



**Title:** Computer Lab Support Policy  
**Effective Date:** December 6, 2018  
**Issuing Authority:** Senior Vice President for Administration and Finance  
**Policy Contact:** Assistant Vice President of Information Technology and Chief Information Officer  
[helpdesk@mercer.edu](mailto:helpdesk@mercer.edu), 478-301-7000

### **Purpose**

The purpose of this policy is to ensure Mercer University computer labs are efficiently and effectively managed to best serve our students and faculty.

### **Scope**

This policy applies to lab computers and virtual desktops in classrooms at Mercer University.

### **Exclusions**

None

### **Policy Statement**

#### **Configuration and Licensing Requirements**

All lab computers and virtual desktops (referenced hereafter as “devices”) in a classroom must have a uniform software configuration, barring approved exceptions. This includes the operating system version (Windows or MacOS) and installed applications. When purchasing new software for a classroom/lab, a license must be purchased for every seat in the classroom/lab. Written requirements must be submitted to the Help Desk ([helpdesk@mercer.edu](mailto:helpdesk@mercer.edu)) and must include the following information:

- A list of all software needed in the lab.
- Software installation media and licenses specific/unique to the lab.
- Specific configuration requirements for browsers and other software.

#### **Point of Contact**

The department/school must designate a single point of contact (POC) for each lab to facilitate the coordination of maintenance and imaging of the lab devices with IT Client Support Services. This POC will be responsible for coordinating lab software installation and update requirements with faculty and staff and then advising IT Client Support Services of any changes or updates needed.

**Submission Deadlines**

The POC for the lab must submit requirements to the Help Desk (helpdesk@mercer.edu) by the following dates in order to ensure that the software will be installed prior to the beginning of classes:

- Summer Semester: May 1
- Fall Semester: July 15
- Spring Semester: December 1

Any other changes to the devices in the labs submitted after the deadlines shown above will be accomplished as time permits, and IT Client Support Services cannot guarantee that such changes will be completed by a specific date. Any changes to the requirements mandated by the department/school that cannot be accomplished during normal operating hours will require IT department personnel to work overtime and the department/school will incur associated costs.

**Additional Resources**

For a list of fees, visit: [Services & Fees | Faculty | MU Information Technology](#)

All charges must be processed via cash, check, or provision of a University operational cost center. IT is unable to handle charges through a university grant account.

**Website Address**

<http://it.mercer.edu>

**History**

Approved by the Executive Vice President of Finance and Administration on December 1, 2008  
Revised December 6, 2018