1. This will be sole sourced via SHI? Yes Brian, this agreement is sole sourced through SHI.

2. can you address how we determine which "knowledge workers who provide administrative support to the consortium member's educational operations to faculty?" should be included in FTE count? (NEED TO HAVE AN OFFICIAL ANSWER FROM ADOBE) If a knowledge worker uses a computer in their role at an institution they should be counted.

3. Is $66.15 per year or for three years? - THAT IS THE PRICING UNDER OPTION 1 - PER FAC/STAFF FTE ANNUALLY. YOU ARE COMMITTING TO THREE YEARS OF THAT PAYMENT.

4. are non-knowledge workers still exempt from the counts? like security guards, maintenance workers, etc.? (NEED TO HAVE AN OFFICIAL ANSWER FROM ADOBE) If a knowledge worker uses a computer in their role at an institution they should be counted.

5. Will what Mark just explained related to how to land on FTE be in writing anywhere?

(NEED TO HAVE AN OFFICIAL ANSWER FROM ADOBE) The formula for full and part time faculty and staff applies in addition to the above answers for #3 and #4.

6. For Option 1 and 2, what about shared computers used by student workers in offices?

WITH ALL THREE OPTIONS - YOU WILL HAVE RIGHTS TO INSTALL AND RUN THIS ON UNIVERSITY OWNED DEVICES - EVEN THOSE IN LABS AND CLASSROOMS, WHERE THEY ARE USED BY OTHERS.

WITH OPTIONS 2 AND 3 - THE STUDENTS WILL ALSO HAVE THE RIGHTS TO INSTALL AND RUN THIS ON THEIR PERSONAL DEVICES.

7. Can you specify In for the employ count want specifies a staff person. Our staff includes, Campus Safety or Residential Services (Kitchen Cleaning) (NEED TO HAVE AN OFFICIAL ANSWER FROM ADOBE) If a knowledge worker uses a computer in their role at an institution they should be counted.

8. The prices and licenses mentioned so far has been full creative cloud…can we parse out the software? What if we only want certain part, THIS IS NOT AN OPTIONS UNDER THE NERCOMP AGREEMENT. ONLY THE FULL CREATIVE CLOUD IS COVERED.

9. Is the $26 for students FTE or Total Enrolled? ALL STUDENT PRICING IS BASED ON THE TOTAL USER COUNT. THERE IS NOT FORMULA APPLIED.

10. Also can we determine who accounts as a student? (Online, Part Time, Continuing Ed) (NEED TO HAVE AN OFFICIAL ANSWER FROM ADOBE) If they are enrolled at the institution they count.

11. user counts for students, is it all students based on the FTE or is it the number of students who are using it via license. THIS IS BASED ON ALL STUDENT USERS - YOU MUST LICENSES FOR ALL OF THEM.

12. Why isn't there an option for some students (like option 3 for fac/staff)

AS MENTIONED ON THE CALL - WE OFFERED THAT THE LAST TIME AROUND AND HAD VERY FEW SCHOOLS TAKE ADVANTAGE OF THE OPTION.

13. i am not clear of the “exclusive” CC apps, not available in adobe creative suite…can you go over this in more details ALL CREATIVE CLOUD APPS ARE INCLUDED IN THE ENTERPRISE AGREEMENT. STOCK AND SIGN ARE SEPARATE APPS/SOFTWARE AVAILABLE. THEY ARE NOT INCLUDED IN CC OR THIS AGREEMENT

14. @Robert - Sorry for the confusion. Exclusive CC apps and the Adobe Creative Suite are included in the Creative Cloud in the agreement. :)

15. I would definitely be interested in any options for buying student licenses for a subset of our total enrollment if we could discuss later.

WE CAN TALK THROUGH OPTIONS UNDER A VIP OPTION. WHEN YOU DISCUSS WITH SHI, THEY CAN HELP.

16. Option 3, can I purchase 1,000 student licenses at $26 or is the ALL mean have to purchase for all students at 11,000 @ $26

FOR BOTH OPTIONS 2 AND 3 YOU MUST INCLUDE ALL OF YOUR STUDENT USER COUNT.

17. Option 3 is for 100% students, with a smaller number (20%) of fac/staff

THIS IS CORRECT

18. can we discuss the difference between 2 and 3. It says rights for ALL fac staff. Does one charge for ALL FTE to give rights to ALL and one charge for 20% of FTE for rights to ALL FTE? that seems to be how it is worded

OPTION 2 IS WHERE YOU COVER ALL OF YOUR FAC/STAFF (PER FTE) AND STUDENT (PER USER).

OPTION 3 IS WHERE YOU COVER ALL YOURS STUDENT USER (PER USER) AND THEN A MINIMUM OF 20% OF YOUR FAC/STAFF.

