

Policy and Code of Conduct for the Use of Computer Labs

Working Hours

The ITC maintains 20 public computer laboratories. These are used mostly for teaching during the day, but when not booked for courses are available for general use to all students.

Food and Drink Prohibited

No food or drink is allowed within the computer labs. There are no exceptions. This policy protects the equipment from damage and provides for a cleaner environment.

Modifying Hardware

Users are not allowed to:

- 1- Disconnect cables from the computer equipment to plug in to personal devices.
- 2- Dismantle equipment in an attempt to troubleshoot issues.
- 3- Remove equipment from the labs or take items such as a mouse from the lab supplies. Equipment and supplies are only meant to be used within the lab site.
- 4- Make changes to the hard drive configurations of the computers in the labs.

Operating System and Software

All the commonly used applications are installed across all the labs. Where licensing restrictions allow it, specialized software is also made available as widely as possible. Software configurations are updated twice a year and all requests for new or additional software to be installed need to reach the ITC - with proper approvals - at least a semester in advance to allow for proper installation and testing.

Users are not allowed to:

- 1- Alter the system or the application software in any way. Attempting to damage or destroy information on the computers is not tolerated.
- 2- Download software from the Internet or install any software on any lab computer for any purpose.
- 3- Save personal documents on computers. All documents should be saved in the user's network drive (Z: drive). Academic documents may be temporarily saved to the "My Documents" folder in Windows. All files are deleted upon each restart of a lab computer.

Printing

If a printer is available, users must be courteous to others by not monopolizing the available printer. Printers are not to be used as copiers for documents.

Lab Etiquette

The computers in the labs are provided primarily for academic work. All students are expected to use IT facilities responsibly and with consideration for others. To this end the following rules apply:

Users must:

- 1- Be courteous to all lab staff and considerate to others using the lab. Privacy and concentration are important in the computer labs.



- 2- Leave the computer workstation in the same condition as it was found. This includes putting chairs back in place, exiting all open applications and logging off any open account. Users will be held accountable for any abuse originating from their accounts.
- 3- Make sure the projector is off when not in use.

Problems and Assistance

- 1- All queries related to the labs should be addressed to the Lab Technicians via e-mail at helpdesk@psscw.psu.edu.sa
- 2- If a computer is not in good working condition or a printer jams, users are required to:
 - a. Notify the lab technician on duty if a lab assistant is available.
 - b. Submitting the form for reporting technical problems in computer labs to the Lab Technician.
 - c. Contact the ITC Help Desk by sending an e-mail to helpdesk@psscw.psu.edu.sa
- 3- Lab Technicians are there to help users with using the technology so that they may complete your work. Lab technicians are not allowed to debug user programs, interpret class assignments, or help with homework.