

Computer Lab, and Classroom Technology Support and Renewal Policy

Category: Academic

Approval: PVP

Responsibility: Associate Vice President, IT

Date approved: November 18th, 2019

Definitions:

For the purposes of this policy, the following definitions apply:

Academic Use: Academic Use is defined as the use of a physical space for the primary reason of delivering for credit learning sessions to undergraduate and graduate students.

Non-Academic Use: Non-Academic Use is defined as the use of physical space for any other purpose not defined in the definition of Academic Use.

Centrally Booked Space: Centrally Booked Space is physical space that is listed and bookable through the university's central booking system. The space must be available for booking by all university constituents. Space bookings may be automatic or might employ a booking approval process through the central system.

Computer Lab: A Computer Lab is defined as a physical space that is composed of rows of computers. Computing Commons are categorized as a Computer Lab for the purposes of this policy.

Classroom: A Classroom is defined as a physical space, both bookable and unbookable, used for the delivery of learning sessions. Teaching Labs, including science labs, are categorized as Classrooms for the purposes of this policy.

Classroom Support: Classroom Support is defined as the technical support provided by Information Technology.

Financial Support: Financial Support is defined as the financial resources provided by the university for the purposes of renewing technology.

Shared Space: Shared Space is defined as a Computer Lab or Classroom space that is public or is bookable through the university's central booking system.

Department Space: A Department Space is defined as a Computer Lab or Classroom space that is bookable through a department directly OR not bookable at all.

Public Space: Public Space is defined as computer space that is not bookable and that is available to be used by the university community at will.

Purpose/Reason for Policy:

The purpose of Trent University's Computer Lab, and Classroom Technology Support and Renewal Policy (the Policy) is to establish a framework for the support and renewal of Trent's Computer Lab and Classroom technologies. This policy will ensure that the limited financial and human resources are allocated towards the support of the most highly utilized/academic use Computer Labs and Classrooms.

Scope of this Policy:

This policy applies to all spaces that are defined as a Computer Lab or a Classroom.

Policy Statement:**Financial and Human Support for Renewal:**

The limited human and financial resources of both the university, in general, and the IT department need to be effectively allocated towards Computer Lab and Classroom technology renewal. This allocation must be done in a manner that;

- supports the academic mission of the institution,
- benefits the widest audience of users (through central booking and room utilization),
- addresses the technological age of equipment in the space, and
- considers the funding source for the technological renewal.

To meet the above goals, each Computer Lab and Classroom will, on an annual basis, be separated into two groups. Those spaces requiring funding through central IT and those that do not.

Spaces requiring central IT financial support will be assigned a score. This score will determine the priority by which these spaces will receive financial support through central IT, should funds be available. Appendix A outlines the scoring dimensions and criteria.

Those spaces not requiring financial support through central IT will be renewed through the assistance of central IT.

Introduction of New Spaces

Newly proposed Computer Labs and Classroom spaces that utilize technology must be presented to the IT Steering Committee for approval. The proponent of the space must attend in person and describe the use and utilization of the new space and the funding source expected for the new space.

Once a space has received approval, the proponent must work with the Information Technology department, specifically the Instructional Technology team, to ascertain the bill of materials (new or recycled) that is needed in the new space, the installation plan, and the technology support plan following the introduction of the space.

Closure of Spaces:

When a Computer Lab or Classroom space utilizing technology is to be closed, the department must contact the IT department to assist in this process. Equipment retired from a Computer Lab or Classroom will be assessed in the following manner;

1. Equipment that can be reused will be removed by IT and utilized in future projects. If applicable, any data residing on said equipment will be extracted and made available to the

department. Said equipment data storage devices will be formatted and zero filled accordingly to avoid accidental breach of information.

2. Equipment that cannot be reused will be removed and recycled by the IT department. If applicable, any data residing on said equipment will be extracted and made available to the department. Said equipment data storage devices will be formatted and zero filled accordingly to avoid accidental breach of information. Alternatively, the IT department may choose to destroy data storage devices in any other manner that will ensure that the retrieval of previously stored data is not possible.

Technology Service Support:

The IT department will provide technology service support to all Computer Labs and Classrooms at Trent. This support will be afforded through the Service Desk technicians and the Instructional Technology team. It is important to note the following as related to technology service support:

1. Emergency service support can be received by utilizing the *Classroom Emergency Number*.
2. Financial support needed during the servicing (not renewal) of a computer lab or a classroom space will be provided through central IT for shared spaces and will be provided by the space owners for Department spaces.
3. The effectiveness of the technology service support provided is directly affected by the equipment made available in a given space. When a space employs technology that has been recommended by IT, the technology service support is more effective.

Contact Officer:

Associate Vice President, IT

Date for Next Review:

November 18th, 2022

Related Policies, Procedures & Guidelines

- a) Computing Resources Acceptable Use Policy
- b) Network Connection Policy
- c) Computing Privileges Policy
- d) Information Access Policy

Policies Superseded by This Policy:

- a) Guidelines for Use of Information Technology

Appendix A – Annual Scoring of Existing Spaces

Each Computer Lab and Classroom space requiring central IT financial support will be assessed annually and assigned a score based on the following dimensions and criteria.

Dimensions	Criteria	Score (Select One)	Score
Academic Use	Fully Utilized for Academic Use	5	
	Mixed Academic and Non-Academic Use	3	
	Non-Academic Use	1	
Room Utilization (only as defined by the university's central booking system)	Highly Utilized Space > 80%	5	
	Moderately Utilized Space (50 – 80%)	3	
	Scarcely Utilized Space	1	
Centrally Booked	Centrally Booked Space through the university's central booking system with no departmental approval OR Public Space	10	
	Centrally Booked Space through the university's central booking system with departmental approval	5	
	Department Space bookable by anyone through the department directly	3	
	Department Space not bookable outside of department	1	
Age of Equipment in Place	Equipment is very old and is failing. Equipment age is a factor in causing disruption to activities undertaken in the space	5	
	Equipment has reached end of life but is still functioning as expected	3	
	Equipment is still within useful life	1	

Spaces will be sorted from highest to lowest. Spaces with a high score will be addressed first for financial and human support for renewal, should funding be available.