19. Applications that were available in 2018 (ie scoute and flash builder) and not available as part of the 2019 suite, can we deploy and use the 2018 version as named/shared user license? YOU CAN DEPLY 2019 AND 2018 VERSIONS OR CREATIVE CLOUD SOFTWARE IN THE ADMIN CONSOLE.

20. SOftware 2 has a product called AppsAnywhere for application streaming:  
 @Robert - you can use older versions of software from the Admin Console. You don't need to use current or CC 2019.

21. If licenses are user based (referring to the Shared Device License) does that mean students will need to be licensed in order to use Adobe software on Labs and in Classrooms? : @Travis - Students will not need to be licensed to use Adobe software on lab machines. (PLEASE REVIEW STEVES ANSWER - SEEMS CONFUSING TOWARDS THE END.

But when you add students in the Admin Console, you'll give them access to Spark if you don't have student licenses, and access to All Apps like FTE if you do have student licenses. Then those who have an ID can log in on any shared machine with the Shared Device License. If you have licenses for a student or FTE, then you can add them in the Admin Console and give them All Apps. If you don’t have licenses for students, then you can add them in the Admin Console for Spark. When you install SDL on a lab machine, FTE and students will be able to log in with their ID that’s added in the Admin Console, whether that’s attached to All Apps or Spark.

22. we give students laptops here that are university property. can we cover those machines with the fte model? TECHINCALLY THIS SOUNDS LIKE A LOOPHOLE - BUT SHOULD GET ADOBE’S RESPONSE. This deserves a Mark Caruso response. But I’d say if students are given a laptop and not sharing, the institution should have a student license. Unless they are faculty or staff AND a student.

23. Who would I contact to start negotiations for a contract? What are the first steps

THE TIMELINE WOULD BE TO REACHOUT TO [BARBARA\_WEST@SHI.COM](mailto:BARBARA_WEST@SHI.COM) WITH WHICH OPTION YOU ARE INTERESTED IN AND THE COUNTS. SHE WILL WORK TO GET YOU THE QUOTE AND THE EXHIBIT A THAT YOU WILL REVIEW AND SIGN.

24. My current contract expires July 31. How can I cover campus with licenses from August 1 until Sept 26th? YOU WILL HAVE TO HAVE A ONE-OFF DISCUSSION WITH SHI AND ADOBE. PLEASE REACH OUT TO THEM

25. Do we have to make spark account for the students to use the shared lab licenses. Can the students just create their own so the college does not have to manage the students account YES STUDENTS CAN GO TO ADOBE.COM AND GET THEIR OWN IDS TO LOG IN ON ANY SDL MACHINE. THEY CAN GET A FREE ID AT ADOBE.COM OR USE AN ID ATTACHED TO THE PERSONAL SUBSCRIPTION THEY MAY HAVE. INSTITUTION DOES NOT HAVE TO MANAGE THE STUDENTS’ ACCOUNTS.

26. Who from SHI is speaking right now? THAT WAS BARBARA WEST

27. The ETLA pricing for NERCOMP schools is based on a single PO being submitted by SHI on behalf of the membership on an annual basis for a 3 year commitment. That is why the timing is important.

29. Schedule an Expert Session in the Support tab is for SDL or Named User deployment questions.IF YOU HAVE ADDITIONAL QUESTIONS ON SDL IMPLEMENTATION, PLEASE SCHEDULE AN EXPERT SESSION IN THE SUPPORT TAB OF THE ADOBE ADMIN CONSOLE. SESSIONS ARE INCLUDED IN THE AGREEMENT AND ARE UNLIMITED. IF YOU WANT TO LEARN HOW TO SET UP THE USER SYNC TOOL TO STREAMLINE STUDENT AND FTE USER IDS IN ACTIVE DIRECTORY AND THE ADMIN COLSOLE, SEND AN EMAIL TO [STWATSON@ADOBE.COM](mailto:STWATSON@ADOBE.COM)

30. our agreement expires in August will there be a lapse in moving to this new agreement

YOU WILL HAVE TO HAVE A ONE-OFF DISCUSSION WITH SHI AND ADOBE. PLEASE REACH OUT TO THEM

31. Can we set up the Spark software in our labs for the in August so we do not have to make changes mid semester?

(NEED TO HAVE AN OFFICIAL ANSWER FROM ADOBE) Spark is free so yes!

32. Does the 2 devices mean 2 devices permanently like my laptop and iphone and can't change? Or does it mean that I can change devices but not log in on more than 2 devices at the same time? THIS REFERS TO USERS ONLY BEING ABLE TO USE IT ON TWO DEVICES AT ONE TIME.

33. via shared device? what does that mean for classroom use? THESE ARE COVERED TO RUN THE APPLICATIONS.

