KENTUCKY STATE UNIVERSITY
Policies and Regulations

PROCEDURE TITLE:
Technology Complaints

APPLIES TO:
Students, Faculty, Staff, and Administration

ADMINISTRATIVE AUTHORITY:
Chief Information Officer (CIO)
Department of Information Technology

APPROVED BY:
President Koffi C. Akakpo

EFFECTIVE DATE:
June 23, 2025

NEXT REVIEW DATE:
June 23, 2027

PROCEDURE STATEMENT:

The purpose of this procedure is to provide the official process for submitting, tracking, and resolving technology-related complaints at Kentucky State University (KSU). The Department of Information Technology (IT) strives to resolve all complaints in an efficient manner.

DEFINITIONS:

IT Help Desk
The primary point of contact within the Department of Information Technology for all technical complaints, questions, problems, and assistance.

Personally-Owned Equipment
Any electronic device not owned by the University, such as personal desktops, laptops, gaming consoles, or phones.

PROCESS:

Reporting a Complaint

- The first point of contact for all technology complaints is the IT Help Desk.

- Users should provide as much information as possible when reporting an issue.

- The IT Help Desk may be contacted in one of the following ways:

  o By Phone: 502-597-7000

  o By Email: helpdesk@kysu.edu

  o Online: www.kysu.edu/helpdesk (Note: This portal is available on campus only)

Complaint Processing

- Once a complaint is reported to the IT Help Desk, it will be entered into the help desk tracking system.

- The complaint will be evaluated and assigned to the appropriate IT staff member for action.

- The complaint will be properly documented and will remain open in the system until it is resolved.

Scope of IT Support

- The Department of Information Technology does not provide support for personally-owned equipment. IT employees are not authorized to install hardware or software, or to diagnose or repair personal computers.

- The only assistance IT will provide for personal devices is helping the user connect to the University network.

- For more information on all services provided by the Department of Information Technology, please visit www.kysu.edu/IT.

REFERENCES AND RELATED MATERIALS:

- Student Complaint Policy

CONTACTS:

Subject	Office	Telephone	E-mail
General Questions	Office of the CIO	(502) 597-7000	Wendy.Dixie@kysu.edu
Technology Complaints, Questions, or Assistance	IT Help Desk	(502) 597-7000	helpdesk@kysu.edu

HISTORY:

Revision Type	Date of Issuance/Revision	Drafter(s)/Editor(s)
Issued (New Policy)	Circa May 2014	Unknown
Revised	August 2024	Wendy Dixie and Zach Atwell
Revised (Reclassified as Procedure)	June 2025	Wendy Dixie and Zach Atwell

Revision Type	Date of Issuance/Revision	Drafter(s)/Editor(s)