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 CCCTI.

CCCTI 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
CCCTI 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 uses include, 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 CCCTI

- 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 CCCTI 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 email system.

Employee Electronic Mail Policy

Faculty/Staff Email Policy
CCCTI provides all employees with email accounts. Email accounts are provided as a communication method for work and must not be used for any other purpose. Email is the official preferred method of communication when delivering information to faculty/staff, students, and others as needed. Email correspondence created with CCCTI's email accounts is subject to the North Carolina Public Records Law and may be disclosed to third parties by an authorized state official.

Employees will not use email to communicate, transmit, or originate any unlawful, abusive, threatening, hateful, or obscene material. Employees will not engage in non-college commercial activities, including political activities, unsolicited advertising, mass mailings, spam/hoaxes, or email chain letters. Email use must comply with the college's Computer Usage Policy.

Email Profile Picture
Each employee has the opportunity to display a photograph of him/herself. The photograph must be a current, professional, head-and-shoulders shot, thereby, providing a uniform appearance for all email profile photographs. Personal photos with a professional appearance are acceptable. The email profile picture is optional and can be used at each employee's discretion.

Email Body and Signatures
Email signatures will be uniform in appearance to ensure that college email meets professional standards.

Employees will adhere to the following guidelines:

Email Font: Simple fonts such as Arial, Verdana, and Calibri will be used. Script and cursive fonts must be avoided due to readability issues.

Email Signature and Email Body Text Color: Black is the most legible and recommended text color for signature and email body. Bright and light colors will not be used due to readability issues.

Email Images: Images and stationary will not be used in signatures or in the body of the email. This includes background images as well. Images can hinder email delivery and consume storage space.

Email Template: The following email template has been deemed appropriate for employee use:

Jane Doe (Employee First Name, Last Name, Academic Title as appropriate) Director,
Student Services (Title, Department)
CCCTI (Institution Name)
2855 Hickory Blvd, Hudson, NC 28638 (Institution Address, Caldwell or Watauga) *optional 828-726-0000 (Phone number)
jdoe@cccti.edu (Email address)
www.cccti.edu (College website)

*Email correspondence to and from this address may be subject to the North Carolina Public Records law and may be disclosed to third parties by an authorized state official. (NCGS. ch. 132)

Email Add-ons: Addition of the institution's physical address (Caldwell or Watauga) is optional. The information regarding NC Public Records law will be appended automatically to every email sent from the cccti.edu domain. Quotations, sayings, or any other information unrelated to the institution are not permitted for use as an add-on to signatures.

Email Archiving and Backups

The college does not offer email archiving or backups; however, each employee is given the opportunity to create an archive folder that resides on his/her computer. Archiving emails into the archive folder is the sole responsibility of the user. If an employee requires assistance in setting up an archive folder, he/she should contact the email administrator.

Email Size Limits

Outlook restricts the size of incoming and outgoing emails. The email size is restricted to
25 MB including the message header, body and any file attachments. All email correspondence must adhere to this size limit.

Outlook restricts the size of email inbox storage. Email inbox storage limits are 50 GB. Users will receive a message from Outlook before storage limits are reached. This message will advise users to delete unwanted emails or to move them to another location.

Employee Email Procedures

Full-Time Employees and Permanent Part-Time Employees
When full-time or permanent part-time employees are hired, the director of human resources or designee will complete the email account request form located on the college's portal site and submit it to the email administrator.

When full-time or permanent part-time employees are terminated, the director of human resources or designee will notify the email administrator via email.

Each year, a new employee orientation is held which includes email training. Employees can also contact

someone in computer services for individual training as needed.

Part-Time Employees
Using the Email Account Form found on the college's portal site, requests for part-time employee email accounts will be submitted to the email administrator by the employee's immediate supervisor or designee.

When part-time employees are terminated, the employee's immediate supervisor or designee will notify the email administrator via email.

Each year, a part-time employee orientation is held which includes email training. Employees can also contact someone in computer services for individual training as needed.

General
Each year, the email administrator will distribute a list to the vice presidents of all employees in their respective divisions/departments with college email accounts. Lists must be reviewed to identify errors or any employee no longer employed with the college. The lists will be returned to the email administrator by the date requested.

Student Email

Students enrolled at CCCTI are provided with a college owned email account. Email is the preferred method used for communicating information. Students should use their email account to correspond with faculty and staff. Therefore, faculty and staff should use only college issued email addresses when sending communication to students. Email correspondence created with CCCTI's email accounts is subject to the North Carolina Public Records Law and may be disclosed to third parties by an authorized state official.

Students should not use email to transmit or originate any unlawful, criminal, abusive, threatening, hateful, obscene communication. Proper email etiquette is required at all times. Email use must comply with the college's Computer Usage Policy.

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 on MyCCCTI Portal, 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.

Employee Laptops/Tablets

Full-time employees may receive a laptop, tablet, or other portable equipment in addition to a desktop computer to perform job related duties. All employees who receive such equipment will be required to sign a receiving form in computer services before receiving their assigned equipment. Upon separating with the college, the equipment will be returned to the computer services department.

Technology Repair Policy

Employees requesting telephone, computer equipment or software repair services or Colleague assistance will submit an online work order using the online help desk accessed from MyCCCTI Portal. The help desk will provide automatic email updates to individuals regarding the status of their request.

Administrative Access Policy (Colleague)

Before access to CCCTI 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. The form can be accessed from MyCCCTI Portal.

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 CCCTI 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 MyCCCTI Portal.

Shared Files and Folders

Departments may have need of a shared folder in order to collaborate and edit files. Team sites can be created on MyCCCTI Portal should this need arise. Shared files 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.

To request a team site, employees should use the online help desk located on MyCCCTI Portal.

Remote Administrative System Access

Requests for remote access must be made by the employee's direct supervisor verifying purpose, need, and duration of access. The request is sent via email to the vice president of technology and instructional support services. If approved, the employee will be emailed instructions and approved software which will allow the employee to access the system remotely. Remote access accounts will have an established expiration date and will not be granted on an extended basis.

No technical support for networks outside the college network will be available. No technical support for equipment owned by the individual will be available.

Network and Telecommunications Policy

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 connecting to the college network 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

CCCTI 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.

CCCTI recognizes faculty, staff, and student electronic signatures as their unique username and password. CCCTI 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 CCCTI 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, CCCTI 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.

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

Website Publishing and Use Policy

The CCCTI website provides an effective communications medium to distribute information to the CCCTI 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 CCCTI website is to conduct the business of CCCTI on the World Wide Web as provided in the mission of the college.

The marketing and communications department of CCCTI 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 or suggestions concerning the CCCTI website to WebDev@cccti.edu .

General Website Guidelines

Requests for additions, deletions or updating of content on the CCCTI website will be submitted to WebDev@cccti.edu. It is the responsibility of the requestor to assure that submitted material is accurate, current, and appropriate for online 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.

CCCTI 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. CCCTI 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 CCCTI 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 CCCTI 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 online community sites) such as Facebook, Twitter, My Space, YouTube, Flickr, and others, are being used increasingly by individuals to electronically communicate with each other. CCCTI 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 email address and personal profile information. Personal accounts should not be used to officially represent or promote CCCTI, a CCCTI 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 CCCTI 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.