Classification: Information Management and Technology
Approving Authority: President
Responsible Authority: Vice President of Administration and Finance
Implementing Authority: Information Technology Department
Effective Date: May 2025
Review: April 2028

Student Computer Repair - Policy & Procedures

1.0 Purpose

1.1 The purpose of this policy is to establish guidelines for students seeking support for their personal computer systems. It outlines the services provided by the AUIB IT Department and clarifies the boundaries of support, enabling students to seek appropriate assistance for issues beyond the university's offerings.

2.0 Scope

2.1 This policy applies to all students enrolled at AUIB and governs the repair services offered by the IT department for student-owned computer systems.

3.0 Definitions

3.1 University-issued software - software provided by AUIB, such as Microsoft Office 365 or proprietary AUIB applications, intended for educational and administrative purposes.

3.2 Malware - malicious software, such as viruses, worms, spyware, or ransomware, that can harm or exploit a computer system.

3.3 Warranty repairs - manufacturer-provided repair services are covered under the product warranty for hardware or operational failures.

4.0 Policy

Support Services

4.1 AUIB IT provides support for student-owned systems, including assistance with network connections and evaluating system issues.

4.2 Following the evaluation, the IT department will offer students recommendations for resolving any detected issues.

Use of University Email

4.3 Students must use their assigned AUIB email accounts solely for academic purposes related to their studies.

4.4 All electronic communications conducted through university-provided email accounts must adhere to professional standards and comply with the AUIB Electronic Communications Policy.

Software Support

4.5 The IT department provides maintenance and troubleshooting support for university-issued software, such as Office 365 and other AUIB-related applications.

Virus and Malware Guidance

4.6 AUIB IT offers tools and guidance to help students remove viruses, malware, and spyware from their systems.

4.7 However, the IT department does not directly perform virus, malware, or spyware scans on student computers.

System Evaluation Requirements
4.8 Student systems must boot fully into the installed operating system without any hardware failures for evaluation by AUIB IT.

4.9 If a student's system is not operational, they are encouraged to contact the manufacturer for warranty repairs or visit an authorized repair facility.

Hardware Repairs and Liability
4.10 Due to liability concerns, AUIB IT does not perform hardware repairs on student-owned computers.

4.11 Installation of operating systems or major software updates on student computers is beyond the scope of the university's IT support services.

5.0 Procedures
5.1 Students must report issues to the IT department via their AUIB email accounts and follow the recommendations provided.

5.2 For hardware-related or non-operational issues, students must contact the appropriate external repair services.

5.3 The IT department will provide best-effort guidance but is not liable for issues beyond the scope of software troubleshooting and guidance.

Related Policies and Documents
IT Acceptable Use Policy
Electronic Communications Policy
Student Code of Conduct Policy