Software Requests Policy for Cayuga's Computer Labs and Classrooms

(revised 2-14-2018)

The current list of computer software available in Cayuga's computer labs/classrooms can be found at: https://www.cayuga-cc.edu/it/student-resources/computer-resources. This list is updated two weeks prior to the beginning of each semester. It is Cayuga IT's goal to have all updated software available in our labs two weeks prior to the start of classes each semester.

Microsoft Office licenses for all campus systems are funded and maintained by Cayuga IT. Maintenance of all other software licenses at Cayuga from academic year to academic year are handled through various funding sources, and should never be assumed to be continuous.

Requests for software changes in Cayuga's computer labs/classrooms must be made:

1) **Via email to:**   helpdesk@cayuga-cc.edu

If you have questions please contact Wade Lambert: Ext. 3097 or 315-593-9397

Please carbon copy (cc:) your division chairperson on all requests.

2) By the following deadlines

Fall Semester:	July 1
Spring Semester:	December 1
Summer Semester:	May 1

(Requests made after the deadlines cannot be guaranteed to be fulfilled)

3) **Including the following information:**
Which lab(s) and/or classrooms(s):
What the software change desired is:
        (specific name, manufacturer, version numbers, and any additional
        requirements)
For what class(es):
For which instructors: (list all known)
Needed in what offices and specify workstation(s): (room numbers required):
*note: less than a full lab worth of licenses will require special arrangements. Please contact the email addresses in #1 for further details.

It is the responsibility of the requestor to arrange funding for the software request if necessary. Open Source programs are acceptable, although they are subject to Cayuga IT testing/approval. If a budget request is necessary, it should be submitted to the division chairperson by the annual budget deadline in the spring of each year.