



LUBBOCK
CHRISTIAN
UNIVERSITY

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University*

POLICY AND
PROCEDURES
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SUBJECT: ACCEPTABLE USE OF TECHNOLOGY RESOURCES

1. Introduction

- a. The Technology resources at Lubbock Christian University support the instructional and administrative activities of the University. Users of these facilities may have access to University resources, sensitive data and external networks. Consequently, it is imperative for all users to behave in a responsible, ethical and legal manner.
- b. Computer and information technologies have greatly expanded our ability to access and exchange information, and represent an enormously rich resource for innovation in the furtherance of LCU's mission. However, the wise use of these technologies requires more vigilant efforts, and perhaps more secure safeguards to protect individuals' rights of privacy.
- c. This document contains specific guidelines to appropriate behavior in using LCU Technology equipment. Its purpose is to condense and present the intent of the following LCU policies in plain language:
 - i. LCU policy for the use of information technology resources
 - ii. LCU policy for information technology security management
 - iii. LCU policy for the use of electronic mail
 - iv. LCU policy for telephone service
 - v. LCU policy for printing services

2. SCOPE

- a. These guidelines apply to all users of Technology resources and Technology equipment owned, leased or rented by Lubbock Christian University. This includes, but is not limited to:
 - i. Students,
 - ii. Academic staff,
 - iii. Visiting academic staff,
 - iv. Administrative staff,
 - v. Guests of University staff and
 - vi. External individuals or organizations.
 - vii. Technology equipment includes, but is not limited to:
 - viii. The dialup modems,
 - ix. Terminals and microcomputers in all labs,
 - x. Microcomputers in offices,
 - xi. Servers,
 - xii. Networking equipment used to link these components together and to the Internet, and
 - xiii. Telephone equipment.
 - xiv. Network Printers and Copiers
- b. Lubbock Christian University is not responsible for the content of any material you prepare, receive or transmit. Thus, as a condition of using the University's Technology

facilities, you agree that you are in compliance with all state, national and international copyright and other intellectual property laws and agreements and other laws. You also agree that in using the system you will not violate any civil or criminal laws. Furthermore, you agree to indemnify, exonerate and protect the University (and its representatives) from any claim, damage or cost related to your use of the University's Technology resources.

3. ACCEPTABLE USE

- a. Those who make use of the LCU Technology resources are required to behave in a manner consistent with LCU's mission, policies and codes of conduct. As a user of these resources, you agree to the following guidelines:
 - i. You are responsible for any computer account you have been given. You shall set a password on the account that is not easily guessed and shall not share this password with any other person. If you discover that someone has made unauthorized use of your account, you should immediately change your password and report the event to one of the ChapDesk at chapdesk@lcu.edu. You also agree not to use an account that does not belong to you.
 - ii. You agree not to intentionally seek out information about, copy or modify password files other users' files, or disks belonging to other people, whether at LCU or any other facility.
 - iii. You shall not attempt to decrypt material to which you are not entitled or attempt to gain rights you have not been specifically granted by the owner. If you observe or discover a gap in system or network security, you agree to inform the Technology Services security coordinator at the ChapDesk at chapdesk@lcu.edu and not to exploit the gap.
 - iv. You agree to refrain from any activity that intentionally interferes with a computer's operating system or its logging and security systems, or that may cause such effects.
 - v. You agree to not install or use file-sharing programs on the LCU network. Use of these programs introduces security breaches and possible copyright violations.
 - vi. You shall be sensitive to the public nature of computer systems and refrain from transmitting, posting or otherwise displaying material that is threatening, obscene, discriminating, harassing, defamatory or contrary in anyway to the mission of Lubbock Christian University.
 - vii. You agree not to make copies of or distribute software the University owns or uses under license, unless the owner of the software or the owner of the license has specifically granted permission to copy. If in doubt as to whether you have permission to copy software, assume you haven't!
 - viii. Messages, statements and declarations sent as electronic mail or public postings should be treated as if they were tangible documents. In a manner similar to how letterhead or a return address on a tangible document would identify the University, addressees can see that the University is the source of the message or its system is being used to transmit it, from electronic identifiers used in the transmission of messages. To make sure that no addressee can infer that your personal opinions are necessarily shared or authorized by the University, it is your obligation to clearly identify them as your opinions and not those of the University.
 - ix. You agree not to create, alter or delete any electronic information contained in any system associated with the University Technology resources that is not part of your own work.

