



POLICY MANUAL

Policy: Acceptable Use of Information Technology		Policy No. X2.1	Page: 1 of 1
		Issue No. 2.1.1	Issue Date: 9/9/03
Scope: Global	Effective Date: 9/9/03	Approved By: Sinclair Board of Trustees	
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Sinclair Acceptable Use of Information Technology Policy

Sinclair Community College recognizes that principles of academic freedom, freedom of speech, and privacy hold important implications for information technology use and services. Sinclair Community College provides all information technology resources in support of the learning, research, and community/public service mission of the College and all administrative functions that support this mission. The College encourages the use of its information technology resources to share information, to improve communication, and to exchange ideas in support of these purposes.

All information technology systems and services, including telecommunication equipment, computer systems hardware, software, and supporting infrastructure provided by the College, are the property of Sinclair Community College. Accordingly, the College reserves the right to manage all systems and services, including accessing records and other files resulting from use of these resources. Intellectual property and copyright laws may supersede College ownership of specific file content. Use of information technology systems and services should be undertaken with the knowledge that many electronically generated and stored records qualify as public records and may be subject to disclosure under the Ohio Public Records Act, Ohio Rev. Code §149.011, and that communications with students may be defined as “educational records” subject to the nondisclosure provisions of the Family Educational and Privacy Rights Act, Title 20 U.S.C. §1232g.

Sinclair’s information technology resources may not be used for unlawful activities or for offensive, demeaning, harassing, or disruptive purposes. The College reserves the right to report any illegal activities to the appropriate authorities. College information technology resources may not be used for personal monetary gain unless pre-approved in writing by the President or his designee.

The President or his designee will disseminate procedures, standards, and/or guidelines to implement this policy. These will apply to all applicable information technology systems and services provided by the College, all users, holders and usage of the College information technology services, and all applicable records in the possession of all users of information technology services provided by the College. Such principles will assure that:

- The Sinclair Community College community is informed about the applicability of policies and laws as related to information technology services.
- Information technology resources are used in compliance with those policies and laws.
- Users of information technology services are informed about how concepts of privacy and security apply to these services.
- Disruptions to College information technology resources and activities are minimized.

Any violation of this policy may result in legal action and/or college disciplinary action under all applicable College and administrative policies and procedures. Distribution of specific procedures implementing this policy includes, but is not limited to, web pages, email, and printed documentation.



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Acceptable Use Procedures

Summary of Procedures

- A. Users are all College students, faculty, staff (including student workers), and other individuals granted access to Information Technology Resources.
- B. Use of College information technology resources for unlawful activities is prohibited.
- C. Information technology resource users will not give the impression that they are representing, giving opinions, or otherwise making statements on behalf of the College unless authorized to do so.
- D. Users will not share their password, provide access to an unauthorized user, or access another user’s account without authorization (such as when granted delegate rights).
- E. Operators of College information technology resources are expected to follow sound professional practices in providing security of electronic data. However, since the protections are not foolproof, the security and confidentiality of electronic data cannot be guaranteed.
- F. The College does not in the ordinary course of business monitor the content of IT resources accessed by users. However, the College reserves the right to access any content within its information technology resources, including a user’s account.
- G. Users should consult records management staff in regards to how records management policies apply to material contained in electronic records.
- H. The unauthorized use or distribution of copyrighted works, including but not limited to, software, Web page graphics, files, trademarks, and logos, through Sinclair information technology resources and services is prohibited.
- I. Users must abide by the terms of all software licensing agreements with the College.
- J. Sinclair Community College provides Internet access to users in support of the learning, research, and community/public service mission of the College and all administrative functions that support this mission.
- K. Users should assess the implications of their decision to use College information technology resources for personal use.
- L. Users must get approval from the Information Technology Division prior to attaching personal technology to Sinclair's network resources including wireless access.
- M. The implementation of new products or services into Sinclair IT resources must follow a defined Network Change Procedure.

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I. Acceptable Use Procedures

A. Users

1. Users are all College students, faculty, staff (including student employees), and other individuals granted access to Information Technology Resources.
2. Users are responsible for the security of their passwords and accountable for any activity resulting from the use of their user IDs within reasonable scope of their control. If a user suspects or discovers that someone else is using his or her account or knows the password, the user should change the password immediately, where possible, and notify the IT Help Desk of potential system abuse.

