

IT Student Support Policy

The NMSU Grants Information Technology (IT) Department offers three services to NMSU Grants students for their privately-owned personal computers. These services are provided in conjunction with other online resources (such as the [NMSU Grants IT Student Orientation](#)) toward the goal of helping students develop sound computer care and software maintenance habits.

NMSU Grants IT will:

1. Recommend and assist students in installing security software such as Sophos, Spybot, and Malwarebytes (support provided by IT work study interns).
2. Assist in setting up NMSU email (support by any IT staff member on an as-available basis).
3. Assist in connecting to campus WiFi and using NMSU-provided online services (Banner, Canvas, Office 365; support by any IT staff member on an as-available basis).

Procedures

- Services for students will be provided by capable work study interns between 9:00-4:00, Monday through Thursday, in Room 122.
- Walk-ins are acceptable, but students are encouraged to make an appointment with a work study intern.
- Privately-owned student computers may not be left with IT. Students should be prepared to stay with their computers while they are being serviced. Most services should be completed in about 15 minutes.
- Students who request services will be required to sign the liability release below.

Limitations

- An available work study intern or IT staff member may not always be available to support walk-ins due to other duties.
- The services covered by this policy apply only to computers. For smartphones and tablets, IT will assist students as time allows but given the variety of device types and operating systems, mobile devices are not covered by this policy.
- The policy does not cover removing found viruses, spyware, malware, or any program/application. Student are responsible for making all such changes to their own computers, including changes suggested by IT.
- The policy does not cover adding, installing, or troubleshooting any software other than Sophos, Spybot, Malwarebytes, or other security-related software IT deems appropriate for student use.

Liability Release

I, the undersigned, hereby acknowledge that all work done on my computer is done as a courtesy by NMSU Grants IT. NMSU Grants IT and the individuals providing this work are not responsible for any deletion of software or damage to equipment.

Printed Name

Signature

Date