



CITES Classroom Technologies

University of Illinois at Urbana-Champaign · 95 Bevier Hall · 905 S. Goodwin · Urbana, Illinois 61801

ITS Classroom Computing Guidelines

Last Updated: 01-09-2004

Overview:

CITES Classroom Technologies is responsible for the proper operation and maintenance of the computing services contained in ITS classroom facilities as they relate to timetable courses and fundamental academic pursuits. Classroom Technologies (ClassTech) provides instructors with a consistent working environment and extensive library of standard software suitable for the UIUC academic environments. ClassTech also provides ClassTech reasonable customizations upon request in conjunction with instructors, departments and colleges for the specialized academic needs of specific academic disciplines.

Standard Software:

CITES Classroom Technologies provides licensing for the most common software packages as determined from data gathered by through surveys, user groups and empirical data. Factors that determine this software include the availability of cost-effective licensing agreements and compatibility with current system configurations. The current listing of standard software is included in [Appendix A](#). The majority of this software is installed on all ITS classroom systems unless there are circumstances that necessitate the placement of packages in only specific locations based on academic need, cost, licensing provisions, or other mitigating factors.

No major changes will be made to the list of standard software packages for the duration of a semester. Exceptions will be made for patches and upgrades that correct major security or operational problems and all service releases to the operating system and core applications which may be applied as they are available. Classtech will use its own discretion on whether or not to install new versions of software such as browser plugins during the semester or postpone such upgraClassTech to the time between semesters. Instructors should attempt to create media that is compatible with the current system if possible.

Software Installation Requests:

If there is a need for a software application as a part of a University of Illinois Academic Course that is not on the current list of installed packages, the individual, department or college requesting such software shall provide all licensing and media to ClassTech and submit a Software Installation Request form.

The submission form can be found on our website <http://www.cites.uiuc.edu/classtech>). **ClassTech cannot purchase software licensing or media on behalf of an instructor, department or college.**

All software requests will be addressed in a timely manner, however it is the responsibility of the requestor to submit his or her request **at least 10 Days** prior to when it is needed in the classroom. This is to provide ample time for our technical staff to analyze and test the software being installed. We will attempt to complete requests sooner if possible.

ClassTech reserves the right to remove all previously installed applications upon the completion of a semester or anytime during summer sessions with reasonable notice to all ITS room users. A new request for software installations must be made each semester unless other arrangements are made with ClassTech administration. Thus, packages that are licensed by a college or department can be integrated into a 'variation' of our standard setup for installation in specific environments if requested far enough in advance and in cooperation with local technology support personnel.

Limitations as to what can be installed:

- Must be compatible with current operating systems and hardware.
- Must be able to work properly within the constraints of system security settings.
- Must not adversely modify system settings such as file associations that may affect other installed applications or methods of system use.

- **No timed demonstration software will be installed.**
- **No unregistered packages with limited functionality or “cripple-ware” will be installed.**
- All software must have legitimate academic purpose.
- No DOS-based software will be installed.
- No single-user personalized software such as IM (Internet Messaging) or E-Mail Clients will be installed as to protect individual privacy in a multiple user environment. (alternatives to this may include the use of “web clients” to access e-mail and other services)
- No P2P (Peer to Peer) sharing software such as Kazaa or IMesh will be installed including any other applications deemed to have the potential to adversely affect network communications.
- ClassTech may discuss with the requestor the possible use of packages other than what is requested if the requested package is thought to provide the same functionality of existing standard software or in the case of conflicts with the above guidelines suggest alternate packages that may suit the requestor’s needs.

Hardware and Drivers:

At times system drivers for hardware devices such as wireless mice, keyboards, external storage devices or other such items may be installed on behalf of an instructor, department or college. ClassTech assumes no responsibility for the storage of such hardware in the ITS cabinets and it is the responsibility of the owner to store and secure the device unless other arrangements have been made with ClassTech administration for permanent or semi-permanent installation. If you have a hardware device that you would like to use with an ITS cabinet, please contact our office at (333-8165) for a more detailed consultation.

Under no circumstances may an ITS classroom user place an unauthorized network device onto the ClassTech network (other than a standard laptop computer) without the express acknowledgement and assistance of ClassTech staff. Such devices include hubs, switches, routers, wireless access points and audio/video conferencing/streaming equipment. Such devices may cause severe network complications and impact the operations of one or more ITS classrooms. In some cases, this may violate University policies concerning the use of wireless devices on campus. We appreciate your cooperation in regards to network devices and we are more than willing to speak to persons or departments on an individual basis about this policy.