B. Specific Restrictions

1. Use of College information technology resources for unlawful activities is prohibited.
2. Offensive, demeaning, harassing, or disruptive materials are prohibited. This includes, but is not limited to, materials that are inconsistent with the College's Non-Discrimination policy or Employee and Students Harassment policies.
3. Use of the College's information technology resources for personal monetary gain is prohibited, except where activities have been approved in writing by the President or his designee.
4. The use of information technology resources to solicit students or employees for any purpose, or to distribute literature for any person or organization, is guided by the Campus Access Policy.
5. Users sending data containing personal information or student record information must comply with Family Educational Rights and Privacy Act (FERPA) guidelines. All student information must be treated as confidential, even public or "directory information" may be subject to restriction. Release of information contained in a student's record without the student's consent is a violation of Sec. 438 Public Law 90-247. Any requests for disclosure of student information, especially from outside the College, should be referred to the Office of Registration and Student Records. Individual copies of the Student Records Policies and Procedures for Sinclair Community College are available from the Office of Registration and Student Records.
6. A user will not attempt to gain unauthorized access to another user's account.
7. Information Technology resources will not be used in any way or purpose that could cause, either directly or indirectly, excessive strain on computing facilities or cause interference with others' use of information technology resources. Examples include, but are not limited to: inappropriate use of email systems; willful introduction of viruses or other infections; wasteful acts such as unnecessary print jobs; tampering with network components; connecting unapproved technology to campus networks; unauthorized systems monitoring; creating a security breach in Sinclair network resources; and allowing access to unauthorized users; using peer-to-peer file-sharing software to allow

unauthorized access to Sinclair IT resources.

C. Representation

1. Information technology resource users will not give the impression that they are representing, giving opinions, or otherwise making statements on behalf of the College unless authorized to do so.
2. Where appropriate, a disclaimer will be included unless it is clear from the context that the author is not representing the College. An example disclaimer is:

“The opinions or statements expressed here are my own and should not be taken as a position, opinion, or endorsement of Sinclair Community College”

3. Users will not use a false identity to access information technology resources.

D. Security

1. Users will not share their password, provide access to an unauthorized user, or access another user's account without authorization (such as when granted delegate rights). Users should also exercise good password management by: always changing an initial password assigned by IT staff immediately upon receipt; changing passwords, where possible, at least every ninety days or when required to do so by the system being used; and never writing down a password and posting nearby a computer. Users should create secure, hard-to-guess passwords. Secure passwords: are at least eight (8) characters in length; contain a combination of upper and lower-case letters, numbers, and symbols; and do NOT consist of common names or words.
2. Users should follow sound information security practices and should not divulge any more information than necessary about Sinclair IT resources. Users should not discuss or reveal information such as Sinclair password and username formats, password requirements, IP (Internet protocol) addresses, and host names over the Internet or other outside sources.
3. Data sent to recipients outside of Sinclair, if sent over the Internet, is not encrypted (software used to encode and protect electronic data), and is not secure.
4. Users should be wary of and take precautions to avoid introducing viruses and malicious code to the college network. Use extreme caution when **downloading** files and software from the Internet. Downloading should only be done onto the hard drive of the user's computer. Downloaded files should be scanned for virus protection before installing or executing. Downloading directly into the any Sinclair network resource such as H: Drives (Home Directories), shared network areas, network servers, etc. is prohibited. When using a floppy disk or other removable media (even a new one), users should perform a virus scan on it. Suspicious messages such as those received from unknown sources or those received from known individuals but with unlikely or inappropriate subject lines (for example “I Love You” from your supervisor or instructor) should be reported to the Help Desk and should not be opened. Emails and attachments sent through Outlook Web Access or the Web Portal and received on a home PC could possibly contain malicious

code such as embedded viruses. It is strongly recommended that users install virus-scanning software on their home PCs and update that software at least once a week. Sinclair is not responsible if the anti-virus software is, for any reason, ineffective in eliminating viruses on a user's home computer.

