Installation Request for Faculty or Department Obtained Software in a Computer Resource Center
Policy and Procedures
Version 1.0 Dated June 27, 2006

Pace University reserves the right to amend or otherwise revise this document as may be necessary to reflect future changes made to the I.T. environment. You are responsible for reviewing this Policy periodically to ensure your continued compliance with all Pace University I.T. guidelines.

Purpose

This policy states the necessary procedures for Faculty to follow when requesting use of software obtained by the Faculty member or the Faculty’s department (i.e., course-related software, textbook-supported software) that is to be Computer Resource Center (CRC) supported. Before the review and installation process can begin, certain requirements must be met.

Ownership of the Software

- The Faculty or Department must either: 1) own the number of licenses for the software that is to be installed on CRC or Electronic Classroom computers, or 2) attain a letter from the software company granting Pace University the right to install the software on a specific number of computers for a specified period of time. This means that if you own one copy of a software product, it can be installed on one computer, and so on.

- This also holds true for software that is supplied with textbooks. When a student purchases a textbook that comes with a diskette, the student owns the software—Pace University does not. We need written permission from the software or textbook company granting rights to the CRC to install this software on our computers.

- The Faculty or Department is responsible for obtaining a new letter of written permission from the software or textbook company upon the expiration of the current letter of permission.

Review and Installation of Software

After the ownership of the software product has been provided, the review process can begin. The Faculty member must contact the appropriate campus Programmer for the CRC or Electronic Classroom. In Westchester, the Programmer for the Pleasantville CRC is Ramanie Garrett, extension 33644, email RGarrett@pace.edu; for the Graduate Center CRC, Joby Philip, extension 44344, email JPhilip@pace.edu; and in the New York CRC, Alfred Samala, extension 11606, email ASamala@pace.edu. The Programmer will require a copy of the software license agreement and the software (on original media—disks or CDs) to review and test to assure its compatibility with the CRC or Electronic Classroom hardware and software.
There is a standard two week waiting period for the Programmer to fully test and install the software once a copy of the license agreement and the software have been received. The software installed will be held by the Division of Information Technology until the expiration of the license agreement or until the need for the software is no longer required. It is important to take care of these matters before classes begin so any questions or problems can be resolved in time for use.

Software Support

Also, Faculty should be aware that the CRC administrative staff is more than willing to accommodate Faculty with basic functions such as creating files, saving files, and printing files. However, they are not responsible for full software support of the package. Additionally, the Computer Resource Center Student Laboratory Consultants are not required to support these individual software packages. It is the Faculty’s responsibility to teach their students how to use this specialized software.

Questions concerning this or any other Information Technology Policy can be directed to DoIT’s Customer Support Center via http://doithelpdesk.pace.edu.