

# **Policies and Procedures for Information Technology Resources and Systems**

## **Information Technology Resources Allocation**

Jefferson State Community College acknowledges that Information Technology (IT) resources and services are essential for support of the College's instructional and administrative service functions. Therefore, it is the policy of the College to provide, to the extent that financial resources allow, appropriate technical resources and support to both academic and administrative service areas of the College. To ensure equitable balance between these two areas, priorities for usage have been established. The Management Information System (MIS) Committee is responsible for evaluating these priorities to ensure that academic and administrative needs are adequately served.

The College has a Switched Ethernet Network interconnected by a fiber optic backbone providing high-speed access to applications, email and the Internet. The network serves both academic instruction and administrative computing services. The College provides access to IT resources in offices, instructional classrooms, and open labs for students, faculty and staff.

## **Academic Use**

Priorities of the Network for Academic use are as follows:

1. Development and delivery of classroom instruction and distance learning
2. Computer-assisted instruction and self-paced instruction in open labs
3. Open lab for student use outside of class
4. Library access on campus as well as the Alabama virtual Library
5. Testing
6. Internet use for research
7. Web access to student records for registration, grades and other individual student information
8. Email access

## **Administrative and Support Areas Use**

Priorities of the Network for Administrative use are as follows:

1. Student information system
2. Student financial aid
3. Financial accounting
4. Payroll/personnel
5. Network file and print services
6. Email access
7. Internet access
8. All other areas of services

The policy regarding priority is to provide the maximum possible service to each area with minimal interruption of service to all areas. There may be times when these priorities may change based on a deadline that must be met in a certain area. These changes are communicated in advance to give areas time to adjust their schedules accordingly.

## **Responsible Computing and Acceptable Use Policy**

The guiding principle of Jefferson State Community College's Information Technology, consistent with the College's vision and statement of philosophy and purpose is to provide:

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- students with the appropriate technology and support to succeed in both learning academic theories and in applying those theories to real-world situations;
- faculty with the appropriate computing tools to succeed in their teaching and research endeavors; and
- staff members with a computing environment that fosters productivity and assists in accomplishing job objectives.

In order to achieve these objectives, it is necessary to set forth policy guidelines for all users of the College's computing resources. This policy is applicable to, but is not limited to, the use of computing resources found in/on student computing labs, desktop workstations, administrative computers and workstations, campus network facilities (such as electronic mail systems, network connections), the World Wide Web, and all other technology-related resources of the College. All users of the computing resources are responsible for reading and understanding this policy.

### Rights and Responsibilities

The rights of academic freedom and the freedom of expression apply to the use of Jefferson State Community College's computing resources. Along with these rights there are associated responsibilities and limitations. The College supports a campus and computing environment open to the free expression of ideas, including unpopular points of view. The use of the College's computing resources is subject to College policies, and local, state and federal laws. Acceptable use always is ethical, reflects academic honesty, and shows restraint in the consumption of shared resources. It demonstrates respect for intellectual property, ownership of data, system security mechanisms, and individuals' rights to privacy and freedom from intimidation and harassment.

### General Rules

These rules apply to all users of the College's computing resources, whether affiliated with the College or not, and to all uses of those resources whether on campus or from remote locations. Users do not own accounts on College computers but are granted the privilege of using the College computing resources. All users of the Jefferson State Community College's Intranet will be authenticated for security and access rights.

1. Users of College computing resources must comply with federal and state laws, College rules and policies, and the terms of applicable contracts including software licenses while using the college computing resources. Examples of applicable laws, rules, and policies include the laws of libel, privacy, copyrights, trademark, obscenity and child pornography; the Electronics Communications Privacy Act and the Computer Fraud and Abuse Act, which prohibit "hacking," "cracking," and similar activities; the Student Code of Conduct; and the college's Sexual Harassment Policy.
2. Users are responsible for keeping their accounts and passwords secure. Users are responsible for all activities on their user ID or that originate from their systems. It is important to choose a password that is secure. Under no circumstances should users allow anyone else to use their personal account and password.
3. Certain limits are in place for the purpose of ensuring the efficient operation of College computing resources. Users of the computing resources may be asked to limit or refrain from specific uses if, in the opinion of the system administrator, such use interferes with the efficient operations of the computer systems.
4. Users must not use College computing resources to gain unauthorized access to remote computers or to impair or damage the operations of the College's computers, networks and peripherals. This includes, but is not limited to, blocking communication lines and running, installing or sharing virus programs. Deliberate attempts to circumvent data protection or other security measures are not allowed.

