

## **STCC Information Technology Software Policy**

The IT Department will maintain a “Software License Library” and will be responsible for the safekeeping of all original software media (diskettes, CDs, etc.) and licenses purchased or obtained for installation on College computers. All software licenses purchased or obtained for installation on College computers will list the College (STCC) as the licensee, not an individual or department. Deans, or department or program chairs, will be responsible for providing the IT Department with any new versions or upgrades of instructional software that they wish to use in the labs, for inclusion in the Software License Library. The IT Department will install all software according to the licensing and will decline to install any software without a current, valid STCC license. Faculty, staff and students are not permitted to install software on College computers.

For all software installation requests the point of contact in the IT Department will be the IT Help Desk ([helpdesk@stcc.edu](mailto:helpdesk@stcc.edu) , x4016).

### **Supported Software:**

The IT Department fully supports certain standard desktop software packages. These include several versions of Microsoft Office and software that runs in the academic computer labs. Prior to purchasing new software, the requestor should first contact the IT Help Desk ([helpdesk@stcc.edu](mailto:helpdesk@stcc.edu), x4016); to determine if the software (or its equivalent) is already licensed for their use on campus or covered under another College-wide agreement.

The IT Department will support other nonstandard packages that are deemed necessary for conducting the College’s business as the need arises, including software required by administrators and evaluation software for faculty. Nonstandard packages must be copyrighted, licensed, distributed by known software vendors, and approved by a VP, Dean or department manager. The IT Department may decline to install demonstration software that is distributed on an ad hoc basis without documentation and vendor support.

The IT Department will make every effort to ensure that any installed software works “as advertised” however; the IT Department cannot guarantee that any particular software title will perform exactly as desired. Any issues or problems with currently-installed software should be reported to the IT Help Desk ([helpdesk@stcc.edu](mailto:helpdesk@stcc.edu), x4016).

### **Software Retirement:**

The IT Department will remove any software when the license expires unless evidence of license renewal is provided.

### **Requests for New Software:**

Prior to any software installations, the requestor should contact the College’s Assistive Technology Technician (x4082), concerning accessibility compliance issues with any new software purchase. The IT Department is also available to provide technical guidance, prior to any software purchase, to assist with the selection process.

Faculty (Day and Evening) should contact their Dean or Department chairperson, and staff should contact their supervisor, concerning any new software requests. The Dean, chairperson, or supervisor

must ensure that any software purchased or obtained to be installed is made available to the IT Department at least fifteen (15) business days in advance of the date needed (i.e. the start of the semester). This will allow the IT staff time to schedule and test the installation to minimize compatibility issues.

### **Computer Labs:**

The fifteen (15) business day lead-time is critical for software installations in the computer labs due to the complex process of creating the software images and the time required to install the images on each of the lab computers. Without this lead-time, there can be no guarantee that software requests for the computer labs will be ready for the start of the semester and may in fact delay the process for up to two (2) weeks.

Deans, or Department chairpersons, will be the primary point(s) of contact with the IT Department concerning lab software. They will be responsible for purchasing or obtaining any instructional software to be installed in the labs for use by their faculty. They will also be responsible for ensuring that they meet the licensing requirements of the software publisher by purchasing or obtaining the proper number of licenses to cover the expected number of users of the software.

Prior to installation, the faculty and their Department chairpersons must agree upon any special configuration requests, and any specific instructions must be provided to the IT Department in writing. Faculty are strongly encouraged to test their chosen software in the lab, prior to the start of classes, to ensure it works as expected and to minimize interruptions to their classes for software issues.

The IT Department does not decide what instructional software is installed in the labs, unless there are technical or licensing issues involved in making software “work” (i.e. versions of the Windows O/S). Faculty, Deans, or Department chairpersons will be solely responsible for determining whether a particular software title is suitable and appropriate for their needs.

### **Student Success Center:**

In addition to the computer lab requirements stated above, the Director of Student Success Center (x4715) must first approve requests for software installations in the Student Success Center.

### **Faculty and Staff Offices:**

VPs, Deans, or Department supervisors, will be responsible for purchasing or obtaining any software to be installed in offices for use by their faculty and staff. They will also be responsible for ensuring that they meet the licensing requirements of the software publisher by purchasing or obtaining the proper number of licenses to cover the expected number of users of the software.

### **Student Requests:**

Requests from students for software installations, either on personal PC's or on College-owned PC's, will NOT be considered. The IT Department is not responsible for student-owned PC's, and will not perform any work on any student-owned PC's.

### **Software on faculty and staff home PC's:**

The IT Department maintains a small collection of software on CD that is licensed for home use. Contact the IT Help Desk ([helpdesk@stcc.edu](mailto:helpdesk@stcc.edu), x4016) for a list of currently available titles and for details on the sign-out procedure. The IT Department does not install software on non-College PC's.