



# IT SERVICES



Baldwin-Wallace College  
Department of Information Technology

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## Purpose

The purpose of this IT Services document is to outline the coverage provided by the Information Technology (IT) Department, including the levels of support and commitment to each user. Also outlined is the reciprocal expectation for each technology user within the Baldwin-Wallace community that in turn, supports safe and secure computing practices. The goal of this document is to provide clarification and mutual understanding while helping to reduce unrealistic expectations, thereby providing the highest level of information technology service and support possible.

This document is a result of the Strategic Plan for Information Technology that was approved by the Baldwin-Wallace College Board of Trustees in 2003 (and subsequent updates). It will be reviewed on an annual basis. All updates to the Plan will be approved by the President of the College (when appropriate), the Information Technology Strategic Planning Committee (ITSPC), the Faculty Information Technology Advisory Committee (FITAC), and the Administrative Information Technology Committee (AITC) before being added to the Plan. The original copy is available on the IT Web site (as well as subsequent updates). Go to: [http://www.bw.edu/resources/infotech/pubs/strategic\\_plan\\_for\\_it.pdf](http://www.bw.edu/resources/infotech/pubs/strategic_plan_for_it.pdf).

## Policies

Specific policies upheld by the Department of Information Technology can also be found on the IT Web site: <http://www.bw.edu/resources/infotech/pubs>.

## IT Mission Statement

See: [http://www.bw.edu/resources/infotech/pubs/it\\_mission\\_statement/](http://www.bw.edu/resources/infotech/pubs/it_mission_statement/)

## Notes

***IT Facilities and Services:*** As per the B-W "Responsible use of Information Technology Resources" policy, access to information technologies is for the private, non-commercial, educational, research, cultural, and recreational uses of its students, faculty, and staff. Members of the Baldwin-Wallace College community are expected to refrain from activities that are illegal, destructive, harassing, or reduce the ability of other members to make use of the shared electronic facilities. Consequences for misuse can result in restricted network access, suspended use of the electronic facilities, or more serious penalties including termination of employment.

***Amendments to the SLA:*** This is a living document and can be amended at any time, as needs and technologies rapidly change. An annual review of this document will be conducted at the end of the spring semester each year. All recommendations for changes to this initial document may be discussed by the ITSPC, FITAC, and/or AITC committees prior to being submitted to the President's Council for final approval.








## [User Services](#) 440-826-6961 & [HelpDesk](#) 440-826-7000

- Purchases & coordinates installation of campus-owned computer hardware & software
- Purchases all lab hardware & software
- Coordinates, installs, and maintains public computer lab facilities
- Manages ResNet services for residential students
- Provides technical support for all campus computer users
- Apple authorized service center for warranty repairs
- Office Hours: 8:30 a.m. - 5:00 p.m. (4:30 p.m. during summer)
- HelpDesk Hours: 7:30 a.m. - 7:00 p.m. Monday through Thursday  
7:30 a.m. - 5:00 p.m. Friday  
8:00 a.m. - 12:00 p.m. Saturday and Sunday (call x6951)  
Summer Hours and Holiday Hours vary
- Location: 20 Beech Street

### **Hardware: College-Owned Desktop and Laptop Computers**

All eligible faculty and staff are provided with a desktop computer for college business unless the need for a laptop computer is determined by the area VP. Each year, a limited number of laptop computers are available to eligible faculty members as a replacement for a desktop computer. Please see the program guidelines of the [B-W Laptop Policy](#). All college-owned computers are purchased by the IT Department and configured with an operating system and standard software suite that conforms to the current requirements and support capabilities of the IT Department.

Each user of a college-owned computer is expected to:

-  Use only the computer(s), computer account(s), computer files, and password(s) for which that individual has authorization and only for B-W business
-  Use hardware and software that conforms to IT Department standards
-  Refrain from installing unlicensed software to any college-owned computer
-  Acquire sufficient training for appropriate use of the computer he/she operates
-  Perform a weekly backup of the data files on the local hard drive (C:) to the network drive (H:) or external media (CD-Rom or Flash Drive)
-  Maintain responsible and ethical use of the computer, upholding federal, state, and local laws
-  Use the computing facilities and services provided in a manner that is consistent with the educational mission, values, and integrity of Baldwin-Wallace College.

All computer equipment owned by Baldwin-Wallace College is inventoried for auditing, maintenance, and budgetary purposes. Computers issued to a specific user or office should not to be moved, traded, or relocated. Requests for equipment location changes should be made to the HelpDesk and will be performed by an IT technician.

### **Requests for New Computer Hardware**

Requests for additional computer hardware should be submitted by the chair or head of the requesting department to the Manager of User Services. This is typically done during the computer capital budget cycle in January each year. Computer equipment must be purchased on capital budget or restricted accounts only.

