NAME:	**Hours of Operation Policy**
ISSUING DEPARTMENT:	Campus Technologies
ISSUED DATE:	October 15 2001
REVIEWED DATE:	July 2011
APPROVING AUTHORITY:	
DATE REVISED:	July 2011

DEFINITION
Campus Technologies Division is made up of staff employees working under the standard Mansfield University administrative hours guidelines.

PURPOSE
It is the intention of this policy to make faculty/staff and students aware of the working hours and location of Campus Technologies.

SCOPE
This procedure concerns all faculty/staff and students on campus.

FORMS
N/A

RESPONSIBILITY
Campus Technologies

PROCEDURE
During the academic semesters, we can be reached from 8 am - Noon and 1 - 4 pm Monday to Friday. If you require assistance from Campus Technologies, call the HelpDesk at **570-662-4357** (570-662-HELP).

The assistant on duty will attempt to answer your question, contact an appropriate technician to assist you, or create a trouble-ticket.

The Campus Technologies Division is not manned at other times on a regular basis. During non-manned hours, messages for assistance may be left on voice mail at **570-662-4357** (570-662-HELP) or with electronic mail to the "helpline@mansfield.edu". If required, a technician will return your call (query) during normal working hours.

The Campus Technologies Division is located on the Ground Floor of Memorial Hall. The Media Services department is located on the Ground Floor of Allen Hall. Telecommunications is located on the first floor of Alumni Hall. See the C.T. website for services in each building.

Students in the residence halls experiencing problems with computing connections or cable television should call **570-513-5806**, or visit the TechConnect Carry-In Center specifically for TechConnect connectivity related issues. Visit TechConnect for

Residence Hall Students for more information. The Carry-In Center is located at 115 Pinecrest.

Non-resident students are responsible for their own computing equipment. CT supplies some assistance on our Self-Help web, such as setting up your computer for wireless. Other problems should be referenced to a local support provider.

Planned service notices and other alerts (such as virus alerts) and updates to availability will be announced via the Mountie Minute or Employee/Student Alerts as necessity indicates.

In the unlikely event of an emergency during non-manned C.T. hours, follow the emergency guidelines for the campus in assuring personal safety and equipment protection and contact Campus Police at **570-662-4900**. Campus Police have an emergency call-out procedure if necessary for contacting C.T. personnel.

DISTRIBUTION
This policy will be distributed through the web and maintained by the staff of Campus Technologies.