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5. Users must have the appropriate authorization to use College trademarks and logos while using College computing resources.
6. This policy may be modified as deemed appropriate by the College. Users are responsible for reading and understanding this policy and should periodically review this policy as posted in the College's Administrative Policy and Procedures Manual.

### **Enforcement**

The college considers violations of the general rules of acceptable use to be a serious offense. Users who violate this policy may be denied access to College computing resources and be subject to other penalties and disciplinary action, both within and outside the College. Alleged violations will be investigated, and appropriate disciplinary action will be taken. However, the College may temporarily suspend, block, or restrict access to an account or computing resource (i.e. network ports, processes) independently of such procedures, as it deems necessary to protect the integrity, security or functionality of College or other computing resources or to protect the College from liability. The College may also refer suspected violations of applicable law to appropriate law enforcement agencies.

### **Information Privacy and Security**

1. Under the Electronic Communications Privacy Act of 1986 (Title 18 U.S.C. section 2510 et. Seq.), users are entitled to privacy regarding information contained in their accounts. This act, however, allows system administrators or other College employees to access user files in the normal course of system management when necessary to protect the integrity of computer systems or the rights or property of the College. At times, system administrators may also need to access files to ensure compliance with College policy. User files may be subject to search by law enforcement agencies under court order if such files contain information that may be used as evidence in a court of law. System administrators are obligated professionally and morally to maintain the confidentiality of user files, email and activity logs. The College may also specifically monitor the activity and accounts of individual users of computing resources, including individual login sessions and the content of individual files, without notice, when the College determines that:
  - a. It is necessary to protect the integrity, security and functionality of College or other computing resources or to protect the College from liability;
  - b. There is reasonable cause to believe the user has violated or is violating this policy;
  - c. An account appears to be engaged in unusual or unusually excessive activity; or
  - d. The law otherwise permits it.
2. Although the College considers email to be private, it also recognizes that email facilities are supported on the computing networks, hardware, and software, which are the property and responsibility of Jefferson State Community College. Therefore, as indicated above, the College reserves the right to access and examine email messages in accord with technical support, system maintenance needs, and college policy.
3. The College employs various measures to protect the information of its computing resources and its user's accounts. Users should be aware that the College cannot guarantee security and confidentiality. Users should engage in safe computing practices by establishing appropriate access restrictions for their accounts, making frequent back-up of critical files, and guarding their passwords.

### **Commercial and Personal Use**

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College computing resources are not to be used for personal commercial purposes or for personal financial or other gain. Limits may be imposed upon personal use in accordance with normal supervisory procedures concerning the use of college equipment.

## **Internet Use Policy**

### **Introduction and Statement of Mission for the Jefferson State Community College Web**

Jefferson State Community College's Internet use is a continuation of the College itself, as a comprehensive, public, two-year, community college that exists to provide an educational environment in which the needs of the individual student, the community, and other target audiences can be met. Consistent with the College vision, Internet use and Web-page development at Jefferson State Community College is intended to put the learner's needs first by being responsive and innovative, as well as being a catalyst for life-long learning. In addition to facilitating the education process for students, Internet use is intended to support administrative efforts in research, to enhance course delivery and the teaching process for faculty, and to make available more resources for the staff.

The use of information technology must be consistent with the philosophy and purpose of the College. Those who access the Internet with College resources are required to conduct themselves in an ethical and legal manner, and to adhere to the conditions of use set forth in this document.

Eligibility for access and use is a privilege granted by Jefferson State Community College to the students, faculty, staff, and others permitted by the College. The College reserves the right to extend, limit, restrict or deny privileges and access to its information resources. The College recognizes that local, state and federal laws relating to copyrights, security, and other statutes regarding Internet use bind all members of the College.

### **General Guidelines for Web Pages**

All Web pages must bear a direct relationship to the mission and purpose of the College and will conform to all College policies. Responsibility for the content, accuracy, and maintenance of a Web page rests with the developer/author of the page. The Institution reserves the right to periodically review the appropriateness of any Web pages associated with the College.