- x. You agree not to create, send or forward electronic chain mail letters. You agree not to attempt to alter or forge the "from" line or any other attribution of origin contained in electronic mail or postings.
- xi. You shall not use LCU Technology resources as a means of obtaining unauthorized access to any other computing systems.
- xii. LCU's computing disk storage is a University resource with costs attached and should be used with care and discretion. It is not meant to be used for archiving programs and data not currently being used or for storage of files publicly available elsewhere. It is meant for current class work, research and development projects, and temporary storage of other files. You shall attempt to keep your disk usage minimized and will refrain from maintaining duplicate copies of software already installed on the system. Storage of MP3's and Wave files consisting of more than 30 seconds of sound is prohibited on network drives.
- xiii. Network addresses such as TCP/IP addresses are assigned by Technology Services and may not be altered or otherwise assigned without the explicit permission of the ChapDesk. In addition, no equipment may be attached to the network without the explicit permission of the ChapDesk.
- xiv. You agree not to use the system for non-University business such as the transmission of commercial or personal advertisements, solicitations and promotions, or for reproduction of political or commercial material.
- xv. You agree to use the University telephone facilities in an appropriate, legal manner. The telephone system is not to be used in a threatening or harassing manner. All long distance access codes are to be protected from unauthorized use.
- xvi. The use of non-LCU owned or leased equipment connected to LCU owned or leased equipment or the network is not supported by Technology Services. If problems or interference occurs the non-LCU equipment will be disconnected or disabled. This included PDA's, printers, cameras, scanners, disk duplicators, projectors, and other such equipment.
- xvii. Operating systems will be upgraded on faculty and staff machines only where it can be demonstrated that the upgrade is necessary to conduct LCU business, or a recurring problem that prevents LCU related business from being conducted can be corrected. Operating systems will be upgraded when hardware is upgraded or replaced.
- xviii. The use of software that is not licensed by LCU on LCU owned or leased equipment is strictly forbidden.

4. SECURITY

- a. Operational security of the institutional information system is based upon both physical security and adherence to standards. Authority for the establishment and enforcement of University standards for administrative programming code, machine access, program access, maintenance (code and equipment) rests with Technology Services.
- b. You should use any available methods to safeguard your data, including regular changes of passwords and making duplicates of files. In the event that your files have been corrupted as a result of intrusion, you should notify the ChapDesk at chapdesk@lcu.edu. Please note that computer systems are not completely secure. It is possible that others will be able to access files by exploiting shortcomings in the system security. For this and other reasons, LCU cannot assure confidentiality of files and other transmissions.
- c. Technology Services attempts to provide reasonable security against damage to files stored on LCU's computing equipment by making regular backups of systems. In the event of lost or damaged files, a reasonable attempt will be made to recover the

information. However, the University and Technology Services staff cannot guarantee recovery of the data.

- d. Technology Services will make reasonable attempts to provide error-free hardware and software on University systems; however, it is not possible to guarantee this.
- e. Physical Security
- f. Security is a physical problem as well as one of control of passwords and other security measures. Machinery assigned to locations not directly the responsibility of Technology Services is the security responsibility of the department in which the machinery is located.
- g. Removal of University equipment from the assigned location to another University location may constitute a security violation. An off-campus permit obtained through Technology Services is required before any University computer may be removed from campus.

