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6.7 Be prepared to participate in the resolution of the problem.
6.8 Be informed about Brandeis University policies, including copyright.
1.0 Purpose

This agreement establishes the level of technical support provided through the Feldberg, Karp, Levy, and Stern Instructional Technology Resource Center by Brandeis University Information Technology Services (ITS). It identifies the roles and responsibilities of both the ITRC and the Brandeis user community with the goal of improving the services ITS provides through the ITRC. Both parties understand that this is a general document and that circumstances not anticipated by this agreement may arise.

2.0 Term and Scope of Agreement

ITS-ITRC and the Brandeis user community agree to work together with mutual respect and courtesy.

This agreement shall be active until 7/1/04, and will be updated and renewed annually.

3.0 Instructional Technology Resource Center and its Responsibilities

3.1 Instructional Technology Resource Center Overview

The ITRC will provide assistance to Brandeis University faculty, staff, graduate students, students, and affiliated researchers seeking to use technology to improve teaching, learning, and scholarship at Brandeis. Requests outside the scope of ITRC support will be referred to the proper ITS or university staff or to an appropriate outside vendor.

Whenever possible, problems will be solved and training conducted in person in the ITRC. Simple problems or questions may also be addressed over the phone. Some projects or training may require an ITRC staff member to visit a class or client office.

3.2 Supported Software, Hardware, and Processes

3.21 Supported Software

The ITRC supports the use of the following software programs in teaching and learning:

<table>
<thead>
<tr>
<th>Type of Application</th>
<th>Recommended Programs</th>
<th>Other Supported Programs</th>
</tr>
</thead>
<tbody>
<tr>
<td>HTML Editor</td>
<td>Adobe GoLive 6</td>
<td>Adobe GoLive 4, 5</td>
</tr>
<tr>
<td>Internet Browser</td>
<td>Internet Explorer 5.1 (Mac), 6 SP1 (PC)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Netscape 7.02</td>
<td>Internet Explorer 5.1 SP3, Opera, Mozilla 1.x final</td>
</tr>
<tr>
<td>Document sharing</td>
<td>Adobe Acrobat 5</td>
<td>Adobe Acrobat 4</td>
</tr>
<tr>
<td>Image editing</td>
<td>Photoshop 7.0</td>
<td>Photoshop 5.x, 6</td>
</tr>
<tr>
<td>Graphics</td>
<td>Illustrator 10.0, Fireworks 4</td>
<td>Illustrator 10.0 Fireworks 4 Illustrator 9.0</td>
</tr>
<tr>
<td>Animation</td>
<td>LiveMotion 2, Flash 5</td>
<td>LiveMotion 1</td>
</tr>
</tbody>
</table>
This list is subject to change without notice. An updated list of Brandeis supported software is available on-line at: http://web.brandeis.edu/pages/view/Support/RecommendedSoftware.

A list of the software available in the Brandeis computer classrooms and labs is on-line through the Computer Classroom and Labs Resource Finder, available at http://www.brandeis.edu/its/crf/.

### 3.22 Other Supported Services

The ITRC supports these pre-defined services:
- On-line audio files for language classes
- Electronic Theses and Dissertations
- Electronic Grading in Word
- Server-based student audio recording with Audacity.
- Scanning at Faculty Scanning Stations

The ITRC will also assist in the planning or application of any computer-based technology in teaching, learning, or scholarship at Brandeis for which we have or can acquire the necessary means and expertise. Commonly requested services supported at the Center include the following:
- Help in creating web pages for instructional or scholarly use
- Help in planning and supporting student completion of multi-media class assignments
- Assistance in preparing audio and video materials for on-line use
- Assistance in using on-line communication tools
- In-class demonstrations of software when that software will be used by a class
- Departmental software support, where applicable (Mathematica, language software, SPSS)
- Departmental equipment and software purchasing and planning, when special ITRC expertise is needed

### 3.23 On-Site Support for Instructors

The ITRC will provide on-site support as follows.
- Install language-specific software on Brandeis-owned computers
- Install other unique or supported software on faculty computers when part of an on-going project supported by the ITRC
• Hold training sessions for software or services supported by the ITRC in a Brandeis classroom, lab, or computer classroom
• Troubleshoot ITRC supported services as needed, when issues cannot be resolved in the ITRC

Note: No on-site service will be provided at client homes or off-campus locations.

3.24 On-Site Support for Undergraduate and Graduate Students

No on-site support for undergraduate and graduate students (who are not acting as instructors) will be provided. Students will be expected to visit the ITRC for support.

