

Computer Systems Acceptable Use Policy

This policy intends to guide employees and students of Lees-McRae College (LMC) in the acceptable use of computers and information systems provided and owned by the college.

Guiding Principles

Lees-McRae College encourages its employees and students to utilize available resources in support of education and research. In the pursuit to be consistent with LMC's other policies, the Acceptable Use Policy still respects all rights and obligations to academic freedom. Lees-McRae College also understands and recognizes copyright principles, and its purpose to protect intellectual property. This also extends to the pursuit to prevent unauthorized use or sale of private sector material.

An individual of the Lees-McRae College community should not be denied access to resources based on race, creed, color, age, gender, sexual orientation, nationality, or disability. This is consistent with all other college policies.

Lees-McRae College cannot attempt to protect all individuals against the receipt of material that may be offensive. These materials permeate all networks one way or another, and it is near impossible to avoid and block everything that arrives at our proverbial doorstep. Those individuals who use electronic resources must understand this situation, and be warned that they themselves may become recipients of such material. Individuals should attempt to refrain from making any and all personal information available on the World Wide Web (WWW). However, Lees-McRae College understands that individuals may need to disclose personal information to various entities on the WWW. As such, these individuals must understand that Lees-McRae College cannot protect them from invasions of privacy, or any other danger that results from distribution of personal information.

Lees-McRae College electronic resources should be used primarily for college-related research, instruction, education, and distribution of scholarly information and administrative activities. Any personal incidental use should be in accordance with the "Incidental Personal Use Policy" that is linked with in this document. When used effectively and properly, the available resources can enhance communication and exchange of information with both internal and external parties. When used ineffectively and improperly, these same resources could infringe upon the rights and belief systems of others.

Responsibilities

The following examples include, but are not limited to, the responsibilities that accompany electronic resource use at Lees-McRae College.

- Users are not allowed to attempt to modify in any way the Lees-McRae College network infrastructure, or electronic resources. This includes any attempt that is accidental or with intent.
- Users should not attempt to modify any software or hardware protective systems that are placed on the electronic resources of the college. This includes all applications and files.
- Users may only use their individually assigned computer account, or the designated general accounts.
- Users may not disclose incorrect, false, or misleading information in order to obtain another user's account details, including their password. The negligence or possible naiveté of any individual in disclosing such personal account information is not an excuse for using their account. It is not considered authorized use if someone gives you their username and password. Each user is still limited to using their account, or a designated general account as stated above.
- Users should not attempt to circumvent any restrictions placed upon the electronic resources provided by the college.

- Users are given the individual responsibility of all use of their computer account. They should therefore make appropriate and acceptable use of college provided resources that include the protections put in place. Individual password security is the sole responsibility of each end-user.
- Users may not intrude on other's use of electronic resources. This includes but is not limited to:
 - Tying up resources by using non-college related activities
 - Sending harassing messages such as junk mail, spam, chain letters
 - Using excessive amounts of network storage space that could otherwise be kept locally on an individual's computer
 - Intentionally introducing any type of virus, worm or other malicious program to the Lees-McRae College system
 - Physically damaging resources which prevents other users from utilizing them
 - Running inefficient programs that affect others, when efficient programs are readily available.
- Users are responsible for being compliant with all licensing restrictions. If an individual is unsure of a licensing restriction, they are responsible for learning the necessary information.
- College resources may not be used to circumvent or violate copyright or the terms of any license agreement.
- No user may copy, distribute, or modify any proprietary material without proper prior approval and authorization.

Users must understand that all information that is distributed through Lees-McRae College's networked facilities is subject to the same standards of publishing in other forms. Anything created or edited at Lees-McRae College that is available to the public through the WWW or through a sent e-mail represents in part the entire college community. As such, appropriate language, facts, behavior and style is required and essential to the image of the college.

Administration and Implementation

Lees-McRae College encourages its employees and students to make full and unfettered use of the provided electronic resources. With privacy and confidentiality in mind however, the college continues to reserve the right to inspect all computer files. Lees-McRae College requires this access in order to enforce all policies relating to harassment and safety of individuals and their rights; to protect the computer and network system itself; and to protect the college as a whole from any possible damage.

The college reserves the right to restrict use of its computers and network for communications when evidence of violations is revealed.