5. **PRIVACY**

- a. You should exercise caution when storing any confidential information in electronic format, because the privacy of such information cannot be guaranteed.
- b. Technology Services staff are expected to treat the contents of your files as private and confidential and shall not log into your account or access your files unless specifically granted permission by you, excluding the following exceptions.
- c. Exceptions to this guideline are made under certain circumstances. These include:
 - i. System backups, which access all files in your account;
 - ii. Software upgrades, which may require editing startup files in your account;
 - iii. Diagnostic and trouble-shooting activities, which may, for example, require viewing the address headers of your e-mail messages to determine the cause of problems; and
 - iv. Keystroke monitoring of sessions to determine inappropriate use of the computing facilities.
- d. Suspected violation of LCU policy or law. If there is sufficient cause to suspect such a situation, your files may be duplicated and stored for later review by appropriate personnel without your permission.
- e. In the event that your files need to be copied or viewed for reasons other than security, diagnostic, system backup or in compliance with law enforcement, Technology Services staff will attempt to inform you of this access.
- f. Student staff should avoid situations where helping another student or a faculty member would give them access to data relevant to a course that the student staff person is currently taking.

6. **COPYRIGHT LAWS**

- a. Copyright is intended to provide protection for the "intellectual property" of those people who have created something original.
- b. If you use an image, sound or video in a presentation; copy material produced by another person; use copyrighted text in a document; or make an extra copy of a computer program, you may be infringing copyright.
- c. Two terms that you may come across with regard to software copyright are shareware and public domain.
 - i. Shareware
 - ii. Shareware is usually software that is written and provided for evaluation purposes and can be copied and distributed. You must pay a fee to the author of the software if you intend to continue to use that piece of shareware. The software will usually contain a message that indicates where you send your fee or "registration". The author retains copyright of the software. Most shareware

authors will send you updated or enhanced versions of the product once you are registered.

- d. Public domain
 - i. Public domain software is available free of charge and can be copied and distributed freely. However, copyright still applies to public domain software. Therefore, if you modify and redistribute public domain software, you must obtain permission and acknowledge the original authors.
- e. The copyright laws provide strong legal protection against unauthorized copying or use of computer software with heavy penalties that apply to individuals and organizations who breach these laws.
- f. In brief, it is illegal:
- g. To copy or distribute software or any accompanying material without the permission or license from the copyright owner;
- h. To run a copyrighted software program on more than one computer simultaneously unless the license agreement specifically allows this;
- i. For a staff member or any section of the LCU to consciously encourage or request any staff member to make, use or distribute illegal software copies;
- j. To infringe the laws against unauthorized software copying because a superior, colleague or friend requests or compels it;
- k. To loan software so that a copy can be made, or to copy software while it is on loan.
- l. To copy music CD's and distribute to others.

7. MAIL "NETIQUETTE"

- a. Check your mail daily. Ignoring a mail message is discourteous.
- b. Keep messages remaining in your electronic mailbox to a minimum.
- c. Include your correct e-mail address on your mail signature, business card, fax and letterhead.
- d. Try to keep e-mail messages fairly brief, a maximum of one or two full screens.
- e. Make sure that the "subject" field of your e-mail message is used and is meaningful.
- f. Always reply quickly, even if a brief acknowledgement is all you can manage. At least the sender knows you have received the mail.
- g. Remember, all caps means that you are yelling.
- h. Develop an orderly filing system for those e-mail messages you wish to keep.
- i. Try to restrict yourself to one subject per message.
- j. Make arrangements for your e-mail to be forwarded to someone to handle when you go away.
- k. Also, remember that sending e-mail from your LCU account is similar to sending a letter on LCU letterhead, so don't say anything that might bring discredit or embarrassment.
- l. Don't extract and use text from someone else's message without acknowledgement. This is plagiarism.
- m. Don't make changes to someone else's message and pass it on without making it clear where you have made the changes.
- n. Don't reproduce an e-mail message in full when responding. Be selective in the parts that you reproduce in order to respond.
- o. Don't pretend you are someone else when sending mail.
- p. Don't send frivolous, foul, abusive or defamatory messages.
- q. Don't send chain letters.
- r. Don't send unsolicited messages to multiple registrants on the University's mail register for purposes other than genuine university business.
- s. Don't use global electronic mail for advertising or promotional purposes.
- t. Don't attach excessively large files as this will result in an overflow of the disk drive of the network services provider.

