

POLICY ON SOFTWARE SUPPORT STANDARDS FOR FACULTY/STAFF

Information Resources supports a variety of computer software in classrooms, laboratories and campus offices. The following support policy identifies four levels of support available. This assures standards and consistency while accommodating individual needs and preferences.

FULL SUPPORT

INSTALLATION

Campus Technology Services:

- Will install on Faculty/Staff computers. (Software costs to Teaching Faculty will be absorbed by Campus Technology Services)
- Will install on computers that are available for use in public computer labs. (Refer to http://www.cortland.edu/acs/lab_schedule.asp for currently installed software)
- Will install on classroom computers, portable cart computers and loaner laptops that are available for projection use in the classrooms. (Refer to standard computer installation at <http://www.cortland.edu/acs/classrooms.asp>)

TRAINING

Library:

- The Software Training and Support Specialist, using a variety of training solutions, will provide access to comprehensive training.

TECHNICAL ASSISTANCE

Functional/Operational/Troubleshooting:

Academic and Administrative Departments:

- Phone support provided by the Information Resources Support Center.
- Field support provided by PC Services/Macintosh Services.

Technology Classroom and PC Public Lab Computers:

- Phone and field support provided by PC Lab/Classroom Services.

Enterprise Wide Application Technical Assistance:

Academic and Administrative Departments:

- Phone support provided by the Information Resources Support Center.
- Field support provided by Campus Technology Services for OnBase.
- Field support provided by Administrative Computing for the following:
 - Communications (Email/Voicemail)
 - Banner Web
 - Domain Level Security
 - Network Infrastructure

- Technical support for eLearning (WebCT) provided by eLearning Technologist (Campus Technology Services). Functional support provided by the Instructional Materials Designer and Software Training and Support Specialist at Memorial Library. For additional information on usage, refer to the policy at <http://www.cortland.edu/ir/webct.asp>.

LIMITED SUPPORT

This software is supported according to the following guidelines:

1. Departments may be asked to pay for limited support software.
2. All purchase requests require prior approval (Refer to “Ownership Of Computer Hardware and Software” policy at <http://www.cortland.edu/ir/ownership.asp>)
3. All software must be compatible with computer systems as noted in Software Compatibility Issues section at the end of this document.

Limited support is provided by departments within Information Resources with the following services (as approved):

INSTALLATION

Campus Technology Services: Responsible for the installation of approved software on the following:

- Faculty/Staff computers
- Computers which are available for use in some public computer labs (Refer to http://www.cortland.edu/acs/lab_schedule.asp for currently installed software).
- Loaner laptops
- Classroom computers, portable cart computers and loaner laptops available for projection use in the classrooms. (Refer to standard computer installation at <http://www.cortland.edu/acs/classrooms.asp>)

TRAINING

Library: The Software Training and Support Specialist will coordinate training solutions.

TECHNICAL ASSISTANCE

Functional/Operational/Troubleshooting:

Academic and Administrative Departments:

- Phone support provided by the Information Resources Support Center per staff expertise and availability.
- Field support provided by PC Services/Macintosh Services per staff expertise and availability.

Technology Classrooms and PC Public Lab Computers:

- Phone and field support provided by Campus Technology Services per staff expertise and availability.

VENDOR SUPPORTED

Software that is hosted and supported by the software vendor. Campus support is limited in most instances. Examples of vendor supported software are Wimba, TaskStream, Turnitin, and Ruckus.

NON-STANDARD

Information Resources encourages the campus to use supported software whenever possible. However, software that is not supported by Information Resources may be ordered and installed in compliance with the following guidelines:

- Non-standard software will be ordered only after consultation with a technologist in Information Resources (Refer to Software Compatibility Issues below).
- Departments are responsible for funding for this software.
- Support is limited to initial installation and upgrades. There will be no additional training or assistance from Information Resources.
- Campus Technology Services will order the software, which should be requested on a Software Request Form. PC Services is responsible for installing software on special purpose lab and office PC's; Macintosh Services is responsible for installing software on Macintoshes; and PC Lab/Classroom Services is responsible for installing on teaching/open access lab and technology classroom PC's.
- Campus Technology Services will make arrangements for installation, and will retain the installation media in the CTS office.
- When the order is placed and when the software is installed, individuals will be told that they cannot expect to receive campus technical assistance with the software. It will not automatically be available on technology classroom computers.
- The Campus Technology Services Secretary will enter a record of the software in the inventory database and send a copy of the completed form to the Associate Provost for Information Resources Secretary to initiate the department charge-back process.

