

Macintosh User's Agreement Policy

Policy Date: December 21, 2006

Policy Version: 1.1.0

This agreement is to be signed by all faculty members of NCU receiving an NCU supplied Macintosh computer. It represents the NCU policy concerning the purchase and support of the Macintosh platform.

The maximum number of faculty members who have NCU Macintoshes will be capped at one third of the faculty. Faculty members who already have an NCU-supplied PC will have to return it in order to receive a Macintosh. Macintosh purchases must receive department approval. At the discretion of the Vice President for Business and Finance, it may be required that any additional cost for purchasing Macs over PCs be approved and paid for by the departments involved. All computers, software, and related equipment purchased with NCU or departmental funds remain the property of NCU. Each computer must have a 3-year hardware and software telephone support contract through Apple Computer.

The Information Technology department will be responsible to provide support only for networking and shared-software issues that are not Macintosh-specific. For all other issues, Macintosh users will provide their own support. The Macintosh Users' Group will provide a structure for Macintosh support. The Macintosh Users' Group will provide a structure for Macintosh support issues now and in the future. The group, in conjunction with Information Technology, will chose a chair for the Group in the event of a vacancy. Mac issues and problems should be sent by email to the whole Mac Users' Group or by voicemail to the Mac Users' Group chair. Through a list-serve arrangement, members of the group will provide mutual support, as they are able. While members will provide mutual support according to the constraints of time and ability, neither the chair nor any member of the group will be held to be responsible to solve support issues. Macintosh users will cultivate a "culture of self-reliance." Macintosh users who believe they have a shared-software or networking problem will address those problems through the Mac Users' Group chair or designated alternates, who will determine if the problem requires a call to the IT help line. When members of the Users' Group cannot solve a support issue, the user with the issue will be responsible to contact Apple Computer themselves, under the terms of the 3-year support contract.

Users who put non-NCU software on an NCU Macintosh will be solely responsible for any related support issues. Users will be responsible to set-up their own software preferences, email accounts, browsers, and network connection settings when necessary.

I understand and agree to the policy stated above.

Signed: _____

Date: _____