34. can the admin console show the machine names of where a users has signed into (NEED TO HAVE AN OFFICIAL ANSWER FROM ADOBE) No, the Admin Console only reflects user IDs.

35. can you purchase license per semester or would it be for the entire year for students?

YOU CANNOT PURCHASE PER SEMESTER, YOU PURCHASE BASED ON THE ENTIRE YEAR AND YOUR TOTAL COUNTS.

36. Is there any plan to have a separate named user license for Acrobat Pro at reduced cost-not $66.15 per user-since it is a greatly reduced benefit?

NOT AT THIS TIME.

37. Is there any update on when shared device license might work in VDI environments? Adobe doesn’t support a VDI environment for shared devices. And if a student can access the software from their own machine through an VDI environment, then the institution needs a student license for that scenario.

38. Is the $26 for students FTE or Total Enroed? Also can we determine who accounts as a student? (Online, Part Time, Continuing Ed) (NEED TO HAVE AN OFFICIAL ANSWER FROM ADOBE) A student is an individual who is enrolled at the school.

39. Will the Admin Console ever allow deactivation of machines as users upgrade hardware? ADMIN CONSOLE ONLY LOOKS AT USER ID’S AND NOT DEVICES. IF YOU DON’T WANT USERS TO ACCESS A DEVICE WITH ADOBE SOFTWARE ON IT, JUST DELETE THE USERS IN THE CONSOLE.

40. What about students using licenses thru AppsAnywhere? (NEED TO HAVE AN OFFICIAL ANSWER FROM ADOBE) Have no idea what this means.

41. If we are adding 'Named Users' why do we need FTE counts? NAMES USER = FTE COUNTS AND THAT DETERMINES WHAT PORTION OF THE AGREEMENT THAT AN INSTITUTION IS PARTICIPATING IN

42. Why isn't there an option for some students (like option 3 for fac/staff) our school only has one program that would require cc access for students

AS MENTIONED ON THE CALL - WE OFFERED THAT THE LAST TIME AROUND AND HAD VERY FEW SCHOOLS TAKE ADVANTAGE OF THE OPTION.

43. I was more curious if we had to include Part Time, Online, Etc.) (NEED TO HAVE AN OFFICIAL ANSWER FROM ADOBE) - SPECIFICALLY ABOUT ONLINE If user is accessing with their own machine, they need a license whether they are faculty and staff (part of FTE) or a student (need student license).

44. will SDL still work in a render farm situation asking in regards to adobe bridge (NEED TO HAVE AN OFFICIAL ANSWER FROM ADOBE) Have no idea. Please schedule an Expert Session in the Support tab of the Admin Console.

45. Can we do Option 1 the first year and then switch to Option 2 year 2 and 3 if we want to add students then? YOU WILL HAVE THE OPTION TO MOVE FROM OPTION 1 TO OPTION 2 OR 3. YOU COULD ALSO MOVE FROM OPTION 3 TO OPTION 2.

46. Other webinars over the past year have suggested that we would have to purchase a set number of Shared Device Licenses. Is that not the case in this agreement? NO SHARED DEVICE LICENSES ARE NEEDED TO PURCHASE FOR THE NERCOMP ADOBE ENTERPRISE AGREEMENT

47. Is there a hard limit on “all university owned devices”? NO

48. Can different schools (e.g. engineering, business, A&S) at a university opt for different options? THIS IS NOT ALLOWED AT THIS TIME. THE ENTIRE SCHOOL MUST BE COVERED.

49. Are we obligated to move our existing 3-year agreement over to this new agreement this September 2019, even if we have another year remaining. YOU DO NOT HAVE TO JOIN THIS AGREEMENT AT ALL, AS A MATTER OF FACT, IF YOU HAVE A CONTRACT THAT DOES NOT EXPIRE FOR A YEAR - YOU WILL LIKELY NOT BE ABLE TO JOIN THIS YEAR.

50. as staffing and enrollment changes each year can we adjust our FTE counts? YOUR COUNTS CAN GO UP BUT CANNOT GO DOWN ANNUALLY FOR THE 3 YEAR TERM

51. Why is the F/S FTE price lower for a partial license? Seems like Option 2 should cost less per FTE to incentivize that option. (NEED TO HAVE AN OFFICIAL ANSWER FROM ADOBE) Adobe got approval from their Sales Operations team for the options.

52. So the totals for students in Option 3 are for all the students in all the schools total (not per school)? YES

53. My institution recently signed our Adobe ETLA at a higher FTE unit price (similar to your Option 1 but a different SKU - 65290668 All Apps HED Faculty/Staff). Obviously, we'd like to take advantage of the lower NERCOMP pricing. Is there a way to do this? (NEED TO HAVE AN OFFICIAL ANSWER FROM ADOBE) Need official Mark Caruso answer on this.

