

**Memorandum of Understanding
Between ALTEC and ITS
Regarding Macintosh Computing Lab, HLMS 145**

This is a statement of understanding and agreement between the Anderson Language Technology Center (ALTEC) and Information Technology Services (ITS) regarding the management and operation of the Macintosh Computing Lab, Hellems 145.

Purpose of Relationship:

ALTEC supports the study of foreign languages and cultures on the UCB campus. Much of this support centers on the use of computing and related technologies to enhance foreign language teaching and learning. ALTEC serves the foreign language community by offering a wide range of services and by managing three facilities: ALTEC Multimedia Library (HLMS 159), ALTEC PC Classroom (HLMS 152), and ALTEC Media Classroom (HLMS 151) and provides space to ITS in which to maintain and operate a student computing lab (HLMS 145).

ITS manages and operates computing labs across our campus to increase student access to information technologies. ITS facilities are designed to reliably provide basic computing functionality (communications, document generation, etc.) to the largest possible number of students, independent of their academic track. In addition, ITS strives to provide tools faculty have requested for themselves and their students to facilitate teaching and learning.

ITS will manage Hellems 145 primarily as a general-purpose student computing lab. However, where possible, and through the advice of ALTEC, ITS will make available discipline-specific tools to support the study of foreign languages. By partnering in this way, ITS can extend and enhance its services to more broadly meet the needs of its users, in particular those who are studying or wish to communicate in a foreign language.

This agreement is advantageous to ALTEC because it gains an IT support and management partner that can assist in developing IT solutions and support methodologies for one of its facilities. ALTEC also gains access to an overflow or backup site for foreign language classes and workshops for times when an ALTEC computer classroom is not available.

For this agreement to be effective, ITS and ALTEC each need to identify their customers' needs, define the operational practices for facilities in their charge (Hellems 145 for ITS, and Hellems 151, 152, and 159 for ALTEC), and determine how to allocate departmental funds supporting these facilities. Both parties agree not to make operational or curricular decisions that commit, or otherwise impact, the resources of the other.

Objectives and Desired Outcomes:

The objectives and desired outcomes of this agreement are as follows. This statement of understanding seeks:

- To provide computing resources to serve the needs of ALTEC and the foreign language community.

- To provide students with the best computing resources possible while containing costs.
- To clarify the purpose of the Hellems 145 facility, and practices used to manage that facility within the limits set by its funding sources.
- To ensure that ITS's ability to make decisions is commensurate with its responsibility for the operation of the facility and investment in it.

Background:

Information Technology Services manages many computing labs in order to maximize the University's investment in computing resources and make computing tools more accessible to students. The Student Computing Initiative (SCI) provides funding from students for equipment, networking, operating systems, general productivity software, and essential utilities used by computing labs. ITS general fund monies provide technical and operational support to labs, with the goal of serving the needs of the largest possible number of students. ITS manages these facilities in a manner consistent with its service objectives and the Student Computing Initiative tenets.

Tools, similar to those found in departmental labs, can often be added to a general-purpose lab to maximize the value of computing resources. ITS does this when these specialized tools don't interfere with the basic system functions or overtax support resources. This has been accomplished in Hellems 145 through cooperation and coordination between ITS and ALTEC. This lab supports several foreign language tools in order to complement the resources available in ALTEC facilities. While providing the full suite of language-specific software is beyond the scope of a general-purpose ITS lab, the extended suite in Hellems 145 gives many students a place to work outside of their foreign language classes. The utility and value of Hellems 145 can be extended through the inclusion of discipline-specific tools when it is appropriate, practical, and technically supportable. The procedures and requirements for adding discipline-specific software are described in the *ITS Student Computing Labs-Support Policies and Guidelines*.

Term:

This agreement is being established for the period ending June 30, 2002. If neither party proposes changes to, or termination of, the agreement prior to June 30, 2002, the agreement will be automatically extended until the end of the next fiscal year, June 30, 2003.

Information Specific to the Macintosh Computing Lab (HLMS 145)

The following information describes ITS's responsibilities and ALTEC's responsibilities for Hellems 145:

1. ALTEC provides space to ITS for the operation of a student computing lab.
2. ALTEC retains ownership rights for the physical space.
3. ITS has tenant's rights to the physical space in which to operate a computing lab.
4. Hellems 145 operates primarily as an open-access student lab, with some accommodation for instructional use.
5. The use of Hellems 145 is scheduled through ITS. Scheduled class use remains a secondary consideration since the lab is not funded nor managed to operate as a computer classroom. ITS will schedule lab closures for maintenance and upgrades.

6. Lab management policies and procedures governing this site are outlined in *ITS Student Computing Labs-Support Policies and Guidelines*.
7. Computer systems and related equipment in Hellems 145 will be replaced every three (3) years, as provided for through SCI.
8. All system and network installations in Hellems 145 must be in compliance with campus IT policies.
9. The current hours of operation for Hellems 145 reflect the open hours for ALTEC's other two computing facilities, Hellems 152 and 159, since ALTEC personnel are opening and closing the room. These hours are:
Monday-Thursday 8:30am-8:00pm
Friday 8:30am-4:00pm
Saturday closed
Sunday 5:00pm-9:00pm.
The ALTEC facilities are generally closed during University holidays and semester breaks. ITS may extend the open hours of Hellems 145 beyond ALTEC's hours, but will need to provide the personnel to open and close the lab. ITS may restrict the hours of operation due to security concerns.

Funding Sources for the Macintosh Computing Lab (HLMS 145)
The following are the sources of funding for Hellems 145:

The Student Computing Initiative Funds Provide:

- Computer system and standard peripheral equipment renewal and replacement.
- Standard software for communications, document generation, and utilities required for maintaining system integrity. Standard software is uniform across all ITS managed labs.
- Network components and service.
- Standard furniture, including computer tables, chairs and equipment cabinets.
- Printing supplies (paper and toner), approximately 69% of total expenses.

Information Technology Services' Funds Provide:

- Staffing for technical and operational support of the lab.
- Printing supplies (paper and toner), approximately 31% of total expenses.
- Transport of equipment for repairs, including shipping costs.
- Non-warranty hardware repairs (out of warranty period, abuse and/or misuse).

The Anderson Language Technology Center and Academic Department Funds Provide:

- Discipline-specific software packages.
- Site improvements (remodeling, power, heating/cooling).

Review and Conflict Resolution:

This agreement defines a voluntary partnership between ITS and ALTEC. Both parties agree not to impede the other's ability to identify their customers' needs, define the operational practices

for facilities in their charge, or determine how to allocate departmental resources. In the event of a disagreement or potential conflict, the Director of ALTEC, Kuan-Yi Rose Chang, and the ITS Microsystems Group Manager, Dave Bodnar, will meet and work to achieve resolution. Only after these efforts are deemed unsuccessful will there be an escalation to the Associate Dean of Arts and Sciences and the Associate Executive Director of ITS. ALTEC and ITS will meet at the start of each academic period to review the status of this agreement. Effective and regular communication will minimize potential conflicts and maximize the benefits to both partners.

I have reviewed the information outlined in this document and I herein agree to support the tenets of this Memorandum of Understanding.

_____ Date
Kuan-Yi Rose Chang, Director, Anderson Language Technology Center

_____ Date
Merrill Lessley, Associate Dean, College of Arts and Sciences

_____ Date
David Bodnar, MSG Manager, Information Technology Services