Educational Technologies Office Policies

The Educational Technologies Office (ETO) provides technology support to the academic and research endeavors of the Curry School. It also provides Curry faculty, staff and researchers with equipment, network services, software, technical recommendations and support. Additionally, through the ETO, equipment may be checked out for Curry staff, faculty, researchers and eligible students. Located in Ruffner Hall room 121, the ETO is part of the Dean's Office.

Hours of Operation

Main ETO Office	434-924-7086	Monday – Friday	8 AM – 5 PM
edtech-support@virginia.edu		Saturday – Sunday	CLOSED
Curry Classroom Support	434-924-7086	Monday – Friday	8 AM – 8 PM
		Saturday – Sunday	CLOSED

If scheduled support is needed at other times outside of these hours, please contact us during business hours or email edtech-support@virginia.edu. Although support during times outside of our business hours is not guaranteed, we will try to accommodate those requests.

For immediate needs outside of business hours, please contact the ITS helpdesk at 434-924-4357.

PLEASE NOTE: THE ETO CANNOT ASSIST WITH PERSONAL MACHINES OF FACULTY, STAFF, OR STUDENTS.

Technical Support

The ETO provides technical support for a variety of issues. In addition, for problems that we cannot resolve in-house, we can provide referral services to other University support options.

Safeguarding Data

The ETO will provide recommendations regarding data storage, and best practices on how to both keep data secure as well as how to ensure data is safely backed up. Although the ETO will do everything we can to ensure the retention of user data, we adhere to the following guidelines as outlined in the Responsible Computing Handbook:
http://its.virginia.edu/pubs/docs/RespComp/resp-comp-facstf.html

> *"Your electronic data files are extensions of printed files in your care.* ***It is your responsibility to ensure that both electronic and paper files in your care be safeguarded****, especially if they contain sensitive information such as data about individual students, employees, patients, clinical trial participants, donors, and others. If you are unsure what is expected of you, ask questions."*

PC and Apple Hardware Support

Technical support for ETO-provided PC and Apple computers is provided for a maximum of a **6** year life-cycle. Support for equipment older than this is only available on an as-is basis and our ability to fully support this equipment is not guaranteed. Additionally, the cost of repairing and upgrading of hardware that is no longer within warranty is the responsibility of the department utilizing the equipment.

We cannot guarantee full support for equipment that has not been certified by the ETO or equipment that has exceeded a 6 year life-cycle.

For equipment we have not certified, support may be available on a limited basis. To receive more information on recommended solutions, please contact the ETO by emailing: edtech-support@virginia.edu.

Printer and Copier Support

Curry highly encourages the use of network-based printing solutions. Generally speaking, individual use printers are discouraged as they are typically more expensive to operate, support, and repair. Individual printers also typically incur a higher cost per sheet than network-based solutions. The ETO will assist in the initial set up of individual printing solutions however the costs associated with repair, maintenance and supply costs are the responsibility of the department. In addition to printer support, we support Curry's fleet of copiers. Due to the complex nature of the University's enterprise wireless network, we are unable to support the implementation of wireless printing solutions.

We cannot guarantee full support for printer and copier solutions that have not been certified by the ETO.

Software Support

We can provide technical support for many software applications. This support includes the installation as well as ongoing maintenance. Although we have experience supporting a variety of software solutions, it is always best to consult with the ETO before making software purchases to ensure new solutions will not conflict with existing systems.

We cannot guarantee full support for software that has not been certified by the ETO.

Training

Although individual technicians may be able to offer tips and recommendations regarding specific software and hardware solutions, the ETO does not provide training.

However, the University does offer a variety of training options. For more information please consult the training portion of the University's Human Resources site: http://hr.virginia.edu/hr-for-you/University-staff/sys/

Accounts and Network Support

The ETO also provides support for new account creation, as well as troubleshooting access rights and login issues for existing accounts. Additionally, we can assist in the configuration of network shares and other network based solutions.

We are also the first point of contact regarding networking issues for Curry users. We will gladly work with other University departments in resolving these types of issues and/or offer referrals to other resources as appropriate.

Equipment and Software Purchases

Departmental Equipment

The ETO encourages departments to consult with us before making equipment purchases. By consulting in the purchase of new equipment, the ETO can certify this equipment for your departmental needs and also ensure we are able to provide future support throughout the useful life of this equipment. In many cases, we can also leverage discounts in the purchase of equipment.

As a reminder, we cannot guarantee full support for equipment that has not been certified by the ETO. For equipment we have not certified, support may be available on a limited basis. To receive more information on recommended solutions, please contact the ETO by emailing edtech-support@virginia.edu.

