



OIT 62.014: WiFi Networking (SpartanLink)

Responsible Executive: Chief Information Officer (CIO)
Responsible Office: Office of Information Technology
Related Policy: 60.201; 62.001; 62.002
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Policy Statement

Wireless access points provide coverage inside campus buildings and to outside open spaces. The wireless segment of the campus network is known as SpartanLink/WiFi, (for Wireless Fidelity).

Purpose

The purpose of this policy is to provide users important information concerning SpartanLink/WiFi, and the administration of this service.

Procedures

I. Acceptable Use

When using information technology resources and services provided by Norfolk State University users must at all times abide by University, OIT, and departmental policies.

II. Wireless Security

In order to provide privacy and security of wireless communication data will be encrypted. This is accomplished when laptop/notebook personal computers are approved and configured by OIT.

III. Wireless Access for Faculty, Staff, and Students

1. Faculty, staff, and students with campus network and electronic mail system accounts and personally owned laptop/notebook personal computers can access the network using any of the wireless access points installed on campus for this purpose.
2. A map of wireless coverage can be located on the OIT website, <http://www.nsu.edu/wifi>.

3. Services provided via wireless connectivity include browser-based access to all unrestricted campus and Internet websites including SpartanShield, the NSU Microsoft Outlook Webmail electronic mail & calendaring system, and the Blackboard e-Learning System. Users can also establish file transfer protocol (FTP) sessions to local and distant FTP sites.
4. Individuals who have been provided a University-owned laptop/notebook personal computer and have legitimate needs can obtain additional services and capabilities as well. These may include client/server applications and specialized software.

IV. Software and Hardware Required

1. OIT can support wireless access for computers with the Windows XP Service Pack 2 and Windows 2000 Service Pack 6 operating systems. A standard IEEE 802.11b or 802.11g computer wireless network interface is also needed.
2. Limited OIT technical support and service are available for the support of other personal computer operating systems and for personal digital assistant handheld devices.
3. An up-to-date version of anti-virus software is required. A few of the better known and acceptable products are Norton Anti-virus, MacAfee VirusScan, Grisoft AVG Anti-virus.
4. An up-to-date version of anti-spyware software is highly desirable. A few of the better known and acceptable products are Microsoft Defender, Lavasoft Ad-Aware, and Spybot Search and Destroy.

V. Configuring Laptop/Notebook Personal Computers

1. Users should access the NSU WiFi website at <http://www.nsu.edu/wifi/> and follow the instructions there to configure their laptop/notebook personal computers.
2. If further assistance is required then users should contact Client Services via e-mail at ClientServices@nsu.edu or phone 757-823-8678 to schedule an appointment.

VII. Wireless Network Access Assurance and Problem/Trouble Reporting and Resolution

1. The OIT Networks Technical Support Group will monitor wireless access points to provide early detection and prompt resolution of any problem situations found.

The Networks group will also ensure that Client Services is promptly notified whenever wireless, or wire-line, network operations are impaired.

2. When using campus wireless access, users should perform a few basic checks before contacting Client Services to request assistance.
 - a. Ensure the wireless light or control is on, and if not, press the wireless button or wireless function Key on the computer if one is available.
 - b. Ensure the 'Caps Lock' function is not on.
 - c. Ensure the campus network username and password is being entered correctly.
 - d. Ensure you are in area covered by wireless.
 - e. Check with another user to see if they have or can establish a wireless connection.
3. When a user calls or sends an e-mail to Client Services (clientservices@nsu.edu), a trouble report will be opened by a Client Services associate.
4. Issues pertaining to student users which cannot be resolved by a Client Services associate via telephone call or e-mail will be escalated for additional investigation and resolution. Students should be prepared to return with their personal computers to the OIT 'Open Access' Computer Laboratory for follow-up assistance.
5. When issues pertaining to other users cannot be resolved by a Client Services associate, users should be prepared to return their systems to the OIT Client Services Office in the Marie V. McDemmond Center for Applied Research for additional investigation and final problem/trouble resolution.