

COASTAL ALABAMA COMMUNITY COLLEGE			
Policies and Procedures Manual			
Title:	Technology Services and Network Access		Approved by:
Insert:	08.01	Date:	04/01/2022
Replace:		Date:	06/01/2023
Reviewed:		Date:	06/01/2023
Remove:		Date:	



POLICY / PURPOSE:

It is the policy of Coastal Alabama Community College to govern electronic communication conducted through the Coastal Alabama Community College’s structured and wireless computing and telephone services, including local area, wide area and interconnected networks, owned host systems, personal computers, laptops, printers, software, communication devices, and network resources. Usage is intended for individuals legitimately affiliated with Coastal Alabama Community College to facilitate the exchange of information consistent with the academic, educational, and research purposes of the institution.

SCOPE:

This policy applies to all Coastal Alabama Community College students and employees during any activity involving the College, including the workday. In addition, visitors, vendors, contractors, and all other non-employees may be expected to recognize and comply with College policies.

DEFINITIONS:

There are no definitions applicable to this policy.

DETAILS:

08.01.01 **Policy Oversight:** This policy is governed by the policies of Coastal Alabama Community College and the laws of the state of Alabama. All users of college computing resources must comply with all federal, state, and other applicable laws; all generally applicable Coastal Alabama rules and policies; and applicable contracts and licenses. Users are responsible for ascertaining, understanding, and complying with the laws, rules, policies, contracts, and licenses applicable to their particular uses.

The College Network Policy is created and amended under the authority of the Data Security Response and Technology Planning Committee. All committee documents are submitted to and subject for review by the Executive Cabinet. Failure to enforce any provision of this agreement shall not constitute or be construed as a waiver of such provision or of the right to enforce such provision.

08.01.02 **Condition of Use:** Access to the Coastal Alabama Community College network system shall be provided on an as-is basis with no guarantee of quality or availability. Network access is dependent on the availability of network bandwidth and related equipment. Instructional classes are given priority in the usage of equipment, bandwidth, and all other technology resources. As a condition of access to the network/Internet resources, employees are assigned a User ID and password by the Alabama Community College System (ACCS).

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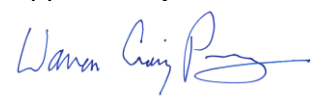
Computing resources are to be used in the manner and to the extent authorized and should not be used for financial gain, for commercial purposes, or for any discriminatory, harassing, obscene, or illegal purpose. Individuals may not share with or transfer to others their Coastal Alabama accounts including network IDs, passwords, or other access codes that allow them to gain access to Coastal Alabama’s information technology resources. Employees engaging in electronic communications with persons in other states or countries or on other systems or networks should be aware that they may also be subject to the laws of those other states and countries and the rules and policies of those other systems and networks.

1. **Administrative Privilege:** All network access using Coastal Alabama Community College time, equipment and/or resources will be administered by and coordinated through the Technology Services Department under the direction of ACCS. Coastal Alabama Community College reserves the right to monitor, collect and store all electronic activity conducted on the Coastal Alabama Community College network without consent or notification. Use of the Coastal Alabama Community College network or computer resources constitutes acceptance of such monitoring. The Technology Services Department reserves the right to access any user’s account, electronic files, or transmissions for administrative purposes including archiving, system maintenance and repair, or as directed by the college president, designee, or employee’s supervisor. The Technology Services Department also reserves the right to suspend use of an account in the event the employee’s password has been compromised, the employee is in violation of this network access policy, or as directed by the college president, designee, or employee’s supervisor.

2. **Computer Crimes:** The Alabama Computer Crime Act, codified at Code of Alabama (1975) § 3A-8-100 through 13A-8-103, makes it a crime for a person to damage, or without authorization to modify computer equipment, computer networks, and computer programs and supplies or without authorization to access, examine, or use computer data and programs, and provides for punishment up to a Class B Felony. Federal law also makes it a crime to access computers or computer networks devoted in part to Federal purposes without proper authorization. Any violation of such state or federal laws respecting computers shall also constitute a violation of the Coastal Alabama Community College Policy for Acceptable Use of Technology Resources. Furthermore, this policy prohibits various actions (described below) which may or may not constitute a crime.

3. **Electronic Devices:** The use of technology on campus is intended to improve the learning environment for students and instructors. The College is committed to educationally sound uses of technology and to preventing technology from becoming disruptive to the learning environment. It is the

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responsibility of the instructor to communicate with the student if, when, and what type of technology is allowed during class. Any technology that disrupts learning, promotes dishonesty, or is used to violate the student code of conduct is prohibited.

