or for hardware.

**Purpose**

- Maximize the help desk personnel time and provide anticipated support for computing as needed by enrolled learners.
- Ensure learners are involved in the security and maintenance of personally owned laptop/notebook computers.
- Protect the College from liability as well as the warranty status of Learner owned laptop/notebook computers.

**Responsibility**

The table below describes responsibilities for this policy:

Group/Individual	Responsibility
Help Desk	<ul style="list-style-type: none"> <li>• Conduct laptop security training</li> <li>• Spend up to 30 minutes on each learner laptop</li> </ul>
Learners	<ul style="list-style-type: none"> <li>• Understand basic security methods</li> <li>• Understand laptop restoration methods</li> <li>• Obtain support/service for hardware and personally licensed software from a third party</li> </ul>

**Supporting References**

Listed below are college document(s) that support this policy:

**Compliance References:**

Listed below are references to compliance requirements (e.g. MnSCU policy, federal regulations).

The most current documentation is electronic; therefore, please discard printed copy after 24 hours. This does not apply to completed forms which are records.			Print Date: 09/27/05 12:34 PM
Document Number:5110-1-01	Rev.	Page 1 of 1	Level #1
Title: Information Technology Assistance to Learners			Implementation Date:
Approved: Dr. Quistgaard	Date: 8/16/05	Check here if policy should appear in student handbook: <input checked="" type="checkbox"/>	