9.1.7 . <u>Information Technology Resources Allocation</u>.

Chattahoochee Valley Community College acknowledges that Information Technology (IT) resources and services are essential for support of the College's instructional and administrative service functions. Therefore, it is the policy of the College to provide, to the extent that financial resources allow, appropriate technical resources and support to both academic and administrative service areas of the College. To ensure equitable balance between these two areas, priorities for usage have been established. The Technology Committee is responsible for evaluating these priorities to ensure that academic and administrative needs are adequately served.

Priorities of the Network for Academic use are as follows: (1) Development and delivery of classroom instruction and web-based learning; (2) Computer-assisted instruction and self-paced instruction in open labs; (3) Open lab for student use outside of class; (4) Library access on campus as well as the Alabama Virtual Library; (5) Testing; (6) Internet use for research; (7) Web access to student records for registration, grades, and other individual student information; (8) Email access; (9) Wireless access throughout campus for using personal computers or tablets for academic purposes.

Priorities of the Network for Administrative use are as follows: (1) Student information system; (2) Student financial aid; (3) Financial accounting; (4) Payroll/personnel; (5) Network file and print services; (6) Email access; (7) Internet access; (8) Wireless access in meeting rooms and offices for administrative purposes; (9) All other areas of services.

The policy regarding priority is to provide the maximum possible service to each area with minimal interruption of service to all areas. There may be times when these priorities may change based on a deadline that must be met in a certain area. These changes are communicated in advance to give areas time to adjust their schedules accordingly.

The College has a Switched Ethernet Network interconnected by a fiber optic backbone providing high-speed access to application, email, and the Internet. The network serves both academic instruction and administrative computing services. The College provides access to IT resources in offices, instructional classrooms, and open labs for students, faculty, and staff. The network is logically segmented using VLAN technology (Student Network is separated from Employee Nework) with no internal routes available. The internal network is protected by a Sonicwall 2400 Pro Firewall and a Sonicwall 2040 Pro Firewall that utilize Network Address Translation (NAT), Quality of Service (QoS), Intrusion Prevention, Gateway AntiVirus/AntiSpyware, and Deep Packet Inspection to thwart attacks.

9.1.12. <u>E-mail/Internet Acceptable Use</u>.
The Chattahoochee Valley Community College Acceptable Use Policy is established to maximize availability and equitable access to the College's Internet and e-mail resources. The College provided Internet and e-mail access is intended to be for or in support of: 1) education; 2) research; 3) local, state, or national government affairs; 4) economic development; or 5) public service related to College

supported activities. The College encourages the use of the Internet and e-mail because they make communication more efficient and effective. However, Internet service and e-mail are College property, and their purpose is to facilitate College programs, services, and activities. Improper use of the Internet or e-mail is not acceptable and will not be permitted.

E-mail Policy and Guidelines

Chattahoochee Valley Community College provides e-mail access to faculty and staff to help them be more effective in performing their work-related duties. The goal of the college e-mail system is to facilitate faster and more efficient communications both internally and externally. Users are permitted to use college e-mail for personal correspondence, provided that it is used in a reasonable manner and is not abused.

Users should:

1. Be mindful that any e-mail sent using the College's e-mail system contains the College's domain name and is therefore a reflection of the College as well as the individual sending the e-mail. Any e-mail sent using the College's e-mail system is also the property of the College.
2. Send, copy or forward e-mail only to people when reasonably sure that the recipient(s) has/have a need or desire to read it.
3. Be aware before forwarding an e-mail message that the original sender may have considered that e-mail a private communication. Users should forward an e-mail only when they are certain that they have the original sender's approval.
4. Verify the validity of any e-mail that comes with instructions to forward. Many of the mass e-mails, warning of some threat such as new virus, offering some incentive for forwarding the e-mail, or requesting help for someone in need, are hoaxes. Please verify these communications before blindly forwarding them.
5. Scan all attachments for viruses before sending or downloading.

Internet Use Policy

Chattahoochee Valley Community College's Internet use is a continuation of the College itself, as a comprehensive, public, two-year community college that exists to provide an educational environment in which the needs of the individual students, the community, and other target audiences can be met. Consistent with the College mission, Internet use and Web page development at Chattahoochee Valley Community College are intended to put the learner's needs first by being responsive and innovative, as well as being a catalyst for life-long learning. In addition to facilitating the educational process for students, Internet use is intended to support administrative efforts in research, to enhance course delivery and the teaching process for faculty, and to make available more resources for the staff.

