

## **Guide to Acceptable Use of Technology Office of Information Technology**

### **INTRODUCTION**

Camden County College's policy governing Acceptable Use of Technology attempts to balance the freedoms needed for legal, ethical and efficient use of shared resources. It is reflective of academic honesty and demonstrates respect for intellectual property, ownership of information, system security mechanisms and individuals rights to privacy and to freedom from intimidation and harassment. Access to College computers is not a right, it is a privilege enjoyed by all who observe an honor system based on the following guidelines that give notice and provide for due process.

### **Guidelines**

In making acceptable use of technology you **MUST**:

1. Use files, information and software for authorized purposes only;
2. Use files, information and software for which you have authorized access;
3. Comply with state and federal copyright regulations;
4. Comply with vendor license agreements;
5. Use information in ways that support the mission of the College; and
6. Comply with other College technology-specific guidelines, such as those for academic computer laboratories, Web Page and e-mail.

In addition, you **MUST BE**:

7. Respectful in your use of shared resources; therefore, academic needs take precedence;
8. Responsible for maintaining the security of information;
9. Responsible for engaging in activities that will maintain the integrity of the system and information contained within; and
10. Responsible for observing the policies of all networks accessed through College resources.

In making acceptable use of technology you **MUST NOT**:

11. Give your password to anyone else or misrepresent your identity;

12. Use the College's equipment or software for commercial use of personal gain;
13. Engage in activities that are against federal or state law;
14. Use, copy or modify anyone else's files without permission;
15. Interfere with College operations;
16. Use resources to annoy, harass, discriminate or intimidate anyone;
17. Use resources to send, download or transmit materials that contain profanities, obscenities or sexually explicit materials; or
18. Destroy, remove or modify College computer equipment or software.

## **Enforcement/Consequences**

The College considers any intentional violation of acceptable use guidelines to be a serious offense and will lead to disciplinary action under standard College rules for misconduct and existing judicial, disciplinary or personnel processes.

### **· Acceptable Use Policies**

Access to and use of Camden County College's information technologies by users is an affirmation that they accept the terms of Camden County College's Acceptable Use of Information Technology (3/98, Fall 03), Printing Policy For Computer Open Access Facilities (4/03), and Student Responsibilities and Acceptable Use of Information Technology. These policies are posted in all College computer public access facilities, on the College's web page and in the Student Handbook.

Access and use of the College's information technologies is granted primarily for academic purposes. The following constitutes academic purposes:

- a. Completion of coursework as assigned by faculty
- b. Assigned research and/or limited independent research
- c. Participation in campus sanctioned activities
- d. Internet web browsing for academic purposes

Users granted access to College information technologies shall adhere to the following rules, responsibilities, and acceptable use in five categories:

- a. Access to Resources/Authorized Use/Security
- b. Academic Etiquette
- c. Misuse of Resources
- d. Privacy
- e. Miscellaneous

### **· Access to Resources/Authorized Use/Security**

3.1 Student User Accounts (e.g. e-mail, Web Advisor) are granted to support the instructional process, facilitate communications in academic endeavors and promote information sharing on projects and class assignments.

3.2 Students are responsible for their own data and accounts (financial information, social security numbers, etc.) Students must not allow any person to use their passwords or to share their accounts. It is the student's responsibility to protect their account from unauthorized use by changing passwords periodically and using passwords that are not easily guessed.

3.3 Use of computers is on a first-come, first-served basis unless otherwise specified by a computing resource area.

3.4 No user may enter and use lab facilities unless supervisory personnel are present.

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## **Academic Etiquette**

3.5 Unauthorized or illegal copying or transfer of licensed digitized medium such as music, movies and other copyrighted materials is strictly prohibited. Students are not permitted to load software on any hard drive. The use of pirated software is also prohibited.

3.6 Any use of computing resources to commit academic fraud is strictly forbidden.

3.7 All users are responsible for maintaining a clean environment. NO Food or Drink is permitted while using computer equipment, except in the Cyber Café(s). Defacing of computer equipment or facilities is prohibited.

3.8 Users must exercise good judgment regarding noise levels in their computing environment. For example, when viewing multi media please use headphones.

### **· Misuse of Resources**

3.9 Use of e-mail, voice mail or other technology to harass, threaten, or disrupt classes is prohibited.

3.10 Viewing, mailing, or posting of pornographic material and/or use of profanity is not an acceptable use and may constitute harassment as defined by the College's Sexual Harassment policy.

