

Central Community College - Acceptable Use Procedures For Information Technology Resources

Effective July 1, 2015

Section 1: Purpose

The *Central Community College Acceptable Use Procedures for Information Technology Resources* are intended to serve as an acceptable use guide for users of College information resources. College information resources consist of the computer devices, data, applications, and the supporting networking infrastructure. These technologies are critical to the multifaceted mission of the College, a mission that includes teaching, research, and public service. Information technology offers increased opportunities for communication and collaboration and has changed the way we conduct business as a College:

- All students, faculty, and staff use e-mail services
- All members of the College can obtain wireless connectivity
- Students submit assignments via the Internet

These are but a few of the many examples of how information resources are connected to many activities at the College. While these resources help the College function, they also require responsible use from every user. The actions of users on the Central Community College campus can affect people all around the world. Users must use these technologies responsibly and with respect.

This procedure establishes guidelines for acceptable use of information resources. It includes examples of what users may or may not do, and what rights users have. All of these guidelines are based on the following underlying principles:

- Information resources are provided to support the essential mission of Central Community College.
- Central Community College policies, regulations, state and federal law govern users' use of information resources.
- Users are expected to use information resources with courtesy, respect, and integrity.
- The information resources infrastructure is provided for the entire campus. This infrastructure is finite and requires millions of dollars to maintain, and all users are expected to use it responsibly.
- Simply because an action is easy to do technically does not mean it is legal or even appropriate.

All guidelines in this document are based on these important principles. In many cases, they are similar to guidelines governing other forms of communication at the College.

Section 2: Audience

The Central Community College Acceptable Use Policy provides guidance for all individuals that have, or may require, access to the Central Community College information resources, including but not limited to all faculty, staff, students, contractors, visitors, and vendors using College information resources.

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Section 3: Authoritative Sources

Section 3.1 Policy

This policy that is the foundation this procedure is CCC's Equipment and Facilities Use Policy. A copy of this policy may be on [WebCentral](#).

Section 3.2 Responsible Administrator

The authoritative source on this procedure and responsibility for its implementation rests with the Office of the Vice President of Administration.

Section 4: User Responsibilities

Just as everyone in the College community is expected to use physical resources at Central Community College responsibly, we are all expected to help protect information resources at Central Community College. Protecting information resources is not the sole responsibility of IT administrators, any more than taking care of books is singularly the responsibility of librarians.

4.1. Protecting IT Resources from Physical Access

Users are responsible for the use of the College information resources they have been provided.

Users must control unauthorized use of their College information resources by preventing others from obtaining access to their computer, or to the network access port assigned for his or her exclusive use.

4.2. Protecting IT Resources from Electronic Access

Likewise, users are responsible for protecting their information resources from unauthorized electronic access by using effective passwords (or other access controls) and by safeguarding those passwords.

Although an individual may believe that the data they store on a Central Community College computer system need no protection from access, remember that an insecure account may provide an access point to other CCC IT services or data. Persons attempting to gain unauthorized access to a system do so through user accounts, and an individual's password may be the only safeguard against such access.

4.3. Using Electronic Communications Responsibly

All members of the College community are encouraged to use electronic communications for College-related activities and to facilitate the efficient exchange of useful information. However, access to the College's electronic communications services is a privilege, and certain responsibilities accompany that privilege. People who use College communication services (such as e-mail) are expected to use them in an ethical and responsible manner, following general guidelines based on common sense, common decency, and civility applied to the networked computing environment.

Electronic communications should meet the same standards for distribution or display as if they were tangible documents or instruments. Users must identify themselves clearly and accurately in all electronic communications. Concealing or misrepresenting your name or affiliation to dissociate yourself from responsibility for your actions is never excusable.

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All stored electronic correspondence belongs to somebody. It should be assumed to be private and confidential unless the owner has explicitly made it available to others.

Civil discourse is at the heart of a college community free of intimidation and harassment. It is based upon a respect for individuals as well as a desire to learn from others. While debate on controversial issues is inevitable and essential, bear in mind that it is an individual user's responsibility to do so in a way that advances the cause of learning and mutual understanding.

4.4. Using Limited Resources Responsibly, Efficiently, and Fairly

Users are expected to promote efficient use of network resources, consistent with the instructional, research, public service, and administrative goals of the College. Show consideration for others and refrain from engaging in any use that would interfere with their work or disrupt the intended use of network resources.

