

Training Policy

Introduction

College of Architecture - Information Technology Services (ITS) is dedicated to providing quality, reliable resources to College students, staff, and faculty. Most computers maintained by ITS have a standard set of software installed. This set consists of commonly used and popular software packages. Additionally, ITS will install software on lab, staff, or faculty workstations depending on the needs of the individual, a course, research project, or other purpose.

ITS works diligently with vendors and manufacturers to ensure that installed software is working properly. However, as software continues to evolve, ITS staff may not be familiar with the intricacies of each of the installed software programs. As a result, ITS cannot provide in-house training on *any installed software applications*. There are other on-campus and off-campus training options that may be available.

Although ITS cannot provide individualized or group-based training, if you are having problems with a specific feature of a product or may be encountering problems getting the software application to work properly, please do not hesitate to [open a ticket](#) with ITS.

Training Options

There are several different training services provided on-campus to students, staff, and faculty. Although some of these services are not free, they are the recommended training options for when using an off-campus vendor or training program would be cost-prohibitive. To see the training options available, visit one of the following sites:

- [Employee & Organizational Development](#)
- In the event the above options do not provide a training solution for the product you are interested in, there are other vendors locally and nationally that may be able to provide training you seek. Some of these vendors include:
- [Global Knowledge](#)
- [New Horizons](#)

ITS can always be consulted regarding extra-college training programs. Feel free to call the Help Desk at (979) 862-8584.