

DIGITAL MEDIA GROUP POLICIES AND OPERATING PROCEDURES

August 2007

1. Overall user policies and responsibilities

- 1.1. All users have specific responsibilities and must follow the University's and the School's computing policies. These policies are clearly stated on the University's Web site page: <http://www.itpolicies.buffalo.edu/> and on the Digital Media Group web page: <http://dmg.ap.buffalo.edu/policies/index.html> In addition all applicable State and Federal Laws must be followed, including all copyright regulations as they relate to software licensing and the use of images, videos, etc.

2. Faculty requirements for computing lab scheduling and use

- 2.1. Courses requiring access to computing equipment as a regular part of the course experience are to be scheduled in the labs using the same formal procedures as for all other courses (i.e. by the appropriate departmental scheduler). Courses requiring periodic access to the labs should be scheduled at least one week before the scheduled class so that student users can be informed of the scheduled unavailability of the lab. Scheduling of all lab resources will be handled via Doug McCallum, ext. 216, mccallum@buffalo.edu.
- 2.2. The labs in the Digital Media Group Labs are for courses and labs using computing systems as part of their instructional content. **Non-computer based lecture and seminar courses are not to be scheduled in the labs.**

3. Faculty and teaching assistant requirements for educational technology classroom usage

- 3.1. Each classroom, when not in use, is to be kept locked at all times. Any windows opened for a course must be closed before leaving the room. This is particularly relevant given the theft in May 2005 in which open windows in Hayes were used as an access mechanism to steal all podium equipment in Hayes 108B. Faculty are responsible for ensuring that the room is properly and fully secured after their use. The replacement or repair of stolen or damaged equipment will be charged to the faculty member and/or their home department. Faculty may obtain a key to the various classrooms from their respective departments.
- 3.2. The media cabinets or the podium doors are to be kept locked when not in use. Faculty, staff and teaching assistants must be trained in the use of this equipment before access to the media cabinets or podiums will be provided. Training may be obtained by contacting Doug McCallum (mccallum@buffalo.edu, 829-3485 ext. 216). After training occurs, faculty, staff and teaching assistants will be informed of the lock combinations or given keys to the media cabinets. These combinations and/or keys are to be kept private and are not to be shared.
- 3.3. Food and drinks are not allowed on or in the educational technology podiums at any time.
- 3.4. Faculty and students are not to change any settings on the equipment or alter any of the cabling in the podiums.
- 3.5. None of the media equipment should be repositioned or physically moved. Many podium components are attached to a security system connected to public safety and will alarm if moved.
- 3.6. The chairs and tables in the room support flexible seating arrangements. However, these furnishings must be returned to standard locations after use.
- 3.7. Any auxiliary materials (food, drawings, model stands, etc.) should be removed from the room when completed--do not assume that the cleaning staff will clean up your mess.

- 3.8. The School educational technology facilities are for School-related activities only, accessed through a sponsoring faculty or staff member. Usage by outside groups is allowable only if a School faculty or staff member is present. The DMG staff will not provide media equipment support, room access, or podium access for any outside group.
- 3.9. Faculty and student users not adhering to these rules of use will have their classes relocated to other facilities. Repair costs for equipment damaged as a result of inappropriate use will be assessed to the faculty member and/or their home department.

4. Faculty and teaching assistant responsibilities for software support

- 4.1. Documentation for all supported software systems is available on-line or on reserve in the library and should be consulted as a first step in problem resolution. Additional help materials are available on the Digital Media Group web page at: <http://dmg.ap.buffalo.edu>
- 4.2. The responsibility for training students on the usage of course or discipline specific software rests solely with the faculty member or their TA using that software in their course.
- 4.3. The primary responsibility for answering student questions regarding the usage of **course-specific** software rests with the faculty member or their TAs. **General** support questions and problem resolution may be directed to the University helpdesk staff at: <http://helpdesk.buffalo.edu>, 645-3542 or cit-helpdesk@buffalo.edu. Problems with printing/plotting should be directed to the DMG staff in Hayes 243.
- 4.4. Problems that can not be resolved after consulting the available documentation, web pages, course TAs, faculty or helpdesk staff should then consult Doug McCallum at 829-3485 ext. 216 or via email (mccallum@buffalo.edu).

5. DMG staff responsibilities

- 5.1. The DMG staff has responsibilities for administering, operating, and maintaining the hardware, software and networking resources *in* the School of Architecture and Planning only. They also have specific responsibilities for advancing computing in the School and assisting users as outlined above. In other words, their responsibilities are restricted to **School-owned** assets (State, UBF or RF) only. Personal systems owned by faculty, staff and students and systems owned by units outside of the School are outside the realm of responsibilities of the DMG staff and cannot be worked on in any form during University work hours.

6. Access to SA&P computing systems

- 6.1. Computer accounts are required of everyone and are based on the establishment of a formal relationship with the School, either as a student (SA&P major or non-major taking a course requiring computer access) or as a faculty, staff or researcher appointed in the School.
- 6.2. Accounts for all School faculty, staff, and majors will automatically be created. Non-majors, requiring access to SA&P computing facilities for the completion of course assignments, must specifically request access to SA&P computers by completing the "Non-major computing request form" available at <http://dmg.ap.buffalo.edu/forms/nonmajorform.asp> .
- 6.3. Sponsored researchers can obtain access to SA&P computing resources by contacting Bruce Majkowski at 829-3485 ext. 211 or bruce@buffalo.edu. These accounts will be charged according to the current policy document regarding the direct costing of information technology expenses for sponsored program/project activities.