4. **Ethical and Responsible Use of the Network/Internet:** Usage of the Coastal Alabama Community College Network System is on an at-will basis. Coastal Alabama Community College and the Technology Services Department will not be responsible for any damage to person or property from the use of the Coastal Alabama Community College Network System.

The Coastal Alabama Network System – including email service, internet service, and college-provided equipment – is the property of the State of Alabama and is not intended for personal use. It is not acceptable to use College resources for purposes which violate any federal or state law or College Policy; are harmful or harassing to others; disrupt normal network use and service; execute for-profit commercial activities or business transactions; or constitute political campaigning.

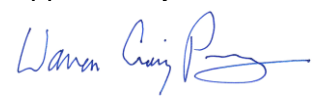
All users are accountable for use of resources in an effective, ethical, and lawful manner. Users are prohibited from accessing the internet for any unethical or immoral purpose, including any activity associated with pornography, obscenity, violence, gambling, racism, harassment, personal gain, or any illegal activity. Users are discouraged from using profanity or vulgarity when posting electronic mail via the internet or posting to public forums (i.e., newsgroups). Any electronic mail sent through postings to public newsgroups must fall within these ethical standards.

All users must abide by all federal and state laws regarding information sent through the Internet. Unauthorized release or disclosure of information through the internet or through any other means is strictly prohibited. Proprietary or confidential information pertaining to the college shall not be transmitted over the internet.

Users are forbidden from engaging in any activity which is in violation of the Code of Alabama (1975) §§ 36-25-1 through 36-25-30, as amended (the “State Ethics Law”), or which, in the opinion of the Coastal Alabama Community College administration, may be contrary to such law.

5. **User Access/Password Assignment and Confidentiality:** Under the terms of this policy, employees of the College are given access to the Coastal Alabama Community College Network System. If network resource access (such as network attached storage or email) is required, a user ID and password will be assigned to the employee by the Technology Services Department.

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The username and password, including those used to access email or an instructional platform such as Canvas, are the responsibility of the individual to whom they are assigned. Employees are responsible for network account use and password confidentiality. Use of an employee account by another employee or student is prohibited. Any individual other than the person to whom they are assigned shall not use the username and password or any other assigned authorization. Violations of this policy or any other policy through the unauthorized use of the username and password subjects the individual to whom the username and password are assigned to disciplinary action, up to and including discharge.

Users should not leave a computer logged on when vacating a workstation. The user is responsible for his or her account and any content left on the computer. Leaving an unattended logged-on computer puts the user and the institution at risk.

In the event Coastal Alabama Community College no longer employs an individual, it is the responsibility of the Technology Services Department to close the former employee's account.

Proper identification must be used in any electronic correspondence, and valid, traceable identification provided if required by applications or servers within the Coastal Alabama Community College computing facilities.

6. **Software:** To prevent computer viruses from being transmitted through the system, no unauthorized downloading or installation of any software is permitted. Software downloads and installation shall be done only after approval and/or assistance from the appropriate Technology Services Personnel.

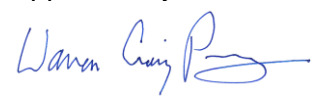
Streaming media and music and video downloads are prohibited unless authorized by the appropriate Technology Services Personnel.

Point to Point or Peer to Peer (P2P) file sharing is prohibited unless authorized by the appropriate Technology Services Personnel.

7. **Copyright Issues:** All College network/internet users must adhere to the copyright laws regarding software, data, and authored files. Users may not transmit copyrighted materials belonging to entities other than this college. Users should exercise caution when downloading material from an internet source as such action may constitute violation of copyright laws.

It is permitted for web pages to be printed and material downloaded from the Internet for informational purposes if the purpose for such copying falls

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into the category of “fair use.” “Fair use” is defined as the doctrine that copyright material may be quoted verbatim, if attribution is clearly given and that the material quoted is reasonably brief in extent.

The College is not responsible for copyright infringement by a user. Such responsibility shall lie solely with the user.

Users found guilty of copyright infringement shall be subject to disciplinary action, including possible suspension, expulsion, or termination.

