Home support questionnaire summary:

I received 21 responses to the questionnaire.

Nearly half (10) of the 21 responses indicated that they do not offer home support at all. There are a couple exceptions for institutionally owned laptops and President/VP support. One institution has a referral list of qualified staff and/or students who will provide contracted service for a fee, through independent arrangements.

For those that do offer home support, 6 report it’s extended to faculty and staff only, while 5 of the 11, offer support to faculty, staff, and students (note: one stated no home support, and only provides NIC install for Resnet by drop-off).

No one makes site visits to the off-campus home of faculty, staff, or students. However, some (5 institutions) executives do receive this type of service (home visit). Those that were mentioned specifically were President, Vice Presidents, Board members, or very, very senior faculty/staff. One mentioned that extenuating circumstances such as a disability might warrant an exception.

The support of student personal systems is limited to the residence halls. Five of the six will visit the residence halls. One requires the student system to be dropped off for NIC installs and networking configuration.

In general, where home support is provided, it doesn’t seem to make a difference if it’s an institutionally owned or personally owned system (until it comes down to hardware repairs). Phone and email support are provided by the 11 institutions that offer home support. Two of them have used remote support assistance software, but the specific applications were not noted (nor asked for). If a system needs to be looked at, all responses indicated that for a system to be worked on they require faculty and staff to bring the system to campus. Support is centered around “standard” hardware and software. However, there are two institutions that offer support on almost anything.

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