Murray State College
Operational Rules for Computer, Network, and Communications Use
2015

INTRODUCTION

Murray State College (MSC) is committed to maintaining our progressive, modern- information technology systems in a manner that facilitates successful achievement of the mission of our college. A critical aspect of this is a responsible use procedure for students, faculty, staff, and others who use MSC's computers, network, distance learning facilities, and/or other communications technology.

All technology users have the responsibility of using technology in an effective, efficient, and ethical manner. The standards stated in this procedure are derived from common sense and common decency that apply to the use of all public resources within the college.

A. GENERAL RULES

Purpose. The purpose of developing and maintaining information technology at MSC is to promote access, use, and exchange of knowledge and information. This technology is intended to: a) promote learning, research, and other scholarly activities and b) conduct official MSC business and activities. Resources and technology for this purpose include telephones, FAX machines, photocopiers, computers and peripherals, distance learning resources, a local area network, and network connections to Internet via the Oklahoma State Regents for Higher Education's OneNet.

User Responsibilities, Violations, and Abuse. Rules and conditions apply to all users of MSC technology. Violations of any of these are considered unethical. Some violations are also unlawful. MSC considers the use of technology and related facilities as a privilege, not a right, and seeks to protect legitimate technology users by imposing sanctions on those who abuse the privilege. This is to ensure that legitimate users will have the maximum resources possible.

To retain the privilege of technology use, individuals must accept responsibility to protect the rights of all users by adhering to all rules and conditions for use. Abuse of rights and privileges may constitute just cause for disciplinary action such as counseling, withdrawal of use privileges, dismissal, and/or legal action. The following are examples of abuse:

➤ interference with the intended use of technology;
➤ unauthorized access or attempted access to confidential resources and information;
➤ unauthorized modification of any technology, programs, files, or other resources;
➤ unauthorized destruction, dismantling, or disfigurement of any technology, programs, files, or other resources;
➤ violation of privacy of other individuals or entities who are users or providers of information resources;
➤ violation of copyrights, patents, authorization agreements, licensing agreements, and/or other actual or implied contractual agreements;
➤ harassment of another individual on the network or connected systems and/or developing or using programs which harass other computer users;
➤ use of technology, including telephones, to send fraudulent, harassing, obscene, indecent, profane, intimidating, or other unlawful messages according to state or federal law;
➤ any for-profit use, including but not limited to transmission of commercial or personal advertisements, solicitations, and promotions;
➤ use of home directory account for storage of personal items;
➤ transmission of messages in support of illegal activities; and
➤ transmission of destructive programs.

Copyrights. Additional elaboration on copyrights is warranted. All software protected by copyright shall not be copied except as specifically stipulated by the owner of the copyright. Protected software is not to be copied into, from, or by any MSC system except in accordance with applicable licensing agreements. Thus, the number and distribution of copies of programs may not be done in such a way that the number of simultaneous users exceeds the

number of original copies purchased unless otherwise stipulated in the purchase contract.

Images and written materials available via electronic resources may be subject to copyright laws. Individual users are responsible for acquiring the appropriate permissions for any uses of such materials. Additional information on copyright information is available in a separate MSC copyright procedure.

Display of Offensive Materials. Display of potentially offensive ethnic, sexual, or otherwise offensive materials where other persons can view such material is prohibited. Special arrangements may be made for research or projects that require viewing such potentially sensitive materials. Students, faculty, staff, and other users of MSC technology and facilities may complain of sexual or racial harassment by virtue of being exposed to obscene images, video, or text. In such cases, the user responsible for publicly displaying such material may have their user privileges revoked if evidence is presented that substantiates the complaints.

Limiting Use. MSC reserves the right to limit a computer user's sessions if there are insufficient resources or if the user violates or abuses user rights. The protection of rights of all computer and other technology users depends on the protection of the integrity of the MSC system as a whole. Users are responsible for reporting any abuses by other users, defects in system accounting, or defects in system security to a member of the Information Technology staff immediately upon discovery.

Monitoring. The only individuals authorized to monitor information technology resources for potential abuse are persons specifically named by the President of MSC. Reports of suspected violations of this procedure would be reported to the appropriate direct supervisor or administrator. Violations supported by evidence will be handled in the same manner as for any other violation of campus procedure according to the applicable procedures for counseling students, staff, faculty, and administrative personnel.

Web Page Development. The World Wide Web offers MSC the opportunity to provide a broad spectrum of information in the multimedia format to large numbers of people. Institutional information published on the Web by MSC users must meet certain basic standards and represent MSC in a coherent, positive, and appropriate manner.

Passwords. System security is maintained in large part by password protection of computer accounts. By law, a computer user who has been authorized to use an account may be subject to both civil and criminal liability if that account is made available to unauthorized persons without appropriate permission. Reasonable accommodations to comply with the Americans with Disabilities Acts (ADA) can be made upon request and verification with the institution ADA compliance representative. It is strongly recommended that all persons involved obtain written permission, including the Information Technology department.

Students MUST contact the IT Department for password and other account issues.

Protect your passwords as you would a key to your car or house.

B. STUDENT USE OF COMPUTERS AND COMPUTER PERIPHERALS

Acceptable Uses. Computers and peripherals located in MSC's computer laboratories and library are primarily, though not exclusively, intended for classroom-related use by MSC students who have been assigned an account. Acceptable uses include the following:

➢ uses directly related to course assignments (both computer courses and other courses);
➢ uses such as preparing or conducting classroom assignments and activities;
➢ uses directly related to official MSC functions, official MSC business such as performance of work-study responsibilities, and other official MSC activities such as Student Senate and other MSC club work; and
➢ other personal uses that are consistent with the General Rules section of this document.