It is not responsible to use disproportionate amounts of information resources. Examples of disproportionate uses generally include activities such as the misuse of peer-to-peer (P2P) applications, streaming media at high bit rates, or serving a multi-user game.

4.5. Complying with the Terms of the User Agreement

As a member of the college community, users are expected to read, understand, and comply with the terms of this document. If you have questions, ask for clarification from the Dean of Student and Enrollment Services or the College Information Technology Service Manager.

4.6. Complying with College Rules and Federal Laws

As a member of the college community, users are expected to comply with all applicable College regulations and federal and state laws. Central Community College reserves the right to terminate computing services of users who repeatedly violate College policy/rules or infringe upon the rights of copyright holders. If you have questions about whether you may be infringing on another's copyright, please go to <http://www.cccneb.edu/Copyright/> or consult a member of the faculty for rules of use of academic intellectual property.

Section 5: Requirements

The information in this section is intended to assist users in decision making about how to utilize CCC Information Technology Resources.

5.1 Passwords and Access

The user who is granted access from the IT department is the only person who can use an information resource (such as an electronic identifier or an electronic mail account) that the College has provided for their exclusive use. **Never give your password to anyone else**, even people you trust, such as your friends or relatives/parents or someone who has offered to help you fix a problem. If you suspect someone may have discovered or guessed your password, change it immediately.

- a. The user whose access is used in an online transaction of any type is responsible for all charges accrued using the computing account or computing resources assigned to them, even if a friend using their account without permission runs up the charges.

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- b. The user whose access is used will also be held responsible for destructive or illegal activity done by someone to whom they gave access.

Users may not give others access to College information resources unless they are authorized and authenticated to do so. Users may not extend access to College information resources to others without permission (e.g., proxy services, accounts for non-College personnel, etc).

5.2 Use of College IT Resources for Commercial Gain

Users may not be paid, or otherwise profit, from the use of any College-provided information resource or from any output produced using it. Users may not promote any commercial activity (for example promoting a private business) using College information resources. Examples include, attempting to sell football tickets or advertising a "Make Money Fast" scheme via a newsgroup or a distribution list. Such promotions are considered unsolicited commercial spam and may be illegal as well.

5.3 Illegal Activity

College-provided information resources may never be used to do something illegal, threatening, or deliberately destructive—not even as a joke. Campus Security and/or Student Services will investigate all complaints. The Office of the Dean of Student and Enrollment Services and the Campus Associate Deans addresses complaints about students; the Human Resources Executive Director addresses complaints about Central Community College faculty and staff. Violations can result in disciplinary action, criminal charges, or both. Law enforcement agencies will investigate violations of state or federal law.

- a. Ignorance is no excuse. Read the Computer Crimes Law.
- b. Never deliberately install any unauthorized or malicious software on any system.
- c. Users cannot be exempt from the law because they are "just a student," "they were conducting research," or they were "just playing around."
- d. If a user is a student with a part-time job at the College, they may be disciplined both as an employee and as a student, resulting in both professional and educational consequences.

5.4 Civility

Be civil. Do not send rude or harassing correspondence.

- a. If someone asks you to stop communicating with him or her, you should. If you fail to do so, the person can file a complaint and you can be disciplined.
- b. If you ever feel that you are being harassed, College staff members will assist you in filing a complaint. Please report the problem to Dr. Christopher Waddle, Human Resources Executive Director and Title IX Coordinator at 308-398-7325 or email at cwaddle@cccneb.edu. If you are concerned for your safety or feel that you are in danger, dial 911.

5.5 Guidelines for Using Limited Resources Responsibly, Efficiently, and Fairly

Use resources appropriately. Do not interfere with the activities of others or use a disproportionate share of information resources. Examples of inappropriate use of resources are shown below. These actions frequently result in complaints and subsequent disciplinary action.

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- a. Sending an unsolicited message(s) to a large number of recipients (known as "spamming the network").
- b. Consuming an unauthorized disproportionate share of networking resources (e.g., misuse of peer-to-peer applications).
- c. Deliberately causing any denial of service, including flooding, ICMP attacks, or the unauthorized automated use of a service intended solely for human interaction.

5.6 User Identity

All electronic correspondence must correctly identify the sender; the only exceptions to this rule are ones approved by College leadership (the Suggestion Box is an example of this). Never falsify your identity or enable others to falsify identity using College information resources. This type of forgery can result in serious criminal penalties and disciplinary action by the Office of the Dean of Student and Enrollment Services or the Office of the Human Resources Executive Director.

