GUIDE TO Acceptable Use of Technology

For Faculty, Staff, and Administrators
January 2010

Access

Software

E-Mail

Internet

CAMDEN COUNTY COLLEGE

OVERVIEW: This guide is intended to inform College faculty, staff and administrators of policies that guide the acceptable use of technology at Camden County College. Included in this guide are:

- Acceptable Use of Technology Policy (approved by the Board of Trustees in March 1998)
- EMail Policy (approved by the Board of Trustees in April 2000)
- Bulk EMail, (April 2002)
- Managing Your EMail Account
- Netiquette
- Faculty Web Page Guidelines
- Department Web Page Guidelines
- Policy on Sharing Digitally Copyrighted Material

It is important that every member of the College community is familiar with these policies and procedures.

CAMDEN COUNTY COLLEGE

ACCEPTABLE USE OF TECHNOLOGY POLICY Camden County College's policy governing Acceptable Use of Technology attempts to balance the freedoms needed for legal, ethical and efficient use of shared resources. It is reflective of academic honesty and demonstrates respect for intellectual property, ownership of information, system security mechanisms and individuals' rights to privacy and to freedom from intimidation and harassment. Access to College computers is not a right, it is a privilege enjoyed by all who observe an honor system based on the following guidelines that give notice and provide for due process.

Guidelines

In making acceptable use of technology you **MUST**:

1. Use files, information and software for authorized purposes only;
2. Use files, information and software for which you have authorized access;
3. Comply with state and federal copyright regulations;
4. Comply with vendor license agreements;
5. Use information in ways that support the mission of the College; and
6. Comply with other College technology specific guidelines, such as those for academic computer laboratories, Web page and email.

In addition, you **MUST BE**:

7. Respectful in your use of shared resources; therefore, academic needs take precedence;
8. Responsible for maintaining the security of information;
9. Responsible for engaging in activities that will maintain the integrity of the system and information contained within; and
10. Responsible for observing the policies of all networks accessed through College resources.

In making acceptable use of technology you **MUST NOT**:

11. Give your password to anyone else or misrepresent your identity;
12. Use the College's equipment or software for commercial use of personal gain;
13. Engage in activities that are against federal or state law; including copyright infringement.
14. Use, copy or modify anyone else's files without permission;
15. Interfere with College operations;
16. Use resources to annoy, harass, discriminate or intimidate anyone;
17. Use resources to send, download or transmit materials that contain profanities, obscenities or sexually explicit materials; or
18. Destroy, remove or modify College computer equipment or software.

Enforcement/Consequences The College considers any intentional violation of acceptable use guidelines to be a serious offense and will lead to disciplinary action under standard College rules for misconduct and existing judicial, disciplinary or personnel processes.

EMAIL POLICY **Purpose**

To define the policy for the appropriate use of Camden County College's electronic mail system (email) utilizing Camden County College approved computer applications.

Scope This policy applies to all Camden County College email users, both employees and authorized nonemployees (those not directly employed by the College).

Responsibility It is the responsibility of each user to take all necessary steps to follow the policies outlined below when using email, whether internally or externally (e.g., the Internet, private network). Violations of this policy may result in loss of use and may be subject to criminal or civil legal action as well as College disciplinary action.

Policy **Acceptable Use:** Email is to be used primarily for business purposes. Any personal use must not interfere with normal business activities, must not involve chain letters or solicitations, must not be associated with any for profit outside business activity and must not potentially embarrass or damage Camden County College's reputation or tarnish its image.

Content Precaution: Email users must treat email messages as if they were written on Camden County College letterhead. In addition, emails may not contain language, images or sounds that are harassing, intimidating, pornographic, libelous, defamatory or discriminatory or that threaten physical harm.

Unwelcome EMail: It is the responsibility of the user to contact the Human Resources Office should they receive inappropriate email, whether internally or externally.

Security: Email messages (especially but not limited to those sent over the Internet) may potentially be accessed or viewed by unintended persons. Email users must use care when using email to send or receive sensitive or confidential information.

Ownership: The email system and all messages sent by email are the property of Camden County College. Camden County College reserves the right to access and disclose all messages sent or received using its email system to determine whether users have breached security, violated College policy or engaged in other unauthorized or illegal actions. Camden County College also may, without prior notice to either the sender or recipient, disclose email messages when law or contract requires such action. Users should be aware that their deletion of a message might not automatically delete all copies of that message.

