

# Monroe County Community College Computer Lab Procedure

Procedure Type: District Procedure

Procedure Title: Computer Lab Procedure

This Procedure Affects: Students, Administrators, Faculty, Staff, and the Community

Purpose: The MCCC Computer Lab procedure outlines the guidelines for inventory, maintenance, and software that will be used in teaching and open user computer labs across the college campus. The Computer Lab Procedure falls under Computer and User Policy 6.50.

## **Computer Labs**

Computer labs are designed to meet specific instructional, business, or community needs. Computer labs constitute any space on campus that includes more than 4 physical computers. These labs are organized as instructional facilities and/or open access areas and may be staffed by appropriate staff under the direction of the division administrator or assigned faculty.

Computer lab equipment will be identified by Information Technology (IT) personnel based on the use case. An administrator, faculty, or staff member who is a subject matter expert will be assigned to the lab. This individual will articulate the use case for the equipment along with any supporting devices such as robotics, diagnostic, nursing, etc. to allow IT personnel to acquire the appropriate equipment for the college. The Chief Information Officer will have the final say on all technology related Hardware that is purchased for any computer lab.

## **Software**

Software needs for each computer lab will follow the Software Request Procedure 6.50(c). All software must be approved and installed by personnel identified by IT. Unapproved/unlicensed software is prohibited from being installed in any lab environment. All software must receive updates to ensure compatibility with the operating systems they are running on.

All computers run on an operating system software. The versions of the operating system will be determined by IT as to what is allowable. There will be no computer lab running an operating system that is not currently supported by the manufacture. Computer labs are used by many individuals and as such caution must be taken to prevent bad actors from gaining unauthorized information and/or access to digital resources.

## **Support**

The support for computer labs will come from IT. IT will generally purchase equipment that has a multi-year warranty (where possible) and once the equipment has passed the warranty period will work with the department to identify costs that will need to be incurred for continued support of any aged equipment. IT will review factors such as age, compatibility, failure rate, etc. to determine appropriate timing of lab hardware replacement. IT will also review software utilized in the lab to determine if it is no longer appropriate to run based on the evolving operating system/hardware utilized.

**Usage**

Computer labs are primarily used for instructional usage. The faculty that will be utilizing these spaces must be familiar with the hardware and software that is being utilized. Due to the nature of software changing over time it is the expectation of the faculty utilizing a lab environment to verify the tasks they plan on carrying out are working correctly prior to a class period. If an issue with the software arises notifying IT as soon as the issue is found along with exact details on how to replicate the problem is paramount to remedy the problem before instruction takes place.

When the computer lab is utilized for other activities such as business or community needs the lead staff member should familiarize themselves with the lab. As part of familiarizing themselves they should test the items that are planned in the room prior to any event. This will ensure success of the event and allow any unknown issues from coming to light after an event starts, which frustrates both organizers and attendees.