3.25 Supported Hardware and Operating Systems

On-site support of client computers as described above is limited to those computer and operating systems which meet minimum ITS standards as posted on the ITS website at [http://web.brandeis.edu/pages/view/Support/HardwareStandards](http://web.brandeis.edu/pages/view/Support/HardwareStandards) and mentioned in the Desktop Services Service Level Agreement, section 3.

3.3 Location, Hours, and Contact Information

The ITRC is located in Feldberg 135. During the academic year, the ITRC is open Monday through Friday 9 AM - 6 PM. On Wednesday we have extended evening hours until 9:30 PM, and we're open Saturday from 12 - 4 PM. Summer and intersession hours are 10 AM - 4 PM Monday-Friday. The ITRC will be closed on all University holidays. Exceptions to these hours will be posted in the ITRC one week in advance.

The ITRC can be contacted by e-mail at ITRC@brandeis.edu or by phone at 781-746-4739.

3.4 Response Time and Exceptions

Calls and e-mails will be answered within one business day.

Due to the volume of requests during the opening two weeks of school, during finals, and in other peak volume weeks, response times may be longer than normal. ITRC staff will inform end users if such an exception is necessary.

3.5 Priority of Service

In the event the Center has more customers at any given time than can be handled, priority will be given first to those students or faculty who have made appointments. Of the drop-in clients, those who are there for work related to long-term projects agreed to by ITRC staff will be given preference.

3.51 Priority of Problems that Disrupt Courses

Problems in the use of supported ITRC services which threaten to severely disrupt a course will take precedence over all other service requests.
3.6  Saved Work and Archiving

Work created in the ITRC will generally be saved to the client's UNet space. Some projects may be temporarily stored on ITRC server space or portable hard drives.

The ITRC will not be responsible for long-term storage of any client files. Files on ITRC computer hard drives will be deleted routinely at the discretion of ITRC staff. Any project work stored on ITRC server space will be deleted at the completion of the project.

The ITRC will keep an archived copy of the final form of projects to serve as models for future clients, and may display aspects of the project publicly without notice.

The ITRC will only keep copies of exemplary student projects when given permission by the student involved. These archived copies may not contain all the files related to a particular project and are not expected to serve as restorable back-ups.

3.7  Media

Floppy disk and Zip disk use is discouraged; clients should put any files they intend to use in the ITRC in their UNet space prior to their appointment.

The client is expected to provide any media needed to store work that will not be stored in UNet space.

Copies of finished projects will be burned to CD or DVD, when this is called for in the project plan. The CD or DVD will be provided by the client.

3.8  Particulars for Student Use of the Center

ITRC staff will be limited to assisting and advising in the development of a student’s project; because students must complete course requirements themselves, ITRC staff will not actually create or author any aspect of a student project.

The deadlines for projects listed below apply to students as well as instructors.

3.9  ITRC Staff Access to WebCT and Sympa Mailing Lists

ITRC full-time staff have administrative access to all WebCT courses and Sympa mailing lists. ITRC will use this access when asked to troubleshoot problems in these areas and for the purposes of documenting usage of these systems. Any information in the WebCT course or Sympa mailing list, such as student names and e-mail addresses, will be kept strictly confidential.

ITRC student staff will not have administrative access to WebCT courses and will only view the contents of a course when the instructor or designer of the course is present with them in the ITRC. ITRC student staff will not help troubleshoot those areas of WebCT courses holding grading and other confidential student information.
ITRC student staff will have administrative access to mailing lists.

ITRC student staff are required to sign an agreement stating that they will keep confidential and secure any sensitive or protected information they may come in contact with during their work.

4.0 Ethical, Governance, and Service Quality Issues

4.1 Confidentiality and Academic Honesty

All work done in the ITRC will be treated confidentially. In addition to ITRC staff, only the client and anyone one working with him or her (T.A. or group member) will have access to their work. Whenever possible, faculty projects or work that should be treated privately (that might reveal grades, evaluations, or personal information such as student ID numbers) will be conducted in the ITRC faculty office.

Any student work or projects used by ITRC staff to serve as examples of ITRC student projects will include watermarks, embedded copyright information, be presented only in summary format, or have other such protections that would render its difficult to reuse without permission.

4.2 ITRC Advisory Panel

Because the successful development of the ITRC requires the input of those whom it serves, ITS will work towards creating an advisory panel will be created to suggest policy and procedural changes, to provide input in the hiring of new ITRC staff, and to help evaluate the results of ITRC customer surveys. ITS will consider all suggestions made by this panel.

