

Residence Hall AV Systems

Overview

Some residence halls contain AV systems that are used by students and student programs for leisure or program-specific activities. These systems fall under a separate support policy than other AV systems on campus and the following page and sub-pages cover both CIS' support policies as well as general usage instructions for residence hall AV systems.

- [Overview](#)
- [CIS Support Policy for Residence Hall AV](#)
- [Related articles](#)

CIS Support Policy for Residence Hall AV

1. AV equipment (speakers, TV's, DVD's, game consoles, cables, adapters, etc.) that are located in residence hall buildings belong to the building occupants (i.e. the dorm council specifically – or the Office of Residence Life more generally) or the Office of Housing & Meal Plan Services.
 - a. An exception has been made for the classroom in Emerson 150. Additional exceptions have been made in the past for systems located in a building lobby, but there are no current exceptions other than the aforementioned Emerson 150 classroom.
 - b. Many residence hall student lounges have TV's that are connected to the campus CATV system. CIS does not own or maintain the device/equipment, but does support the CATV distribution (to the jack on the wall) and the CATV service/programming.
 - c. Other AV equipment may or could connect to the SPU provided network or WiFi, but CIS responsibilities end at the jack or WAP (wireless access point) and does not include support for the underlying network connectivity of the devices themselves.
2. CIS does not own, maintain, repair, or service AV equipment that is located in Residence Hall locations – except as identified as exceptions under item 1 (a) above.
 - a. CIS can assist building occupants or Housing & Meal Plan Services in hiring outside AV contractors to troubleshoot or repair any AV equipment that requires service.
3. CIS (the Help Desk) may be contacted by Residence Hall occupants and/or staff for assistance with the AV equipment, TV's, cables, adapters, etc.... but our support is limited to our general knowledge and skills about other similar systems, vendors, equipment, and troubleshooting techniques that could be shared with the occupants and/or staff members. Such assistance could include general instructions for technology use.
 - a. Any equipment that requires repair services are subject to service by an outside AV contractor per item 2 (a) above.

Related articles

- [Citrix Remote Access on a Personal Computer \(Mac OS\)](#)
- [Citrix Remote Access on a Personal Computer \(Windows\)](#)
- [Citrix Remote Access via Public Computer \(Mac OS\)](#)
- [Citrix Remote Access via Smart Phone/Tablet](#)
- [Citrix Remote Access via Public Computer \(Windows\)](#)