



5.13.0.2 Information Technology Procedures

Procedures:

1. **Computer Software and Hardware/Audiovisual Equipment Help**

Help requests. All requests for help can be requested in three ways: Calling X3495, sending an e-mail to "HELP", or sending in a completed service request form to the Information Technology Department. No services will be provided until a service request is made in one of the above three ways.

Help process. The requests will be numbered, assigned to a technology staff member, and tracked according to the following priorities (in order):

Priority A

- Server and infrastructure problems.
- Lab workstation problems that affect teaching and learning.
- Administrative systems that directly affect service to students, e.g. registration systems.
- Library systems that directly affect service to students.
- AV equipment not working in a classroom.

Priority B

- Workstation problems that affects work directly affecting teaching, students, and administrative tasks of an urgent nature.
- Lab workstations that are not urgent but reflect on the quality of service.
- Library systems/workstations that are not urgent but reflect on the quality of service.

Priority C

- Administrative systems that are not urgent, but affect the normal flow of work.
- Workstation problems that are not urgent, but affect the normal flow of work.

Priority D

- Other problems and/or projects that are of a longer term in nature.

Help follow-up

A completed form and/or electronic message will be sent to the user showing completion of the request. The form will request feedback about the service.

2. Scheduling Labs

The computer labs (east and west) are scheduled in two ways:

- The Dean responsible for the class, schedules the labs with Information Technology for all regularly scheduled classes, i.e. once a week schedule.
- Classes meeting irregularly or one time are scheduled through the Information Technology Help Desk, X3495. Please allow at least one-week advance notice in order to post it in the lab schedule.

3. Software installation (labs and workstations)

Computer Labs

Software installation requests should be forwarded to the Information Technology Help Desk prior to the first of the month and will be in the labs within a few weeks thereafter. Please allow an extra month for testing and network capability before using the software with students. Instructors are responsible for testing and ensuring that desired configurations are communicated with the Information Technology Division.

Please note that all computers located in the computer labs, including the instructors station, have their hard drives completely erased every time new software is installed (at least once per month). We therefore advise that files should not be stored on hard drives. We have arranged a special area on the network for the purpose of storing both student and instructor data. Contact the Help Desk for further information.

Office Workstations

All software must conform to college software standards, be purchased by the college, appropriate licenses filed in the Technology Division and installed by the Technology staff. Submit requests to the Information Technology Help Desk. Generally, all software will be available from the main server. Data files should be stored on the server in either the appropriate private or shared directory. **The Information Technology Division is not responsible for data stored on local hard drives**, and in fact, certain computers cannot be serviced properly with data locally stored. Contact the Help Desk for assistance in network data storage.

4. Training

Training courses will be held periodically throughout the year, however should you need some individual personal help, contact the Help Desk for an appointment and we will attempt to assist you as much as possible.

5. Media Services (formerly the Audiovisual Department)

Audio/Visual Equipment

For your convenience, larger AV equipment, (TV/VCR, overhead, screen), have been placed in the most frequently used rooms on both campuses. Should you require equipment not assigned to your room, deliver a written request to Media Services at least 24 hours prior to the event. Faculty/staff will be responsible for picking up and returning AV equipment at the Library on their campus. AV equipment required on a regular basis can be checked out long term. (AV Equipment Form)

Overhead Transparencies

The Duplicating Center on the east campus is now responsible for completing all faculty/staff overhead transparency orders.

Lamination

Allow 72 hours for the completion of all lamination. All supplies used will be charged back to your department (AV Work Request Form)

Sign Making

Requests for signs should be handled in person through Media Services. All supplies used will be charged back to your department.

Audio/Video Duplication

Audio/video cassette duplication services will be provided for classroom, library, and/or instructor support only. Audio/video tapes not to be duplicated for individual student use unless justified by a special need. All audio cassettes for student use will be stored in the library or will be available for purchase from the Century College Bookstore. Please allow two weeks for work to be completed. *Copyrighted materials must have written permission from the publisher prior to duplication. Personal tape duplication will not be done. (AV Work Request Form)

AV Equipment Operations Training

Training in the operation and/or use of AV equipment may be scheduled with the Media Services staff upon request.

College Owned Film/Video Requests

College owned films/videos are stored and catalogued in both east and west campus libraries. Films/videos must be checked out from the Library in the same way as books are checked out, with the library card. Films/videos should be requested/reserved prior to the beginning of each session to ensure availability of materials.

Non-College Owned Film/Video Requests

Order forms will be available from each department secretary and re processed through Media Services. You must obtain your departmental Dean's approval and signature before the request will be processed. Requests which have any expense incurred with them will be charged back to your department. Requested materials which have been confirmed will be available for checkout at the Library Circulation Desk the week they have been scheduled. All requested materials must be returned to the Library before noon on the last class day of the week. Failure to return the items on time may result in additional charges to your department. (Film/Video Request Form)

NCS OPSCAN3 (test scanners)

All Scantron forms will be ordered through Media Services. Forms will be distributed in whole boxes only and will be charged back to your department. (Scantron Request Form)

Satellite/Teleconferences

Satellite capabilities are available on both campuses. Contact Media Services at least two weeks prior to the broadcast to schedule satellite/teleconferences. (Satellite/Teleconference Request Form)

ITV (Interactive Television Room)

The ITV room is located on the west campus, room 2320. Contact Media Services at least two weeks in advance to schedule an ITV class. Instruction in ITV classroom procedures, preparations, and equipment operation may be scheduled upon request through Media Services.

AV Repairs

Media Services will maintain and repair all college AV equipment with no charge back to departments.

AV Supplies

Media Services will be charging back all supplies used by your department. This includes but is not limited to: lamination materials, audio and video tapes, pens, sign and labeling materials, roll paper, Scantron forms, film/video rental and purchases, photo, video and multimedia supplies. There will be no charges for AV bulbs, batteries, and flipchart paper.

Help Line

Any AV problems should be called into the HELP line, X3495.

Photography

Limited photographic support will be available through Media Services. Film and/or processing will no longer be provided. Please call Media Services for special requests.

Video Productions

Projects will be evaluated at a pre-production meeting and must be approved by your Dean. There will be a charge back for supplies.

Video Taping of Events/Speakers, etc

Media Services can provide a ½" VHS camcorder for faculty and staff to video tape special events, guest speakers, etc. Media Services may provide a technician or student to video tape an event if enough lead time is given

Personal work will not be done at the college.

References:

Minnesota State Colleges and Universities Board Policy: 5.13 Information Technology Administration

Date Proposed:

Date Approved:

Date Implemented:

Date Revised: 10/12/00 (renumbered)