Limits on Use of Material Resources. For any uses where material resources are expended, printing should be limited to a reasonable number of personal hard copies. Printing may be monitored and logged. Printing quotas may also be enforced.

Special exceptions may be granted by supervising personnel, if warranted.

Game Playing and Internet Chat. Any secondary use such as game playing and Internet chat that interferes with primary uses will be cause to terminate a student session if other students or other users are waiting for access to the computer being used. Any secondary use that consumes significant resources or interferes with normal operation of the MSC system is strictly prohibited.

Application of General Rule. Students are expected to follow all provisions of the General Rules section of this document. Programs or utilities that interfere with other computer users, or that infiltrate or modify the MSC system or an account, are strictly prohibited. This includes anything that could affect network links or damage software or hardware components of the system.

C. COMPUTER LABORATORY PROCEDURES AND RULES

Computer Laboratory Hours. Laboratory hours will be posted. Hours may change from time to time, depending on availability of personnel and/or patterns of demand. A computer laboratory may be closed without prior notice in the event that a lab attendant is not available for supervision or if emergency work/maintenance on computers or the local area network is required.

Laboratory Staff Responsibilities. Computer laboratory staff, including work-study students, may not be used by any faculty, staff, or students for services not within their normal responsibilities. Except in special circumstances, individuals without a computer/network account with MSC will not be given access to MSC technology. Due to licensing limitations, do not expect staff to load all software on every computer (see copyrights).

Laboratory Rules. All computer laboratory users are required to honor the following rules:

- Food or drinks are prohibited.
- Smoking is not allowed.
- No children or visitors are allowed in the lab.
- Unauthorized duplication or sharing of software programs is prohibited.
- Downloading and storage of copyrighted material is prohibited.

- Writing or sending abusive messages is prohibited.
- Do not reveal personal addresses or telephone numbers.
- Protect your personal information, such as your MSC student ID.
- Use of vulgarities and other offensive language is prohibited.
- All communications and information should be considered private property unless clearly labeled otherwise.
- Do not provide your password to any other user.
- Do not display video, graphics, or any other material that may reasonably be considered ethnically, racially, or otherwise offensive to other laboratory users.
- Do not make excessive noise that could disrupt the concentration of other laboratory users.
- Do not make multiple copies of the same document.
- Printing with laser printers will normally be limited to reasonable use.
- Users are required to sign in for lab usage and sign out when session is complete.

D. TELEPHONES

Institution phones are the property of Murray State College, and follow the same acceptable use guidelines as computer and network devices. Phones are to be used for official institution business. If individuals are incurring charges due to personal calls, the institution can and will levy those charges upon the individual.

E. STUDENT PERSONAL DEVICES

Students who choose to set up their personal devices to accept email, or use their personal phones for institution-related affairs, do so of their own choice. MSC will not be held liable for misuse, damage, theft, reimbursement, etc. in such cases.

F. COMPUTER AND E-MAIL ACCOUNTS

Student Accounts. These accounts are for MSC students. They are the property of MSC. Student Accounts are to be used primarily for educational work in accordance with applicable policies, copyrights, intellectual property rights, and federal and state laws. Students with valid MSC

identification cards and documentation of current enrollment at MSC may apply for a Student Account with the Computer Services Office. Upon approval, students will be given a user logon name, password, and home directory.

Home Directories. One home directory will be issued to each student account. These directories are designed for MSC business and academic affairs. MSC reserves the right to monitor all contents of these directories. Additionally, users have unlimited storage available through their MSC Google accounts.

Right to Revoke Account Rights. MSC reserves the right to bar any technology user who does not abide by applicable policies, copyrights, intellectual property rights, and federal and state laws.

Upon discovery of violation, the student's account will be locked, and the situation referred to the appropriate department for further action.

G. IT SUPPORT REQUESTS

Requests for IT assistance can be submitted through the MSC website on the Information Technology webpage; or may be emailed to: help@mscok.edu. If internet or email is unavailable, please call the IT Department to submit your request.

1) Include your name, contact email and/or phone number, and a detailed description of the request. Include as much information as possible, including the scope and impact to operations.
2) Requests are handled on a priority basis. Whenever possible, target completion dates will be met considering that the date is reasonable.
   a. The IT Department will assign a priority to your request based on scope and impact to operations.
   b. **Normal.** These issues do not impact ability to continue operations, and/or affect a small portion of the institution community. Response time is typically within one business week.
   c. **Medium.** These issues affect an entire department, major area, and/or safety and security of the institution. Response time is typically within 72 hours.
   d. **High.** These issues affect one or more departments, major areas, and/or safety and security of the institution. Response time is typically within 24 hours.
   e. **Emergency.** These issues affect the entire institution. An immediate response is required.
3) Please note: If a request would typically be categorized as "Normal," failure to submit that request until the last minute does NOT constitute an upgraded priority. The priority system allows the IT Department to manage available assets and resources. "Last minute" requests may not be honored because assets or resources may not be available.
4) If an individual feels that his or her request has not been handled appropriately or in a reasonable amount of time, the individual should contact the CIO/Executive Director for IT. If still unsatisfied, contact the Vice-President for Financial Affairs.

Personal Equipment. IT service on personal technology devices can sometimes result in damage to the employee's personal device, resulting in the IT department and/or the institution being held liable. Thus, the IT Department will not provide service for/on student personal technology devices.