

Rowan TEC Room Software Policy

Rowan University Information Resources

Update 11.14 V1

Instructional Technology Services (ITS) is responsible for evaluating, testing, installing, maintaining, and documenting all software and operating systems that are installed in the Rowan University TEC rooms.

Specialized Software installation requests

In order for specialized software to be installed in TEC room computers faculty must follow and be aware of the following procedures and processes.

1. ITS will send faculty 2 notices via email approximately 60 and 50 days prior to the start of the semester asking them to provide ITS with (1) license information regarding the software and (2) a copy of the software installation media at least 45 days prior to the start of the semester that he or she would like to use the software. ITS will maintain a copy of the license information and software installation media.
2. ITS will install, test, and document the installation of the software on a computer designated as a testing computer. ITS will ensure that the software does not conflict with any other software and the operation of the computer. Faculty will be notified during the 45 day trial and asked to test the software application in order to ensure that it will work properly for his/her class.
3. If the application testing is successful it will be installed in all TEC room computers prior to the beginning of the semester.
4. Pre-existing specialized software will be automatically installed in lab computers every semester until the faculty member requests that it be removed. Faculty will not have to request the re-installation of same specialized software every semester.
5. The faculty member that initially requested the software installation and the faculty member's department chair will be the contacts if the ITS needs to consult with the faculty member regarding the software.
6. Faculty should contact ITS and consult with them prior to considering using or purchasing software that he/she intends to use in a TEC room computer. ITS will be able to assist with decisions regarding software purchases.
7. If a faculty member requests that specialized software be installed after the 45 testing period or during the semester the ITS may not be able to accommodate the request in a timely manor.
8. Under no circumstances may faculty, staff, or a student install or modify the software in a TEC room computer.

Specialized software updates and upgrades

1. Software updates are patches or additions to pre-existing specialized software. If updates become available for specialized software the ITS staff will inform faculty that there are updates available. The IT staff member will install the update(s) in a test computer so that the faculty member can test the software. If the faculty member and the IT staff member agree to install the update the IT staff will install the update in the lab computers. Depending on the complexity of the update it may take up to two weeks to install the update.
2. Software Upgrades are new versions of pre-existing specialized software. If a software upgrade is made available the Specialized Software installation request must be followed.

Software and Operating System Installation Procedures

1. Computer imaging consists of copying a complete installation of standard and specialized software and operating systems to a TEC room computer. This process erases all data stored on a computer and replaces it with a 'clean' image. If any information is erased it will be not be retrievable.
2. TEC room computers will be imaged prior to the beginning of the fall semester and prior to the beginning of the spring semester. If the need arises the TEC room computers can be imaged at any time. ITS will try to ensure that lab services are not interrupted due to the imaging process.
3. The TEC room image will be updated at minimum two times a year. A computer will be setup with the new software image for faculty to test and ensure that TEC room specialized and standard software is functioning satisfactorily.
4. The ITS maintains the installation and setup procedure documentation for specialized and standard TEC room software and operating systems. The documentation regarding the system setup will be available to faculty if they request it.
5. ITS will ensure that all lab computers receive all critical operating system and virus system updates in a timely fashion.