

Policies and Procedures Manual

Department of Information Technology

SUBJECT:	EFFECTIVE:
Student Computer Repair Policy	April 24, 2009

PURPOSE: To establish policies and procedures for the support and/or repair of student-owned computers.

Support Provided

The Mercer University Information Technology Help Desk provides the following support services on student-owned computer systems:

- Assist in establishing a connection to Mercer's wired and wireless network(s).
- Evaluation of problems with student systems. Once the system has been evaluated, Mercer IT will make a recommendation to the student on what needs to be done to resolve the problem.
- Provide tools so students can remove viruses, malware, and spyware from their computer systems. We regret that we are unable to perform virus, malware, or spyware scans on student computers.

Requirements

In order for Mercer IT to evaluate a student system, it must boot up fully to the installed operating system and no hardware failures must be present. If the system is not operational, the student should either call the manufacturer for warranty repair or contact a computer repair facility.

Restrictions

Due to liability issues related to student-owned hardware, software, and data, Mercer IT cannot perform hardware repairs on student systems and will not install operating systems or application software other than that required to gain access to Mercer's network.