Caldwell Community College and Technical Institute

Employee Computer Usage Policies and Procedures

I. Campus Computer Usage Overview:

The purpose of this document is to define the policies and procedures for using the administrative systems, computer resources, and network systems at Caldwell Community College and Technical Institute (CCC&TI).

Caldwell Community College and Technical Institute will provide network access, computer systems, and other equipment to employees and students for the purpose of completing college-related assignments. These assignments include, but are not limited to the following: data entry and retrieval, report preparation, records maintenance, instruction, research, and planning. Because of this wide range of users and uses, it is necessary to establish policies and procedures that assure that the systems are used in the most efficient manner possible while providing for the protection of equipment, data, and software. While the Vice President of Technology and Instructional Support Services is charged with responsibility for the proper operation of the computer systems, all college employees are responsible for seeing that the computers are properly used and that security is maintained.

While every employee of the college has responsibility for the computer systems, those who actually use the systems are specifically responsible for data, personal file backup**,** software, and equipment. Since all of these responsibilities can be considered under the broad category of security, each user must be aware of and employ proper operating procedures to guarantee proper security. Access to the systems will be on a "need to know" basis, considering the accomplishment of assigned duties. In this context, "the system" means both the equipment and the data. With approval from the appropriate supervisor, employees may request access to administrative system services from the Systems Administrator. All employees have a responsibility to become familiar with the principles and capabilities of the college computer systems.

Use of Technology Resources:

CCC&TI technology resources may not be used for any purpose that is illegal, malicious, dishonest, or damaging. Any other action which violates any college, state, or federal policy is strictly prohibited and subject to discipline up to and including termination.

All technology equipment, software and services are the property of the North Carolina Community College System and are not to be used for personal or non-related college business.

Members of computer services or the administration may at any time use or examine the equipment, software, and services used by employees on college owned equipment.

Technology services are provided as a tool to complete job duties and are not intended for personal use.

Unacceptable Use: Including but are not limited to the following:

- Unauthorized software or file downloads

- Unauthorized relocation or modification of technology systems, equipment, or software

- Libel or slander

- Harassment

- Fraud

- Violation of copyright or infringement on trademark rights

- Use of another employee or student's account, password, or any other code or ID assigned to another individual

- Unauthorized access or attempt to access college systems or other networked devices

- Abuse or unauthorized use of college communications systems (email, phone, messaging)

- Business, personal, or other purpose unrelated to normal college business

- Academic dishonesty

- Violation of privacy

- Accessing, sending, sharing or use of any materials contrary to the mission of CCC&TI.

- Participating in any other activity which violates another college policy

Any employee who learns of a violation of the Employee Computer Usage policy should report the violation to his/her supervisor and to the Vice President of Technology and Instructional Support Services as soon as possible. Violators of the computer usage policies and procedures previously stated will be subject to one or more of the following sanctions: verbal and/or written warning, temporary or permanent suspension of computer access privileges, or dismissal from the college as stated in the CCC&TI Institutional Policies and Procedures Manual.

**Freedom of expression is a constitutional right afforded to individuals. However, users of college equipment, systems and software are held accountable for their actions and will respect the rights of individuals who may be offended by the services and images retrieved on the Internet. Individuals who feel they have been harassed should report the incident to the Vice President of Technology and Instructional Support Services.

II.   Procedures:

The following procedures are to be used by employees when using college-owned equipment, software, systems, and services. These procedures also apply to personally-owned equipment if they are used to access the campus network and services. Procedures may be modified and information regarding new or modified procedures will be distributed to employees via the college e-mail system.

Electronic Mail Policy

Caldwell Community College and Technical Institute is dedicated to providing students and employees with access to reliable and consistent communications tools. Email accounts for employees are provided as a tool for work and must not be used for any other purpose.

The college provides every employee with a GroupWise email account. Students are provided Blackboard messaging accounts and Google e-mail accounts.

Procedures for requesting email accounts are as follows:

1. When new full time or permanent part-time employees are hired, Human Resources will complete the GroupWise Account Request Form and submit it to the GroupWise Administrator.

2. Part-time employee e-mail accounts should be submitted to the GroupWise Administrator by the employee's immediate supervisor or designee. GroupWise Account Request Forms can be found on the college Intranet.

3. When full-time or permanent part-time employees are terminated, HR will notify the GroupWise Administrator via e-mail.

4. When part-time employees are terminated, the employee's immediate supervisor or designee will notify the GroupWise Administrator via e-mail.

5. New employees are also required to register for GroupWise training at the faculty/staff training area of the college website.

6. Each year, vice presidents will be distributed a list of all employees with GroupWise accounts in their departments. Lists must be audited each year to identify errors or any employee no longer employed with the college. These lists should be returned to the GroupWise administrator by the date requested.