5. Users are responsible for staying informed about changes in Sinclair information technology resources. The network environment is continually evolving as new products and services are introduced. Services change as the number and needs of users change. Changes can impact security measures and procedures. When changes occur, Information Technology makes every effort to publish information about these changes. IT publishes information in a variety of ways, including but not limited to, Web pages, email, President Bulletin articles, Know IT newsletter articles, training, phone system, the IT Help Desk, and online policy and procedures documents. Users should access these resources to stay informed about network resources changes.
6. Users should regularly back up important data and files from their hard drives onto network areas such as home directories and department shares or to removable media such as floppy disks, zip disks, or CD-ROMs. User should test these backups regularly for reliability in retrieving data.
7. Data and files containing sensitive or confidential information should be destroyed securely. Media or documents with sensitive or confidential information should **NOT** be simply thrown into the trash. "Hard" copies such as paper, microfiche, microfilm, etc. should be shredded. Computer media such as floppies, zip disks, CD-ROMs etc. should be destroyed or reformatted to remove data. **NOTE: Many electronically generated and stored records qualify as public records and may be subject to disclosure under the Ohio Public Records Act, Ohio Rev. Code §149.011, and that communications with students may be defined as "educational records" subject to the nondisclosure provisions of the Family Educational and Privacy Rights Act, Title 20 U.S.C. §1232g. Users should consult records management staff in regards to how records management policies apply to material contained in electronic records and documents.**
8. Physical security of Information Technology resources is also very important. Users should always log-off or use some type of workstation lock method such as a password-enabled screen saver when stepping away from their computers for more than a moment. Media such as floppies, zip disks, and CD-ROMs should be stored in a lockable, secure area. Portables such as laptops, PDAs, cell phones, etc. should **never** be left unattended for any amount of time and should be stored in a lockable, secure area.

E. Confidentiality

1. Operators of College information technology resources are expected to follow sound professional practices in providing security of electronic data. However, since the protections are not foolproof, the security and confidentiality of electronic data cannot be guaranteed. Sinclair Community College is a public institution of higher education and is therefore subject to the Ohio Public Records Act; this Act does not distinguish among media with regard to the definition of records, thereby electronic records are subject to

this law. Confidentiality may also be compromised by applicability of school policies, including this policy; by unintended redistribution; or because of the inadequacy of current technologies to protect against unauthorized access. Users should exercise extreme caution in using information technology resources to communicate confidential or sensitive information.

2. The existence of passwords and delete functions do not guarantee privacy or eliminate the ability to access electronic data. The delete function does not eliminate the data from the system. Systems are “backed up” on a routine basis to protect system reliability and integrity and to prevent potential loss of data. The backup process results in the copying of data onto storage media that is retained for periods of time and in locations unknown to the sender or recipient of the electronic data.

F. Access and Disclosure

1. The College does not in the ordinary course of business monitor the content of IT resources accessed by users. However, the College reserves the right to access any content within its information technology resources, including a user’s account.
2. Examples of instances where the College would need to access resources or accounts include:
 - a. In the course of an investigation triggered by indications of misconduct or misuse.
 - b. As needed to protect health and safety.
 - c. As needed to prevent interference with the academic and administrative missions of the College.
 - d. As needed to locate information required for College business that is not more readily available by some other means.
 - e. If an employee is absent and access to their electronic resources is necessary. It is important for supervisors to arrange with the employee for any necessary access to network files when they leave the College, are on vacation/sick leave, or absent for any other reason. Examples include:
 - The employee providing the supervisors with a password-protected shared area on their system.
 - Transferring necessary files to the supervisor’s network area or common network area.
 - Automatic email forwarding rules

Where these arrangements have not been made, and the supervisor requests access to the employee’s network files through the IT Help Desk, formal approval from the appropriate Vice President must be included with the request. With this authorization, IT will either provide access to a specific requested file or change the employee’s network password and provide a new password to the supervisor. The supervisor is then responsible for explaining the situation and reviewing this information with the employee upon their return to their office.

3. The College partners with various public institutions and businesses with more stringent IT-related policies and procedures. **Network content is strictly regulated and content monitoring and/or filtering is mandated in some of these organizations.** For

example, public library and schools routinely monitor and/or filter Internet content. Users utilizing IT resources within these partner institutions are required to become familiar with and adhere to the usage policies of these organizations regardless of "ownership" of the equipment or resources.

4. **Student Access to Information.** Students attending postsecondary educational institutions are entitled to inspect and review certain information included in their education records pursuant to the Family Educational Rights and Privacy Act (FERPA). Requests by students to inspect and review this information may be made either by telephone or in person to the Office of Registration and Student Records. Although requests need not be in writing, students verbally requesting to inspect and review their education records must be prepared to provide complete and accurate information in at least four of the following categories so that their identity may be confirmed: 1) birth name, 2) birth date, 3) address of record, including zip code, at Sinclair, 4) Social Security number, 5) Tartan Card number, or 6) last term of attendance. A record of each student's request will be maintained by Sinclair to ensure compliance with disclosure restrictions under FERPA. If students are unable or refuse to provide the above information, their request will be denied, unless a written request, accompanied by the student's birth date and Social Security number, is completed and signed by the student. Requests for education records will be granted as soon as practicable, but in less than 45 days.
5. Court order or law enforcement investigations may require the examination and release of information resource data.