Individuals or departments requesting a Mac computer (as opposed to the standard issued PC) are required to provide appropriate justification as to why the request is necessary. Requests will be reviewed by the Director of IT for a decision. (e.g., the software needed for that department is not available in PC format.)

## Faculty or Staff Changes

In order to provide an appropriate computer system for each employee, the IT Department needs to be notified when any academic or administrative staff change occurs. This includes new hires, position replacements, or terminations/departures. In the case of a new hire, a computer may need to be ordered or reconfigured to the requirements of the new user. When a turn-over occurs and a replacement is hired, the existing computer needs to be brought into the IT service area, inventoried, and re-loaded for the new user. Keep in mind that personal documents found on a system will not be restored. All pertinent files should be backed up (contact the IT Department if assistance is required) to assure that important files are not lost during system reconfiguration. If a position is eliminated from a department and not being replaced, any computing equipment needs to be returned to the IT Department for re-issue elsewhere. Please provide the IT Microcomputer Coordinator with prompt notification of any upcoming staff changes as soon as it is indicated and allow sufficient time for processing.

## Software

All departmental requests for computer software should be submitted to the Manager of User Services by the chair or head of the requesting department during the computer capital request period beginning in January.

- ☒ **Productivity/Application Software** - It is the responsibility of the IT Department to guarantee current/valid licenses for college-owned productivity/application software. Therefore, it is a Baldwin-Wallace College policy and practice that all productivity/application software used for college business is purchased by or in consultation with the IT Department. This is critical for upholding lawful standards, obtaining (educational) volume site license pricing, maintaining network compatibility, and providing technical support.
- ☒ **Database Software** - The IT Department should be consulted during the selection process of any new database software being considered for use by individual departments. This is critical for upholding standards, maintaining network compatibility, ensuring efficient data sharing between programs, and providing technical support.
- ☒ **Other Software** - Personally-owned software installed on college-owned computers is not approved or supported by the IT Department.

## Software Application Support

- ☒ **Fully Supported** - IT will install, support, and troubleshoot software on faculty and staff computers that is part of the standard template [*a current list is available from User Services*].
- ☒ **Partially Supported** - IT will continue supporting earlier versions of a software program that is still part of the standard template, however will no longer install that version. When a system is being upgraded or replaced, the latest version of all software listed in the standard template will be installed. IT will also support department-specific software to the extent that it functions properly on the B-W network. Specific training and assistance in how to use or operate the software is the responsibility of the department and/or user. A "best effort" approach will be made to trouble-shoot or answer user inquiries if possible.
- ☒ **Not Supported** - Software not purchased by (or in conjunction with) the IT Department will not be installed or supported.

## Computer Repairs, Reloads, and Upgrades

Periodically, faculty and staff computers need to be repaired, reloaded, or upgraded. All requests are made by calling the HelpDesk.

During computer reload (new or existing computers), IT staff technicians will make a best effort to restore all applications and files to their original state. However, IT strongly recommends that all user-created files (documents, worksheets, data files, pictures, etc.) be stored in sub-folders


located within the user's "My Documents" folder. This is the primary file system that will be restored on a repaired, upgraded, or reloaded computer. Files located outside of this area are not always guaranteed to be restorable. It is the responsibility of the user to maintain external back-up copies of all critical files. Only software that is licensed by the College will be reloaded. Software discovered on a faculty or staff computer that was not part of the standard template, and which IT owns no software or license for, can not be re-installed in the event of repair, upgrade, or reload of that computer.


Computer upgrades are performed following a formal request process by the department head. The Manager of User Services will review the request and determine if an upgrade is warranted and within the parameters of the Computer Capital Budget.

### **Technical Support for Faculty & Staff**

The IT HelpDesk provides technical support to faculty and staff for all college-owned computers purchased by IT. Concerns with computer hardware, software, printers, email, or any network difficulties should be reported to the HelpDesk. Hardware and software that is not purchased by IT, in consultation with IT, or approved by IT, cannot be supported and should not be connected to the campus network.

When a trouble call is received, the HelpDesk operator will log the call into the Track-It® database and determine the proper course of action. If the issue cannot be resolved over the telephone, a HelpDesk technician will be assigned to resolve the problem. Technicians receive work orders via the HelpDesk in a prioritized order and should not be called directly. Technicians are not responsible for calls or voicemail sent to their direct dial line.

 **1<sup>st</sup> Level Support** - The HelpDesk support staff strives to resolve as many problems as possible during initial phone contact. When indicated (and with the user's consent), a HelpDesk professional can take control of a faculty or staff member's computer and remotely correct a problem. If the problem cannot be resolved within a reasonable amount of time, a call ticket will be routed to a technician for 2<sup>nd</sup> level support.

 **2<sup>nd</sup> Level Support** - The technician assigned to the problem will contact the user within the time period indicated by the priority ranking below. If the technician is unable to resolve the problem over the telephone or remotely, an appointment will be arranged at the user's office.

