

## **Computer Lab Policy**

### I. Introduction

The Computer Lab aims to provide basic, functional computer services for users who may not have access to such technology at home or elsewhere. The Computer Lab provides an environment where users may get support and assistance with computer related issues. The HCHC computer lab is open to all students, faculty, and staff.

### II. Policies

1. All users are required to sign in using their own username and password. If this information is lost a written request must be submitted to the Computer Lab staff and will be re-issued to you in 3-5 business days.
2. Users are permitted to save files to the local hard drive at their own risk. The Computer lab is not responsible if any files are lost, stolen, or deleted. Users are encouraged to back up their files by using their own floppy diskettes or memory sticks. The Computer Lab does not provide diskettes and memory sticks.
3. Users are responsible for their own possessions, and belongings. The Computer Lab staff is not responsible for personal items that are lost or stolen while in the lab.
4. The consumption of foods and beverages, including bottled water, is prohibited.
5. The Computer Lab is a quiet area. Please silence all cell phones while in the Computer Lab. Please refrain from having group meetings and cell phone conversations in the lab, as they are a distraction to your fellow users. If deemed necessary, a member of the Computer Lab staff may ask you to leave.
6. If any computer equipment malfunctions, users should not attempt to repair it. Please notify a member of the Computer Lab staff immediately.
7. Users are not allowed to print on specialty paper (such as resume paper) unless provided by the computer lab. Printing on specialty papers may jam or severely damage the printer.
8. Users are prohibited from installing software on any computer in the Computer Lab. If additional software is needed on the computers, please inform a member of the Computer Lab staff and they will submit a helpdesk ticket.

9. All computers in the Computer Lab are for academic, instructional and research purposes ONLY. Using school related equipment for commercial gain is strictly prohibited and may be subject to disciplinary actions.

5. Users will be given assistance, guidance, and basic troubleshooting help with technical problems related to their assignments and academic tasks.

8. Only academic applications are supported on lab machines.

9. All computer lab users must show respect for the lab facility and other users when printing, especially from the Internet. **Printing is limited to what is deemed necessary for class assignments by the computer lab staff.**

10. The computer lab provides an open academic research environment where students, faculty, and staff can access scholastic information.

11. It is the responsibility of every user to ensure that the computer lab equipment is not being abused, damaged, or used in a manner other than what it is intended for. All abuse will be immediately reported to the computer lab coordinator.

### III. Computer Lab Assistance

The computer lab staff is available to assist lab users with electronic media, hardware and software issues during normal operating hours. The computer lab staff shall assist with basic applications, Internet and printing questions.

During open lab hours, Computer Lab Assistants are responsible for the basics of maintaining the integrity of the Lab's computer network and providing end-user support for network access, printing, and basic application assistance. For more complex issues that cannot be resolved by Computer Lab Assistants, they are instructed to escalate the issue to the computer lab coordinator or IT Department. They are not an alternative for learning the necessary applications. For extensive assistance with specific applications, users should consult the appropriate documentation or see their instructor for training assistance.

### IV. Printing

All paper used in laser printer(s) must be laser printer compliant. Special hand-made papers or unusual non-laser type paper are not permitted.

Users are expected to be conservative in their use of paper and to exercise discretion when printing documents to prevent waste of expensive printing materials. Because color cartridges are costly, users must be prudent when sending print jobs to color printers.

Users should submit the print command only once to avoid printing multiple copies of a document. Users should allow adequate time to ensure a successful print job before re-sending a print command.

Users who need multiple copies of a document must use a photocopying machine for duplication of documents. Coin-operated photocopiers are available in the Library (during library hours.)

Users are urged to use the “print preview” command before submitting a print job. Blank pages that appear in the “print preview” result should be deleted before the print job is sent.

Users should make sure they have sent their printing job to the correct printer. To do this, instead of immediately clicking on the printer icon, users should click the File command in the main menu toolbar and then select “Print,” which will open the Print dialog box where settings can be checked and adjusted before sending a print command.

Users must only print materials of academic relevance or co-curricular significance.

Users should notify the lab attendant if the printer has failed to respond correctly after the first print command. If users have submitted an incorrect print job, they should notify the lab attendant so that the attendant can attempt to cancel the job.

## V. Priority

The computer lab facilities have been established for the educational benefit of the students of Hellenic College Holy Cross Greek Orthodox School of Theology. The following covers questions individuals may have about their rights as users of the computer equipment in the computer lab and can be used to determine priority: Priority for use of equipment in the computer facilities will be administered on a space available basis for educational purposes using the following system:

- \* 1st Priority - HCHC students with current ID who require the use of lab computers to complete their course assignments, grant applications, or other academic activities.
- \* 2nd Priority – HCHC students with current Student ID.
- \* 3rd Priority – Faculty, administration, and alumni creating job applications.

Internet Relay Chat, and in most cases, e-mail are not considered course-related activities. If the computer lab begins to fill up, time limits will be set for Internet Relay Chat and e-mail use. If the computer lab is full, recreational computer users will be asked to vacate their computer stations to allow other students to complete class assignments.

## VI. Software Licensing

Computers are configured according to the needs of students, faculty and staff. Suggestions for a hardware or software changes can be submitted via helpdesk ticket by talking with a member of the Computer Lab staff.

Only software owned by or licensed to Hellenic College/Holy Cross Greek Orthodox School of Theology shall reside on campus lab computers.

No software or “freeware” shall be installed on any of the lab computers without consent from the IT Department.

## VII. Closing

A member of the Computer Lab staff shall give users an official warning to finish up work at 15 minutes before closing. At closing, a member of the Computer Lab staff will announce to all remaining users that the Lab is now closed. Users should be ready to leave at the posted Computer Lab closing time. In the event users are reluctant to leave the lab after it has closed, members of the Computer Lab may switch printers and computers off without warning.