



KENTUCKY STATE UNIVERSITY POLICIES AND PROCEDURES

POLICY TITLE:

Technology Complaints Policy

VOLUME, SECTION & NUMBER:**ENTITIES AFFECTED:**

Faculty

Staff

Students

ADMINISTRATIVE AUTHORITY:

Information Technology

APPROVED BY:

Office of the President

EFFECTIVE DATE:

July 8, 2024

REVISED FROM:

May 2014 Version of Policy

POLICY STATEMENT:

The purpose of this policy is to provide students, faculty, and staff information on the complaint process as it relates to the use of technology at Kentucky State University (KSU).

PROCESS:

Technology complaints are handled in the Information Technology (IT) department. IT strives to resolve complaints and concerns in an efficient and effective manner. Questions regarding this policy should be directed to the IT Help Desk.

Reporting

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

- By phone at (502) 597-7000

- By email at helpdesk@kysu.edu (other individuals may be copied on the email, as necessary)
- Online at www.kysu.edu/helpdesk (available only on campus)

The user will be asked to provide as much information as possible.

Response

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

As a reminder, IT does not provide any support for personally owned equipment, with the exception of assisting students and employees with connecting their personal devices to the KSU network. For more information on the services IT provides, please visit www.kysu.edu/IT.

RELATED POLICIES:

Appropriate Use of Technology Policy