SOFTWARE COMPATIBILITY ISSUES

While Information Resources staff make every effort to fulfill software installation requests, occasionally a request must be denied based on the software's incompatibility with college-wide systems, the unsupported privileges it requires, or its damaging effects to the computing or networking environment. Below are common issues that cause software to be considered incompatible and therefore ineligible for installation.

- Application is outdated or requires back-level version of another application

- Requires hardware copy protection or uses invasive copy detection methods
- Application is a beta version
- Requires write/delete privileges on servers or local operating systems
- Has a malicious effect on other installed computer software
- Is especially demanding of system resources
- Use violates existing law, such as copyrights
- Violates University policy

Please refer to the [Software Review Procedure](#) for further information.

Information Resources Software Support Levels

WINDOWS SOFTWARE	<u>FULL</u>	<u>LIMITED</u>
Adobe Acrobat ⁱ		X
Adobe Creative Suite		X
ArtStor Offline Viewer		X
Camtasia Studio with SnagIt ^{vii}		X
<i>Corel Suiteⁱ:</i>		
WordPerfect		X
Presentations		X
EndNote		X
FileMaker Pro ⁱⁱ		X
Impatica		X
Macromedia Studio		X
Microsoft Office Professional	X	
Microsoft FrontPage		X
MovieMaker ^{iv}	X	
Nvu ⁱⁱⁱ		X
SMART Board ^{vi} (NoteBook)		X
SPSS ⁱ		X
WS_FTP LE	X	

MACINTOSH SOFTWARE	<u>FULL</u>	<u>LIMITED</u>
Adobe Acrobat ⁱ		X
Adobe Creative Suite		X
ArtStor Offline Viewer		X
EndNote		X
Fetch (FTP)	X	
FileMaker Pro		X
Final Cut Express		X
iLife		X
iMovie ^v	X	
Impatica		X
Macromedia Studio		X
Microsoft Office Professional	X	
Nvu ⁱⁱⁱ		X
SMART Board ^{vi} (NoteBook)		X
SPSS ⁱ		X

- i Currently free to faculty upon request only.
- ii Requests for upgrades of FMPro for Windows will only apply to those individuals who currently have FMPro installed on their existing computer. New requests for FMPro will not be filled.
- iii Free software.
- iv Free software, requires Windows XP and Windows Media Player
- v Free software, requires OS X and QuickTime Player
- vi SMART Board interactive whiteboard and Sympodium interactive pen display customers can use Notebook software at no additional cost on their home computers or laptops to prepare and view lesson activities or presentations.
- vii Requires user to supply microphone, audio headset and external storage (for captured video).

Note: the above list includes the current available version and the two previous versions in most cases.

Operating Systems: Only Windows 2000 and above are supported in a "networked" environment and MAC OS 10.4 is supported. This also includes support for software bundled with these operating systems. Currently, Windows 98 is only supported in a "non-networked" environment

Special Note:

- Fully Supported Software will be given priority level support.
- Data format conversion assistance will be provided, when possible, for those wishing to migrate to fully supported software applications. (Campus Technology Services, Administrative Computing Services)
- Any software that is not specifically referred to on the charts above is considered non-standard software.

If you believe there is software that may be of value to the entire campus and could meet the criteria of either fully supported or limited support, go to the [Software Review Procedure](#) for information on how to have software submitted for evaluation. This process outlines the procedures by which software is submitted to IR for evaluation to determine appropriate level of support. Changes are made on an annual basis.

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