8. Caution

- a. It is advisable not to send confidential information that you would mind becoming public knowledge. Due to the nature of the communication medium, it is quite feasible that Internet communications may be intercepted by external entities and agencies. Also, any electronic mail that is incorrectly addressed may be received by a third person or may be bounced to a "Postmaster" in an external organization for redirection.

9. VIRUSES

- a. Clients need to consider all of the possible points of entry (Internet, e-mail, floppy disks, personal computers, gateways, servers, staff computers connected by modems) when addressing the potential risks and implement appropriate actions to counter the risks. The success of any actions implemented depends on the detection products used and the regular use of these products by clients. As a consequence, it is imperative that you adopt a virus protection strategy and rigorously adhere to it.
- b. Guidelines. The following guidelines are provided to assist you in implementing a successful virus protection and detection strategy. Remember it is easy to introduce viruses onto your computer. Electronic mail messages and Internet file transfers may contain files that could potentially carry viruses. Use caution in opening email from Hotmail, Yahoo mail, etc. These sources are not scanned.
 - i. If your computer is infected or you suspect that your computer may be infected by a computer virus, contact the ChapDesk immediately so that measures can be taken to remove the virus and identify any other affected computers and diskettes.
 - ii. Virus Hoaxes
 - iii. From time to time, e-mail messages circulate warning of the potential virus threats. In the majority of cases, these messages are hoaxes. There is no danger associated with opening a mail message. Your computer cannot be infected in this manner. The potential danger exists only in the files and attachments that the mail message contains.
 - iv. Remember, always save attachments to disk and scan before executing them or opening them.
 - v. If in any doubt, contact the ChapDesk for service at chapdesk@luc.edu.

10. TELEPHONE

- a. All telephone service, including fax, modem lines, and T1 lines, are provided through Technology Services. All requests for additional lines, repair of service, or termination of service must be channeled through Technology Services.
- b. Long distance codes and calling cards will be provided through Technology Services.
- c. Access for international calling must be requested through Technology Services. Access will be limited to specific telephones.
- d. Telephone call logs are considered confidential and access to logs will be protected by Technology services. Technology Services will provide reports from the logs to law enforcement officials, when requested, in order to investigate possible violations of law or policy.

11. PRINTING SERVICES

- a. Technology services will provide access to network printers in each building on the LCU main campus. The network printers will be maintained by Technology Services and all problems and service requests must be made to the ChapDesk.
- b. All printing and copying activity is logged and logs will be maintained by Technology Services. Charges for use of network copiers and printers will be allocated to each department on a monthly bases. Statements will be provided upon request.

- c. Students will be provided access to network printers and copiers and all charges for use will be deducted from their personal account at the time of use. Statements will be provided upon request
- d. Personal printers (those connected directly to the pc, not the network) are not supported by Technology Services. Maintenance / replacement of personal printers will be the responsibility of owner (department, employee who purchased/provided printer, etc.).
- e. Addition of network printers and copiers will be determined usage reports of current printers and copiers.

12. VIOLATIONS

- a. You should report violations immediately to the ChapDesk
- b. Depending on the nature of the events, violations may be dealt with as described in the Lubbock Christian University Student Handbook and/or the Lubbock Christian University Faculty / Staff Handbook, any relevant contracts, and possibly by the law.
- c. In most cases, the first action that Technology Services staff will take to confirm you have violated University policy will be to close your account. To have your account reinstated, you will be required to contact Technology Services through the ChapDesk to arrange an interview with the Director of Technology and the relevant dean or Vice President.
- d. A senior person, such as your Vice President, dean or head of department, in your department or school/college will be informed of the circumstances of your case and any additional information arising during your interview. It is the responsibility of schools/colleges or departments to impose appropriate disciplinary penalties, including any extension of closure of your account.

13. TECHNOLOGY SERVICES POINT OF CONTACT

- a. If you have any questions concerning the use of computer systems at LCU you should contact Technology Services 806-720-7100 or chapdesk@lcu.edu