



Policy Title Support of Personally Owned Computers & Devices	Original Adoption Date 12/08/2014	Policy Number IT-694
Responsible College Division/Department Technology Division	Responsible College Manager Title Vice President of Administration	
Policy Statement LTC Technology Division will assist visitors, employees, and students with internet connection on personally owned computers and devices. These devices include, but are not limited to: <ul style="list-style-type: none">• Desktop computers• Laptop computers• Mobile devices <p>This basic level of technical support for personally owned computers and devices only applies to those brought onto an LTC campus.</p> <p>Support for issues involving software, operating systems, or applications is limited to verbal guidance and/or providing written documents. The Technology Division will not physically handle personally owned devices due to liability reasons (e.g., device is dropped).</p> <p>To access the LTC public wireless internet network, personally owned computers and devices must have anti-virus software installed and maintain current virus definitions (where applicable). Failure to do so may result in a denial of access to the network.</p>		
Reason for Policy LTC Technology Division provides technical support for all of the College's technology resources and has limited resources to troubleshoot computers and devices not owned by the college. Further, the extensive variety of models, operating systems, and system platforms make troubleshooting complex and time consuming. To ensure the Technology Division is providing the best possible customer technical service, limits to support coverage must be clearly defined.		
Historical Data, Cross References and Legal Review Created: 2014 Reviewed/Revised: 12/08/14; 02/06/20 Legal Counsel Review and Approval: N/A Board Policy: III.A. General Executive Constraint, III.B. People Treatment		
Definitions		