Copyrighted Material: Certain data and materials on the Internet may be copyrighted, and downloading for distribution would constitute copyright infringement.

Individual Mailboxes: An email user must have authorization to use a mailbox assigned to another individual to either send or receive messages.

Group (NonIndividual) Mailboxes: An email user must have authorization to use a group mailbox.

Retention: Email users are responsible for the maintenance of their mailboxes, i.e., saving needed messages and deleting unneeded messages. Email retention policies will be adopted and communicated from time to time.

BULK EMAIL Background

The *Guide to Acceptable Use of Technology,* published in April 2000 states, "Email users must treat email messages as if they were written on Camden County College letterhead." When widely distributed, such a document is considered official College correspondence. While broadcast or bulk emails can serve a useful function, care must be taken to ensure that this official communications channel remains free of inappropriate or unsolicited email. Bulk email is defined as official communication being sent to all users with a camdencc.edu email address.

Policy Bulk email can only be used for official communication that is to be approved by the Vice President to whom the sender reports.

MANAGING YOUR EMAIL ACCOUNT

Delete Messages: Users are responsible for email residing on personal or shared work-stations and should delete messages regularly.

Beware of Viruses: While text based email messages cannot contain viruses, they can be transmitted from one system to another. This can happen if a user attaches a virus-containing message and then sends it out across the Internet. Opening a file attachment to an Internet email message really is no different than placing an unknown diskette in your drive and should be treated with the same precautions.

Make Use of the Reply Function: Rather than creating a new email message when replying to a message your have received, use the reply function. It automatically inserts the recipient reply, but more importantly indicates the message to which you are replying.

Descriptive Subject Lines: Use the subject line to assist the reader in determining the importance of the message. This also is important for easy retrieval after it has been filed.

File Attachments: While it's simple to attach files such as a spreadsheet, Internet e-mail protocols were never designed to transfer large file attachments. In fact, only files of 64k will arrive at their destination reliably. This is especially true when sending e-mail to countries where Internet service providers cannot afford large file storage facilities. Limit your file attachments to less than 500k or use compression software.

Signature Files: A signature file is like letterhead for your email. It should be short and contain at least your full name, the College name, and your email address, which often gets lost in headers. You also should include phone and fax numbers. Keep it to no more than four lines.

Security: Unless special encryption software is used, email sent across the Internet is not secure. It is at least as secure as the fax, and email is more likely to end up with the right person and not on the floor of the fax room. Rule of thumb: If you'd normally fax your message, then email it. If you wouldn't risk faxing a message, don't email it without taking extra precautions.

Questions regarding maintenance of your email files should be directed to the OIT Help Desk at extension 4900.

NETIQUETTE

1. Users should become knowledgeable of email etiquette or Netiquette.
2. Users should use the same judgment in preparing email messages that they use in formal written communication. The ease of saving, forwarding and printing email messages makes them much more akin to formal letters and memoranda than to verbal communications.
3. Email messages should be brief yet complete. That means include some form of greeting, even if it's simply "Mr. Jones." All first time communications should include the full, "Dear…"
4. If you're sending a long email, say so in the subject heading.
5. Don't forget correct spelling, grammar and punctuation in the name of techno-efficiency. You'd never send a letter in all lower case letters, with words misspelled. Nor would you use excessive slang. Remember that sometimes the only first impression others have of you is your email. Don't come off as cybersloppy.
6. If you receive an email not intended for you, let the sender know and ask if you should forward it somewhere. Don't assume that you know where the message belongs.
7. Read and reread your messages. If you have any doubts, don't send them. Watch your "tone of voice." The receiver doesn't have the benefit of seeing your facial expression and body language or hearing your words.
8. Check with the author before forwarding a message.
9. Never participate in chain letters.
10. Remember to remain accessible and human. Include a short, "soft" line or two in your email. For example, "Hope your trip was successful. Glad to have you back."
11. Check email messages at least twice daily and respond to your messages within 24 hours. It's the same principle as telephone etiquette.

FACULTY WEB PAGE GUIDELINES Background Information

The following guidelines are for faculty members who produce and maintain **informational** or **supplemental** Web pages.

These pages are expected to adhere to the College's "Acceptable Use of Technology" policy.

All pages authored by College personnel and linked to Camden County College's Web site should promote and represent the College, its programs and its employees in a professional and informative manner. These guidelines set minimum standards for all faculty to follow when developing a Web page.

