



# Texas Wesleyan University Information & Communication Technology

## Computer Lab Software Installation Policy

This document defines policies and procedures for installing software in University General Use Computer Labs and Departmental Teaching Labs for general use and for support of classes.

### Policy

TW wishes to ensure that software needed to support instructional activities is readily available to students and employees in computer labs and all software installed in these labs is properly licensed in compliance with state and federal laws.

### Baseline Software:

Information & Communication Technology installs and supports a baseline suite of software on University-owned systems. The baseline software includes 1) standardized basic desktop productivity software (Word, Excel, Access, PowerPoint, Publisher, etc.) and 2) communications software (Internet Explorer, Media Player, etc.). This baseline software suite is available on all machines in both General Use Computer Labs and Departmental Teaching Labs and does not require an installation request.

### Non-Baseline, Site Licensed Software:

A limited number of approved non-baseline software (SPSS, Contribute, etc.) licenses are available for use and can be requested by instructors or departments to be installed in one or more General Use Computer Labs and/or Departmental Teaching Labs. Lab installation requests can be initiated by completing and submitting the Lab Software Installation Request Form (located on the ICT website).

### Discipline-Specific Software:

Instructors or departments may request installation of discipline-specific software in one or more General Use Computer Labs and/or Departmental Teaching Labs. Lab installation requests can be initiated by completing and submitting the Lab Software Installation Request Form (located on the ICT website).

ICT will install software requested by an instructor following these guidelines:

- The instructor will confer with his/her school dean to determine if funds are available to procure the application. If funds are available, the application may be purchased by the requesting department and installed during the next imaging cycle. If funds are not identified, the requestor will be notified by the dean or his/her designee. The requestor may then seek alternative and/or departmental funds for purchase or wait to resubmit an installation request during the next imaging cycle.
- After procuring the application, the instructor will set up a time with a representative from the Academic Technology department to test the software for system compatibility. The software requested must be compatible and must operate with the currently installed software or it will not be allowed to run in the lab(s).
- After confirming compatibility, the instructor may initiate a request for installation by completing and submitting the Lab Software Installation Request Form.
  - Media and proof of licenses must be delivered to the ICT Help Desk within two working days.
  - A copy of the media and the original licensing & documentation will be returned to the dean of the school for accounting and distribution to identified instructors. The dean is responsible for maintaining legal software compliance.
- Once the form is submitted, it is forwarded to the school dean for review and approval. If approved, the software is included in the lab image.
  - A software image for each lab will be created twice during the academic year (once for the Summer/Fall lab images and once for the Spring lab images). Software requests made after the identified cut-off date (April 1<sup>st</sup> for Summer/Fall lab images and October 15<sup>th</sup> for Spring/May Term lab images) will not be included in the lab image.
- The installation request date, information, location, and approval of installation by the school dean will be recorded on the Lab Software Installation Request Form.
- Software installation will be completed no later than five working days prior to the start of the identified semester.

**Lab Software Troubleshooting:**

Computer lab assistants on duty in the public labs can answer generic questions such as how to open/save files, print documents, delete viruses, etc. The instructor and the requesting department must support specific questions about the operation of non-baseline and discipline-specific software installed in the labs. It is impossible for ICT personnel to gain more than a rudimentary knowledge of an application and sometimes unique operations of the many software packages available in the labs. If technical problems arise, ICT will work with the instructor/department to resolve these problems. ICT does not troubleshoot the specific problem with individual students. Students will be instructed to report any problems to their instructors and instructors will notify ICT of such problems by phone or e-mail. The instructor will be asked to work with us to duplicate the problem and resolve it.

ICT will make every effort to keep baseline and non-baseline, site licensed software current. Versions will be reviewed and those requiring updates will be updated when the Summer/Fall lab images are created. Software will be removed as it becomes outdated and/or conflicts with the necessary functions of the applicable servers or network.