Purchasing Policy for Technology Resources

Departments that wish to purchase technology software or equipment must send a request via electronic mail to the Vice President of Technology and Instructional Support Services (TISS). The Vice President of Technology and Instructional Support Services will provide consultation to the individual requesting the purchase, generate the requisition, and will then approve a requisition be submitted to the Business Office for issuance of a purchase order.

The Vice President of Technology and Instructional Support Services will compile a list of annual technology needs, including new computing equipment for faculty and staff, with the assistance of the computer services staff. Technology equipment, software, supplies and other resources will be ordered based on funds available and individual need.   A requisition will be approved by the Vice President of TISS and submitted to the Business Office for issuance of a purchase order.

Inventory Policy for Technology Resources

Employees should not relocate computer equipment or peripherals without notifying a technician in Computer Information Services. Individuals requesting computer and related equipment transfer and relocation must fill out an Inventory Transaction Form, located in the Business Services Department mailroom, and submit it the assigned technician in Computer Information Services. Computer Information Services employees will not take any action until the Inventory Transaction Form is completed. Once the transaction form is completed, a technician will relocate the computer and related equipment and forward the Inventory Transaction Form to the Purchasing Office.

Technology Repair Policy

Employees requesting telephone, computer equipment or software repair services or Datatel assistance will submit an online work order using the online help desk accessed from the college intranet. The help desk will provide automatic email updates to individuals regarding the status of their request as well as an opportunity to rate satisfaction of services rendered once the request is complete.

Datatel Access Policy

Before access to CCC&TI administrative systems is granted, a Colleague Access Authorization Form will be submitted through the user's supervisor, the appropriate department chair or vice-president, and the System Administrator.

Passwords will be changed every 90 days or less and passwords will not be divulged to any other person. Employees should not use another employee account or allow anyone to use their account.   If a user is terminated for any reason the System's Administrator must be notified immediately by the supervisor so that the terminated user can be removed from the system. In the case of a supervisor's termination, all of the supervisor's employees must change their login passwords immediately.

Backup and Recovery Policy

While every employee of CCC&TI has a responsibility for the computer systems, those who actually use the systems are specifically responsible for data, personal file backup**,** software, and equipment.

Backup of important files is the responsibility of the employee. Employees are encouraged to use external storage to backup and store files in the event of a system failure. Contents of each computer are not backed up on college servers with the exception of email.

Electronic mail is backed up on college systems and stored for a limited time. Archives are backed up on the employee computer and not on the college servers. Employees are encouraged to archive important email in order to recover it easily in the event of a system failure. Archives should be backed up on external drives so that it may be copied back to the drive once it is restored.

Should you require assistance or guidance in setting up archives, backing up files, or purchasing external hard drives, complete a work order using the online help desk located on the college Intranet.

Shared Folder and Systems Access Policy

Departments may have need of a shared folder in order to share and edit files. Computer services will create a shared folder on college servers and grant access to necessary employees should this need arise. Shared folders will be backed up on the college servers, but users are encouraged to store a copy of the files on their local machine as well in the event of a system failure.

Remote access to the college network will be granted on a very limited basis. Access should be requested by the division vice president and discussed with the Vice President of

Technology and Instructional Support Services. A remote access form will be required and completed by the division vice president and employee requesting access.

Should remote access be granted, computer services will provide remote access software along with instructions on accessing services. No technical support for networks outside the college network will be available. No technical support for equipment owned by the individual will be available. Remote access accounts will have an established expiration date and will not be granted on an extended basis.

Network and Telecommunications Policy

Network and telecommunications services are provided to employees as a tool for work.

Network and Internet access is a privilege, not a right, and can be withdrawn from those that use them irresponsibly. Users should not deliberately attempt to modify or degrade the performance of the network. Network services are provided to complete college-related tasks and not for personal business or recreation. Network services must not be used to intercept data, monitor user accounts, gain unauthorized access to restricted data, or for any purpose that violates other college, federal, state or local regulations. This policy applies to any technology equipment whether personal property or college property.

Telephone and voice mail systems are provided to complete college-related tasks and not for personal business use. Computer services cannot guarantee privacy of voice mail or telephone conversations. Employees should use telecommunications services to represent the college in a professional and courteous manner. They should not be used for any purpose that violates other college, federal, state or local regulations. Telecommunications services can be withdrawn from those that use them irresponsibly.

Electronic Signature Policy

Caldwell Community College and Technical Institute recognizes an electronic signature as a valid signature from faculty, staff, and students if the communication occurs through a college-issued account. Students use electronic signatures for processes such as registering for classes, checking financial aid awards, paying student bills, etc. Faculty and staff use electronic signatures for processes such as submitting grades, accessing campus computers, accessing course management systems, etc. Electronic signatures from accounts not issued by the college will not be accepted.