As the College moves into the electronic age, more and more faculty and students are using the Internet to find information, to communicate, to supplement their traditional classroom experiences and to learn fully online. Thus, faculty Web pages come in all shapes and sizes and often are of varying types.

With the new College Web site, students will be able to access information about all fulltime faculty through a link that will be maintained by the Office of Communications. This standard view will include a photo, a brief biographical sketch, email address, phone number and office location. Students can link from this point to two types of Web pages that are designed and maintained by faculty.

These are: Informational

Informational faculty Web pages are "static" in that they are normally updated on a semester basis. They may contain a faculty member's course syllabi and specific course assignments for a specific semester, office hours, teaching schedule and required textbooks.

Supplemental Instructional

These pages may be updated frequently by the faculty member and are of critical supplementary support to traditionally delivered courses. These sites may include weekly course material and assignments.

Faculty may us an HTML editor of choice to develop these pages. Currently, the College offers seminars and workshops through the Teaching and Learning Center to support development of these sites.

*Any personal sites are not permissible.

GENERAL WEB DEVELOPMENT GUIDELINES FOR FACULTY

1 The Camden County College initial page is located at url: **http://www.camdencc.edu** and will be the official home page for the College, all other pages will be referred to as Web pages.

2 Web documents can be created in an HTML editor of choice.

3 To ensure accuracy, do not copy material published by other departments; instead, create a link to such documents.

4 **Unacceptable Material – Personal business, advertising and other such material do not belong on the Camden County College Web site.**

5 Under Construction – Only those pages that are completed should be included on the College Web site.

6 Copyright and trademark laws apply to electronic publishing. It is important to get permission to use anything that you have not produced yourself.

7 Visual and functional continuity in Web site organization, graphic design and typography are essential to convince your audience that your Web site offers timely, accurate and useful information.

8 Your Web home page is the most crucial area in your site – because that's the only area you can be sure most users will see when they visit your site.

9 Readers experience Web pages in two ways: as a direct medium where pages are read online, and as a delivery medium to access information that is later downloaded into text files or printed onto paper. Documents to be read online must be concise. Readers will typically want to print longer pages or more complex presentations to read offline from paper. Make it easy for the reader to print. If you have to place downloadable files
on your site you should include the file size.

10. One of the major purposes of careful graphic design is to provide a unique visual identity to your Web site. A consistent "signature" header and page layout allows the reader to immediately know what the main point of the document is, and what (if any) relationship the page may have to other pages. Title elements must be carefully standardized across all of the pages in your site.

Tips

• When making links make the link text descriptive of the link. Ex. Math Syllabus
• Check your pages for spelling and grammar errors.
• Check and update your pages on a regular basis.

FACULTY WEB LINK REQUEST FORM

Faculty are welcome to extend their presence on the official College Web site by creating their own site. You will be responsible for maintaining your site.

There will be a place on the Camden County College site where all faculty members will be listed. Links will be created from this list to a generic faculty template that will contain information such as location, phone, a picture and any biographical information that is desired. This information will not have to be updated on a regular basis. Anything that needs to be maintained on a regular basis should be located on your site. From this generic faculty template, we will place a link to your site.

A request form must be filled out in order to create the link from Camden County College to your page.

Just follow these steps:

1. Fill out the Web Link Request Form below and submit it to the Web Specialist.

Date:_____

Faculty Member Name: _____

Department: _____

EMail Address: _____

Phone Number or Extension: _____

Web Site url: _____

Special Instructions: _____

DEPARTMENT WEB PAGE GUIDELINES Background Information

Academic

Department Web pages are part of the College's official Web site **www.camdencc.edu**. There is a listing of Academic Departments on the college's Web site that will link to a department specific home page. The programs, curriculum, faculty and courses links will be updated by the Office of Communications on an annual basis. All other information will be reviewed periodically by the designated department contact. All department pages will use the standard Web design template that allows for easy insertion.

Administrative

Administrative department links are embedded into the current Web architecture as appropriate. The content for these areas will be reviewed and maintained by a designated contact for that area. The changes should be forwarded via email to the Web Specialist, the changes will then be added and uploaded to the server.

The following information sets minimum standards for all departments to follow when developing a department Web site.

Requirements

Several requirements must be met before a College Departmental (academic or administrative) Web site can reside on the College server at **http://www.camdencc.edu**.

