COLLEGE OF VETERINARY MEDICINE

Policy Name: Student Tablet Support Policy

Approval Authority: Executive Committee

Responsible Executive: Director of Information and Instructional Technology

Responsible Office: Information and Instructional Technology

Originally Issued: 6/23/2010

Revisions: Date(s) 7/27/2015, 08/21/2018

1. **Policy Statement**
   The College of Veterinary Medicine fully supports hardware and software problems on the tablet computers as configured by IIT. In order to provide this support students are required to update their tablets as required by the IIT department. IIT reserves the right to disconnect student computers from the CVM network if policies are not adhered to by students.

2. **Reason for Policy**
   This policy has been defined so that students have a clear understanding of how the Information and Instructional Technology Department will support tablet computers.

3. **Who Should Read This Policy**
   - Students

4. **Related Documents**
- This policy is in addition to all other CVM and University IT policy's listed at http://www.auburn.edu/oit/it_policies/index.php.

5. **Contacts**

Department of Information and Instructional Technology
- http://www.vetmed.auburn.edu/iit
- 334-844-3713
- help@vetmed.auburn.edu

6. **The Policy**

Backups

IIT will provide a mechanism for students to back up their electronic course materials and notes, but it will be the student's responsibility to back up the course materials and notes. IIT will also assist students having problems with backups.

IIT will not be responsible for backing up personal data such as music, movies, etc. Backing up personal information is the students' responsibility. IIT can provide recommendations on how to best accomplish backups of personal information.

Supported Problems

IIT will support hardware and software problems on the tablet computers as configured. This means we will support the software that comes on the system from IIT; Windows, Office, OneNote, Turning Point, etc. We will not support software, which may be added by students such as; iTunes, Skype, games, etc.

There 3 ways to communicate with the IIT department:

- Main Office: 334-844-3713
- Email: tablets@vetmed.auburn.edu
- Facebook Page: Auburn University College of Veterinary Medicine Tablet Users

Primary support hours are between 7:30 a.m. – 4:45 p.m. Most communication received after hours will be followed up during business hours the next business day.

In the event you are experiencing a critical issue that is preventing you from completing your work after hours, there are devices available outside of Academic Affairs (2nd Floor VEC Building) available for use at the college. By utilizing the One Drive capabilities on your tablets, you will be able to access documents and notes from the computers outside Academic Affairs.

Most issues can be resolved within two business days from the initial report of the problem. In the event the issue will take longer than expected to resolve, the student will be notified of an estimated completion date either in person or by one of the previously mentioned communication methods.

Internal Network Access

Computers on the CVM network must adhere to all IIT policies. If you do not meet these policies, you can still get Internet access, as allowed by the University, but you will not get access to CVM servers. The CVM Servers host network data storage, hospital information system, digital radiology, etc.

Repair Procedure

Some software and hardware problems may require the IIT department to wipe out the current installation of the operating system and reload the computer's original configuration. This will result in the loss of data and any programs installed which are not parts of the original configuration. Students will be responsible for backing up any personal information and reinstalling any software they added to their tablets.

Upgrade Procedure

Upgrades to a new operating system will be applied by removing the existing installation and replacing it with the new operating system. This will result in the loss of data and any programs installed which are not part of the configuration. Students will be responsible for backing up any personal information and reinstalling any software they added to their tablets.

Patching Policy

In accordance with Auburn University policy, all currently available security patches must be applied on a schedule appropriate to the severity of the risk they mitigate.

Loaning Equipment

IIT has limited spare parts (chargers, pens, and tablets) that are designated for faulty part replacement. Should a student need to borrow one of the spare parts because of misplacement or equipment left away from campus, equipment can be borrowed if there are sufficient quantities available. Equipment is available on a first-come first-served basis. The student will be responsible to pay the cost of replacement of any equipment not returned, or equipment returned which is damaged beyond repair.