#### **Priority Levels (during normal working hours)**

- ! **Priority 1 - Response Time: Immediate**  
Computer Lab or Classroom Multimedia Cart (while class is in session)
- ! **Priority 2 - Response Time: Within 4 Hours**  
Computer Lab or Classroom Multimedia Cart (when class is NOT in session) or time-sensitive administrative business functions (as defined by the Director of IT)
- ! **Priority 3 - Response Time: Between 4-16 Hours**  
(depending on technician workload)  
General hardware and software problems
- ! **Priority 4 - Response Time: Between 1-4 Days**  
(depending on technician workload)  
Non-critical requests for service (software installations, computer relocations, etc.)

## **Structural or Electrical Support for Computer Equipment**

Location or building requirements necessary to facilitate the use of computer equipment are not the responsibility of the IT Department and must be completed prior to scheduling the installation of computer equipment. This would include moving walls, furniture, and existing equipment, or installing appropriate wiring to support the system.

## **Consumable Computer Supplies**

The IT Department does not supply individual users with consumable items such as extension cords, surge suppressors, USB extension cords, USB keys (flash drives), CDs or storage media, print cartridges, etc. These items must be purchased by individual departments. A surge suppressor and/or extension cord may be supplied with an initial (new) computer installation.

## **Technical Support for Students**

The IT HelpDesk is available by telephone to answer student computing questions or trouble-shoot problems. For a fee, the IT Department will "clean" a resident student's computer that has become infected with viruses/spyware in order that the computer operates properly and safely on the B-W network. Operating system reloads, reconfiguration for wireless connectivity, and file backups are also done for a fee. (See fee schedule at: <http://resnet.bw.edu>) All other set-ups, installations, and repairs are not available for student-owned computers due to staff time limits.

## **Technical Support for Home Computers or Personally-Owned Peripherals**

The IT HelpDesk only supports peripheral devices that are owned or issued by the College. The HelpDesk does not provide service (set-up, installation, or repair) for personal home computers, or personally-owned peripheral devices (PDA's, digital cameras, printers/scanners, cell phones, etc.) that are the property of Baldwin-Wallace College employees even if the employee has connected the device to a B-W computer.

## **Technical Support for Proprietary Systems**

The IT HelpDesk may provide limited support for software systems (other than Colleague<sup>®</sup>) when IT was included in the planning and purchase of the system and the support was negotiated with IT during that time. Support for these systems might include:

- Hardware configuration (servers/workstations) and/or upgrades (sufficient notice required)
- Software installation (servers/workstations) and/or upgrades (sufficient notice required)
- Software support assistance (if IT was involved in initial training and ongoing maintenance)

In cases where proprietary systems are purchased without consultation with the IT Department, connectivity to the campus network and IT support are not guaranteed. Support does not include funds for the purchase, installation, or training associated with the implementation of a software system or funds for upgrading software or hardware. (See "Non-Colleague<sup>®</sup> Systems and Applications" on p. 15.)

## **Apple Authorized Service Center**

The HelpDesk is now an authorized Apple Service Center for laptop and desktop computer repairs. This would include any Apple computers that are issued to campus users by the I.T. Department as well as any student-owned or faculty/staff-owned computers. Repairs to items under warranty are fully covered, as are all repairs to B-W owned equipment. Repair fees will be charged for work on computers that are personally-owned and past the warranty period. Apple repairs are for computers only. No service is available at this time for peripheral products such as Ipods.

## **Computer Labs**

Computer labs are located in all academic buildings and various other areas around campus. These labs provide a standard software template, as well as departmental and discipline-specific software, depending on the location. Printers are available in all campus computer labs (with the exception of the Cyber Café). A valid B-W network account is needed to utilize lab computers and

equipment. Hours of operation for a lab are determined by the hours maintained in the building where it is located. The main computer lab, located in the M/CS Building is open 24/7. View a full list of software available in labs at: <http://www.bw.edu/resources/infotech/users/studentlabs/>

### **Computer Lab Software**

Requests from faculty or academic departments for discipline-specific software to be added to a campus computer lab should be submitted to User Services Departments at least three weeks prior to the start of each semester to allow enough time for the lab to be re-loaded when not in use. Late requests will take considerably longer to accommodate due to labs being in use.

### **Printing**

Printing in computer labs is restricted to academic tasks such as college coursework and B-W business. Each semester, students are issued a print quota allowance for 500 free pages of black & white printing in the campus computer labs. Students who exceed the quota are charged per page. Duplex printing (both sides of the page) is available in some labs which can increase printing capacity to 1,000 pages, as it is only charged as one sheet. Color printing is available for a fee.

Printing in the labs is managed through the Pharos Print Management System which requires a B-W network account. In order to print, users must log-in and release the job to the printer.

Academic departments and administrative offices all have a networked printer(s) and/or desktop printer(s) for college business. Each desk in a department is not issued an individual desktop printer. Decisions as to the printers available in a department are at the discretion of the department head and the Director of IT.

