

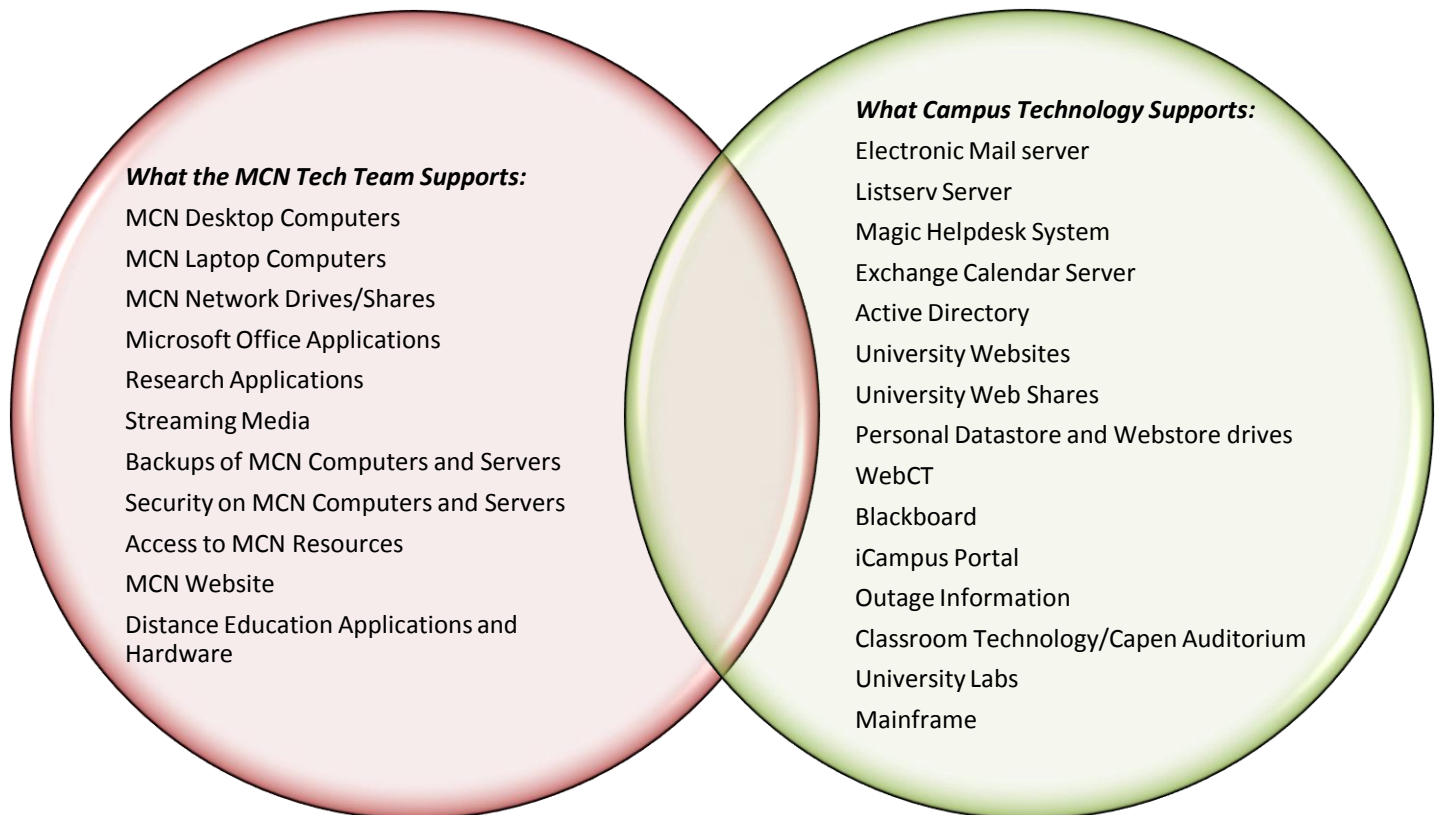
Mennonite College of Nursing
 MCN Tech Team Support Policy
 Drafted Spring 2008, updt 06/02/08
 Approved by QAIN, College Council

Purpose of Policy

To best support the diverse technology needs of Mennonite College of Nursing, the Tech Team must maintain guidelines about what technologies and activities are supported by the Tech Team. This policy is intended to define the scope of the MCN Tech Team’s support responsibilities and will be reviewed annually.

Policy

Technology (software and hardware) are supported centrally by various groups at Illinois State University and locally in colleges and departments. The MCN Tech Team supports technology for the Mennonite College of Nursing. The graphic below details the division of responsibilities between MCN and ISU.



The items listed in the red area above are supported directly by the MCN Tech Team and those in green are supported centrally. Some technologies are not supported by the MCN Tech Team or ISU. For the convenience of faculty and staff these items are listed below.