All users of the Lees-McRae College community are instructed and expected to conduct themselves in accordance with all policies set forth by the college. Abuse of any policy or policies, may result in disciplinary action. The action will be in accordance with the policies and procedures of the college and its administrators. Whenever necessary, network administrators may take temporary restrictive action pending further disciplinary action. After sufficient investigation, the loss of computing privileges may result.

Lees-McRae College recognizes that all members of its community continue to be subject to and bound by federal, state and local laws. It should be understood that this policy does not prevent enforcement of the laws and regulations set forward by the United States of America, or the State of North Carolina.

POLICY ON COMPUTING RESOURCES USAGE

General Policy Statement

Lees-McRae College provides access to computers and electronic resources primarily for use in support of the educational mission of the College. It is the responsibility of each individual to use these resources in compliance with all College policies, as well as all

State and Federal Laws and regulations. Failure to comply with these policies may result in judicial sanctions or other legal actions and is a suspend-able offense.

The guidelines below apply to both academic and personal use of computing resources. They reflect State and Federal regulations, as well as LMC policy. Students are expected to check and delete college e-mail messages on a regular basis.

Acceptable Use Guidelines

1. Copyrights and licenses

- a. All software protected by copyright must be used as specified by the owner of the copyright or as otherwise permitted by copyright law.
- b. In addition to software, all other copyright information (text, images, etc.) retrieved from computer resources must be used in accordance with applicable copyright law.
- c. Plagiarism of electronic information is subject to the same sanctions as apply to any other media. (See section on plagiarism under "Academic Honor Code" in the LMC Student Handbook.)

2. Unlawful messages - Use of computing resources to send obscene, threatening, harassing, or other messages, which are a violation of state, federal, or other law is prohibited. In addition, Lees- McRae's Policy on Sexual Harassment applies to behavior involving use of computing resources, including the display of "offensive visual materials, which interfere or are intended to interfere with other person's work or study." (See "Policy on Sexual Harassment" in LMC Student Handbook.)

3. Information belonging to others - Users must not intentionally seek to access or modify data files or programs belonging to others, or to obtain passwords, without the permission of those other users.

4. Encroaching on others' access and use - Users must not engage in activities which adversely affect use of computer resources by others. Examples of these activities include but are not limited to sending of chain letters, printing excess copies of documents, unauthorized modification of system facilities, and damaging equipment, software, or computer files.

5. Non-academic use - Academic use by LMC students takes precedence over all other use of computing resources available in the computing labs, the Library, and other areas for use primarily by students. Non-academic use (games, E-mail, etc.) is considered secondary, and individuals involved in these activities are encouraged to be considerate of those who may be waiting to use the computers for academic purposes. If all other computers in a particular area are in use, students using the resources for non-academic purposes may be asked to yield to those waiting to do research or assignments.

6. Maintenance of personal equipment: Users are responsible for maintenance of equipment not owned by the college, as well as for maintenance related to their own configurations (i.e. personal files, desktop, etc.).

The College is not responsible for damage resulting from viruses contacted while using campus-computing equipment. While users are encouraged to utilize virus protection on personal equipment, they will not be held responsible for viruses inadvertently passed from personal discs or files.

REPORTING PROBLEMS, VIOLATIONS OF POLICY, VIRUS ALERTS, ETC.

Problems with computing equipment owned by the College and violations of acceptable use policies should be reported to the Director of Information Technology or, if the violation or problem is observed in one of the Library computing areas, to the librarian on duty. In addition, users receiving virus alerts or other information regarding factors, which might adversely affect campus-

The Lees McRae College internet connections are first and foremost dedicated to meeting the academic mission of the college.

The following policies have been created with student research in mind.

File Sharing

The Lees-McRae College student/faculty internet connection is for academic use only. To make the most efficient use of the bandwidth available file sharing programs (Kazaa, Limewire, Gnutella, etc.) have been blocked or in some cases set to very low bandwidth. In any case P2P programs are not to be used to copy or transfer songs, software, or other media that was not legally purchased.

Gaming

The Lees-McRae College network uses a packet shaper that detects traffic based on the application rather than port, as a standard firewall would. Because of this detection we must wait for the company to release a policy for any new gaming service. If the policy is available the college will open up a limited portion of bandwidth to a gaming service. This piece of the bandwidth is shared with other games so performance will vary. The college is under no obligation to ensure or improve connections for games.

