

Course Materials Support Policy & Procedure

Review & Approval

This policy will be reviewed and approved by Academic Affairs, Marketing and ITS annually.

Requirements

- Academic Affairs needs to ensure software needed for courses is budgeted for and purchased on time.
- Marketing needs to ensure course catalogs can go to print on time.
- Information Technology Services (ITS) needs adequate time to obtain quotes, determine compatibility, order and install software.

Methods

1. A Software Needs meeting will be set each semester two weeks prior to the book order deadline to provide adequate time for faculty to collect and present their course software requests (this meeting will be put on the Academic Calendar)
2. **Faculty will send an email including the software title, version, number of licenses and locations needed (smart classrooms and/or labs) to software@necc.mass.edu. All software requests must be submitted electronically.**
3. ITS will obtain quotes, Academic Affairs will check to assure the software is budgeted for and approve, ITS will purchase and plan installations and schedule a time for faculty to review software installations prior to the semester start.
4. The set Software Needs meeting each semester will provide a deadline to help faculty keep track of when they need to obtain quotes.
5. The set Software Needs meeting will be based off of the deadline for book orders each semester as this should ensure all divisions involved have adequate time to complete their tasks in this process.

Constraints

1. Trial software that requires regular re-installation cannot be supported at the college due to the very nature of the license of this software. This software is a free trial and cannot legally be installed over and over to extend the useful life of the free trial.
2. If ITS determines there are compatibility issues with a software request the requestor will be notified immediately so as to plan accordingly and with the assistance of IT Client Services.

3. If the deadline is not followed each semester Academic Affairs cannot guarantee adequate budget, Marketing cannot guarantee accurate information in the course catalogs, and ITS cannot guarantee software will be installed prior to the semester start (may take up to four weeks into a semester to complete).
4. Software versions will be consistent across all campuses of NECC as decided by the appropriate division or department.

Software Needs Procedure

1. All academic software requests for quotes will be submitted to IT Client Services two weeks prior to the scheduled Software Needs meeting.
2. All quotes returned from IT Client Services will be checked against the Academic Affairs budget and approved by Academic Affairs prior to the Software Needs meeting.
3. The Software Needs meeting will mark the deadline for final approved software requests so that book orders, course catalogs and software ordering and installation can occur on time.
4. All final and approved software requests for instructional use in Academic Computing Labs and Smart Classrooms will be submitted to IT Client Services by the same deadline as book orders are due each semester.
5. All software licenses obtained outside of IT Client Services will be delivered to IT Client Services by the same book order deadline in order for installations to move ahead on schedule. (All software must be properly licensed)
6. IT Client Services will schedule a review session prior to the semester start and typically during the two weeks prior to finals week for requestors to test the software installations.
7. Requestors will test and verify all required software is working properly prior to the semester start as IT Client Services cannot possibly have the proper expertise in all software packages to test adequately.
8. IT Client Services will install critical software patches and updates throughout the semester as they become available and required.

Support of Software in Academic Labs and Smart Classrooms

1. **If at any point during a class an instructor has a problem with an application they are using they will contact the IT Service Desk by opening up a Service Desk Ticket at <https://helpdesk.necc.mass.edu/>**
2. The IT Service Desk will respond promptly and ensure the software is made functional again or an alternative solution is found.