



Faculty Support Policy

- We fully support Hardware and Software issues on any device issued by Campus Technology.
- We do not support personal software on your machine, nor should you put personal software on your Campus Technology issued computer.
- Campus Technology is the purchasing agent of all technology on campus except those already given an exception.
- Campus Technology does not provide any extra peripherals that are not necessary to your workstation. If you desire any peripherals your department can purchase those through us.
- A loaner laptop may be provided while we fix your workstation.
- Depending on the fix, Hardware repairs can take 1-5 days. Software repairs can usually be fixed in 1-2 days, all depending on the workload at the time.
- We will support any Canvas problems that arise. “How to” questions are best answered by Online Learning.
- If an issue in the Classroom arises please call 502-897-4007

For any follow up questions, please email
campustechnology@sbts.edu