G. Archiving and Records Retention

College records management policies do not distinguish among media with regard to the definition of College records and electronic records that are subject to these policies. This includes all records created or received and contained in College equipment, files, servers, or electronic mail. Users should be aware that it might not be possible to ensure the longevity of electronic records for record-keeping purposes, in part because of the difficulty of guaranteeing that electronic records can continue to be read in the face of changing formats and technologies. When in doubt about how to maintain long-term electronic records, users should contact College records management staff for guidance.

H. Copyright

The unauthorized use or distribution of copyrighted works, including but not limited to, software, Web page graphics, files, trademarks, and logos, through Sinclair information technology resources and services is prohibited. Users may not import, copy, or store copyrighted material without the permission of the author.

- Users who violate copyright laws are subject to civil and criminal penalties.
- It is the user's responsibility to make sure he/she is not violating copyright laws.
- The College reserves the right to remove or block access to material located on its information technology resources that violates copyright laws.

Extensive information regarding copyright issues may be found on the following web sites:

[United States Copyright Office Web Page](http://www.copyright.gov)

(<http://www.copyright.gov>)

[Summary of Digital Millennium Copyright Act of 1998](http://www.loc.gov/copyright/legislation/dmca.pdf)

(<http://www.loc.gov/copyright/legislation/dmca.pdf>)

[World Intellectual Property Organization](http://www.loc.gov/copyright/wipo/)

(<http://www.loc.gov/copyright/wipo/>)

I. Software Use

Users must abide by the terms of **all software licensing agreements** with the College. This includes software purchased by Sinclair and delivered over the network to all Sinclair users (e.g. Windows, MS Office, etc.) and software purchased by individual departments for College business. Computer software cannot be copied from, into, or by using Sinclair network resources except as permitted by law or by the software licensing agreement. Backup copies of software are allowed—if permitted by the licensing agreements.

Software piracy, the unauthorized duplication and use of licensed computer software, using Sinclair Information Technology resources is strictly prohibited.

J. Internet Use

Sinclair Community College provides **Internet** access to users in support of the learning, research, and community/public service mission of the College and all administrative functions that support this mission. The College encourages the use of the Internet to share information, to improve communication, and to exchange ideas in support of these purposes.

Internet access is available on employee computers, as well as on Teleport, Learning Resources Center (LRC), lab, and numerous other campus computers. Access includes, but is not limited to, the Sinclair web portal, my.Sinclair.edu; the Sinclair Internet site, www.sinclair.edu; and the Sinclair Intranet, site, intranet.Sinclair.edu.

Users should follow the guidelines listed within this document for acceptable Internet use with Sinclair information technology resources. Additional guidelines include:

- Use the Internet to support the learning, research, and community/public service missions of the College.
- Be aware that many of the Sinclair information technology resources provide access to outside networks that furnish electronic mail, information services, bulletin boards, conferences, etc. Users are advised that they may encounter material that may be considered offensive or objectionable in nature or content. Users access these outside networks at their own risk. Sinclair Community College does not assume responsibility for the contents of these outside networks.
- Be sensitive to others around you who may be able to view what you are viewing.

- Be aware that current technology used on the Internet does not provide guarantees that a user is who they say they are and that no one other than the intended person can receive the information that is requested. It is not possible to ensure that the person on the other end of a communication is who they say they are because of the ability to fake or "spoof" an IP address and the ability to listen to or "sniff" other people's communication.
- Be aware that currently technology used on the Internet does not guarantee the privacy and confidentiality of information. Sensitive material transferred over the Internet may be at risk of detection by a third party. Sensitive material includes but is not limited to: personal addresses and phone numbers, credit card information, and student information. Use extreme caution and care when transferring such material in any form.
- Verify the truth or accuracy of information found on the Internet with a separate, reliable source.
- Use extreme caution when **downloading** files and software from the Internet. Downloading should only be done onto the hard drive of the user's computer. Downloading directly into the any Sinclair network resource such as H: Drives (Home Directories), shared network areas, network servers, etc. is prohibited due to the risk of viruses and other electronic infections. Downloaded files should be scanned for virus protection before installing or executing. Only download materials from legitimate and reputable sources. Downloading illegal copies of copyrighted files or software is prohibited.
- Once a file is downloaded to the user's local hard drive and properly checked to ensure the file is free of viruses, Trojans and worms, the file may be stored on a network drive in accordance with policies and procedures stated elsewhere in this document.
- Do not use peer-to-peer software to illegally download and share copyrighted or illegal materials.
- Keep computer audio-video sounds to a level that is not disruptive to others.
- Do not try to access Internet sites you are not authorized to access.
- Do not print unneeded pages or materials from Internet sites.

