

Mac Users' Plan

1.0 Introduction

This document pertains to the use of Macintosh (Mac) computers (iMacs, Mac Minis, servers and MacBooks) at Los Medanos College. This plan is meant to address computers and servers and does not currently address iPads, iPhones, other Apple equipment, tablets or other devices that are generally considered to be associated with a single individual.

Macs are currently in use on campus in areas where the applications required for either academic or administrative purposes justify the use for Macs rather than Windows-based computers. Although the number of Macs on campus is small (under 100) compared the number of Windows-based computers, there are enough Macs to necessitate processes for planning, installation and support of these computers.

2.0 Current Implementation

As of the creation of this document, Macs are in limited use at LMC. The primary uses are driven by the applications required for support of the academic and administrative areas. Currently, Mac computers are used in:

- Academic areas:
 - Journalism
 - Graphic Arts
 - Music & Recording Arts
 - Drama
- Administrative functions:
 - Marketing
 - Staff supporting Graphics Arts, Journalism and Drama

3.0 Planning

There will be instances where the type of use, either academic or administrative, will require the use of Macintosh computers. As such, new Macs will be installed whenever the need can be justified, but planning must be done on a case-by-case basis. Decisions will be made based on discussions between all parties that will be using the computers and the IT&S Department. For more information on the decision process, please refer to the Los Medanos College Technology Strategic Plan.

Replacement or upgrading of existing Mac computers will be performed when the following criteria are met:

- The existing hardware will no longer support software required for the academic or administrative function, or
- The existing hardware becomes unsupportable (replacement parts are not available, frequency of failure is too high, etc.), and
- An available funding source can be identified, approved, and utilized.

4.0 Support

Support for Macs includes both hardware and software support.

4.1 Hardware support

At this time, most Mac computers are under AppleCare agreements. As the computers age and the AppleCare agreements expire, processes for repairing out-of-warranty Macs will be required. These processes can and will include:

- Self-repair
 - Train staff so that they are Apple Certified
 - Obtain parts through Apple or a reliable third-party supplier
- Outside repair
 - Locate reliable and economical repair organizations.

4.2 Software support

Software support and maintenance agreements for Macs will be handled in the same manner as those for Windows-based machines. Support and maintenance agreements should be purchased at the time of the original software purchase. Extensions of agreements and software upgrades will be funded through RAP requests or appropriate grant funding, if available.

5.0 Training

In general, users of Macs are familiar with the user interface of the operating system and do not require much training in that area. As is the case with Windows machines, the available applications for Macs are too numerous for IT&S staff to be familiar with all of the possibilities. As such, it is necessary for instructors and other staff to either self-train or obtain training through third-party sources. Some third-party sources include:

- @One (onefortraining.org)
- YouTube
- Application vendor's web site
- LMC Scheduled Classes
- Lynda.com (fee required)

6.0 Mac-based Student Computer Labs

In spring semester of 2012, an informal survey was offered that asked for perceptions on the need for open computer labs with Mac computers. The survey consisted of 4 questions and was open to the entire LMC community. The questions and results are as follows:

What computer operating system do you have on your computer (or any computer that you use that is not an LMC computer)? (Pick all that apply.)

Answer Options	Response Percent	Response Count
Windows	61.8%	81
Mac	43.5%	57
Unix/Linux	5.3%	7
Other	2.3%	3
I don't have a computer that I can use other than at LMC	1.5%	2
<i>answered question</i>		131
<i>skipped question</i>		0

Have you ever had a class at LMC in which you used a Mac?

Answer Options	Response Percent	Response Count
Yes	39.7%	52
No	60.3%	79
<i>answered question</i>		131
<i>skipped question</i>		0

If you answered "Yes" to question 2, where did you work on projects outside of class time?

Answer Options	Response Percent	Response Count
In the lab where the class was taught.	36.9%	24
At home on my Mac.	50.8%	33
I wasn't able to work on a Mac outside of class time.	29.2%	19
<i>answered question</i>		65
<i>skipped question</i>		66

Would it be helpful if LMC had an open computer lab with Mac computers (The Graphics Lab is not an open lab)?

Answer Options	Response Percent	Response Count
Strongly agree	53.4%	70
Agree	20.6%	27
Disagree	6.1%	8
Strongly disagree	6.9%	9
No opinion	13.0%	17
<i>answered question</i>		131
<i>skipped question</i>		0

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Although the total number of respondents was not was not large (131), there are two items that can be taken from the results:

- 1) 29% of students who took Mac-based classes had no Mac on which to work on projects outside of class.
- 2) 75% of respondents agreed or strongly agreed that having Mac computers available in open labs would be useful.

Based on these limited results, it is clear that continued investigation on the need for Mac computers in open labs is necessary and that funding for the installation of a limited number of Mac computers in an existing open lab (e.g., Library) should be pursued.

7.0 Smart Classroom Use

Due to the variety of connectors used by MacBooks and the expense of these connectors (approximately \$30), adapters for MacBooks cannot be supplied by the College. Users with Macs are encouraged to bring an adaptor that is compatible with their computer and the VGA connection on the podium. Smart stations where Mac Minis are used are supplied with the appropriate connector.

8.0 Current Macintosh desktop and laptop standards.

The current (February, 2013) standard for Macs is as follows:

- Employee Desktop:
 - Standard 21.5" iMac from the Apple Education store (currently 2.5GHz i5 processor) + AppleCare
- Employee Laptop:
 - Standard 13" MacBook Pro from the Apple Education store (currently 2.5GHz i5 processor) + AppleCare + Mini DisplayPort to VGA adapter

Other configurations may be specified based on needs of classroom or user.