

**Williamsburg Technical College
PROCEDURE**

SECTION E – FACILITIES MANAGEMENT

Title COMPUTER FACILITIES AND SERVICES	Number E-15.1
Division of Responsibility President – Development and Public Relations	Approval Date Page 1/21/2021 1 of 4
Approval Vice President _____ President _____	Supersedes Procedure No. E-15.1 Date 5/24/10

PURSUANT TO SECTION 41-1-110 OF THE CODE OF LAWS OF SC, AS AMENDED, THE LANGUAGE USED IN THIS DOCUMENT DOES NOT CREATE AN EMPLOYMENT CONTRACT BETWEEN THE EMPLOYEE AND THE AGENCY. THIS DOCUMENT DOES NOT CREATE ANY CONTRACTUAL RIGHTS OR ENTITLEMENTS. THE AGENCY RESERVES THE RIGHT TO REVISE THE CONTENT OF THIS DOCUMENT, IN WHOLE OR IN PART. NO PROMISES OR ASSURANCES, WHETHER WRITTEN OR ORAL, WHICH ARE CONTRARY TO OR INCONSISTENT WITH THE TERMS OF THIS PARAGRAPH CREATE ANY CONTRACT OF EMPLOYMENT.

I. Use of Computer Equipment:

- A. The College's data processing facilities and services are available for use by the following personnel and organizations:
 - 1. Students, faculty, and staff. Computer use must be related to the institution's instructional mission or administrative needs and not used to support personal or outside commercial activities.
 - 2. Nonprofit organizations for which the institution grants use of facilities as a community service project on written approval by the President.
 - 3. Outside organizations or persons who, because of the unique nature of facilities or services, or because these facilities or services are the sole sources in the district, wish to use them and pay a comparable commercial use rate. The Vice President for Administration and Finance must approve such arrangements.
- B. All other requests for use of data processing facilities and services are submitted in written form to the Information Technology (IT) Manager for review and approval.
- C. Employees are required to sign a statement of acceptable use for computers, network services and the internet. The statement is maintained in the Human Resources Office.

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II. Computer Access

Access to the computer is gained by contacting the IT Manager. The user is assigned a user name, an account, a priority, a data storage allocation, and an access level dependent on need and type of task to be performed. Instructors may request computer access by class.

III. Query or Special Reporting Services

Queries are obtained by making a request to the IT Manager. The IT Manager estimates the effort required and arrives at an estimated completion date for the project. The completion date is dependent on existing workload, priority of the proposed project, and resources required.

IV. Computer Labs

- A. The Williamsburg Technical College Computer Labs are open to students, faculty, staff, and approved persons or organizations. Students may use the lab services by presenting a current WTC identification.
- B. Microsoft Office suite software and Internet access are available for use in computer labs.
- C. The hours of open lab operation may vary. The hours are posted at the beginning of each semester. A lab operator is available to assist authorized individuals desiring to use the computer lab. Students may contact the computer lab operator or the IT Manager if they have additional questions.

VI. E-mail Account Maintenance

A. Student E-mail Accounts

Student accounts are valid for one semester. At the end of the semester, the IT Manager will remove all accounts for that semester. Instructors may request that individual student accounts not be deleted by submitting a request through the Dean of Instruction to the IT Manager. These requests will be reviewed on a case by case basis by the IT Manager.

B. Faculty/Staff

Faculty/staff accounts will be maintained as long as the individual is employed on either a part-time or full-time basis. If the employee leaves employment at Williamsburg Technical College, the account will be deleted or reassigned in the following manner:

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1. Planned Termination

If sufficient notice is given by the employee/institution, the employee, immediate supervisor, and the IT Manager will review the employee's account. Files considered germane to the mission of the institution will be backed up and archived by the IT Manager. These files will be restored to the account of the individual's replacement.

2. Unplanned Termination

In the event the employee is not available to review the account, the following will be done.

- (a) The IT Manager will disable the individual's account.
- (b) The account will be reviewed by the employee's immediate supervisor and IT Manager.
- (c) Appropriate steps as per "a." above will be taken.

VII. Assessment of Facilities and Services

Computer facilities and services are periodically assessed by students and faculty/staff through survey instruments. The Student Opinion Survey is administered annually to students, and the Administrative Survey is administered to faculty/staff every other year.

VIII. Maintenance of College's Database System

The College maintains all student, alumni and personnel data as well as course and program data on the Colleague software system. It is the responsibility of the Colleague coordinator on campus to provide assistance to Colleague users in the form of consultation, evaluation, and recommendation for issues that arise.

Proper professional training, peer-to-peer resolution, and Colleague or other consortia assistance are regarded as the first steps to issue resolution. The Colleague coordinator may provide limited training and upgrade seminars, and may suggest Colleague-sponsored or sister institution-sponsored training sessions or conferences, but it is the responsibility of individual divisions to cover costs of training and to ensure that their Colleague users are professionally trained to utilize the section(s) germane to their jobs. It is also the responsibility of each division to ensure that their users are sufficiently cross-trained to cover for each other in the event one user is out.

The College's Colleague servers are housed at the system office in Columbia. An on-premises, daily back-up is made using a Barracuda Back-up appliance. This back-up is also replicated and stored in

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the Barracuda Cloud. It is the responsibility of the IT Manager or his/her designee to ensure that back-ups occur as scheduled to provide data security.

Should the Colleague coordinator become incapacitated, it shall be the responsibility of the IT Manager or his/her divisional supervisor to work with consortia, consultants, or outsourced professionals to ensure that the College's Colleague activities and issues can be handled.