K. Personal Use of IT Resources Owned or Provided by Sinclair

Users should assess the implications of their decision to use College information technology resources for personal use. Data resulting from such personal use may be subject to the archive and record retention requirements of the College. Data resulting from personal use is also backed up during routine system backups.

L. Use of Personally-Owned Technology with Sinclair IT Resources

Hardware or software that is not purchased by the College may access Sinclair information technology resources providing that the following standards are followed:

- Users must obtain approval via the IT Help Desk prior to attaching personal technology to Sinclair's network resources—including wireless devices.
- Owners of the technology must assume responsibility for its use and abide by all contents of this policy and any other applicable College policies when using personal technology with Sinclair IT resources.
- Examples of personal technology include but are not limited to, non-departmental servers (WWW, ftp, etc.), modems, laptops, personal software, PDAs, cell phones, and wireless devices.
- Owners of personally purchased software must abide by the terms of **all software licensing agreements**.
- Owners must provide their own sources of technical support for their personal technology.

M. Introduction of New Services and Products into Sinclair IT Resources

The increased complexity of relationships between hardware, operating systems, and application software requires careful attention to network change procedures. The implementation of new products or services into Sinclair network resources must follow a defined Network Change Procedure. Implementation of new products and services must be requested through the Information Technology Services group in the Information Technology Division. ITS will work with users to follow the defined procedure.

Affected Resources that fall under the control of this IT procedure include any hardware and related software connected to Sinclair information technology resources.

All new products and services or modifications to existing products and services must follow this procedure. However, the amount of planning and testing will vary within the scope of the change to the network/system infrastructure.

II. Policy Enforcement

Sinclair Community College considers any violation of this policy as a serious offense. Violators are subject to College disciplinary action as prescribed in conduct policies, the student handbook, employee handbooks, and other applicable College policies and standards. Offenders may also be prosecuted under terms described in such laws (but not limited to) as the Computer Fraud and Abuse Act, Family Educational and Privacy Act, Digital Millennium Copyright Act, and applicable federal, state, and local statutes.

Anyone who has a reason to suspect a deliberate or significant breach of established policy

or procedure should promptly report it to the appropriate Dean, Director, or other department supervisor, manager, or administrator. If the breach is suspected to be illegal and/or serious enough to warrant immediate attention, or if uncertain of the specific department involved, contact one of the following offices:

Student inquiries and complaints should be referred to:

Vice President for Student Services
 Sinclair Community College
 444 West Third Street, Room 10323
 Dayton, OH 45402-1460
 (937) 512-2975

Faculty and Staff inquiries and complaints should be referred to:

Office of Human Resources
 Sinclair Community College
 444 West Third Street, Room 7340
 Dayton, OH 45402-1460
 (937) 512-2514

Information Technology Division management may temporarily remove, rescind, or restrict access to resources upon notification of a suspected violation pending results of an investigation, and may also be involved in identifying and reporting suspected breaches and assisting those involved in an investigation.

III. Revision History

Date	Rev. No.	Change	Ref'd Section(s)
7/31/03	1.0.1	Sinclair Community College considers any violation of this policy as a serious offense. Violators are subject to College disciplinary action as prescribed in conduct policies, the student handbook, employee handbooks, and other applicable College policies and standards. Offenders may also be prosecuted under terms described in such laws (but not limited to) as the Computer Fraud and Abuse Act, Family	II. Policy Enforcement

		<p>Educational and Privacy Act, Digital Millennium Copyright Act, and applicable federal, state, and local statutes.</p> <p>Anyone who has a reason to suspect a deliberate or significant breach of established policy or procedure should promptly report it to the appropriate Dean, Director, or other department supervisor, manager, or administrator. If the breach is suspected to be illegal and/or serious enough to warrant immediate attention, or if uncertain of the specific department involved, contact one of the following offices:</p> <p><u>Student inquiries and complaints should be referred to:</u></p> <p>Vice President for Student Services Sinclair Community College 444 West Third Street, Room 10323 Dayton, OH 45402-1460 (937) 512-2975</p> <p><u>Faculty and Staff inquiries and complaints should be referred to:</u></p> <p>Office of Human Resources Sinclair Community College 444 West Third Street, Room 7340 Dayton, OH 45402-1460 (937) 512-2514</p>	
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