7. Printing privileges

- 7.1. Student majors will receive \$31.25 / semester as long as they are an approved major in the School registered for courses in the University. Non-majors will receive \$15.00 per semester for 1-6 credits in

the School and \$30.00 for 7+ credits in the School, assuming they have requested access to SA&P computing resources.

- 7.2. Research staff, emeritus faculty and any one not referenced above will have a print account created but will be responsible for funding it themselves or through other funding sources.
- 7.3. These allocations are monitored by the printer accounting system and charged on a per page, side or area basis. Details about plotting options and costs are posted in Hayes 243 and Crosby 55.
- 7.4. School-based sponsored research programs and projects will be charged for all laser and plotting output at School *subsidized* rates. Laser printing and large format plotting services are also available to other members of the University at Buffalo community and affiliated research centers at *non*-subsidized rates.

8. Computing Lab Hours

- 8.1. Lab hours will be posted at lab entrances and will indicate any reserved lab times for scheduled classes. During that time, other users will be excluded from the labs.

9. Access to the Computing Labs

- 9.1. Keys to the Digital Media Group Facilities are not distributed to students, faculty or staff.
- 9.2. Access to the main computing lab in the back center wing on the second floor of Hayes Hall will be provided by the swipe card control system using the UB identification card. This mechanism will provide monitored, after hour access to all students, faculty and staff.
- 9.3. All computing resources are **unavailable** every Sunday morning from 6:00 am to 12:00 noon for automated system maintenance. During this period all SA&P systems should be considered down and unavailable, both on-campus and remotely.
- 9.4. Faculty and staff have 24 hour, year-round access (except for the maintenance periods mentioned above or other times announced in advance) as long as they have an official appointment with the University. This access is maintained by the University Computing Center and can not be over-ridden by DMG staff.
- 9.5. Student's access will be active as long as they are registered for the current or forthcoming semester.

10. Faculty requests for new software

- 10.1. Faculty requests for new computing software must be made to their respective Departmental Chair in response to curricular driven needs, not personal desires. Requests made directly to the DMG staff will not be considered.
- 10.2. The departments will be responsible for the total cost of "ownership" of new software additions, including the *full* cost of the software, its installation, any associated annual maintenance fees for the period the software is installed, and any associated user support costs required. All "free" software packages will be assessed a \$250 installation fee and appropriate fees for associated user support costs.
- 10.3. Requests for new software for use in the following academic year must be made no later than May 15 in order to allow sufficient time for acquisition, testing and installation in our environment.
- 10.4. Normal software installation will be done **once** a year for the start of the fall semester. Non-standard software installations can be performed throughout the year for a charge of \$25.00 per workstation per installation, charged to the home department of the faculty member requesting the installation. This charge will be in addition to the above mentioned software acquisition, installation and maintenance charges.

10.5. Normal licensing requirements must be followed to maintain copyright compliance.

11. Faculty or staff requests for new office computers

- 11.1. Faculty requests for new computing systems or improvements must be made to their respective Departmental Chair, and should include a well reasoned justification for the upgrade, hardware addition, or system replacement. Requests made directly to the DMG staff will not be considered.
- 11.2. The DMG attempts to refresh all faculty, staff and academic machines every four years subject to budget constraints. It is also recognized that not all users have the same needs and that some high end technology users may need more timely system upgrades or replacements. The DMG, in conjunction with the respective Departmental Chair and the Dean's Office, will work to achieve the best allocation of current computing systems and equipment possible, reallocating systems among users as deemed appropriate.

12. Faculty requests for new labs, equipment or computing facilities

- 12.1. Faculty requests for new labs, equipment acquisitions or computing facilities must be made to their respective Departmental Chair, and must include a very well reasoned justification for their acquisition or creation. In particular, these requests must relate to departmental strategic plans and should help to advance School and/or University development of their respective strategic plans and goals. These requests should be submitted no later than March 1 for consideration in School budget planning for the forthcoming academic year. Requests made directly to the DMG staff will not be considered.

13. Software installations and local storage

- 13.1. The installation of any software onto academic lab and studio systems or the connected SA&P servers by non-IT staff users is strictly forbidden. Faculty or TA staff are not to instruct their students to install software on these machines in violation of School policies.
- 13.2. The storage of any personal data on these systems is also strictly forbidden.
- 13.3. The installation of additional software on faculty and staff machines will be performed by IT staff and can be arranged by contacting Doug McCallum (mccallum@buffalo.edu, ext. 216). Valid licenses and appropriate media sets must be provided in order for the installation to commence.
- 13.4. Faculty and staff are **not** to store personal data on the system partition of their office machines; they are to use their I: drive space for storage of personal materials. If additional local storage is required, additional data hard drives, external drives, thumb drives, etc. should be used to accommodate these needs.

14. Disciplinary action

- 14.1. All SA&P systems are fully monitored. Any violation of the above policies will be detected and a formal complaint will be directed to the University Computing Disciplinary Office for action. This will apply to students, staff and faculty without exception.