4.3 Statistics and Customer Service Surveys

The ITRC will maintain statistics as to the number and kind of requests it fulfills each semester. Occasionally, a survey designed to evaluate how well services are provided in the ITRC will be distributed to a random selection of the clients who used the Center that semester. The results of the survey will be used to improve customer service and tailor future services to customer need.

4.4 Involvement in Campus Discussions

ITRC staff will be actively involved, when possible, in campus discussions relating to instructional technology. Subjects might include intellectual property rights, copyright issues, archiving of course materials, instructional design, evaluation of multi-media assignments, appropriate use of technology in teaching, and so on.

4.5 Compliance with University Policies

The ITRC will adhere to all university policies and guidelines concerning the work done in the center.

4.51 Brandeis University Computer Policy

Users of the ITRC are expected to follow Brandeis University Computer Policy. This policy is posted on the ITS website at http://web.brandeis.edu/pages/view/ITS/ComputingPolicies
4.52 Brandeis University Copyright Guidelines

Users of the ITRC are expected to observe all applicable copyright laws. Wherever possible, ITRC staff will discuss copyright guidelines with clients, and attempt to offer solutions to client needs that comply with copyright laws. However, because most work created in the ITRC or with the support of ITRC services is not under the direct supervision of ITRC staff, **conforming to Brandeis copyright guidelines is the responsibility of the client.**

5.0 Service Levels and Request Deadlines

The ITRC distinguishes between support for standard services and project work. Standard service requests are received by e-mail, phone, or in person; project requests require a more formal project proposal and plan be submitted. Both levels involve deadlines that are designed to allow ITRC staff time to meet the request.

5.01 Standard Service Levels and Deadlines

<table>
<thead>
<tr>
<th>Service Level</th>
<th>Description</th>
<th>Examples</th>
<th>Request Deadline</th>
</tr>
</thead>
</table>
| Routine       | • requires no planning  
• quick resolution  
• needs less than 30 minutes of staff support | • WebCT support  
• Sympa mailing list support  
• scanning help  
• largely unaided use of ITRC computers  
• routine questions | none |
| Intensive     | • requires appointment, research, or training  
• involves over 30 minutes of ITRC staff time  
• resolution may take one-two weeks | • class training session  
• intensive individual instruction  
• media conversion or video editing support  
• software evaluation | one week in advance of date needed |
5.02 Project Support Deadlines

<table>
<thead>
<tr>
<th>Support Level</th>
<th>Description</th>
<th>Examples</th>
<th>Proposal Deadline</th>
</tr>
</thead>
</table>
| Project       | • requires intensive planning or research  
• requires substantial investment of ITRC staff time and resources  
• limited number supported per semester | • unique class project  
• intensive media creation  
• special programming or scripting  
• intensive research project | Nov. 1 for Spring Projects; March 15 for Summer Projects; June 1 for Fall Projects |

5.1 Service Level Request and Deadline Notes

When working with clients, the ITRC will first determine a request's level.

Requests of the Routine Service variety will be handled immediately.

Intensive Service requests will be handled as staff time permits; however, these may involve work that needs to be scheduled or otherwise planned. In some cases clients will be asked to make a further appointment in the ITRC.

Proposals for Custom Projects must be requested by a fixed date in the semester before the project work will begin. They require a planning document and intensive investment of ITRC staff time. They may also require completion of the "Discovery Process" below if they will involve an untested use of technology.

5.2 Fixed Limitation and Approval of Project-level Requests

Because ITRC resources and staff time are limited, only a fixed number of Custom Projects will be taken on during any semester. The ITRC reserves the right to refuse or postpone any project when this limit has been reached.

In the event ITRC staff are required to chose between project proposals, the following questions will help guide selection:

• What is the expected educational or instructional value of the project?
• Is the project collaborative, interdisciplinary, or inter-institutional?
• What is the number of courses or students affected?
• What is the potential for applying project discoveries to future classes or purposes?
• What is the potential for applicant and ITRC staff to learn new software or processes?
• Has the applicant worked on previous projects at the ITRC? Were they successful?
• Has the applicant's department been represented by previous ITRC projects?
• Has the project work been done elsewhere?
• Is the applicant willing to participate intensively in the project?
• Does the ITRC, ITS, and Brandeis University have the resources to support the project?
• Is the project well planned? Is it feasible? Are the deadlines realistic?
5.3 Planning Process, Discovery Process, and Project Evaluations

All projects require the drafting of a planning document that describes the project's deliverables, timeline, source materials, and the responsibilities of the ITRC staff and the client. ITRC staff will not begin work on a project until this document is agreed to by all involved.

