

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](mailto: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 **570-662-4357**, or visit the Ground Floor of Memorial Hall.

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.