- Personal Computers
- Personal Routers, Personal Modems, and Personal Network Devices
- Game Consoles
- Portable Game Consoles
- Smart phones
- MP3 Players/iPods
- VHS Video Cameras
- VCRs
- Overhead Projectors
- Cell phones
- PDAs not approved by MCN
- Personal Licensed Software
- Personal Digital Cameras

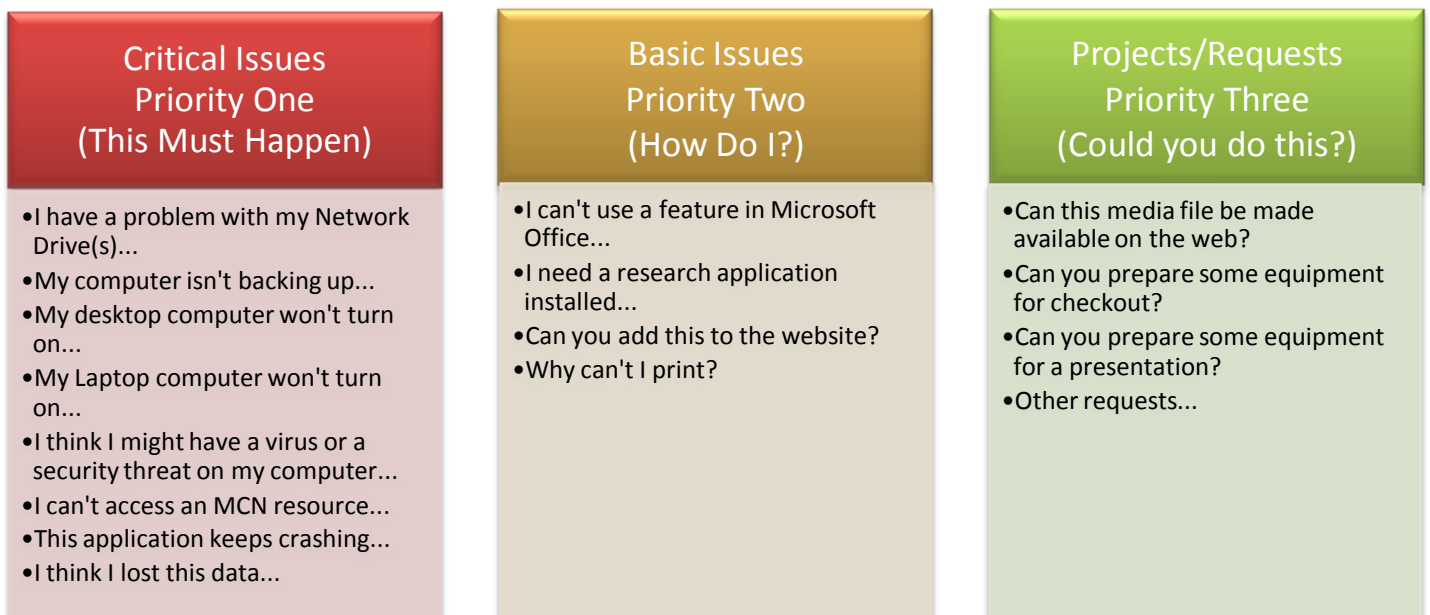
Procedures for Faculty and Staff to Access MCN Support

- First contact the MCN Tech Team via the Techline number (438-5800) or via email at mcntechteam-@ilstu.edu.
- Be prepared to explain the nature of your problem. A Tech Team member may need to ask several questions about what type of problem is occurring.
- Please be courteous with the Tech Team member. While computer problems can be frustrating, please remember that the Tech Team requires your cooperation in order to efficiently address the issue or request.
- Faculty and staff should provide the Tech Team with three business days notice for scheduling project meetings, checking out equipment, and other non-urgent requests.

What Faculty and Staff May Expect from the Tech Team

- Respect for your concerns, and a prompt and courteous response
- An assessment of the priority of the problem
- An estimate of how much time will be required to assess the nature of the problem/concern/project
- An estimate of how much time will be required to fix the problem or complete the project
- A comprehensive effort to find a solution
- Regular updates, on an agreed-upon schedule, about the status of the issue or project
- Occasionally a Tech Team member will act as a liaison or advocate for MCN faculty and staff in communications with central services on items supported by central services.

The following figure illustrates the priority in which concerns, problems and projects are addressed.