The use of information technology must be consistent with the philosophy and purpose of the College. Those who access the Internet with College resources are required to conduct

themselves in an ethical and legal manner, and to adhere to the conditions of use set forth in this document.

Eligibility for access and use is a privilege granted by Chattahoochee Valley Community College to the students, faculty, staff, and others permitted by the College. The College reserves the right to extend, limit, restrict or deny privileges and access to its information resources. The College recognizes that local, state, and federal laws relating to copyright, security, and other statutes regarding Internet use bind all members of the College.

Responsibilities of Users

Users of the College's Internet resources are expected to comply with the following criteria for responsible usage:

1. The use of Internet resources should be consistent with the College's mission to further the educational process by facilitating the acquisition and exchange of knowledge, by encouraging collaborative projects, and by enhancing resources available to administration, faculty, staff and students.
2. The use of Internet resources should conform to any regulations, policies, and procedures established in the College's Student Handbook.
3. Individuals must take all reasonable precautions to prevent unauthorized access to Internet accounts or any other accounts usage and are expected to report any violations of this policy and/or security problems to appropriate personnel.
4. The use of Internet resources should comply with ethical and legal standards. The following would be considered unethical or illegal:
    - Using the Internet resources in a manner that creates a hostile environment, which may include but is not limited to, harassing, threatening, stalking, libeling, slandering other persons, or in any way that might damage community relations.
    - Using the Internet resources in a manner that violates the privacy of other users or persons.
    - Copyright infringement. (See Appendix A for more information)
    - Using the Internet resources to knowingly upload or download pornography.
    - Using the Internet resources to operate or engage in scams, pyramid schemes, or in any commercial venture.
    - Using Internet resources to intentionally spread viruses, mal-ware, spy-ware, or any other type of malicious software.
5. Individuals shall refrain from the intentional waste of limited computer resources.

Sanctions

Use of the College's Internet resources is a privilege, not a right. The College reserves the right to do the following:

1. Alter the provisions of this policy as needed.
2. Change the conditions of use of its Internet resources.
3. Terminate or change, without notice, the nature of access to these resources.

Users who violate College policy or the standards for legal and ethical usage may have the privilege of use revoked without notice. Violators may be reported to appropriate personnel. Those using these resources for illegal acts are subject to prosecution by local, state, or federal authorities.

<u>Limitations of Liability</u>

1. Access
    - The Internet World Wide Web is a global network unregulated by local, state, federal, or international authority. Material on the Internet may be controversial, offensive, disturbing, erroneous, or illegal. Because the College has no control over nor does it monitor materials on the Internet, it cannot be held responsible for such material, for controlling access to it, or for protecting patrons from offensive material. The College disclaims any warranty for the accuracy, timeliness, authoritativeness, or usefulness of such materials and shall have no liability for any direct or indirect damages resulting from the use of Internet material. Access to, or use of, the Internet by minor children is solely the responsibility of the parent or legal guardian.
2. Links to Internet Sites
    - The College, through its home page, provides links to helpful sites that are consistent with the mission and purpose of the College. However, because of the unregulated nature of the Internet, the College cannot monitor nor be responsible for the content or availability of these sites, nor for any subsequent links.
3. Violation of Privacy
    - The College disclaims any liability or responsibility for the violation of privacy of any individual by a user. Such responsibility shall rest solely with the user.
4. Use of Copyrighted Materials
    - The College disclaims any liability or responsibility for copyright infringement by a user. Such responsibility shall lie solely with the user.
5. Computer Viruses
    - Because the Internet is unregulated, viruses that are potentially harmful to the user's computer system may be downloaded from the World Wide Web. Responsibility for identifying and eliminating such viruses downloaded in data or files rests with the user. The College disclaims any responsibility for damages resulting from viruses transmitted through data or files obtained through the use of the College's electronic information systems.

9.1.14. <u>IBM System i5 Software and Data Backup Procedures</u>.

The IBM System i5 stores software and data primarily in what is known as libraries. However it does stores some data within its own network file system known in the PC world as directories. There are five libraries on the System i5 that store all the College records and purchased software. It also stores web based software in a directory. These libraries and directories are backed up locally Tuesday

through Saturday at 1:00 am EST onto a tape archive system along with all user and configuration data. Each night all of the above data is encrypted and backed up off site to a tier 4 data center located in Baton Rouge, LA.