Incidental Personal Use of Electronic Resources Guidelines

Motivation

There are foreseeable work-related scenarios that may require the use of electronic resources. These situations include but are not limited to regular work done during the day, tasks that require flexibility, immediate attention or work from home during non-work hours. Some college entities require access to employees at varied times through the use of electronic devices, including cell phones, PDA's, pagers, computers, and e-mail devices. The present reality of our technological situation is that we must acknowledge the use of college-owned electronic resources for personal reasons. Acknowledgement then allows us to address the issues, and provide guidelines that benefit both employee and college.

Guidelines

Lees-McRae College understands that employees may sporadically require college electronic resources for personal use. Lees-McRae College does not seek to ban these practices. The governing theory that should be applied to these scenarios is that reasonable / incidental use of electronic resources for personal reasons is authorized only in two situations:

1. The college incurs no supplementary cost from this usage, other than unavoidable wear and tear from reasonable, normal and proper use.
2. The use does not interfere with official activities of Lees-McRae College.

There is a single category that has been defined within technology services to which these guidelines apply:

1. E-mail, Internet Usage, Local Toll Phone Calls

The college should not incur any significant additional fixed costs from a local telephone call, an e-mail, or Internet usage. As a result, incidental use of college resources continues to be permissible. This category does include use of college-owned cellular phones which are subject to fixed charges.

Any employee using college electronic resources for personal reasons should attempt to minimize disruption of co-workers. The employee should also limit duration and frequency of these activities during work hours. Any task that can be performed during non-work hours should be left until that time. Work hours should not be used for any activity that cannot be taken care of during non-work hours.

Examples of inappropriate uses of college electronic resources may include but are not limited to:

Personal usage that causes congestion, delay, or disruption of service to any college unit. This includes, but is not limited to streaming internet audio e-greeting cards, multimedia file attachments, or just any large file attachments. Large attachments that are sent through the e-mail system or over the network may degrade performance of co-worker's connections.

Any excessive use for personal or other non-official purposes.

It is therefore the combined responsibility of all employees, including supervisors and staff to ensure that incidental personal use of college owned electronic resources is kept to a minimum. Supervisors are expected to monitor these resources randomly and periodically for abuse of these privileges.

Email Account/Address Disclaimer

The Technology Services Office creates and issues individual and some group email addresses to employees at the time of employment, and to students who confirm intent to study at Lees-McRae College. Statements and opinions expressed through the use of any Lees-McRae College e-mail account (@lmc.edu) do not necessarily represent the official views of Lees-McRae College

E-Mail Communications Policy for Lees-McRae College

Effective Date: July 6th, 2011

Policy Author: Michael Hughett, Director of IT < hughettm@lmc.edu >

Policy Expiration: No Expiry Date Set. Policy will be examined each year by Information Services.

Policy Intent and Purpose:

This policy is intended to reflect Lees-McRae College's commitment to the principles, goals, and ideals described in the mission statement and its core values.

The intent of this policy is to provide reference for the implementation of Quality Enhancement Plan (QEP) Initiative #4 at Lees-McRae College. QEP Initiative #4 states:

“Develop more efficient use of the Lees-McRae College e-mail system and Course Management Systems as a means of communication between students and faculty, administrative and support staff, with particular emphasis on the different needs of off-campus students.”

Primarily, this policy will address the use of e-mail by Lees-McRae College as a means of communicating with the student body. This policy will also describe in-part, communications between employees, which is an important yet secondary concern.

This policy is intended to make efficient and effective use of the technology and resources available to Lees-McRae College. Information sent to individuals at Lees-McRae College should be targeted to those individuals that the information specifically pertains to. Certain information that does not apply to particular demographic groups should only be sent to those demographic groups that it does apply to. The process of matching information to the people it pertains to will increase the efficiency of communications for Lees-McRae College.

This policy will also serve to lessen unsolicited communications, especially for those students who are enrolled at locales other than Lees-McRae College's Banner Elk campus.

This policy will help to ensure that mass communications through e-mail is relevant to its audience, professional in its nature, and clear in its message.