54. Can we forego signing up this year and come in next year for the last two years of the three? YOU WOULD BE ABLE TO JOIN NEXT YEAR.

55. Why would we ever want to do option 2? It seems like 100% faculty/staff with option 3 is cheaper per head, and the students could be cheaper too.(NEED TO HAVE AN OFFICIAL ANSWER FROM ADOBE) For some this will be cheaper. Please do what works best for your institution.

56. Can we have a list of all use case scenarios where a Shared Device License can be deployed? (NEED TO HAVE AN OFFICIAL ANSWER FROM ADOBE) An Expert Session in the Support tab of the Admin Console is highly recommended here.

57. I'm not understanding how option 2 is different than option 3, it seems like the pricing is based on the total Nercomp student volume so won't we fit into at least the first tier of option 3?

(NEED TO HAVE AN OFFICIAL ANSWER FROM ADOBE) This needs an official Mark Caruso comment.

58. Why wouldn't a university use option #3 if they wanted to license all Fac/Staff?(NEED TO HAVE AN OFFICIAL ANSWER FROM ADOBE) Please do what is the best situation for your institution.

59. Is Shared Device License also available for Office or University owned Laptop use? YES

60. We have about 2,100 students. For Option 3, how much per student? ONCE WE HIT THE MINIMUM TOTAL FROM ALL SCHOOLS OF 30,000 STUDENTS - YOUR PRICING WILL BE $36 PER STUDENT USER

62. What flexibility is there for licensing schools within the university? Can different schools choose different options? Can a single school opt in with the rest staying out? THERE IS NO FLEXIBILITY - THE ENTIRE SCHOOL WOULD HAVE TO PICK ONE OPTION

63. That is about Named User, and I've had 2 support cases with Adobe. 1 was able to deactivate a named users' machine that had died and needed to be able to reactivate one of their 2 machines. The second support person just told me to delete the Name User account and re-create. Clearly the 1st method was possible on Adobe's end, and I wish to have that ability on my Admin Console so I don't get different answers depending on who I reach that day.

THE SECOND SUPPORT PERSON WAS CORRECT

64. Do we still need to rely on Adobe Spark for student CC accounts? YES UNLESS YOU HAVE STUDENTS GO CREATE THEIR OWN ID’S AT ADOBE.COM

65. Is the cost per year or for the three years of the contract? THE COST IS PER YEAR.

66. Just to confirm, option 1 includes 1/3 of part time staff and 1/3 of part time faculty? THE FORMULA IS

FT FACULTY + FT STAFF + (PT FAC/3) + (PT STAFF/2)

67. Option 3 how if we only license a percentage how does it cover ALL Fac/Staff NO - IT WOULD COVER THAT PERCENTAGE OF YOUR TOTAL FAC/STAFF

68. Our current anniversary date is August 1. what do we do in the meantime?

YOU WILL HAVE TO HAVE A CONVERSATION WITH SHI AND ADOBE.

69. Can you change an install from shared device to named user (and vice versa) easily? Or is it a full uninstall/reinstall? AN EXPERT SESSION IN THE SUPPORT TAB OF YOUR ADOBE ADMIN CONSOLE CAN GO OVER THIS

70. So do students have to be added to the console to use SDLs? NO YOU CAN DIRECT STUDENTS TO GO TO ADOBE.COM AND GET THEIR OWN FREE ID

71. Steve Watson - Could we get that description of why students should be added to Spark to allow them to access SDL in writing? It would settle a point of disagreement between our community colleges and our system office in the CSCU system.

72. Will the slides be sent to posted so that we can share them

YES - THEY ARE ON THE NERCOMP SITE UNDER THE LICENSING TAB

73. Can students use a personal Adobe ID with a shared device license lab computer, if they want? YES

74. Question about the agreement signature: our CFO signs all agreements but we can't just send him an agreement for digital signature without notice. Will we be able to obtain a paper copy to route and get his signature?

75. Student licenses - do they have to be on institutionally owned laptops? Our plan is to make students purchase their own device IF YOU HAVE STUDENT LICENSES IN YOUR OPTION, THEN STUDENTS CAN ACCESS ADOBE PRODUCTS ON INSTITUTIONAL AND PERSONAL DEVICES

76. can people use self-created adobe ID's to sign into Shard device license apps? YES

77. For Option 3, is it only 20% or can you choose 30% of FTE? YES - YOU CAN CHOOSE A HIGHER NUMBER

78. For option 3, the minimum of 20% can be increased, correct? So if we want 40%, we can negotiate that in the contract? YES - YOU CAN CHOOSE A HIGHER NUMBER