

**Technology Support Addendum
2025-2026**

All technology contractual agreements and requests specific to Dual Credit program at Dallas College and ECHS & P-TECH environments on the College properties are to be coordinated through the ISD/High School central technology departments and delivered to **College ISD Technology Engagement and Support**. The following terms of collaborative responsibilities supersede other existing technology contractual agreements associated with all College locations.

Technology Support Responsibilities of College:

Educational Technology and Cyber/Information Security

- 1) College shall furnish ISD/High School with detailed information on the minimum standards for hardware and the requirements for academic software, including but not limited to instructional and proctorial applications. This information shall be provided in a timely manner to ensure Dual Credit students have equal access to the College's educational technology resources.
- 2) College shall grant Dual Credit students access to the necessary applications and software required for college-level dual credit coursework, both at College locations and through the Virtual Desktop.
- 3) In instances where Dual Credit students are unable to access the required educational technology within ISD/High School environments, College shall make reasonable arrangements for students to access the necessary technology for college-level dual credit work at College locations. This includes providing instructional and testing environments.
- 4) College shall work with ISD/High School to ensure compliance with College security measures and policies relating to the use of College information resources by ISD/High School employees and students. College is responsible for providing ISD/High School with the most current College Board policies on **Technology Resources** and **Information Security**.
- 5) College shall be responsible for supplying the ISD/High School with support information and managing ISD/High School employees' and Dual Credit students' access to the College's information resources, including but not limited to securing multi-layered access thereto.
- 6) College shall provide necessary information to, and collaborate with, ISD/High School central technology departments to resolve compromised accounts and devices and subsequently authorize and grant approved access to the College's information resources.
- 7) ECHS & P-TECH Environments at College Locations College will be responsible for the evaluation of ISD/High School technology requests specific to ECHS environments at College locations prior to the approval for modifications and/or installations to ensure the integrity of the network infrastructure, information security and service quality.
- 8) To ensure the compatibility of any ISD/High School technology and/or equipment with College infrastructure, College shall provide the ISD/High School with the College's minimum standards for use of instructional technology in College classrooms and laboratories.

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- 9) In accordance with applicable College license agreements and College policies and procedures relating to access to and use of College information resources, the College shall provide ISD/High School Dual Credit, ECHS, and P-TECH students and ECHS and P-TECH faculty access to College network, instructor station computers, and AV system, as necessary and appropriate under this Agreement.
- 10) College shall collaborate with ISD central technology departments to evaluate the required technical operations in the ECHS and P-TECH administrative areas and provide necessary information on College identified /Panduit-certified vendors.
- 11) College shall be responsible for the cost, repair, storage and maintenance of College's technology property, equipment, and infrastructures placed or installed in College buildings and utilized by ISD/High School, Dual Credit, ECHS & P-TECH students, faculty and staff.
- 12) Included in the ECHS Facilities Fees, College shall be responsible for the following approved services during the period of this agreement:
 - The installation of approved data cable and drops, up to 25 units annually, for approved ISD/High School equipment connecting to College network;
 - Approved existing numbers and locations of College telephones and up to 10 units for each new ECHS physically located at College locations.
- 13) In designated ECHS & P-TECH administrative areas, College will be responsible for providing the approved usage of College network and operational functions of the core network equipment and backbone systems based on College Standards.
- 14) When requesting generic technical support of the College's Service Desk, College shall provide ECHS administrators/staff/faculty reasonable time lengths of service based on the availability of College IT personnel.
- 15) With prior approval, College is responsible for providing the ISD escorted access to College system or security areas for maintaining operational functions of ISD devices/equipment and network infrastructure.
- 16) College shall provide ECHS and ISD the unified process for technology support requests with:
 - College ISD Technology Engagement and Support as the main contact point,
 - assigned specific time lengths for completing each project request, and
 - designated personnel providing services where possible.

Technology Support Responsibilities of the ISD/High School:

Educational Technology and Cyber/Information Security

- 1) ISD/High School shall ensure that Dual Credit students are equipped with hardware that meets the minimum standards specified by College to access the College's educational technology resources.
- 2) ISD/High School shall facilitate Dual Credit students' access to the necessary academic applications required for college-level dual credit coursework, ensuring that these resources, including instructional and proctorial software, are available and compatible through ISD/High School-issued devices and digital environments.

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- 3) In the event that ISD/High School's institutional security protocols are incompatible with College academic requirements, or in circumstances where Dual Credit students lack access to the requisite academic software using ISD/High School-issued devices, the ISD/High School shall facilitate specific arrangements within high school environments or coordinate with the College at College locations to ensure students' access to the necessary technology.
- 4) ISD/High School shall ensure compliance with the security measures required to access the College's information resources, adhering to the most current College Board policies on **Technology Resources** and **Information Security** provided by College.
- 5) In instances where security policies at both institutions are misaligned, the ISD/High School, in collaboration with the College, shall be responsible for achieving a consensus on a jointly approved practice for technical operations and system access.
- 6) ISD/High School shall collaborate with College and take the necessary actions to resolve ISD/High School employees' and students' compromised accounts and devices in order to restore access to the College's information resources.

ECHS & P-TECH Environments at College Locations

- 1) ISD, ECHS & P-TECH faculty and staff shall comply with all applicable College policies, procedures, rules, regulations and guidelines (collectively, the "College Policies"), including but not limited to the following:
 - College Standards for technology setup in all College classrooms and laboratories and the requirements of classroom restoration to the original setup at close of day.
 - College **Computer Use Policy**, including the College right to deny or remove ISD, ECHS and P-TECH faculty, staff or student access to College network infrastructure for violation of College Policies..
- 2) ISD central technology departments shall be responsible for providing portable instructional devices to ECHS and P-TECH faculty and students in College classrooms, if needed. ECHS and P-TECH faculty and staff shall be responsible for the storage and maintenance of ISD/High School-issued non-instructional devices and/or any personal devices.
- 3) Prior to scheduling a technical modification/installation at College locations, ISD central technology departments shall, in accordance with College Policies obtain written approval from College.
- 4) With prior written approval, the ISD will be allowed to install the ISD network in designated ~~College~~ ECHS & P-TECH administrative areas contracting with College identified /Panduit-certified vendors. The ISD shall be responsible for the cost of installing ISD networking equipment.
- 5) If damage to College's existing system and equipment occurs as a result of such modification or installation by the ISD, ISD and any ISD-contracted vendors will be responsible for the cost of repairs or replacement.
- 6) To ensure federal requirements are met for information security, ISD/High School shall accept College's risk assessment requirements in connection with the installation/modification of technical hardware and software, and provide a standard

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naming convention for identification of ISD/High School-issued computing devices connecting to College network infrastructure via wired or wireless networks.

- 7) For the safety of all students, ISD technical staff and vendors shall comply with applicable College Policies, including but not limited to, the College's official check-in protocol, which requires ISD technical staff and vendors to check-in with designated College staff before carrying out duties at College locations.
- 8) To obtain access to IDF/MDF closets at College locations, the ISD shall provide College ISD Technology Engagement and Support a minimum of 24-hour notice. In the event access is approved, the College will provide ISD staff with appropriate access and assign College staff to serve as their escort.
- 9) ECHS & P-TECH administrators and staff shall follow College's process for technology support requests.
- 10) ISD/High School is responsible for the maintenance and providing the vendors required information to maintain operational functions of the ISD/High School devices/equipment and network infrastructure at College locations.