

2.14 Mobile Hotspot and MiFi Usage Standard

Effective Date: October 4, 2025

Revised Date: October 4, 2025

1. Purpose

This standard outlines the approved use, eligibility criteria, and request procedures for mobile hotspots and MiFi devices managed by Information Technology Services (ITS) at Arkansas State University. MiFi devices are provided to support short-term, mission-critical connectivity needs for university business purposes.

2. Scope

This standard applies to all Arkansas State University employees, faculty, staff, and departments requesting temporary mobile internet connectivity via a MiFi device provided by ITS.

3. Appropriate Use Cases

MiFi devices are intended for temporary, short-term use in specific, approved situations such as:

- **University Travel:** When an employee is traveling for university business in areas with unreliable or no network connectivity.
 - **Remote Instruction Support:** When a faculty member delivering hybrid or online courses lacks sufficient bandwidth from their home internet provider.
 - **Short-Term Projects or Events:** When a university-sponsored activity, research project, or outreach event requires temporary internet access in areas without reliable connectivity.
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4. Inappropriate Use Cases

MiFi devices are **not** to be used as a permanent or general solution for connectivity. Prohibited uses include:

- **Long-Term Connectivity Replacement:** MiFi devices are not substitutes for home or office internet connections.
 - **Permanent Departmental Connectivity:** Departments must seek long-term network or ISP solutions rather than rely on MiFi devices.
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- **Point-of-Sale (POS) or Institutional Device Use:** Non-cellular devices such as payment systems or kiosks must connect via approved secure wired or wireless networks.
 - **Personal Convenience:** MiFi devices are not issued for convenience, preference, or non-business-related access.
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5. Eligibility Criteria

To be eligible for a MiFi device, the requestor must:

- Demonstrate a temporary, university-related business need.
 - Obtain supervisor or department head approval.
 - Provide a clear justification outlining the intended purpose, location, and duration of use.
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6. Request and Approval Process

The following process should be followed to request a MiFi device:

1. **Submit Request:** A MiFi request must be submitted through the ITS Service Portal using the designated TeamDynamix form: [MiFi Request Form](#)
 2. **Review:** ITS will review the request to ensure it aligns with appropriate use cases and device availability (based on preferred network).
 3. **Approval/Denial:** ITS will notify the requestor and supervisor of the decision. Denials will include a rationale and may suggest alternative connectivity options.
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7. Usage and Return Requirements

The user is responsible for:

- Returning the device promptly at the end of the loan period.
- Ensuring responsible use that complies with all university IT and data security policies.
- Avoiding personal or non-business-related data usage in alignment with [Cell Phone and Data Phone Devices Use](#) policy.

Failure to return equipment or excessive non-business use may result in departmental charges.

7. ITS Responsibilities

ITS will:

- Maintain and track an inventory of MiFi devices.
- Conduct quarterly audits to verify the status of all MiFi devices by contacting users and departments to confirm whether each device is still needed and actively being used.
- Monitor usage, data limits, and compliance with cellular network provider.

- Provide setup and technical support (liaison with cellular network provider) as needed.
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8. Standards Review

This document will be reviewed and reaffirmed annually, or upon significant changes to university IT governance, systems, or regulatory requirements.

Effective Date: October 4, 2025

Next Review Date: October 4, 2027

Version: 1.0

Review Cycle

9/27/26 - No updates are necessary.

Revision #4

Created 2025-10-14 14:03:46 UTC by Christopher Boothman

Updated 2026-09-27 17:46:47 UTC by Christopher Boothman