Laptop Usage:

Laptop usage is recommended when ITS classroom instructors require applications and/or configurations that cannot be addressed by the resident computer systems. Such conditions may include programs that cannot be installed on a resident computer due to system conflicts, security risks, licensing restrictions, personalization of software to an individual user, operating system incompatibility or any “trial-ware” or “cripple-ware” required by an academic class.

Laptop users shall abide by all appropriate use policies as outlined by CITES (<http://www.admin.uiuc.edu/cam/CAM/viii/viii-1.1.html>) and conduct computing behavior in a manner that is reasonable and consistent with the academic mission of the ITS facilities. Reasonable use implies that laptop users shall not engage in any activity that negatively affects the network itself or other users or systems on the network. Examples of inappropriate use of laptops in an ITS classroom include the running of active P2P (Peer to Peer) software sharing systems, high-traffic servers of a non-academic nature and network scanning software or network services that may interfere with normal operations or violate other University policies.

Laptop Networking:

In spring 2003, Classroom Technologies will be changing the way network addressing is handled in ITS classrooms and because of this; users who have previously used the network will have to configure their systems differently than in the past.

The change is for the better and will enable the majority of the ITS Classrooms use a method of dynamic addressing called DHCP. This will enable most laptop users to seamlessly move from home to the office and to the classroom with no need for reconfiguration or the keeping of multiple location settings.

To make the system more secure, we will require you to register your laptop's MAC address with our office. The MAC address is a unique network identifier for your laptop and by registering your MAC address; we are able to provide network services only to registered systems. This prevents misuse of network resources and helps to preserve a high quality service. Registering your MAC address only takes a moment and allows us to better administer the ITS Classroom networks. You can read an in-depth guide to ITS Laptop Networking here on our website.

Classroom Computing Security:

When placing your laptop on the ITS Classroom network, you are responsible for ensuring that your system is virus-free and that all security patches are applied beforehand. We emphasize this as part of a continuing effort to promote computing security campus-wide and to ensure that critical resources remain operational for instruction.

Please refer to the following resources for more information:

- <http://www.cites.uiuc.edu/security>
- <http://www.cites.uiuc.edu/antivirus/>
- <http://windowsupdate.microsoft.com>
- <http://office.microsoft.com/officeupdate>

Scheduled System Maintenance:

To provide the highest level of reliability and service, it is necessary that OIR reserve the resident computing systems during certain hours of the day for routine software upgrades to ClassTech and instructor-requested software installations.

The hours reserved are from 6am to 7:30am Monday through Friday and Sunday 8am through 2pm. During these times, any person or group using the room facilities shall have the expectation that the computing systems will be unavailable to them. Since maintenance of this type can be done remotely, there may not be a representative of OIR working in the classroom itself but the computer systems may be locked or in use from a remote location.

Appendix A - Spring 2004 Installed Software Packages

Windows Machines

- Microsoft Windows XP
 - Office XP Professional with FrontPage
Includes: Word 2002, Excel 2002, PowerPoint 2002, Access 2002 and FrontPage 2002
 - Microsoft Publisher 2002
 - Microsoft Project 2000
 - Microsoft Visio Professional 2002
 - Microsoft Visual Studio 2002
 - Internet Explorer 6.0
 - Netscape Navigator 4.78
 - Windows Media Player 9.0 for Windows XP
 - WinDVD 3.0 and/or Power DVD 2.0 (WinDVD only in most rooms)
 - CAChe 5.0
 - SSH (Secure Shell)
 - WS_FTP Lite
 - Adobe Acrobat Reader 6.0
 - East Asian Language Pack
 - IPA Font Package
 - COSMO Player
 - CHIME
 - FirstClass
 - Gradebook
 - U of I Direct
 - Flash/Shockwave Player
 - QuickTime Player 5.0.2
 - *Mathmatica
 - *AutoCAD 2004
 - *AutoDesk Inventor
 - *MATLab
 - *ProEngineering
 - *ProModel
- * Installed on selected regions of campus in cooperation with local support staff and appropriate licensing arrangements. This is normally associated with a departmental software license being used in ITS classrooms where an instructor from that department teaches.