

CAMPUS INFORMATION SYSTEMS

a division of the Office of Information Systems at SUNY Delhi

The first priority of the Technology Center staff is assuring working classroom/lab facilities for instructional purposes. This policy clarifies the expectations and responsibilities of those involved with support of the facility.

Faculty Lab Representatives:

A faculty lab representative is the liaison between academic divisions and Technology Center staff. Each representative coordinates faculty needs, maintains the big picture of each specialized classroom/lab and provides the Technology Center with a single source of guidance for each specialized classroom/lab.

The following divisions appoint representatives for related classroom/labs:

Business and Hospitality Division

- 1 for business (Sanford 16/19 and 121)
- 1 for IT (Sanford 116).

Technology Division

- 1 for Architecture (Sanford 124)
- 1 for CADD (Sanford 122/126)

Liberal Arts and Sciences Division

- 1 for Statistics, Pre-Calculus and Calculus (Sanford 123)

Appointment of lab representatives should be done at the division level. These six classrooms and the open classroom in Bush Hall are the only recognized and priority support computer classroom/lab facilities on campus. Unofficial labs are maintained by their own faculty and not funded through the Technology Fee. Technical assistance for these unofficial labs is provided at the Tier VI support level.

Responsibilities of Lab Representatives:

Lab representatives are responsible for the software images used in rooms that they represent. A software image is a snapshot copy of a model system to be replicated on all systems in the classroom/lab. Lab representatives communicate with their fellow faculty members and report any software needs to Technology Center staff. The lab representative makes sure that the Technology Center staff members who build the images have all of the necessary software. Lab representatives also work with their division dean to ensure that faculty members are scheduled into the correct lab with the capabilities they need. Each lab has been designed to fulfill a particular need and each lab requires a unique software image. Due to the nature of a software image, they cannot be readily changed. Software must be thoroughly tested. Technology Center staff are not proficient in every intricacy of every software product. Therefore, the lab representative must also test images on the model systems to be imaged at least 10 days before the start of classes each semester. For official approval of a software image to the lab representative sends an e-mail to techcenter@delhi.edu. Classroom software images will not be modified without the representative's approval. Designated lab representatives will serve as the contact point for the room on all questions relating to software images. Their intimate knowledge of the configuration in each room and faculty perspective can often address questions better than the Technology Center staff.

Software Images:

It will be the responsibility of Technology Center staff to build all lab images. Lab representatives must deliver all software to Technology Center staff in a timely fashion. **All software and configuration requests must be made to Technology Center staff by June 15th for the start of the fall semester and November 15th for the start of the spring semester.** Any software or requests received after those dates will not be reflected in the software image for a minimum of two weeks. Lab representatives are responsible for determining the version of software that their faculty members need to teach. All software must be received by the above dates so that it can be tested to make sure it is compatible with current hardware and operating systems available for use in the lab. Technology Center staff will notify lab representatives of any software that does not function properly with other packages and cannot be supported. Per ATAC policy, purchasing specialized software is the financial responsibility of the division. Generalized software, defined as programs used across the curriculum, will be funded through the Technology Center budgets.

All software installed in any of the computer labs must be current and written for the operating system in use (currently Windows XP Service Pack 1). Software proposed for use in the Sanford Technology Center and other campus labs should be Microsoft Certified on the current operating system. Software not officially certified by Microsoft will be tested and installed on a secondary basis after thorough testing by both CIS (OS interoperability) and the lab representative or his/her designee (application functionality). CIS will not be held responsible for functionality issues due to inadequate testing by the lab representative or his/her designee. CIS will work to resolve "after the fact" functional issues on a time available basis. Beta releases will not be installed, nor will software de-supported by the author. Newly released major revisions of software will generally not be installed until after the first maintenance release (called service pack or point release). Software installed on lab computers must interact properly with other software packages installed in a lab. Programs that cause insurmountable conflicts with other software will not be installed. Whenever possible, CIS will identify the offending software(s) and offer the lab representative a choice of combinations that will work together.

Reporting lab problems:

Any concerns regarding classroom/lab hardware, software, projectors or janitorial needs must be reported to the Tech Center manager (in 2002, Shawn Brislin). No changes can be made to software images based on requests from individual faculty member. All requests must be coordinated through the room's faculty lab representative. Problems should be reported via email to techcenter@delhi.edu. Problems or requests made via telephone or personal conversations will not be considered official. Problems will be resolved as quickly as possible, within the constraints outlined above. Concerns of the lab representatives outside the bounds of this direct relationship fall under the domain of the Academic Technology Advisory Committee (ATAC). This includes issues beyond the day-to-management and support of the Technology Center.

ATAC approval: November 21, 2002

ATAC Revised: March 2004

ATAC Revised: April 20, 2004 (added new 2nd paragraph under "Software Images")