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Technology Division is responsible for providing technology support to our customers throughout the ChSCC campuses. This policy covers both emergency and/or day-to-day support which also includes additions/deletions/changes/moves that will require any technology support. All College staff, faculty, adjuncts and vendors are covered by this policy. Students support is provided by Library Services.



2

Technology Division provides support for all computers in the labs and lecture rooms along with all office computers. Technology Division also provides support for all issued mobile devices, including iPads, etc.

3

Technology Division does not provide support for:

- Computers not owned/leased by ChSCC.
- Non-ChSCC activities (e.g. games, personal business, etc.)
- Non supported applications/software/hardware.

4

The Technology Service Desk is the most expedient manner to address any computer problem. Entering a service request located on the Technology web page is the most direct way to getting your problem resolved. If it's an emergency, please call the Service Desk at 697-3375.

5

Core support hours are:

M-TH 07:30AM – 16:30PM, Friday 07:30AM – 16:00PM.

6

Requests for after hour support should be requested through a service request at least 72 hours before needed support.

For full guidance on this please read Technology Division 08:21:01 policy and for all other Technology Division policies please go to the Technology Division web site.