Faculty and staff are not issued a print quota for the labs. Those who print in the labs instead of in their offices will accrue charges which will be posted to their department's account. It is up to each department to determine how charges will be re-paid. Employees who work in areas of the campus without a printer should speak to their supervisors about what printing facilities are available to them.

### **Computers Owned by Student Organizations**

Student organizations are expected to purchase computers with their own funds. However, because these computers are connected to the network, it is essential that certain specifications be upheld. Therefore, student organizations are encouraged to consult the IT Department prior to purchasing a computer. Technical problems encountered on these computers are supported by the HelpDesk, however, parts required for repairs will be charged to the student organization.

### **Personal Computers**

Employees of the college may only use their personal computer for their B-W work (instead of the B-W supplied computer) under the following conditions:

1. The computer must be fully compatible with the B-W network.
2. Repairs to the computer are the sole responsibility of the owner.
3. B-W is not responsible for replacement in a case of theft.
4. Software required/desired by the owner that is not included in B-W licensing agreements will need to be purchased and installed by the owner.

### **Microsoft® Work From Home Rights**

Microsoft® Office Suite is available to eligible full-time faculty and staff (those with exclusive use of a computer at their desk) through B-W's license agreement for installation on personal home computers. Installation disks can be purchased through User Services at a highly-discounted rate. The Microsoft® agreement limits one copy per eligible employee for home installation on a single system/computer. Similarly, Microsoft® Windows UPGRADES (to upgrade an existing operating system version on a home computer) are also available to eligible faculty and staff. The employee is responsible for installation of the software. This program is not available to faculty and staff members who are using a B-W issued laptop computer.

## Network Services 440-826-6967

- Oversees the design, deployment, and maintenance of the network infrastructure and servers
- Provides Internet connectivity, e-mail, file sharing, and network printing to all faculty, staff, and students for desktop, lab, and ResNet computers
- Creates data backups for all college servers
- Office Hours: 8:30 a.m. - 5:00 p.m. (4:30 p.m. during summer)
- Location: 20 Beech Street

### Establishing a Network Account

The IT Department provides a user account to each member of the B-W community (all full-time and part-time faculty, staff, and students), which allows access to the B-W network, college e-mail systems, and network storage drives. Each Baldwin-Wallace network account is for the EXCLUSIVE USE of the person to whom it is issued and for B-W business only. For security reasons, family members, friends, and others are not permitted to utilize these accounts. Passwords are likewise the property of the B-W account user and should never be shared with any other party.

The responsibilities accompanying the privilege of B-W network access must positively reflect both the legal obligations and integrity of the College as a service provider in the Internet community. See: [http://www.bw.edu/resources/infotech/pubs/Responsible\\_Use\\_of\\_IT\\_Resources.pdf](http://www.bw.edu/resources/infotech/pubs/Responsible_Use_of_IT_Resources.pdf) to review The Responsible Use of Information Technology Resources policy. Acceptance of this policy is required for activation of accounts and takes place during the initial login.

### Network Quotas

The following quotas for network storage space are currently upheld:

- Faculty and Staff Outlook (E-mail, Contacts, and Calendar) - 100 megabytes
- Student Web Mail (Inbox) - 45 megabytes
- Network H: drives (individual) -
  - Faculty and Staff - 200 megabytes
  - Students - 100 megabytes
- Network S: drives (shared within a department) - 200 megabytes

### Network Access

- ⇔ **Campus:** Complete access to the Internet is provided when connecting via any computer on the B-W campus network or utilizing the wireless network from any academic building, residence hall, or select open area.
- ⇔ **Off-campus:** Secure access from off-campus to B-W resources (including network drives and Colleague<sup>®</sup>) is available to authorized faculty and staff when requested and approved. The H:drive, P:drive, and www Folders can be accessed from off-campus through the use of "My Files" at <https://secure.bw.edu/ftp>. Colleague<sup>®</sup> access from off-campus is only available via VPN through a high-speed Internet connection. Data encryption is employed to prevent unauthorized access of restricted information.

### Network Security Threats

The IT Department, under the supervision of the Director of IT and/or Officer of the College, has the right to conduct a security audit on any computer, communications device, or system that is connected to the B-W network, regardless of ownership. Audits, while rarely required, are performed when a threat of vulnerability is detected and are a means to ensure the integrity and security of the network.

## Network Bandwidth

In order to ensure that academic traffic on the network is maintained at the highest level, bandwidth allocation is regulated. All academic network traffic is given a higher priority.

## Network Data Backup / Maintenance Window

Every Friday, there is a scheduled network and computer system maintenance window from 10:00 p.m. until 6:00 a.m. on Saturday. During this time, any or all computing/network systems may not be available for use. This does not mean the entire network will be shut down every Friday. Typically, only a few isolated systems, servers, labs, or computers would be affected at any one time. Emergency maintenance can become necessary at any time, resulting in unscheduled network interruption. Every effort is taken to prevent such occurrences and minimize downtime.

