Faculty Software Request Policy

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

Ownership of the Product

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

♦ 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.

After the ownership of the 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 Desktop Systems Specialist for Pleasantville is Alex Weisman, ext. 33654 (AWeisman@pace.edu). For Pace New York, the Technical Support Specialist is Alfred Samala, ext. 11606 (ASamala@pace.edu). For the Graduate Center in White Plains, contact the Manager of Quality Assurance, Jason Silverstein, ext. 44344 (JSilverstein@pace.edu). They will require a copy of the license agreement and a copy of 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 Administrator to fully test and install the software once a copy of the license agreement and a copy of the software have been received. The software installed will be held by Information Technology Services 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.

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