



**Title:** Student Computer Repair Policy  
**Effective Date:** June 5, 2025  
**Issuing Authority:** Senior Vice President for Administration and Finance  
**Policy Contact:** Assistant VP of Information Technology and Chief Information Officer  
[helpdesk@mercer.edu](mailto:helpdesk@mercer.edu), 478-301-7000

### **Purpose**

The purpose of this policy is to establish policies and procedures for the support and/or repair of student-owned computers.

### **Scope**

This policy applies to student-owned computer systems.

### **Exclusions**

Mercer-owned systems are not affected by this policy.

### **Policy Statement**

#### **Support Provided**

The Mercer University Information Technology Help Desk provides the following support services on student-owned computer systems:

- Assist in establishing a connection to Mercer's wired and wireless network(s).
- Evaluation of problems with student systems. Once the system has been evaluated, Mercer IT will make a recommendation to the student on what needs to be done to resolve the problem.
- Provide tools so students can remove viruses, malware, and spyware from their computer systems. We regret that we are unable to perform virus, malware, or spyware scans on student computers.

#### **Requirements**

For Mercer IT to evaluate a student's system, it must boot up fully to the installed operating system, and no hardware failures must be present. If the system is not operational, the student should either call the manufacturer for a warranty repair or contact a computer repair facility.

#### **Website Address**

Information Technology: <http://it.mercer.edu>

**History**

Approved by the Executive Vice President of Finance and Administration on April 24, 2009.

Revised June 5, 2025