Network Services provides incremental backups on all servers Sunday through Thursday beginning at 11:00 p.m. Full backups are performed on all systems every Friday evening beginning at 11:00 p.m. E-mail backups are only retained for 7 days. Every even hour of the day, a "SNAP" backup image of the data stored on the H:, S:, and P: drives, as well as e-mail inboxes is taken and retained for a period of 24 hours. Network services can restore data from backups at the request of the user by notifying the HelpDesk. Restores can take up to 24 hours depending on the amount of data and the location of the backup tapes. A rotation of backup data is kept for six months.

## Network Listservs

Network Services also maintains various campus listservs for information sharing or business between faculty, staff, and students. Lists include:

- |               |   |
|---------------|---|
| ■ bw-info     | Available to faculty and staff for posting B-W business information (Mandatory - all faculty and staff must receive)    |
| ■ bw-personal | Available to faculty and staff for posting personal items and announcements (Optional - does not require participation) |
| ■ bw-staff    | Available to staff only for messages to staff only (Mandatory - all staff must receive)                                 |
| ■ bw-faculty  | Available to faculty only for messages to faculty only (Mandatory - all faculty must receive)                           |

In addition, e-mail is sent to students once daily via campus bulletins. To have an item included in the daily student campus bulletin, officially-recognized college organizations can send an e-mail to: [helpdesk@bw.edu](mailto:helpdesk@bw.edu) or call the HelpDesk by 5:00 p.m. the day before.

## Video Conferencing

Video conferencing is available to faculty and staff on campus and can be held virtually anywhere that a network connection is located. B-W supports H.323 (IP) Version 2 up to 768k and H.320 (ISDN) up to 384k with T.120 controls. Currently, equipment is housed in the Departments of Education and Business as well as at B-W East. To make use of this equipment (subject to availability), please call the Network Services Department, allowing at least two weeks advance notice. Video conferences conducted via IP are free calls over the Internet. ISDN video conferences are subject to both local and long distance phone charges. Charges are initially billed to the Telecommunications Department, which would then contact the participant(s) for a chargeable account number when the bill is received.

## Discontinuation of B-W E-Mail Account

Student e-mail accounts are maintained for a period of one additional semester after a student leaves the College or graduates. Faculty and staff accounts are deleted immediately at the conclusion of employment with the College or when a separation report is received from the Human Resources Department. Emeriti faculty and select retired staff members have the option of retaining a lifetime B-W e-mail account. However, accounts that become idle/inactive for a period of six months will be deleted.

## Educational Technology Services 440-826-6964

- Administration of the Blackboard Learning System and Yellow Jacket Portal
- Provides technology training, webcasting (using Real Server technology), operation of faculty multimedia lab, and maintenance of the B-W intranet Web site
- Home of ITec (Instructional Technology Education Center) for faculty training
- Office Hours: 8:00 a.m. - 5:00 p.m. (4:30 p.m. during summer)
- Location: ITec - SAC (Student Activities Center) Basement




### **ITec - Instructional Technology Education Center**

The integration of technology into the classroom is strongly supported at B-W. Faculty may utilize the resources at the ITec to develop multimedia projects and be trained in new technologies for instructional use. Support is provided by the Educational Technology Services (ETS) staff. Limited walk-in consulting for routine questions and assistance is available, however it is strongly suggested that an appointment be scheduled for more comprehensive support.

Production and use of media created in the lab must comply with all applicable copyright and intellectual property requirements. The lab is available to faculty on a 24-hour basis upon request of the Manager of Educational Technology Services. Services provided include (but are not limited to): scanning of documents and graphics, audio and video editing, digitization of audio and video files, streaming audio and video, DVD creation and copying (backup), PDF file creation, web consultation and design, and webcasting. In some instances, and dependent upon the workload and availability, some multi-media projects may be completed by the ETS staff.

### **Blackboard Learning System**

The Blackboard Learning System is available to all faculty for all courses. Every semester, a shell for each course is created in Blackboard and then populated via registration data by Colleague<sup>®</sup>. Faculty may access these course shells approximately six weeks prior to the beginning of the semester. Faculty options for Blackboard courses include:

-  Making course(s) available to students when appropriate
-  Adding content to the Blackboard Learning site
-  Copying course materials from one section to other sections of the same course

Course data is kept on the system for two years, at which time archives are made of all courses previously taught and are kept by the Ed Tech Services Department for at least one year. Instructors who wish to keep a personal archive of old courses have the ability to do so by transferring the course data to an external media source.







### **Blackboard Community Portal**

The Blackboard Community Portal (Yellow Jacket Portal) is a customized gateway to all the diverse resources and materials available to the B-W community. Each user has the ability to customize a home page with links to resources used most frequently and receive announcements and information specific to his or her role on campus.

