F2.4 Instructional Software Installation Policy

The Information Technology Department needs to be contacted prior to the purchase of software to ensure compatibility with university technology.

Installation of software should occur no less than 60 days before its intended first classroom use. The installation will primarily be the responsibility of the Information Technology Department. Configuration will be split between the requesting faculty and the Information Technology Department. Testing will be the responsibility of the requesting faculty. Configuration and testing may become a cyclic activity as problems are identified and resolved. The 60-day period specified here presumes that the requestor will be on campus to conduct the testing. If the requestor is unavailable, then the time period should be extended accordingly. Additionally, delegation of responsibility for testing to student workers or other secondary persons is discouraged.

The testing of the programs should include all activities that either the instructor or students are expected to use. Depending on complexity, a check-list of items to be tested may be required. If the requestor expects that several students will be using the programs concurrently, the testing must include the concurrent use of multiple logins to test that activity. Information Technology will provide the requestor with logins and passwords for this testing.

When reporting problems, both during the testing phase and afterwards, please provide enough information to completely replicate the problem. Simply reporting that a certain function does not work is not sufficient. Windows programs may have several ways to access a feature. Information about the access path may expedite the resolution of the problem. When a student reports a problem, a faculty member should attempt to reproduce the problem. Intermittent problems (events that cannot be reproduced on demand) should have as much information as possible collected. Sending an email to the ECU Help Desk at helpdesk@ecok.edu is the preferred method for reporting problems.