#### College Related Web Pages

For technical guidelines and stylesheet, refer to [webmaster/](#)

#### Office, Division, or Discipline Web Pages

The Division Chair or office administrator is ultimately responsible for the content and maintenance of Web pages representing that office.

#### Student Clubs, Organizations or Program Pages

A College-based organization or program Web page will be considered upon the recommendation of the designated faculty or administrative sponsor. The designated faculty or administrative sponsor is responsible for the content and quality of the information presented via the Web.

#### Faculty or Staff Pages

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The faculty or staff member who develops a Web page is responsible for the content and quality of the information presented via the Web.

Other, Related Web Pages

Student Pages

A student who develops a Web page is responsible for the content and quality of the information presented via the Web.

Community Partner, Association, or Other Pages

The chief administrator of the community partner is responsible for the content and quality of the information presented via the Web.

## **Responsibilities of Users**

Users of the College's Internet resources are expected to comply with the following criteria for responsible usage:

1. The use of Internet resources should be consistent with the College's mission to further the educational process by facilitating the acquisition and exchange of knowledge, by encouraging collaborative projects, and by supporting research and instruction by administration, faculty, staff and students.
2. The use of Internet resources should conform to any regulations, policies, and procedures established in the College's Student Handbook.
3. Individuals must take all reasonable precautions to prevent unauthorized access to Internet accounts or any other unauthorized usage and are expected to report any violations of this policy and/or security problems to appropriate personnel.
4. The use of Internet resources should comply with ethical and legal standards. The following would be considered unethical or illegal:
  - A. Using the Internet resources in a manner that creates a hostile environment, which may include but is not limited to harassing, threatening, stalking, libeling, or slandering other persons, or in any way that damages community relations.
  - B. Using the Internet resources in a manner that violates the privacy of other users or persons.
  - C. Copyright infringement.
  - D. Using the Internet resources to knowingly upload or download pornography.
  - E. Using the Internet resources to operate or engage in scams, pyramid schemes, or in any commercial venture.
5. Individuals shall refrain from the intentional waste of limited computer resources by engaging in such activities as downloading non-college-related programs or applications.

## **Sanctions**

Use of the College's Internet resources is a privilege, not a right. The College reserves the right to do the following:

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1. Alter the provisions of this policy as needed.
2. Change the conditions of use of its Internet resources.
3. Terminate or change, without notice, the nature of access to these resources.

Users who violate College policy or the standards for legal and ethical usage may have the privilege of use revoked without notice. Violators may be reported to appropriate personnel. Those using these resources for illegal acts are subject to prosecution by local, state, or federal authorities.

## **Limitations of Liability**

### **1. Access**

The Internet World Wide Web is a global network unregulated by local, state, federal, or international authority. Materials on the Internet may be controversial, offensive, disturbing, erroneous, or illegal. Because the College has no control over nor does it monitor materials on the Internet, it can not be held responsible for such material, for controlling access to it, or for protecting patrons from offensive material. The College disclaims any warranty for the accuracy, timeliness, authoritativeness, or usefulness of such materials and shall have no liability for any direct or indirect damages resulting from the use of Internet material. Access to, or use of, the Internet by minor children is solely the responsibility of the parent or legal guardian.

### **2. Links to Internet Sites**

The College, through its home page, provides links to helpful sites that are consistent with the mission and purpose of the college. However, because of the unregulated nature of the Internet, the College can not monitor nor be responsible for the content or availability of the sites to which it links, nor for any subsequent links.

### **3. Violation of Privacy**

The College disclaims any liability or responsibility for the violation of privacy of any individual by a user. Such responsibility shall lie solely with the user.

### **4. Use of Copyrighted Materials**

The College disclaims any liability or responsibility for copyright infringement by a user. Such responsibility shall lie solely with the user.

### **5. Computer Viruses**

Because the Internet is unregulated, viruses that are potentially harmful to the user's computer system may be downloaded from the World Wide Web. Responsibility for identifying and eliminating such viruses downloaded in data or files rests with the user. The College disclaims any responsibility for damages resulting from viruses transmitted through data or files obtained through the use of the College's electronic information systems.

