

Purpose

The purpose of this policy is to establish rules for the acquisition and use of tablet computers.

Definitions

Jailbreak: To jailbreak a mobile device is to remove the limitations imposed by the manufacturer. This gives access to the operating system, thereby unlocking all its security features and enabling the installation of unauthorized software. Devices must not be “jailbroken” or “rooted” or have any software/firmware installed that is designed to gain access to functionality not intended to be exposed to the user.

Policy

TAF Funded iPad: In order to properly manage iPads purchased for use in classrooms, and to maintain compliance within Technology Access Fee guidelines (TAF) –iPads and their support purchased under TAF funding is for direct use by students as mandated by TBR guidelines. That is: only students are to use TAF funded iPads. Departments may download software, videos and music as needed, with proper Volume Purchasing Program (VPP) codes approved by the college. However, students may download certain applications under supervision of the department faculty, but may not make configuration changes of any kind that may affect operation, performance, connectivity, or generate unauthorized fees.

Non-TAF Funded iPad: Departmental iPads are managed under the general NSCC and State rules for mobile devices, (e.g. laptops) for on and off campus usage. Departments may allocate them to employees, and use departmental VPP voucher codes to purchase and download software, videos, or music at their discretion. An Equipment Loan Form must be turned in for any devices which leave the campus.

Network Connections for Classroom Usage: To discourage theft and general misuse, wireless network connections for classroom iPad will be limited to the rooms/areas of use as determined by the department to which the TAF funded iPads are allocated.

User Owned Devices: Devices not owned by the college cannot be managed or repaired by NSCC personnel. They must comply with NSCC Acceptable Use policy to have access to the network.

Department Responsibilities: In order to receive an iPad, a department will be responsible for requesting hardware quotes from the Computer Service Division through the Technology Services Help Desk and obtaining proper funding approval for the devices, associated equipment and software VPP voucher codes to be used for application purchases. (See “iPad Application Requisitioning Process” below)

Management of Hardware Assets: Departments are responsible for maintaining their inventory of hardware, including:

- Securing, storing, and charging each device
- Allocation to, monitoring usage of, and retrieval from students, or employees
- Periodic inventory of their allocated hardware and software purchase(s) through their VPP account facilitators
- Immediately reporting lost or stolen iPad to the Safety and Security department as well as the Property Manager
- Notifying the Technology Services Help Desk of any damages that occur

Management of Software: Departments that are issued an NSCC iPad will be so noted by Volume Purchasing Program facilitators. Software inventories and purchases are maintained and inventoried at the Apple store through the campus VPP account.

Vouchers are pre-purchased by the College and are used to select and obtain, through the VPP, downloadable applications, videos, or music. Vouchers are available from Apple only in \$100, \$500, and \$1,000 denominations. Faculty or staff members may browse the Apple store catalogs to find available software to fit their needs and determine any associated costs.

The approval for departmental VPP vouchers for specific Apps will be up to the department heads or deans.

Software Development: TSD does not have the facilities or resources to develop in house applications for iPad. Adding software is accomplished through on-line VPP program and Apple Store with pre-paid voucher codes.

iPad Application Requisitioning Process:

1. The requesting party inspects the App Store to determine what software is available, and what cost will be incurred by the requesting department.
2. A completed software request sheet is submitted to the Technology Services Help Desk for reference.
3. The Help Desk will create a Service Desk Ticket and assign it to the VPP facilitator for reference.

4. The facilitator will review the request and then send an approval request to the dean.
5. Upon approval, a VPP voucher code will be assigned to the requestor, who can then add the apps to the iPads in question.
6. When software installation is completed, the requestor will notify TSD Help Desk and Finance that the software items have been “received” .

Warranty, Repairs and Servicing: Contact the TSD Help Desk should an iPad need repairs. Note the following concerning technical maintenance or repairs.

- Each iPad has a two year Apple Care warranty.
- Opening the case and/or hacking “Jail Breaking” the operating system voids the warranty.
- Physical damage is not covered by warranties.
- iPads have no in-house serviceable parts, including the battery
- TSD does not maintain an inventory of replacement iPads, nor does it have replacement parts for system repairs.
- All hardware servicing and/or repairs require that a TSD technician request a return authorization from Mac Authority, then shipping the iPad to an approved Apple service center.
- If a system is physically damaged or inoperable outside of warranties, the cost of repair or replacement is to be incurred by the department for which the iPads have been allocated.

BYOD – Bring Your Own Device: The above policy is applicable to units purchased by NSCC and does not directly apply to personal iPads or other personally owned devices, other than the NSCC Acceptable Use Policy.

- No personal software or accounts should be loaded onto an NSCC iPad.
- NSCC accounts or vouchers should not be used for personal devices.
- iPad software changes referred to as “Jail Break” software which opens the unit to common usage and bypasses controls is never permitted. If this is attempted or completed on an NSCC unit, the severest penalties for the staff or student will be sought.

Change Log

Date	Change	By
3/15/2021	Reformatted for new policy format	PAK

Approved by President’s Cabinet 6/14/21