3.11 Certain facilities may have computing policies that prohibit all game playing.

3.12 Students' use of resources in all computing facilities (such as the computer system, printer, compilers and peripherals) is restricted to the requirements of their specific class. Students' use of all computing resources and facilities is not for commercial use.

3.13 Any attempt to intentionally circumvent system security, introduce a virus, use another user's password, access confidential information, or in any way attempt to gain unauthorized access to local or network resources is forbidden.

3.14 The owner of a digital device (such as a laptop or PDA) connected directly to the College network is responsible for the behavior of users on that device and for all network traffic to and from that device. The owner may use that device on the College network; however, the use is subject to all of the College policies on the use of the network.

### **· Privacy**

3.15 Students are responsible for exercising caution when committing confidential information to electronic media. Although Camden County College maintains the confidentiality of all information stored on College computing resources such as Web Advisor (degree audit, financial aid, grades, payment, and registration, etc.) users should be aware that:

- a) It may be possible for individuals to obtain unauthorized access to the facilities or to other users' electronic mail or files.
- b) The Internet is not a secured network and should not be relied upon for transmitting confidential or sensitive data.
- c) E-mail is not viewed as a form of confidential communication.
- d) Authorized College personnel may view contents of e-mail due to serious addressing errors or as a result of maintaining the e-mail system.

3.16 The institution respects the privacy of all users; however, reserves the right to review questionable data or activity.

#### · **Miscellaneous**

3.17 Students are responsible for their data. The College is not responsible for lost data or work.

3.18 Students are responsible to report misuse, abuse or problems to supervisory personnel such as lab supervisors, lab assistants, faculty, and library staff.

FOR ASSISTANCE, STUDENTS CAN CALL THE TECHNOLOGY HELP DESK AT 1-856-374-4900. ASSISTANCE IS AVAILABLE 24 HOURS A DAY, 7 DAYS A WEEK.

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## **E-MAIL POLICY**

### **Purpose**

To define the policy for the appropriate use of Camden County College's electronic mail system (e-mail) utilizing Camden County College-approved computer applications. This document is a supplement to the Acceptable Use of Technology Guidelines.

### **Scope**

This policy applies to all Camden County College e-mail users, both employees and authorized non-employees (those not directly employed by the College).

### **Responsibility**

It is the responsibility of each user to take all necessary steps to follow the policies outlined below when using e-mail, whether internally or externally (e.g., the Internet, private network). Violations of this policy may result in loss of use and may be subject to criminal or civil legal action as well as College disciplinary action.

## **Policy**

**Acceptable Use:** E-mail is to be used primarily for business purposes. Any personal use must not interfere with normal business activities, must not involve chain letters or solicitations, must not be associated with any for-profit outside business activity and must not potentially embarrass or damage Camden County College's reputation or tarnish its image.

**Content Precaution:** E-mail users must treat e-mail messages as if they were written on Camden County College letterhead. In addition, e-mails may not contain language, images or sounds that are harassing, intimidating, pornographic, libelous, defamatory or discriminatory or that threaten physical harm.

**Unwelcome E-Mail:** It is the responsibility of the user to contact the Human Resources Office should they receive inappropriate e-mail, whether internally or externally.

**Security:** E-mail messages (especially but not limited to those sent over the Internet) may potentially be accessed or viewed by unintended persons. E-mail users must use care when using e-mail to send or receive sensitive or confidential information.

**Ownership:** The e-mail system and all messages sent by e-mail are the property of Camden County College. Camden County College reserves the right to access and disclose all messages sent or received using its e-mail system to determine whether users have breached security, violated College policy or engaged in other unauthorized or illegal actions. Camden County College also may, without prior notice to either the sender or recipient, disclose e-mail messages when law or contract requires such action. Users should be aware that their deletion of a message might not automatically delete all copies of that message.

**Copyrighted Material:** Certain data and materials on the Internet may be copyrighted, and downloading for distribution would constitute copyright infringement.

**Individual Mailboxes:** An e-mail user must have authorization to use a mailbox assigned to another individual to either send or receive messages.

**Group (Non-Individual) Mailboxes:** An e-mail user must have authorization to use a group mailbox.

**Retention:** E-mail users are responsible for the maintenance of their mailboxes, i.e., saving needed messages and deleting unneeded messages. E-mail retention policies will be adopted and communicated from time to time.

## **ADDENDUM TO E-MAIL POLICY (April 2000) FOR BULK E-MAIL**

### **Background:**

The Guide to Acceptable Use of Technology, published in April 2000 states, "E-mail users must treat e-mail messages as if they were written on Camden County College letterhead." When widely distributed, such a document is considered official College

correspondence. While broadcast or bulk e-mails can serve a useful function, care must be taken to ensure that this official communications channel remains free of inappropriate or unsolicited e-mail. Bulk e-mail is defined as official communication being sent to all users with a Camdenc.c.edu e-mail address.

