



SLIS Technical Support Policy
Adopted by Technology Committee 12/14/2007

This goal of this policy is to improve technical support for instructors. There are two objectives that this policy is intended to achieve:

- 1) Minimize the impact of technical problems on classes by allowing instructors to continue working with the class while SLIS lab assistants diagnose problems and work with CPIT.
- 2) Provide support staffing during all SLIS teaching times. CPIT is not staffed during evening and weekend teaching times.

On Campus Policy:

Student lab assistants provide the first line of support for SLIS instructors in the classroom.

1. Instructors who experience problems should call the SLIS lab assistant on duty at ext. 6129.
2. Lab assistant immediately opens CPIT trouble ticket with problem as reported by instructor, and also immediately calls x6432, leaving a message if no answer.
3. Lab assistant then provides assistance to the instructor if possible, including workarounds, finding alternate space, etc.

The lab manager will follow up on support tickets opened by lab assistants.

Lab assistants will be trained in basic support skills for the classroom and online systems. They will be trained in gathering and entering information needed for the SLIS support log and the CPIT support ticket.

Off Campus Policy:

TBD

Online Policy:

TBD

Implementation

The lab manager will email monthly problem summaries to the Technology Committee. This will allow the committee to evaluate the effectiveness of the policy and revise it as needed.