CCC&TI recognizes faculty, staff, and student electronic signatures as their unique username and password. CCC&TI assigns usernames and passwords to faculty, staff, and admitted students. These individuals are required to change their passwords upon initial login. It is the responsibility and obligation of each individual to protect the confidentiality of his/her username and password. Once logged in, the student or employee is responsible for any information he or she

provides, updates, or removes. Students and employees are also responsible for adhering to the requirements of the institutional computer usage policy.

The CCC&TI electronic signature policy is established to confirm and bind the identity of an individual to a process requiring his or her signature. This policy also reflects the legal intent of the individual that the electronic signature has the same authority as his or her written signature. By establishment of the Electronic Signature Policy, CCC&TI is responsible for assuring electronically-signed record integrity, security, and accessibility to those who are entitled to such access by law, statute, or regulation. These records will be retained for any period mandated and in a form capable of being reproduced as needed.

This policy is adapted from the Family Educational Rights and Privacy Act and the Electronic Signatures Act.

Website Publishing and Use Policy

The Caldwell Community College & Technical Institute (CCC&TI) website provides an effective communications medium to distribute information to the CCC&TI community and to the world at large about the college's mission, academic programs, library resources and information technology, admission and financial aid, campus policies and procedures, student organizations, events, publications, and people. The sole function of the CCC&TI website is to conduct the business of Caldwell Community College & Technical Institute on the World Wide Web as provided in the mission of the College.

The Marketing and Communications Department of CCC&TI will maintain the website. It will be the only official website representing the College. The Webmaster and the Public Information Officer have final responsibility for all content relating to the College's web presence. Please direct any questions concerning the CCC&TI website to WebDev@cccti.edu .

General Website Guidelines

Requests for addition, deletion or updating of content on the CCC&TI website will be sent to the WebDev@cccti.edu. It is the responsibility of the requestors to insure that submitted material is accurate, current, and appropriate for on-line use.

All requests will be reviewed and evaluated by the marketing and communications department. Approved requests will be prioritized and scheduled to be completed. Requested that are not approved will be returned to the requestor with an explanation of why the request was rejected.

Any minor changes, such as spelling and grammar mistakes, and reorganization of approved information, may be made at the Webmaster's discretion. Any questions or concerns of the Webmaster will be referred back to the requestor for resolution.

When your request has been completed, you will be notified and be asked to review the changed page(s) for accuracy.

No one is permitted to use the college's name or any association with the college in websites they create without written approval of the Vice President of Technology and Instructional Support Services.

CCC&TI upholds and subscribes to all policies and provisions as stated in the Digital Millennium Copyright Act 105 PL 304 (DMCA) and Title 17 of the US Code. In particular, as stated, it is unlawful to download, upload, or distribute in any fashion, copyrighted material in any form without permission or a license to do so from the copyright holder. CCC&TI does not endorse or encourage the use of copyrighted material in ways not intended for such materials.

Anyone submitting material to be published on the CCC&TI website for which the copyright is held by another person or entity, must secure written permission in advance and keep it on file for the duration of the usage. Permission may be required for the following: text, images, graphic designs, audio files, video files, tables, charts, and graphs. Care must be taken that the copyrighted material is used only for the purpose and duration of the license or agreement.

The college takes every reasonable precaution to prevent the proliferation of viruses or other harmful or disruptive entities on its website, however; the college makes no warranty on, or takes responsibility for any virus or harmful or disruptive entity encountered in the use of its website.

While CCC&TI makes an effort to protect privacy, the college makes no warranty as to the privacy or security of the information contained on its website.

Social Networking / Media Policy

Social networking, blogs, wikis, and social media sites (along with other on-line community sites) such as Facebook, Twitter, My Space, Youtube, Flickr, and others, are being used increasingly by individuals to electronically communicate with each other. CCC&TI recognizes the benefits of utilizing social media resources and expects all users to agree to use the resources legally, ethically and in keeping with their intended use. Inappropriate or questionable use will be addressed.

Most online social networking sites and resources require an e-mail address and personal profile information. Personal accounts should not be used to officially represent or promote CCC&TI, a CCC&TI organization, department, division, athletic team, group, official business, campus activity or event. When representing the college, or entity of the college, an approved campus representative account must be used. Individuals or groups are not permitted to freely create campus representative accounts on social networking, blog, wiki, or other social media sites. Only CCC&TI employees specifically authorized by the Marketing and Communications Department may create online accounts and/or post official college (departmental, divisional, athletic, organizational) information, media files, documents, resources, calendars, and events.

Approved by the CCC&TI Board of Trustees June 16, 2010