PURPOSE:

The purpose of this policy is to provide information on the complaint process as it relates to technology at KSU.

POLICY:

Technology complaints are handled in the Information Technology (IT) department. IT strives to resolve complaints and concerns in an efficient manner.

Reporting

The first point of contact for students, faculty and staff for technical complaints, questions, problems and/or assistance is the IT Help Desk. The IT Help Desk may be contacted the following ways:

- By phone at 502-597-7000
- By email at helpdesk@kysu.edu (may copy other individuals deemed necessary)
- Online at www.kysu.edu/helpdesk (available on campus only)

The user is asked to provide as much information as possible.

Response

Once reported to the IT Help Desk, the complaint will be entered in the help desk system, evaluated and assigned to the appropriate IT staff member. The complaint will properly documented and will remain open until appropriate closure is met.

As a reminder, Information Technology does not provide any support for personally owned equipment (desktops, laptops, game boxes or phones for example). For more information on the services provided by Information Technology, please visit www.kysu.edu/IT.

Questions regarding this policy should be directed to the IT Help Desk.