- a. All electronic correspondence belongs to someone and should be treated as private communications unless the author has explicitly made them available to others.

5.7 Respect Copyright

Never infringe upon someone else's copyright. It is a violation of College policy and federal law to participate in copyright infringement. The College complies with all legal requests (e.g., subpoenas) for information and will not hesitate to report a student, faculty, staff or administrators use in response to a lawful request. Copyrighted materials include, but are not limited to, computer software, audio and video recordings, photographs, electronic books, and written material. If you share movies or music that you did not create, you may be infringing on another's copyright. Consequences of copyright infringement can include disciplinary actions by the College. In addition, copyright owners or their representatives may sue persons who infringe on another's copyright in federal courts. Such lawsuits average \$750 per allegedly violated song in penalties or fines, for example. See [CCC's Copyright Information web page](#) for more information.

5.8 Unauthorized Access

Users may never try to circumvent login procedures on any computer system or otherwise attempt to gain access other than what has been granted to him or her by IT Services. Users may never deliberately scan or probe any information resource without prior authorization. Such activities are not acceptable under any circumstances and can result in serious consequences, including disciplinary action by the Office of the Dean of Student and Enrollment Services, the College Information Technology Service Manager, or the Human Resources Executive Director.

5.9 Information Disclosure

Users may not use or disclose data that is confidential or restricted without appropriate authorization. The Vice President of Administration must be consulted prior to any release of information to a third party without specific written student authorization.

- a. Make sure any individual with whom you share confidential data is authorized to receive the information.

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- b. Do not share confidential data with friends or family members.
- c. Do not share College business data that may be classified as confidential, such as the status of negotiation or the terms of contracts.
- d. Comply with the College's agreements to protect vendor information such as software code, proprietary methodologies, and contract pricing.
- e. If your office routinely receives requests for confidential information, work with the Vice President of Administration to develop formal processes for documenting, reviewing, and responding to these requests.
- f. If you receive a non-routine request for confidential information from a third party outside of the College, check with Vice President of Administration to make sure the release of the data is permitted.
- g. Report violations of College policies regarding use and/or disclosure of confidential or restricted information to the Human Resources Executive Director.

Section 6: Privacy Expectations

As a user of information resources at the College, there are certain things you can expect.

6.1. Email Privacy

In general, electronic communications transmitted across a network should never be considered private or confidential. When you are considering the safety and security of a communication, it is best to think of e-mail and instant messages like postcards—viewable by anyone with access.

6.2. File Privacy

The College respects the contents of your files and monitors the College network in accordance with the Central Community College Network Monitoring Standards. Additionally, Information Technology (IT) administrators may become aware of file content while dealing with specific operational problems. Usage logs are frequently kept to diagnose such problems. Furthermore, the College will comply with the lawful orders of courts, such as subpoenas and search warrants. This compliance has included providing, when required, copies of system files, e-mail content, or other information ordered by the court.

The College does not monitor personal Web pages for the purpose of determining content. However, when credible evidence of illegal or otherwise impermissible activity is reported, appropriate action will be taken.

The College does not review electronic communication for the purpose of determining whether impermissible activity is occurring. However, in the course of assuring the viability of the College's network, IT administrators may become aware of activity that poses a risk to the network's proper operation. In such cases, IT administrators may need to disable or block access to the services or systems involved if they are deemed to pose a risk to the network's optimal performance. Also, during the process of diagnosing potential problems involving the proper function of the network, any information obtained that indicates possible unauthorized distribution of copyrighted materials may be referred to College Security or Student Services for further investigation and potential imposition of sanctions.

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6.3. First Amendment Rights

As an academic institution, we place great value on freedom of thought and expression. The College community encompasses a wide array of opinions, views, approaches, and temperaments. Ideally, we would like all those associated with the College to exercise their freedoms in a mature, responsible, and respectful manner, and we encourage them to do so. We do not punish or prevent expression that may be offensive but that violates no specific law or College regulation.

Section 7: Disciplinary Actions

7.1. What are the consequences for violating the guidelines listed in this document?

Punishment for infractions includes, but is not limited to:

- Verbal warnings
- Revocation of access privileges
- Disciplinary probation
- Suspension from the College
- Criminal prosecution

If a user's activity breaks the law, he or she can be prosecuted. Even if an individual is charged criminally, he or she can also be placed on probation, suspended or dismissed/terminated from the College.