All sanctioned college organizations are eligible to have a site created on the Yellow Jacket Portal. Student organizations must be officially recognized by the Student Activities Office and in good standing to qualify. Organization sites can also be created for groups such as administrative and academic departments, academic majors, or committees. Requests for the creation of a new organization site should be made to the Educational Technology Services Department. It is the responsibility of the organization leader(s) to maintain the organization site within the portal. Any site not being used or maintained may be removed. It is the responsibility of the organization leader to enter the membership population or have the organization set-up for participant self-enrollment. Leaders responsible for an organizational site can attend training to gain experience in the use and application of Blackboard.

## Faculty & Staff Training

Faculty and staff are offered comprehensive training focused on support tools and campus resources such as Microsoft Office and Blackboard. The programs feature:

-  New employee technology orientation
-  Just-In-Time support
-  Online learning opportunities
-  Live instructor-led courses
-  Training for department-specific software
-  Hardware instruction for media devices (scanners, digital cameras, sound recording, etc.)

A monthly training schedule is distributed to faculty and staff via e-mail. For additional questions, or to schedule an appointment for individual training, contact the Training Coordinator at Educational Technology Services.

## Student Multimedia Lab

The Student Multimedia Lab in the M/CS Building is available to students for use and production of multimedia in academic-related projects. A student assistant is available on site to assist students with their projects. Students may only use the lab facility when a student assistant is on duty. Students using the lab must sign in and provide a valid B-W student ID. Use of the lab is restricted to a three-hour session, although if no others are waiting, a student may sign up for an additional three-hour session. The lab is strictly for developing multimedia and related technologies and should not be used as a general student computing lab. Production and use of media created in the lab must comply with all applicable copyright and intellectual property requirements. Services provided include (but are not limited to): scanning of documents and graphics, color printing (fee charged), video editing, audio editing, digitization of audio and video files, streaming audio and video, DVD creation and copying (backup), PDF file creation, and image manipulation.

## Survey Manager Tool

The Survey Manager Tool is available to B-W faculty and staff for B-W business and for B-W students and/or student groups who are completing course requirements or gathering appropriate data. Accounts are requested via an online form available on the login page of the tool. Online requests for access must be authorized by the Director of Information Technology. Approval will be based on the legitimate use of the survey tool and other conditions determined by the Director. Typically, requests will be approved or denied within three business days. Account requestors are responsible for all survey content. The IT Department will not monitor surveys, however, if a question of appropriateness arises, the Director of IT will authorize the disabling of the account in question until an investigation is performed and the matter is resolved. Those using the survey tool for the purpose of research also need to seek approval from the College's HSRB (Human Subjects Review Board). This includes cases where data will be used after it has been collected (available data research). Survey accounts established for students or student groups will have a duration time of one semester, after which the accounts will be deleted. Requests for time extensions on any student accounts may be submitted to the Director of IT and are granted on a case-by-case basis. Faculty and Staff account holders are expected to do routine maintenance with survey data they have collected in the Survey Manager program. Surveys that have expired or have no future historic value should be deleted as soon as possible. Survey data results can easily be downloaded into Excel, SPSS, etc., and saved on the users' local or network drive rather than on the Survey Manager server. Training is available to faculty and staff members and students working with faculty/staff via the Instructional Technology Education Center, either through scheduled classes or one-on-one sessions.

## Webcasting

The Educational Technology Services Department provides webcasting services for certain events and programs. In most instances, a video of the event will be digitized and made available for streaming through Real Server. In special instances, live webcasts can be conducted (upon

approval of the Director of IT and the Manager of ETS). Confirmation of availability of the Ed Tech Services staff to produce the webcast is dependent upon pending availability and previous commitments. Due to the investment of time, staff, and equipment, not all events will qualify for live webcasting. Live webcasting to auxiliary locations will not be used as a means of providing breakout sessions in the case of event overflow. It is the responsibility of the individual(s) requesting a webcast to secure the venue, obtain permission from the participants to be broadcast, be available on-site during the event, and assist the Ed Tech Services staff with the production. Those coordinating the event are also responsible for contacting the Office of College Relations in order to have a link to the broadcast placed on the B-W website.

## Administrative Information Systems 440-826-2310

- Responsible for administration, management, and programming of the Colleague® ERP (Enterprise Resource Planning) system
- Supports college-wide administrative software (Colleague®) users
- Processes requests for computer output
- Provides (limited) non-Colleague® database support for other systems
- Office Hours: 8:30 a.m. - 5:00 p.m. (4:30 p.m. during summer)
- Location: 10 Beech Street

### **Colleague®**

Access to the Colleague® system (Enterprise Resource Planning software package from Datatel, Inc.) is provided to Faculty and Staff that have a need to access information. Requests for Colleague® access must be submitted to the Manager of Administrative Computing (via the Registrar's office or department head), detailing what type of access is required. Access to student records requires a signed FERPA (Family Educational Rights and Privacy Act) non-disclosure/confidentiality agreement as well as approval from the Registrar. Access to other additional records may also require approval from specific offices. For those who qualify, a username and password and Colleague® security class will be assigned. Student workers that are required to use Colleague® must have their own username assigned and should not utilize the login accounts of office staff members. Student access will be granted on a semester by semester basis and should be very limited and closely supervised.