The IBM i5/OS is considered to be one of the most secure Network OS's in the world. In addition, it sits behind a Sonicwall 2040 Pro Firewall with traffic restricted to authorized personnel. Telnet is restricted to pre-defined sessions. No ad hoc sessions are recognized when connection is attempted.

9.1.16 <u>Maintenance of Electronic Records</u>

For the purposes of this policy, any business communication that is created and/or stored by way of e-mail, computer disc, or any other form of sending, receiving, or electronically storing information, shall be deemed a business record of the College. Therefore, any such communication that is created in lieu of a paper document and is within one of the preservation categories listed above shall be subject to the same preservation standards as would a paper document of the same nature.   In that regard, employees shall preserve such documents by converting them to paper documents or storing them in electronic storage formats that are labeled so as to identify the documents contained therein.

The Higher Education Opportunity Act (HEOA) P2P digital file sharing provisions require colleges and universities to develop and implement written plans to effectively combat the unauthorized distribution of copyrighted material by users of the institution's network without unduly interfering with the educational and research use of the network. This document is Chattahoochee Valley Community College's (CVCC) plan to satisfy this HEOA requirement.

Introduction

CVCC is committed to upholding U.S. copyright law. While the College does not monitor its networks for the purpose of discovering illegal activity we do have ongoing initiatives to ensure that copyright, particularly as it applies to digital assets, is respected within the College Network. These initiatives are described within the implementation plan.

Technology-based Deterrents

CVCC has in place various network management strategies to balance demands placed on network resources. Under provisions of the Digital Millennium Copyright Act (DMCA) and as a matter of College policy, we do not routinely search for illegal activity that may occur over our networks. CVCC employs the following technology-based deterrents:

Traffic Filtering/Blocking

CVCC uses a Content Filter/Intrusion Prevention System to filter/block P2P technologies. This service is integrated into our Firewall system and is constantly updated by the manufacturer when new sites or technologies come online. The IPS system logs violation occurrences so they may be traced back to the violating computer.

A vigorous program of accepting and responding to DMCA notices

Chattahoochee Valley Community College implements an active program for responding to copyright infringement notices. When Chattahoochee Valley Community College receives DMCA notices of alleged copyright violation, it ensures that the offending material is expeditiously removed from the network and the individual involved is appropriately addressed. Repeat offenders are blocked from using the network for a period of time.

Community Education and Annual Disclosure to Students

CVCC informs our students about our commitment in upholding copyright law, deterring copyright infringement, and following DMCA procedures. These educational activities include the following:

1. Orientation. Illegal file sharing is addressed either during campus student orientation and during new employee orientation.
2. Internet use policy. Internet use policies define what activities are allowed or prohibited on the networks. Users must agree to these policies to gain access to the network.

3. Informational Web sites. Web sites advise students, campus staff, and the public about the College's policy: http://www.cv.edu/content/view/63/59/.
4. Annual Disclosure. All students will be sent an email of the new policy statement in 2010 and the policy statement will be found in the catalog and student handbook thereafter.
5. Posters. Illegal file sharing posters are displayed on bulletin boards in computer labs.

Information about Legal File-Sharing Options at CVCC:

Currently, CVCC refers the campus community to the list of legal alternatives maintained by EDUCAUSE, linking to the list from its informational Web site about copyright and illegal file sharing.

Campus Procedures for Handling Unauthorized Distribution of Copyrighted Material

Chattahoochee Valley Community College implements an active program for responding to copyright infringement notices. When CVCC receives DMCA notices of alleged copyright violation, it ensures that the offending material is expeditiously removed from the network and the individual involved is appropriately addressed.

1. First time offenders are notified via e-mail when caught.
2. Repeat offenders will receive a second email informing them they are blocked from using the network for a specified period of time.

Periodic Review of Plan and Assessment Criteria

CVCC will conduct annual reviews of its plan for combating copyright infringement. No single criterion is used to determine whether or not the plan is effective; a range of factors are considered in the context of the changing, external environment. The assessment may include the following considerations:

1. Survey of student community to determine if educational materials are effective,
2. Periodic review and update of physically and electronically distributed materials (Web, print, etc.) for user friendliness / clarity / organization / pertinence / effectiveness,
3. Review of best practices to determine if there are better approaches,
4. Review of the technological, social, and legal trends that may alter the number of complaints received.