Procedures for Faculty and Staff to Access Campus/Central Support

All problems or concerns within MCN should first be reported to the MCN Tech Team via the Techline number or email address. In the event that the MCN Tech Team must refer the problem to central/campus support, the faculty and staff involved will be notified and a determination made as to whether faculty/staff will work with central/campus support directly or through the MCN Tech Team. In some cases it may be to the

advantage of faculty and staff to contact central/campus support services directly. If you are uncertain whether a resource is supported by the MCN Tech Team or central/campus services please direct your inquiry to the MCN Tech Team first. Examples of issues that may benefit from direct contact with central/campus support service are as follows:

- For help using your personal computer for electronic mail or assistance with ULID/password services call the Illinois State University Computer Help Desk, 438-HELP, or go to their web site <http://www.helpdesk.ilstu.edu/>
- For assistance in ISU administered classrooms call Classroom Technology Support Services , 438-7412, or go to <http://www.ctss.ilstu.edu/>
- For WebCT and Blackboard support call the Center for Teaching Learning and Technology, 438-2542 or email teachtech@ilstu.edu

Expectations for Faculty and Staff Technological Proficiency

Faculty and staff are expected to possess a modicum of computer and classroom technology skills. Basic skills include the ability to use standardized desktop and laptop computers, networked and desktop printers, and projectors found in offices, labs and classrooms. Capacity to use standard software applications found on MCN computers such as Microsoft Office, electronic mail and calendar, is also a basic skill. Proficiency with course support software such as WebCT, and Blackboard is expected. Whenever possible, faculty are expected to utilize the help files and tutorials associated with software applications as a first line approach for learning to use standard software applications. Faculty and staff are encouraged to develop basic and advanced skills in standardized software applications through formal training at the Center for Teaching, Learning, and Technology.

Faculty and staff are additionally expected to demonstrate adequate preparation for utilizing technology for instruction, work, and communication. Adequate preparation for technology utilization prevents inefficient use of Tech Team and MCN resources. Likewise, proper maintenance of equipment in the care of faculty or staff (ie: keeping it dry, away from extremes of temperature, clean, and undamaged) is an expectation in order to avoid unnecessary repair, replacement, and consumption of Tech Team work hours.

Faculty and staff are expected to engage in sound security practices when accessing MCN and ISU resources. MCN or ISU data that are accessed from a home or personal computer or PDA can be at risk if that system or device is compromised. Faculty and staff are responsible for using up-to-date antivirus and security applications and updating their operating system regularly.

The MCN Tech Team will provide consulting on advanced uses of standardized applications and troubleshooting for any application not functioning as expected. The MCN Tech Team will also provide training and support for basic and advanced use of distance learning applications and hardware including Eluminate and Polycom, until such time as training becomes available through CTLT. Specialized software applications such as SPSS, Endnote, and NVivo are supported to a limited degree at MCN. Specifically, the college may maintain a site license, assist with installation of software and basic troubleshooting, but the MCN Tech Team does not have the expertise to train faculty in the use of these applications.

Appropriate Uses of Technology

Faculty and staff are reminded that Illinois State University has policies that guide the use of technology owned and operated by the university, <http://www.policy.ilstu.edu/technology/9-2.shtml>, and are encouraged to review the policy to ensure that misuse of technology is avoided.