#### **Colleague®: User Support and Training**

User support, including installation and setup of all programs, training on basic software functionality, and troubleshooting is provided by the Administrative Computing Department. Users may need to attend training (either on or off campus), read manuals, assist IT staff in determining software parameters, and perform software and procedure testing. Specific training on individual office procedures and use of the software is typically provided by that particular office. Offices using Colleague® should create and maintain detailed procedure manuals and instructions for their specific operation. (The Registrar will provide training for faculty on student advising and registration functions.)

#### **Colleague®: Output Requests**

Requests for computer output and processing (lists, labels, etc.) that require technical assistance will be fulfilled by the Administrative Computing Department. Standard requests for lists and labels that do not require any programming or detailed analysis will be completed within 3 working days of receipt. Whenever possible, Colleague® users will be trained to produce their own reports. Output can be requested by submitting a "Request for Computer Output" form to the Administrative IT Department or by sending an e-mail request to: [itadmin@bw.edu](mailto:itadmin@bw.edu).

#### **Colleague®: Institutional Research**

The Administrative Computing staff can also assist with gathering institutional research data for both internal and external surveys and analysis. Internal surveys, including data analysis results, can be developed and processed by request (please provide appropriate lead time). Standard data on enrollment and admission statistics will be calculated according to the guidelines provided by government regulations and officers of the College.

#### **Colleague®: Web Express (Registration and Records) Interface**

All current students are provided a username and password to access "Web Express." This allows online registration for classes as well as access to student records. Faculty and staff can also be issued a username and password (upon request) for administrative purposes.

#### ☐☐ Colleague®: Custom Applications

Colleague® forms (checks, statements, etc.) will be customized to fit the output needs of the College. Other than forms, customization of programs and reports beyond the standard Datatel product is discouraged due to continued maintenance requirements. Custom screens and programs for Colleague® will only be written to address specific needs not addressed by the delivered software, are limited by the availability of IT personnel resources, and typically have a lower priority than the support of existing operations.

#### ☐☐ Colleague®: System Administration and Backup

Software patches for Colleague® are loaded monthly, first into the “test” account for analysis and then applied to the production account after all issues are resolved. Patches with a critical fix or regulatory release will be loaded as soon as possible after their release. Users may be required to test software changes delivered in patches before they are loaded in the production account.

The Colleague® maintenance window is scheduled during the morning from 6:00-8:00 a.m. During this time, ERP (Enterprise Resource Planning) updates are performed. When the maintenance window is being utilized, Colleague® will not be available. Other maintenance sessions may need to be scheduled outside of these parameters, but every attempt will be made to allow sufficient notice to users in these emergency situations.

Backup of the Colleague® system is performed nightly to external tape media, internal compressed files, and a backup server. Daily backup tapes are kept for approximately one month and one tape per month is archived permanently. Users should keep records of any data entered or changed in Colleague® for at least one week in the case of a database failure which would necessitate restoring the entire database to a previous state. The IT Department also maintains a Disaster Recovery backup server which, during an emergency, would provide access to the Colleague® database for a limited number of users.

#### ☐☐ Colleague®: Off-Campus (Home) Access

Colleague access from off-campus is available to anyone with a user name on the system. Access is attained through a secure VPN connection and the Datatel UI Web browser interface at: <http://www.bw.edu/uiweb/>

### Non-Colleague® Systems and Applications

Non-Colleague databases, systems, and applications can be developed for specialized purposes or for data that does not need to be stored in Colleague®. These systems may be supported by IT if they are developed cooperatively with the IT Department.

Additional criteria would include:

- ☒ the importance to the overall function of Baldwin-Wallace College
- ☒ whether it needs to operate on the B-W network or requires data security
- ☒ if it requires the assistance of the IT Department
- ☒ if it affects other departments on campus

Third-party software used for administrative purposes may be supported by IT when it has been approved, purchased, and installed under the direction of the IT Department. In some cases, Colleague® data can be downloaded to internal (non-Colleague®) systems (when prudent) to save duplication of data entry and maintain data consistency between campus systems. Uploading data to Colleague® requires custom programming and will only be done under very controlled circumstances, using Datatel provided utilities. Any data transmitted from Colleague® to external systems outside of the College must be authorized and supervised by the department responsible for that data and in consultation with the IT Department.

