

Student Personal Computing Support Policy

Introduction

This policy addresses the type and level of support Haverford students receive for personally owned equipment from Haverford IITS. The goal of this policy is to address the distinction between personal equipment and college provided equipment.

Scope

This policy applies to all currently enrolled Haverford Students.

Policy

A. Fully Supported Equipment

- a. Haverford College does not provide full support to any personally owned computing equipment.

B. Partially Supported Equipment

- a. In order to receive partial support equipment purchased by Haverford Students for use at the college should follow the [Personal Purchasing Recommendations](#)
- b. IITS will not void any warranty provided by the device manufacturer, nor provide support covered by said warranty.

C. Network Connectivity Support

- a. While IITS cannot guarantee network connectivity, we will provide support to devices that support 802.11x and WPA2/WPA3 authentication.
- b. Gaming devices may be connected to the College network by registering through [Haverford Game Registration](#)

D. Data Support

- a. All Haverford Students are responsible for properly managing and securing their own data.
- b. Haverford College provides access to cloud storage services through [Box](#) and through Google Drive.
- c. Data stored locally on devices is not guaranteed to be recoverable by IITS.

Procedures

In order for students to receive support from IITS they must contact the IITS ProDesk at 610-896-1480 or email at ProDesk@haverford.edu to schedule an appointment. At the appointment the IITS Staff will evaluate the request and define the level of support they are able to provide.

Definitions

Network Connectivity Support - This includes, credential/authentication support and networking settings support. This does not include device hardware support.

References, Related Resources, or Appendices

- None

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Contact the Office of IITS with any questions