

NAME: **Hours of Operation Policy**
ISSUING DEPARTMENT: Campus Technologies
ISSUED DATE: October 15 2001
REVIEWED DATE:
APPROVING AUTHORITY:
DATE REVISED: January 2009

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 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 306 Pinecrest.

Cable television should be reported to the HelpDesk at **570-662-4357** for C.T. staff assistance.

Planned service notices and other alerts (such as virus alerts) and updates to availability will be announced via the [Daily Digest](#) 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.