

**TITLE:** Support for Students Standard

**IT – STANDARD: 07**

**DATE DRAFTED:** 02/11/07

**DATE POSTED for Review:**

**APPROVED DATE:**

**REVISION DATE:**

**BRIEF DESCRIPTION:**

This standard describes the level of support the Information Systems and Technology Department will provide to the students.

[Introduction](#) | [Standard Statement](#) | [Related Policies](#) | [IT Policy Index](#)

**Introduction:**

The Bluefield College Information Systems and Technology Department does not, at this time, provide support for student owned computer systems. The Information Systems and Technology Department will provide instructional support only, for Network Access Control Systems, and College offered Anti-Virus downloads. Physical support will be provided only to ensure there is a network connection point in the student's dorm room.

**Standard Statement:**

I. Support for Student Owned Computers:

The Information Systems and Technology Department will not provide any software troubleshooting, or hardware “break/fix” support, to any student.

If a student requires technical assistance the Information Systems and Technology Department may recommend local vendors for support. Bluefield College will not be responsible, in any way, for any support provided this way.

The Bluefield College Information Systems and Technology Department provides a list of **recommended** computer system requirements on the Bluefield College web site. These **recommendations** are given so that a computer may serve the student their full time at Bluefield College and be compatible with other on-campus computing systems.

II. Student Support for Bluefield College Provided Services:

The Information Systems and Technology Department will provide support to the student for the following provided systems. All support will be limited to the scope of this standard and related policies and standards.

a. Email System:

The Information Systems and Technology Department will provide support for issues related to the Bluefield College email system.

Support will be provided for the following issues, this list is illustrative not exhaustive:

1. Messages disappearing.
2. Not being able to receive email.
3. Unable to logon to the system.
4. "Non Delivery Receipts" (NDR) showing up.

Issues that have minimal support, this list is illustrative not exhaustive:

1. Slow logon when using dial-up.
2. NDR's due to misspelling.
3. Recipient email address does not exist.
4. Recipient email address will not accept the message.

b. Learning Management System:

The Information Systems and Technology Department will provide support for logon to Learning Management Systems (Blackboard, JICS LMS, MOODLE, and COWL). All other issues once inside a course should be asked to the course instructor. If the students have issues beyond logon problems they may contact the Information Systems and Technology Department but the IST department will refer them to the appropriate parties for various support issues.

c. Student Information System:

The Information and Technology Department will provide support for logon to the Student Information System portal (EX Web/JICS). All other issues concerning class enrollment, grades, transcripts, financial accounts, ect; will be handled by the appropriate offices (Registrar, Business Office, ect). If the students have issues beyond logon problems they may contact the Information Systems and Technology Department but the IST department will refer them to the appropriate parties for various support issues.

**Related Policies, References and Attachments:**

This collection of Bluefield College Information Systems and Technology policies and procedures contain acceptable use, security, networking, administrative, and academic policies that have been developed to supplement and clarify Bluefield College policy.