### **Recommendation:**

Bulk e-mail can only be used for official communication that is to be approved by the Vice President to whom the sender reports.

March 5, 2002

## **ADVICE FOR MANAGING YOUR E-MAIL ACCOUNT**

**Delete Messages:** Users are responsible for e-mail residing on personal or shared workstations and should delete messages regularly.

**Beware of Viruses:** While text-based e-mail messages cannot contain viruses, they can be transmitted from one system to another. This can happen if a user attaches a virus-containing message and then sends it out across the Internet. Opening a file attachment to an Internet e-mail message really is no different than placing an unknown diskette in your drive and should be treated with the same precautions.

**Make Use of the Reply Function:** Rather than creating a new e-mail message when replying to a message you have received, use the reply function. It automatically inserts the recipient reply, but more importantly indicates the message to which you are replying.

**Descriptive Subject Lines:** Use the subject line to assist the reader in determining the importance of the message. This also is important for easy retrieval after it has been filed.

**File Attachments:** While it's simple to attach files such as a spreadsheet, Internet e-mail protocols were never designed to transfer large file attachments. In fact, only files of 64k will arrive at their destination reliably. This is especially true when sending e-mail to countries where Internet service providers cannot afford large file storage facilities. Limit your file attachments to less than 500k or use compression software.

**Signature Files:** A signature file is like letterhead for your e-mail. It should be short and contain at least your full name, the College name, and your e-mail address, which often gets lost in headers. You also should include phone and fax numbers.

**Keep it to no more than four lines.**

**Security:** Unless special encryption software is used, e-mail sent across the Internet is not secure. It is at least as secure as the fax, and e-mail is more likely to end up with the right person and not on the floor of the fax room. Rule of thumb: If you'd normally fax your message, then e-mail it. If you wouldn't risk faxing a message, don't e-mail it without taking extra precautions.

## **NETIQUETTE**

- 1) Users should become knowledgeable of e-mail etiquette or Netiquette.
- 2) Users should use the same judgment in preparing e-mail messages that they use in formal written communication. The ease of saving, forwarding and printing e-mail messages makes them much more akin to formal letters and memoranda than to verbal communications.
- 3) E-mail messages should be brief yet complete. That means include some form of greeting, even if it's simply "Mr. Jones." All first-time communications should include the full, "Dear..."
- 4) If you're sending a long e-mail, say so in the subject heading.
- 5) Don't forget correct spelling, grammar and punctuation in the name of techno-efficiency. You'd never send a letter in all lower case letters, with words misspelled. Nor would you use excessive slang. Remember that sometimes the only first impression others have of you is your e-mail. Don't come off as cyber-sloppy.
- 6) If you receive an e-mail not intended for you, let the sender know and ask if you should forward it somewhere. Don't assume that you know where the message belongs.
- 7) Read and re-read your messages. If you have any doubts, don't send them. Watch your "tone of voice." The receiver doesn't have the benefit of seeing your facial expression and body language or hearing your words.
- 8) Check with the author before forwarding a message.
- 9) Never participate in chain letters.
- 10) Remember to remain accessible and human. Include a short, "soft" line or two in your e-mail. For example, "Hope your trip was successful. Glad to have you back."
- 11) Check e-mail messages at least twice daily and respond to your messages within 24 hours. It's the same principle as telephone etiquette.

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## **Student Responsibilities And Acceptable Use of Information Technologies**

### **Introduction**

In support of Camden County College's vision of preparing students for leadership in society, expanding access and meeting the emerging learning and training needs necessary for concerned citizenship, the College maintains technology systems that allow students to pursue academic excellence and innovation through technology. The intent of this Acceptable Use Policy is to lay out responsibilities and guidelines for all students, alumni, and the public (users) of information technology at Camden County

College. This policy will be included in the Student Handbook and placed on the College website.

If the following policies are violated, disciplinary procedures and the appeal process as outlined in the Student Handbook under Code of Conduct: Student Disciplinary Hearings and Appeal Procedures will be invoked. Those violating this policy may face penalties that include restrictions on their use of technology or more severe sanctions if circumstances warrant. In keeping with the tradition of the College and scholarly practice, all technology users are expected to uphold high ethical standards and adhere to the policy guidelines outlined below. In addition to this policy, academic areas may have supplemental computing policies for specific labs and/or classrooms.

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