

Installation of Classroom/Computer Lab Software:

Effective Date: September 8, 2005

Purpose: To ensure that software and hardware updates needed for classes held in CWU classrooms and computer labs is installed and available for use at the start of the quarter.

Policy: Requests for software installations and/or hardware updates need to be made no later than 4 weeks prior to the start of the quarter when the software is needed. This restriction is required in order to “freeze” the computer image for the Classroom/Lab computers. For planning purposes the following dates are to be used:

Software needed for start of:

Last day to submit request:

Fall Quarter	Last day of Summer Session
Winter Quarter	Finals Week of Fall Quarter
Spring Quarter	Last week of February
Summer Session	Last week of May
Conferences	4 weeks prior to conference

Procedure/Process:

1. When/where possible prior to the start of a new quarter, the ITS Project Manager for Labs and University Centers will contact instructors/departments that have a class scheduled in a classroom or lab for the upcoming quarter. Purpose of this contact will be to check for any special software needs. Individuals or departments that have “special software” that needs to be loaded and who has not been contacted by ITS may also contact Computer Support Services (CSS) directly with their needs.
2. Software installation process will begin after all required software, files, or hardware is supplied to CSS at least 4 weeks before the start of the quarter for which it is needed.
Special note: software to be installed must be accompanied with proof of sufficient licensing for the number of copies to be used or number of concurrent users. Without this proof, software can not be installed. Also, if software is to be downloaded from the Internet and requires registration, the requestor will be responsible for registration of that software.
3. CSS personnel will check the software to verify that it is compatible with the standard Computer classroom/lab configurations for the Operating Systems and does not exceed the memory, hard drive or processor speed of the computer(s) on which it will be installed. Items that are not compatible or whose requirements exceed that of the computer will be returned to the requestor. *In cases where the software requires a “special login”, the requestor will be expected to be available to assist or perform that function before further loading and testing of the software will be done.*
4. CSS will load the software on a computer and test the basic functionality of the software. Any software that does not work with classroom/lab computer(s) will be returned to the requestor for further instructions. ITS will work closely with the requestor to attempt resolution of these issues.

5. After the software has been installed, CSS personnel will contact the requestor to schedule a time when the requestor can test the installed software for full functionality. This will occur no later than 1 week before the start of the new quarter. If problems are detected, CSS personnel will attempt to correct said problems before the class starts, or identify those problems which can not be corrected.
6. Should problems with the software occur after installation, CSS personnel will make their best effort to correct the problem before the next class session.

Costs: All groups that are not state-funded will be charged a \$35 per technician hour fee for software installations or removals. There is no charge to state-funded entities for software installations or removals that is not an emergency.

Alternative Installation Options:

Installation of course-specific files or software on the hard drive of lab computers should be regarded as a last-resort method. Preferred methods include distribution via the Web or servers, giving students the widest possible access to the software.

Emergency Situations: It is recognized that there may be very rare situations where software must be installed after the deadline for installation has passed in order for classes to progress. In any such case, CSS staff will do their best to install the software as quickly as possible. However, this will require the Requestor to be readily available to test the software installation. Also, for emergency software installations, the Requestor's Department will be charged \$35 per technician hour needed to complete the required action.