Policy Sections:

I. Definition of Terms

II. “All” Communications

III. Mailing List Communications

IV. Common Guidelines for Sending Mass E-Mails

V. Process for Requesting Privileges

VI. Exceptions

VII. Alternative ‘Non-E-Mail’ Process for Distributing Mass Communications

VIII. Policy Enforcement

Section I. Definition of Terms

“Mailing List” A collection of e-mail addresses that share a common attribute. For example: All Student E-Mail addresses, or All Faculty E-Mail Addresses, or All People Interested in Intramural Activities.

“Mailing List Server” The network computer that contains software which maintains the distribution groups for e-mails on campus.

“Opt-In” The process by which people are able to subscribe to a mailing list in order to receive messages sent to a group of which they are a member.

“Opt-Out” The process by which people are able to unsubscribe from a mailing list in order to cease receiving messages sent to a group of people of which they no longer are a member.

“Auto-Enroll” The process by which people are automatically subscribed to a mailing list without their individual consent or confirmation.

“List Owner” The person who is responsible for managing a Mailing List. This person is responsible for any and all communications that are sent to the members of their mailing list.

“All” Refers to every person who is either working for or studying at Lees-McRae College. This includes on and off-campus students, employees, staff and faculty.

“All On-Campus” Refers to every person either working or studying at the Banner Elk Campus of Lees-McRae College.

“All Off-Campus” Refers to every person either who is working for, or studying at any of Lees-McRae College’s campuses, excluding Banner Elk. This includes but is not limited to Surry, Mayland and Western Piedmont.

“All Students” Refers to every student enrolled at any of Lees-McRae College’s campuses.

“All On-Campus Students” Refers to every student enrolled at the Banner Elk Campus of Lees-McRae College.

“All Off-Campus Students” Refers to every student enrolled at a Lees-McRae College campus, excluding the Banner Elk campus.

“All Employees” Refers to every person employed at any of Lees-McRae College’s campuses.

“All Faculty” Refers to every person employed to teach at any of Lees-McRae College’s campuses.

“All Staff” Refers to every person employed as a staff member (as defined by Lees-McRae College Administration) at any of Lees-McRae College’s campuses.

Section II. “All” Communications

Individuals at Lees-McRae College are automatically enrolled in each “All” list with which they share a demographical characteristic.

“All” mailing lists include:

1. All
2. All On-Campus
3. All Off-Campus
4. All Students
5. All On-Campus Students
6. All Off-Campus Students
7. All Employees
8. All Faculty

9. All Staff

For example: a student who is taking classes at the Banner Elk campus of Lees-McRae College, is auto-enrolled in the following lists: All, All On-Campus, All Students

Information that is sent to any “All” mailing list must pertain to the set of demographics defined by the properties of that specific list.

In addition, information sent to any “All” list must meet one or more of the following characteristics:

1. Pertains to the mission of Lees-McRae College
2. Pertains to an imminent threat to individuals or the health or welfare of those individuals at Lees-McRae College
3. Pertains to academic, student development, security, or financial aid functions including but not limited to Registration, and Research that requires response from all demographics of Lees-McRae College.
4. Pertains to events affecting normal college operations (delayed start, campus closings etc).

Information sent to “All” must pertain to All On-Campus Students; Off-Campus Students; Employees; Faculty; and Staff.

Similarly, information sent to “All Students” must pertain to both on-campus and off-campus students. If the information only pertains to on-campus students, then the message should be sent to the “All On-Campus” mailing list, and not the “All Students” list.

Individuals are not permitted under any circumstance to opt-out of any “All” list.

Individuals who wish to be subscribed to a list with which they do not share a demographical characteristic must make an official request. The process for requesting permissions is defined in this policy in the section titled “Process for Requesting Privileges.”

For example: An On-Campus student who wishes to be subscribed to the “All Off-Campus” and “All Staff” list must complete a request to be granted these privileges.

Each Staff member, Faculty member, and Employee of Lees-McRae College will be granted permission to send to their respective “All” mailing lists. For example: A Staff member is permitted to send e-mails to “All Staff” and “All Employees” as he or she is member of both demographic groups. That same staff member is not permitted to send e-mails to “All Faculty.”

Section III. Mailing List Communications

Information that does not meet the requirements as defined in the “All Communications” section above is able to be sent through an “opt-out mailing list.”

