



OIT Policy 62.011: Computer Laboratories Administration

Responsible Executive: Chief Information Officer (CIO)
Responsible Office: Office of Information Technology
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Policy Statement

The Office of Information Technology (OIT) operates open access computer laboratories for the students, faculty, and staff to use. These laboratories must be operated in an effective and efficient manner to meet the educational/academic, instructional, research, and administrative needs of the University and the community of computer users.

Purpose

This policy provides community members important information on how the OIT-managed open access computer laboratories will be administered.

Procedures

1. General Rules for Usage

- a. OIT open access computer laboratories are primarily for NSU students, faculty, and staff to use.
- b. The use lab equipment is on a first come, first served basis. Users needing special assistance should contact the student technology user support specialist or student intern on duty.
- c. Users may not consume food, drink, or tobacco products of any kind while in lab spaces.
- d. Users must conduct themselves in an orderly and respectful manner at all times while in the labs. Individuals who are disorderly or rude will be asked to leave.
- e. Computer users may not use lab workstations to play recreational computer games.
- f. Lab telephones are for the student technology user support specialist or student intern on duty to use. These individuals may grant phone use to others on a limited basis. Use of the phone for paging is prohibited.

2. User Identification

- a. Students must present a valid Norfolk State University “SpartanCard” identification to use the labs. If a student does not have the identification specified, one should be obtained at the SpartanCard Program Office in Spartan Station. Faculty and staff personnel should present their employee identification card.
- b. Computer users who are accompanied by guests must remember their guests are not authorized users. In some exceptional circumstances, guests may be allowed brief use of personal computer systems but only when this has been approved by the Client Services Manager or another OIT manager.
- c. During reservation periods, the faculty/staff member or teaching assistant in charge may vouch for students who lack proper identification.
- d. A valid user account and password is required to logon to workstations. The technical support specialist or intern on duty can assist in verifying computer network usernames when this is required.

3. Printers and Printing

- a. Both the file size and number of pages of print jobs have been limited. Documents that exceed the established limitations are not accepted by the printer. Large jobs can be approved on an individual case basis by the Client Services Manager, or the senior student technology user support specialist on duty when the manager is away, if a valid need exists.
- b. Users are not permitted to print multiple copies of documents; extra copies may be confiscated by lab specialists when they are discovered.
- c. Manual feeding of special paper or transparencies in lab printers is not allowed. If a user needs these services, they should visit a commercial printing store.
- d. The paper provided in the open access computer laboratories is for use in the lab printers, users must not carry lab printer paper to other locations in the buildings.
- e. User must not attempt to reload used paper back into the printers, even completely blank pages. Old uncollected printouts should be placed in the nearest recycling bin.

4. Class Reservations

- a. A representative of the group making a reservation must be present during the reservation period. In the case of academic classes, this would be the faculty member or the teaching assistant. If a representative is not present within fifteen minutes of the scheduled start time, the reservation will be considered cancelled and the lab will be opened for general use.

- b. Because of space limitations, vacant seats will be made available to other users. The representative can ask the lab specialist/intern on duty to remove any user who is found to be disturbing a class.
- c. Labs can only be reserved for actual instruction time involving the use of the lab computers. Labs may not be reserved as an alternative lecture location or for the completion of homework.
- d. Faculty/staff members, or their teaching assistants if they are not present, are responsible for ensuring lab rooms are returned to their original state at the end of the reservation periods. This includes cleaning any black or white boards used during the instruction.
- e. Reservations are made on a first come, first served basis. Reservation requests should be submitted at least five working days before the first session. Cancellations should be made at least 24 hours in advance.
- f. Special software or files required for a class that require installation on lab computers must be supplied at least five working days in advance. The software/files supplied will be removed within three days after the last class session.

5. Software Usage, Copying and Installation

- a. OIT has the funding to supply a limited set of software products. If the faculty/staff have other software that they want installed on lab computers, they must present valid licenses/proof of purchase before this can be arranged.
- b. Most software is licensed on a per machine basis. Therefore, users must provide as many licensed copies as they wish to be able to use concurrently at any one time. Unless otherwise stipulated by the license agreement, OIT can spread the licenses across more than one lab.
- c. OIT reserves the right to refuse installation of any program that might compromise the integrity of the lab computers or servers which may interfere with regular use of the lab computers.
- d. OIT will not install any software package for the express purpose of redistributing it to users.
- e. Users must not image, copy, or duplicate; modify or alter; tamper with; or, destroy software or files on computer laboratory workstations.
- f. Users may use the lab machines to download legitimate software packages from other sites, (e.g. Mozilla Firefox, Netscape Navigator, Ad-Aware SE, AVG Anti-virus, etc.), using peripheral storage devices so the software can be installed on their own personal computers. However, users must never violate usage/copyright agreements established by software authors or owners.

- g. Lab specialists and student interns receive some training in the use of the software that is provided by OIT but can only give limited assistance for other supplied software.