Appendix

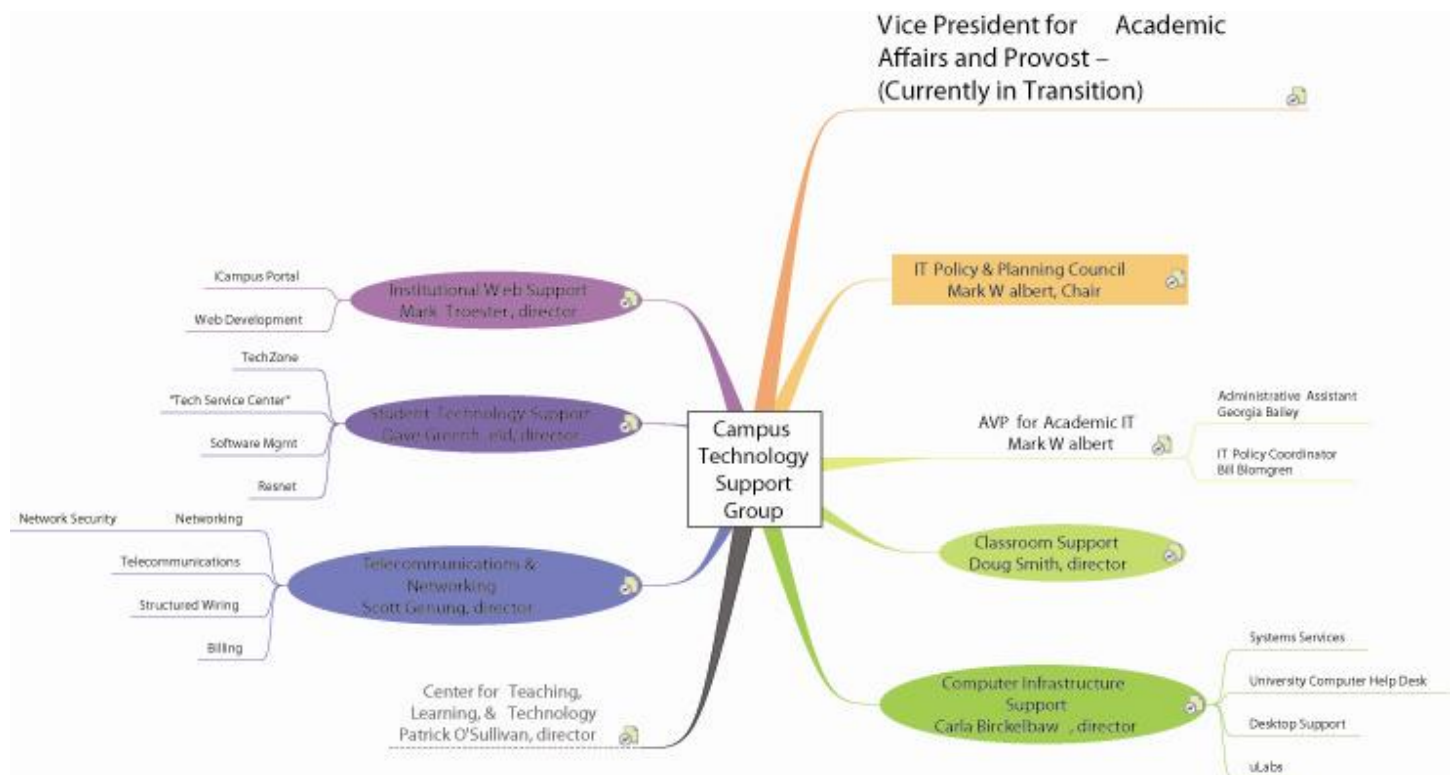
What Is Support?

The Mennonite College of Nursing Tech Team defines support as the maintenance, protection, care of, and deployment of computers, software, and computer related devices that enable the College to execute its mission.

Local Support Versus Campus (or Central) Support

Not all of the software or hardware an MCN employee uses in a day is directly supported by the MCN Tech Team. For example, if you went to a different department's computer lab you would expect that college or department's Tech Team to support you and not the MCN Tech Team. This is because support for most departments on campus is local, meaning it's restricted to the department or college.

Some software and hardware are maintained by Campus or Central support. Computer Infrastructure Support Service (CISS), Classroom Technology Support Services (CTSS), Institutional Web Support (IWSS), Student Technology Support Services (STSS), and Telecommunications and Networking (Telecom) make up the Campus Technology Support Group. This group is most easily accessed through the Illinois State University Computer Help Desk (available via 438-HELP) or through their departmental contact phone numbers. The structure of CTSG and some of the items each department supports can be found in the graphic below.



For example, if you had a problem accessing the iCampus portal system from a classroom computer you would typically contact either Classroom Technology Support Services (who support the classroom computer) or Institutional Web Support Services (IWSS) which maintains the iCampus portal system.

Remote Control/Remote Access and Visibility

Software and applications that allow the MCN Tech Team to remote control MCN laptop and desktop computers are critical to solving problems efficiently. These tools allow the MCN Tech Team to access a computer immediately and examine an issue without having to leave their desk. Remote control systems also allow the Tech Team to complete more work on the client's schedule by making particular applications or

updates install in the background or in the evening when the computer is not in use. Also, when one considers the number of issues the MCN Tech Team may handle in a day, simply the travel time to and from different individual's offices in the building significantly impacts productivity.

Faculty and staff should be aware that in the course of using remote access the MCN Tech Team can see all information or activities that are stored or accessed on university owned computers. It is in the best interests of faculty and staff to refrain from inappropriate use of university owned computers to avoid conflict with university policy. However, the MCN Tech Team does not make it a standard practice to monitor faculty and staff use of university owned computers and the Tech Team will maintain the privacy of individuals in accordance with university policy. Faculty and staff should be aware that there are limits to privacy available on university owned computers.

Tech Team Student Workers and Graduate Assistants

Tech Team student workers and graduate assistants have numerous duties within the Tech Team. However, these duties should not be assumed to include activities for which union trades-people are employed on campus. The primary assignment of Tech Team Student Workers and Graduate Assistants should always be the technical and administrative support of the MCN Tech Team, and by extension the Mennonite College of Nursing.

Computer Lab Operations

The computer lab staff members support computer lab patrons and clients only. They do not have regular technical support duties outside of the basic duties of maintaining the computer lab. Computer lab staff members are responsible for initial or basic troubleshooting of issues encountered in the computer lab. If the computer lab staff cannot resolve the issue they should relay it to the MCN Tech Team for further investigation or work.