The College reserves the right to protect its electronic resources from threats of immediate harm. This may include activities such as disconnecting an offending computer system from the campus network, terminating a running job on a computer system, or taking other action.

If you are unsure whether an action you are considering is an acceptable use of electronic resources, please contact the Dean of Student and Enrollment Services or the College Manager of IT Services.

7.2. What is NOT against law or policy?

Some things a user might think violate Central Community College policies may not be violations. Before you report what you believe is an incident of misuse, please read this section carefully. It is written primarily for those planning to report what they believe to be an infraction of law, policy or the rules contained within this document.

7.2.1. First Amendment Rights

In general, expressions of opinion by members of the College community that do not otherwise violate state and federal laws or College rules are protected as "free speech." This is true even though the opinions expressed may be unpopular or offensive to some. The Central Community College community encompasses a wide array of opinions and views. We encourage all those associated with the College to exercise their constitutional rights and freedoms responsibly. We do not, however, punish people who express views that may be unpopular or offensive, but who break no laws or College rules while doing so.

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7.2.2. "Spam"

"Spam" is unsolicited and unwanted e-mail, and other junk mail from a source outside Central Community College.

Many people are annoyed by junk mail such as "spam" and other kinds of unsolicited or unwanted e-mail. If the offending e-mail is against Central Community College rules, IT staff will investigate. Please send reports of "spam" to IT via the student or employee helpdesk located in WebCentral.

It is not unusual, though, for junk mail to originate from a source outside the College. In most such cases, the College has little control. A user, however, as the recipient has a great deal of control. He or she may ignore or delete the junk mail.

Users may write the administrator of the Internet service provider from which the e-mail was sent, as described later in this section. Responsibly administered mailing lists will remove your name from their subscriber list if you ask them to do so. Not all lists, however, may honor or even acknowledge receipt of your request.

ITS uses robust hardware and software to control spam on all e-mail services provided centrally by ITS. Specific questions about spam can be addressed to the ITS Help Desk.

Repeated incidents involving offensive e-mail may become harassment. If you feel this is occurring, contact the Human Resources Executive Director. If you feel threatened, contact Campus Security or dial 911.

7.2.3. Breaches of "netiquette"

Disagreements between people, even heated arguments, unless threatening or otherwise unlawful, are not considered violations. Central Community College does, however, strongly encourage all its users to be polite and courteous.

A well-known problem with e-mail, blogs, and social networks is that it's easy to fire off a quick, angry response that you'll later wish you hadn't sent. In doing so, should you cross the line beyond merely being rude or stating an unpopular, offensive view, you may run the risk of violating criminal laws or inviting an action in civil court. "Counting to ten" before saying something you may later regret applies in cyberspace too.

7.2.4. Off-topic postings

Off-topic postings to blogs, social networks, etc., are breaches of network etiquette, but are not against College rules unless the content of the posting itself is a violation. Find out what is appropriate for each group before you post messages. If someone else posts an off-topic message and you decide to write them about it, be polite. Many such postings are not intentional.

7.3. How do I report an incident?

Note: Before you report an incident involving what you believe to be a misuse of information resources, please reference Section 4: Responsibilities that lists activities that do not violate laws or policies.

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How you report an incident involving the misuse of IT resources depends upon the nature of the incident:

- If you believe that your personal safety is threatened, call 911 or contact Campus Security.
- For other incidents, contact the IT helpdesk using either the student or employee links in WebCentral.
 - For reporting problems with "spam" or unsolicited mail, you may want to notify the Internet service provider (ISP) from which the mail was sent. Send a simple, polite note to the ISP, including a complete, unaltered copy of the spam (including the e-mail headers) for them to analyze. Don't expect a personal reply, because the ISP will probably be awash in complaints just like yours.

Section 8: Contact information for CCC officials/offices mentioned in this document

- **CCC Security** (will need that information prior to publication-by campus)
- **Human Resources Executive Director/Title IX Coordinator**
Dr. Chris Waddle
(308) 398-7325
cwaddle@cccneb.edu
- **Information Technology Service Manager**
Mr. Tom Peters
(308) 398-7365
tpeters@cccneb.edu
- **Dean of Student and Enrollment Services**
Dr. Jerry Racioppi
(308) 398-7405
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- **Vice-President of Administration**
Mr. Joel King
(308) 398-7315
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