Opt-Out Mailing Lists will be created and named based on the needs articulated by the List Owner.

All individuals at Lees-McRae College will be auto-enrolled in each opt-out mailing list upon its creation. Individuals who are enrolled in “opt-out mailing lists” are permitted to unsubscribe, therefore preventing any further communications from that specific list. The process of unsubscribing will be determined by the mailing list server, but will most likely be a web-based process (visit a web page, enter your e-mail address, click unsubscribe). This process will include a confirmation step, in order to prevent fraudulent behavior by anyone wishing to unsubscribe a non-willing individual’s e-mail address.

Information sent through an Opt-Out Mailing List must pertain to the demographical characteristic for which the list was created. For example: An Opt-Out Mailing List for Intramural Athletics must only be responsible for delivering communications that pertain

to Intramural Athletics. The distribution of information pertaining to anything other than Intramural Athletics would not be permitted. Violation of this policy may result in the List Owner having their mailing list privileges revoked.

Section IV. Common Guidelines for Sending Mass E-Mail

1. Ensure information contained within the e-mail has been verified, validated, and is accurate before sending it out to eliminate the need for re-sending corrections.
2. The subject field should directly reference the information contained within the e-mail. E-mails that deliberately mislead people by using subject lines that do not refer to the information inside the e-mail may be removed from the system.
3. Appropriately sized and colored fonts should be used to format text inside e-mail. Extremely large fonts and bright colors should generally be avoided. Recipients with visual impairments and/or learning disabilities should be taken into consideration. Sans Serif fonts are recommended (Arial, Verdana) and no larger than 12pt font is also recommended for non-heading text.
4. Large attachments to e-mails (documents, music, videos, presentations) should not be sent to "All" mailing lists. Attachments should be placed in a shared folder on a campus server. The e-mail can provide a link to that attachment rather than including it inside the e-mail itself.
5. Allow enough time for the message to be received by your intended audience.
6. If your message is an update or follow-up to a previous "All" e-mail please examine whether or not you can reply to a sub-set of people rather than the entire group.
7. Do not "Reply to All" or "Forward to All." Reply to the sender of the original "All" e-mail instead of the entire group.

Section V. Process for Requesting Privileges

Process for Requesting & Maintaining an Opt-Out Mailing List

1. Contact the Mailing List Administrator or the Director of Information Technology if they are two different individuals.
2. Demonstrate a need for sending out communications to a certain demographic.
3. Demonstrate an understanding of how to use a mailing list.
4. Demonstrate the ability to send only those messages that pertain to the members of the mailing list.

Section VI. Exceptions

While this policy is designed to channel the distribution of information through specific lists, it is understood that unforeseen circumstances may arise that require exceptions to be made to these rules.

Process for Requesting to send to "All" if not already permitted:

1. Demonstrate an imminent need to send to an "All" list
2. Demonstrate that the communication meets the criteria listed
3. Demonstrate that the communication cannot only be posted to alternative locations (BobcatBoards, WebCal), and must be sent through e-mail.

4. Request and gain permission from the Mailing List Administrator and a relevant supervisor such as: President, Vice-President, Dean or Director.

Section VII. Alternative 'Non-Email' Process for Distributing Mass Communications

There are several ways you can distribute mass communications to large amounts of the college population.

1. Post your information on LMC Weekly mail - <http://www.lmc.edu/weeklymail>
2. If your information regards an event, you will have the opportunity to post the information on "WebCal," Lees-McRae College's online calendar. Information regarding the submission of events to WebCal can be found at its website: www.webcal.lmc.edu. Events added to WebCal are subject to the discretion of the Director of Communications and/or the College Webmaster.
3. If you believe your personal communication deserves to be sent to an "All" list, please refer to the rules above to determine if your message meets the necessary criteria.

Section VIII. Policy Enforcement

This policy will be most often enforced and maintained by Technology Services, with any necessary oversight by the Instructional Technology Committee and the Quality Enhancement Plan Committee. The Technology Services Staff will monitor communications through the mailing list server as often as possible, and take appropriate action for any violations of this policy. Violations will be dealt with on a case-by-case basis, with reference to the College Mission, Employee Handbook, Student Handbook, and any other applicable rules and guidelines practiced by Lees-McRae College.