Certain Custom Projects that involve new or untried applications of technology may also require a preparatory research and investigation period, known as the Discovery Process, before the project planning document may be written. The Discovery Process allows ITRC staff to verify the feasibility of a project before any detailed plans are undertaken. In some cases the Discovery Process will involve identification of and discussion with other, third parties (stake-holders) on campus. ITRC commitment to participate in a Discovery Process does not necessarily imply a commitment to ultimately support the project; information acquired during the Discovery Process will play a determining role.

At the end of any project, evaluation forms will be distributed to the clients involved (and their students, if applicable). The completion of the evaluation form by the client is a required part of any project undertaken in the ITRC. The feedback from these evaluations will be used to improve ITRC services.

5.4 Support for Non-Academic Projects and Student Organizations

Non-academic, university-related projects are those which are not intended to be used in, or submitted to, a course listed with the Brandeis registrar, but that nonetheless help further the overall mission of the university. Such projects may be taken on at the discretion of ITRC staff. These factors will be considered when evaluating whether a non-academic project should be supported in the ITRC: whether support for those services exists elsewhere on campus; whether an external vendor provides the services; whether supporting the project interferes with ITRC support of academic projects or standard services.

Certain limitations to the scope of non-academic, university-related projects will usually be necessary to ensure that the project does not undermine ITRC support of academic projects or routine services. Non-academic projects will be scheduled during the least busy periods of the week or semester; clients will be expected to perform most of the project work themselves and provide all the materials needed; clients may be asked to reimburse the ITRC for expenses or labor, or provide their own student workers; clients may be asked to adhere to a strict time table for their project and to schedule their work in advance. Academic projects and standard ITRC services will always take priority over non-academic projects. Because of this, clients working on non-academic projects may occasionally be asked to reschedule or postpone their work.

Non-academic, university-related projects proposed by student organizations are subject to the stipulations in this section. In addition, student organizations will generally be supported only by ITRC student employees.

5.5 Support for Personal Projects

The ITRC does not support personal projects, or projects that do not in any way further the mission of the university.
5.6 End-user Participation in Project Work

ITRC Projects involve a high degree of end-user participation, including responsibilities clearly defined in the project plan. Beyond these defined responsibilities, clients are expected to be actively involved and in timely communication with the ITRC during the course of planning, implementing, and evaluating the project. ITRC staff reserve the right to withdraw from a project if a client does not meet these criteria.

6.0 End User and Department Responsibilities

6.1 Reporting Problems and Changes

Report problems involving ITRC supported software and procedures promptly through proper channels. For faculty, staff and graduate students, this normally means calling the ITRC x64739, or writing to itrc@brandeis.edu. The message should contain a description of the problem and a way to contact the person reporting the problem in case further information is required.

Questions or comments about the service quality provided by ITRC staff should be addressed to the ITRC coordinator, who can be contacted by contacting the ITS administrator at x64800.

6.2 Follow Deadlines When Requesting Project-Level Help or Service Beyond the Basic Level.

These deadlines ensure the appropriate amount of lead time for the successful completion of a project or request.

6.3 Prepare Your Work in Advance of the Semester

If you expect to use our services, even on a basic level, in your courses, consider making requests and testing work done in advance of the beginning of the semester, which is our busiest period.

6.4 Allow One ITRC Staff Member An Appropriate Amount of Time to Address a Problem Before Contacting Another.

Involving two members prematurely usually causes confusion. The first ITRC staff member to help you will involve others if he/she needs assistance.

6.5 Be Prepared to Use UNet Space and Provide Your Own Storage Media.

UNet space is easy to use and keeps you from having to carry around diskettes. The ITRC no longer supports floppy disks.

6.6 Be Prepared to Make an Appointment or Be Asked to Return If Dropping in During a Busy Period.

During busy periods, we can't handle all drop-in traffic as quickly as we would like. If your work is important, consider making an appointment in advance.
6.7 **Be Prepared to Participate in the Resolution of a Problem.**

The ITRC is a teaching center at heart; whenever possible, we will show our clients how to resolve most issues themselves.

6.8 **Be Informed About Brandeis University Policies, Including Copyright.**

While we will guide you as well as we can, you, as the client, are ultimately responsible for following University policies. In particular, the material you create or post through our center should conform to Brandeis University copyright policy.

6.9 **Be Prepared to Participate in Project Work**

Projects require actively participation and timely communication from both ITRC staff and clients.