## **Email Policy and Guidelines**

### **Purpose**

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Jefferson State Community College provides email access to faculty and staff to help them be more effective in performing their work-related duties and to students to assist in achieving their educational goals. The goal of the college email system is to facilitate faster and more efficient communications both internally and externally.

## **General Guidelines**

Users are permitted to use college email for personal correspondence, provided that it is used in a reasonable manner and is not abused.

Users should:

1. Be mindful that any email sent using the College's email system contains the College's domain name and is therefore a reflection of the College as well as the individual sending the email.
2. Send, copy or forward email only to people when reasonably sure that the recipient(s) has/have a need or desire to read it.
3. Be aware before forwarding an email message that the original sender may have considered that email a private communication. Users should forward an email only when they are certain that they have the original sender's approval.
4. Verify the validity of any email that comes with instructions to forward. Many of the mass emails, warning of some threat such as new virus, offering some incentive for forwarding the email, or requesting help for someone in need, are hoaxes. There are many Internet sites, such as [www.urbanlegends.com](http://www.urbanlegends.com), that have archives where these can be verified.
5. Scan all attachments for viruses before sending or downloading.

## **Policies**

Users must:

1. Obtain approval from the appropriate dean, associate dean or director before sending any college-wide, mass email, i.e. mail that is not targeted to members of a specific, college-defined organizational unit. Examples of a college-defined organizational unit include, but are not limited to, college departments, committees, clubs, and unit heads. A mass-distribution email must contain the author's name and title, name of the person authorizing the distribution, and the sender's initials.
2. Refrain from using the college's email system to transmit anything that the recipient might consider obscene, pornographic, threatening, harassing, or otherwise offensive.
3. Adhere to all other college policies pertaining to general computer and Internet usage, in addition to the specific policies stated above
- 4.

## **Policies and Procedures for Telecommunications Facilities**

### **Introduction**

Videoconferencing allows users at multiple locations to interact with people at other locations as if they were all in the same room. Developments in compressed video technology and improvements in communications standards allow the College to host conferences between most brands of videoconferencing equipment and at a variety of video transmission rates. Both the Shelby-Hoover Campus and the Jefferson Campus can host videoconferences for large and small audiences for

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educational and non-educational uses that are consistent with the College's mission.

Jefferson State Community College is a member of the Intercampus Interactive Telecommunications System (IITS) that is composed of universities, community colleges, high schools, and other agencies. The IITS began in 1991 as an effort to use emerging telecommunications technology to share Alabama's instructional resources and has grown to become Alabama's interactive video network with more than thirty sites.

## **PRIORITIES FOR USE**

1. Credit courses originating at Jefferson State Community College
2. Credit courses originating at other institutions open to Jefferson State Community College students
3. Credit courses originating at other institutions for students who are not attending Jefferson State Community College
4. Jefferson State Community College non-IITS credit courses
5. Non-credit courses originating at Jefferson State Community College
6. Academic and/or institutional activities
7. Other

**Origination-Site Policies:** All courses/activities originating in Jefferson State Community College videoconferencing facilities are subject to the same college and state policies applied to other courses.

## **Receive-Site Policies:**

1. Jefferson State Community College will bill the sponsoring organization for use of the facility as a receive site. Under normal circumstances Jefferson State Community College will not assume responsibility for collecting fees from participants. All monies are to be paid in advance.
2. The College will not register students for courses originating from other institutions. It will be the sponsoring institution's responsibility for registering students, although it may use the site's equipment for this purpose, if needed.
3. As a receive site, the College will provide telephone access, a FAX machine, printer and copier. In addition, a room coordinator will be available for assistance with the equipment and other services as negotiated on a per use basis.

**Cancellation Policy:** Director, Instructional Technology Services should be notified of any cancellation, including class meetings, at least 24 hours prior to the time scheduled. Organizations using the facilities for a non-educational purpose will be charged for the first hour if they do not cancel in time.

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**Class Taping Policy:** If Jefferson State Community College is the originating site for a class, each class session will be taped and the tapes maintained until after the final exam. If Jefferson State Community College is serving as a receive site, each class period will be taped and maintained for two weeks. Requests for the taped sessions should be directed to Director, Instructional Technology Services.

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