Individual departments are responsible for designating a contact person who will coordinate Web efforts on behalf of their department. Contact persons will be responsible for gathering the department content, getting the content approved by their supervisor or Dean, as well a maintaining and updating that information according to the background information above

Once department content is gathered, a printed version should be submitted to your supervisor or Dean for written approval. Once approved by the Dean or supervisor, the content should be forwarded to the Web Specialist at which time the development of the site will begin. There will be a standard design template provided by the Office of Communications and used for content insertion by the Web Specialist. Once the site is complete, it will be submitted to the Office of Communications for final review. When approved, the Web Specialist will upload the page to the College server.

Steps for Development of a Department Web Site

1 Decide on a department contact.

2 Make an appointment to meet with the Web Specialist to discuss the department Web project.

3 Coordinate and gather content for the Web site within the department and verify that th information is up to date and approved by the Dean or supervisor.

4 Submit content to Web Specialist via email or diskette with appropriate instructions.

5 Web Specialist will begin creating the site by inserting the content into a design template.

6 Once site is published on the Web site, the Web Specialist will provide the department contact with a copy of the finished site for future updating.

General Web Development Guidelines

1. The contact person will decide how often information will change and make sure it is updated/reviewed on a regular basis.
2. The contact person is responsible for making sure all Web documents are in compliance with copyright rules and with Camden County College guidelines and policies.
3. Information about admissions, financial aid, scholarships and other general College areas is available on the College's site, as are the *Application for Admission* and the *Information Request Card*. Since this information is currently part of the site's core pages, department Web page creators should not duplicate this information. Instead, creators should add links to these areas on their respective pages.
4. Links to such sites as personal businesses and other sites not dealing with the department's area are PROHIBITED. Web pages residing on the College server will not promote or advertise any commercial ventures. If a department or program wants to add a company logo and/or link to its page, that company MUST be a partner or cosponsor with the College or the program. Again, this is for educational purposes only and must be beneficial to College students.
5. Don't put up incomplete pages showing spots where graphics will go or links planned for future use. Make sure the page is completed before you consider it for posting.
6. Don't put up a page that requires updating if resources aren't available to do it.
7. Visual and functional continuity in Web site organization, graphic design and typography are essential to convince your audience that your Web site offers timely, accurate and useful information.
8. Readers experience Web pages in two ways: as a direct medium where pages are read online, and as a delivery medium to access information that is later downloaded into text files or printed onto paper. Documents to be read online must be concise. Readers will typically want to print longer pages or more complex presentations to read offline from paper.
9. Your home page is the most crucial area in your site because that's the only area you can be sure most users will see when they visit your home page.
10. One of the major purposes of careful graphic design is to provide a unique visual identity to your Web site. The consistent "signature" header and page layout allows the reader to immediately know what the main point of the document is, and what (if any) relationship the page may have to other pages. Title elements must be carefully standardized across all of the pages in your site.

Policy on Sharing Digitally Copyrighted Material

Background Camden County College provides Internet service for its own communities of students, faculty and staff. As a result, the College may be considered an Internet Service Provider or ISP. This designation would make the College liable for copyright infringements committed by its constituents. The Digital Millennium Copyright Act (DMCA) limits the liability of Internet Service Providers for certain infringements. In order for the College to avail itself of the DMCA protective provisions, the College must take steps to respond to notices it might receive that allege that someone to whom the College provides internet service has infringed the rights of a copyright owner.

Therefore, we have developed the following policy, which builds on the already implemented Guide to Acceptable Use Of Technology.

Policy Authorized access to and use of Camden County College's computing resources is intended and permitted solely to support the legitimate educational, administrative and mission based programs of the College.

Computer software, documents or files protected by copyright shall not be copied from or into any College computing resources except as permitted by law. Additionally, the number of copies and the distribution of copies must adhere to copyright restrictions and/or provisions.

Individuals violating this policy or copyright laws will be held personally responsible. The College reserves the right to impose sanctions appropriate to the infraction, including, but not limited to, probation, suspension, restrictions on access to and use of the College's computing resources or denial of access and use. Repeat offenders will have their privileges revoked. Such sanctions may have collateral effects on a student's ability to successfully complete coursework or an employee's ability to perform his or her work duties, thereby resulting in other sanctions.

Those accused of violating this policy or copyright laws will be afforded due process consistent with College policies.

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Making It Better, Together.