Faculty and Staff Equipment

For most Curry-funded faculty and staff positions, the ETO will provide, purchase and configure a 'standard' desktop or laptop from the list of DCI standard computers. If a unique need exists, any costs exceeding our standard purchase can be supplemented by an individual department when necessary. For additional information, please contact the ETO.

For both PC and Mac computers, the 'standard' software configuration provided by the ETO includes, operating system, MS Office solution (Not including Visio), antivirus protection, and UVa Box sync.

Additional software can be requested as needed. Software that is not already licensed by Curry or the University must be paid for by the requesting department.

The computers provided to Faculty and Staff, are replaced on a minimum of a **4** year life-cycle. When replacing a computer we will work with the user to attempt to transfer user data from the old machine, to the new one.

Although we will do our best to ensure a smooth transition, it is important to note that per University policy, it is the responsibility of the user to safeguard data and ensure an adequate backup exists.

Additional Computer Equipment

When available, the ETO can provide additional computers for temporary departmental, project or individual use. These computers typically no longer have warranty coverage. Additionally, the machines we can provide only have 1-2 years of useful life remaining before they will be transferred to surplus. ETO cannot pay for hardware to upgrade or repair these machines. Due to the age of these systems, they will typically be transferred to surplus rather than repaired in the event of hardware failure. At its discretion, a department may opt to pay for repairs associated with additional equipment, however these repairs do not guarantee future functionality or support. Based on the limited remaining useful life of these computers, we recommend they be used only to fulfill short-term, temporary needs.

Access to additional systems from the ETO is dependent upon current availability and is not guaranteed.

Given the lack of warranty coverage and age of these machines, we do not recommend them for long term use or in critical functions. For these types of needs, the ETO can recommend a computer for departmental purchase. These machines will be supported for the duration of the warranty coverage up to a **6** year useful life, like faculty and staff machines; however they will not be replaced or upgraded, unless funded by the individual department. Again, we cannot guarantee support for equipment the ETO hasn't certified.

Software that is not already licensed by Curry or the University must be paid for by the requesting department.

Printer and Copier Purchases

The ETO can provide a variety of recommendations on printing and copying solutions. Due to the complex nature of the University's enterprise wireless network, we are currently unable to support the implementation of wireless printing solutions. We can, however, assist in evaluating your needs and propose alternative solutions as appropriate.

We cannot guarantee full support for equipment that has not been certified by the ETO.

Software and Other Hardware Purchases

Please consult with us prior to making any software or hardware purchases. We can help to ensure the best product for your needs is purchased. Also, we cannot guarantee our ability to support software or hardware we did not recommend prior to purchase. **Purchases made without or against the recommendations of the ETO are done at the risk of the user or department. Full support is not guaranteed for these purchases.** To avoid this difficult situation, please contact the ETO before purchase.

Equipment Inventory and Surplus

Inventory

The ETO is responsible for the school-wide inventory of purchased computer equipment. We are required to adhere to certain inventory requirements by the University and the Commonwealth of Virginia. Because it is very important that our inventory is always up-to-date and accurate, please notify us if a piece of equipment is moved. This can be done simply by completing a work request. Once notified we will ensure that a P-1/P-2 form is completed as appropriate.

These forms are located: http://www.virginia.edu/finance/finanalysis/prop.html

Additionally, equipment that is lost or stolen from locations other than referenced in a P-1 form for on-grounds or a P-2 for certified off-grounds use, may not be covered by the University's insurance policy. If equipment is lost or stolen off-grounds, with no form on file, per University policy, you and your personal insurance company may be held responsible for reimbursement of the equipment cost to the University.

Surplus

Please do not surplus equipment without notifying the ETO first. We will coordinate the surplus of the equipment and can provide information regarding the next steps in the process.

State law requires that the University follow very specific steps when disposing of data storage devices. We must be able to certify that the equipment has been properly wiped of data or destroyed. The ETO is an authorized surplus agent for the University and is trained in these procedures.

Computer equipment that doesn't need to be wiped or destroyed still must be disposed of using the University's surplus process. The ETO will also assist in the removal of these items, to ensure proper disposition. When in doubt, check with the ETO first. If we do not surplus the equipment directly, we will gladly provide you with information regarding how to surplus the equipment.

Equipment Reservations

Curry faculty, staff, and students with faculty sponsorship are eligible to check out a variety of equipment using the ETO check-out system:

http://curry.virginia.edu/my-curry/employee/tech-support/equipment-reservation

Guidelines for check-out

Equipment must be reserved at least 24 hours before the equipment is needed.
Individuals checking out equipment should be familiar with how to operate it. Students, staff, and faculty members can schedule equipment familiarization sessions with ETO classroom support technicians, if basic equipment assistance is needed. Stop by Ruffner 121 to schedule or call 924-7086.

Users must provide their own media (CDs, MiniDV tapes, etc.) for assigned projects that require the recording and archiving of content.