## Media Services 440-826-2151

- Supports requests for various multimedia materials/equipment
- Provides temporary loan of equipment such as: laptop computers, data projectors, digital cameras, digital video cameras, and camcorders
- Purchases, installs, and supports the multimedia equipment in classrooms and labs
- Maintains a library of educational videos and DVDs for classroom use
- Office Hours: 8:00 a.m. - 12:00 p.m., 1:00 p.m. - 4:30 p.m. (4:00 p.m. during summer)
- Location: ITec - SAC (Student Activities Center) Basement

### **Multimedia Carts / Data Projectors**

Most every classroom and conference room across campus is equipped with a multimedia cart featuring a networked computer, DVD/CD drive, ceiling-mounted data projector, Internet access, audio-video tools, and laptop connectors.

### **Video/Audio Recording and Podcasts**




Video and audio equipment for recording academic events is available for loan to the requesting party (who is responsible for taping the event). Major campus events are often recorded by the Media Services staff, schedules permitting. Faculty members may also request off-air taping of programs for academic use from network television broadcast or basic cable. Video editing, as well as audio, CD, and DVD duplication for academic-related purposes is available. Video editing is done by the individual requestor. Those unfamiliar with the equipment can make an appointment and receive instruction. Materials must be free from copyright infringement or the user must have written permission. Links to recent events and podcasts can be found at:  
<http://www.bw.edu/resources/infotech/depts/mediaserv/podcast/>

### **Video Library**

The Media Services department has an extensive in-house library of DVDs and video cassettes for academic use. Faculty, staff, and students may borrow from the library.

### **Graphic Arts**

Services available:

-  Dry mounting
-  Lamination
-  Slide scanning

## Telecommunications 440-826-2331

- Responsible for the college switchboard (440-826-2900) and all services and equipment used in conjunction with the telephone system
- Maintains subscriber databases (telephone, voicemail, Emergency 911, and call accounting - time/charges)
- Purchases and coordinates cell phone and pager accounts for campus employees
- Coordinates emergency notification system
- Office Hours: 8:30 a.m. - 5:00 p.m. (4:30 p.m. during summer)
- Location: 10 Beech Street

### **Telephones**

Most faculty and staff members are provided with a digital (or analog) telephone and a personal voicemail box. Local phone service is provided. Long distance service is available for college business and is paid for by the individual department.

Student residence hall rooms are wired with a telephone outlet, however telephones are not provided. Each student receives an individual voicemail account. Local phone service is provided at no charge. Long distance phone service is not available. Students needing to make long distance calls must do so by using calling cards or personal cell phones.

After-hours calls made to the switchboard are transferred to an automated voicemail system. Callers have the option to dial by extension, use dial name service (faculty & staff), or be connected to the Safety & Security Department.

Maintenance and repair of all telephone equipment, lines, and circuits on campus is performed by the Telecommunications Department. All repair problems or other urgent matters should be directed to the switchboard operator by dialing "0" while on campus. A backup of the stored voicemail and configuration files is recreated every two weeks.

The Telecommunications Department needs to be notified promptly when any academic, administrative, or support staff changes occur. It is critical that all telephone contact information be kept accurate and up-to-date to ensure effective communication and reliable functioning of the 9-1-1 emergency system.

### **Emergency Text Messaging System**

The College has established an emergency text messaging system to help notify faculty, staff, and students in the event of a campus crisis, emergency, or weather-related bulletin. Students are asked to provide a cell phone number to the College during the Electronic Check-In process each semester. Faculty and staff, while not mandated by the College, are recommended to submit a personal cell phone number to the Office of Human Resources. Periodically, text messages are delivered to listed users as the system is tested and checked. Text messaging charges are the responsibility of the recipient. Anyone may choose to opt out of the system at their own discretion.

### **Classroom Emergency Telephones**

Each classroom in every academic building is equipped with an emergency telephone with speakerphone. The telephones have pre-programmed buttons to call 9-1-1 (local police, fire, or EMS) or B-W campus Safety & Security. Telephones can be utilized to make local calls, as well. When an emergency call is made from one of these phones, the location (building and classroom number) is visible on the caller ID screen. Numbers for these classroom emergency phones are not published, nor can they accept incoming calls. The telephone system also has the ability to page telephones in groups whereby messages can be announced via the speakerphone to a single classroom or to every classroom in a particular building.

### **“Smartphone” Policy**

“Smartphones” - full-feature mobile devices with keyboards and PC-like capability that support e-mail, VPN, and Internet functionality, are not issued to B-W staff members unless there is a significant or specific need. This typically would only include employees who are off-campus on a regular basis or whose duties require sustained overnight travel and frequent communication with the College. All requests for Smartphones must be accompanied by a VP signature and assignment of charges. Employees who own or seek to purchase a Smartphone device and wish to synchronize it with their B-W e-mail, calendar, and contacts, need to follow specific criteria to ensure compatibility with the B-W network. Details can be found at:

[http://www.bw.edu/resources/infotech/pubs/smartphone\\_policy/](http://www.bw.edu/resources/infotech/pubs/smartphone_policy/)