Congress enacted the No Electronic Theft (NET) Act in 1997. The NET Act makes it a federal crime to reproduce, distribute, or share copies of electronic copyrighted works such as songs, movies, or software programs, even if the person copying or distributing the material acts has no intention of receiving profit. Electronic copyright infringement carries a maximum penalty of up to three years in prison and a \$250,000 fine.

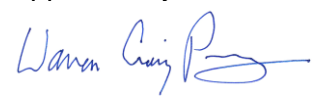
- 8. Personally Owned Computer Hardware/Software:** Personally owned software cannot be loaded onto a college-owned computer unless it is directly related to the job position and is approved by the appropriate Technology Services Personnel. If any approved personally owned computer software is loaded onto a college-owned computer, the license and documents must remain with the college computer on campus in the event of an audit.

Computer hard drives may not be installed or removed without the express written consent of authorized Technology Services Personnel.

- 9. Privacy of Information:** Information passing through or stored on any Coastal Alabama Community College electronic network or computer system may be seen by others for a variety of reasons. Routine administration, management, or audit functions may require information stored or transmitted via Coastal Alabama Community College computers and networks to be intercepted or monitored. Electronic transactions may be subject to seizure and inspection by Coastal Alabama Community College without notice. All users should fully understand that except where protected by state or federal law, or by College policy no expectation of privacy may be assumed concerning information communicated over or stored on Coastal Alabama Community College electronic systems.

Users should respect the privacy of others, including, but not limited to, abstaining from unauthorized access to email, files, data, and transmissions.

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All users should be aware of and comply with the Family Educational Rights and Privacy Act (FERPA) as well as its restrictions on the use and dissemination of personal and academic information.

08.01.03 **Unacceptable Use:** The following activities are prohibited on all Coastal Alabama Community College technology resources. The activities listed are for reference and are not intended to be all-inclusive.

- Altering system software or hardware configurations without authorization of the Coastal Alabama Community College Technology Services Department.
- Accessing, via the internet or any other means of broadcasting, pornographic, obscene, or violent images or content or any other material in violation of local, state, and federal statutes. Use of resources for gambling, racism, harassment or political campaigning is also prohibited.
- Using technology resources for illegal activities.
- Accessing or attempting to access another user's files, email, or other resources without his or her permission except as otherwise provided herein.
- Allowing unauthorized persons to utilize an authorized user's account, username, or password.
- Using technology resources for commercial or profit-making purposes without written authorization from Coastal Alabama Community College.
- Installing, copying, distributing or using software that has not been authorized by the Coastal Alabama Community College Technology Department.
- Originating or proliferating electronic mail, broadcasts, or other messages that may be deemed as obscene, abusive, racist, or harassing.
- Creating and/or distribution of viruses or other destructive programs.
- Unauthorized release or disclosure of any confidential college, personnel, or student information.
- Using any computer technology in a manner that violates patent protection or license agreements. Engaging in any activity that violates copyright laws.
- Such activity may include utilizing Coastal Alabama Community College technology to copy and/or distribute copyrighted materials without authorization.

Using Coastal Alabama Community College computer technology to support or oppose any candidate or candidates for public office or for any other political purposes. (Use of state property for political purposes constitutes a violation of Alabama law).

Unacceptable use is prohibited, and is grounds for loss of computing privileges, as well as discipline or legal sanctions under federal, state, and local laws. Students who violate this policy are subject to disciplinary actions, up to and including expulsion from the college. Employees who violate this policy are subject to disciplinary actions, up to and including termination of employment in accordance with guidelines provided institutional and state policies.

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08.01.04 **Violation of Policy:** Employees who violate this policy are subject to disciplinary actions, up to and including termination of employment in accordance with institutional and state policies. Students who violate this policy are subject to disciplinary action as stated in the Student Conduct Policy. Community members who violate this policy while utilizing open campus computers and/or Wi-Fi are subject to being banned from using the College's equipment and internet access.

08.01.05 **Allocations of Computer Hardware and Printers:** Technology Services is solely responsible for the purchase and deployment of all computer hardware and peripheral devices. All employees requiring technology to perform the essential functions of their job are provided the appropriate technology.

Technology Services is responsible for accurate accounting for all computer hardware and printers on campus and these resources are allocated as part of the budget cycle.

1. **Technology for a New Position:** If technology is needed to support a new position, the technology request must be submitted no later than 10 business days prior to the new hire start date. The supervisor will notify Technology Services as to when and where the technology should be located. If a printer or other devices that support the job function (i.e., scanners) is required, this needs to be indicated on the request. Requests may be submitted to HelpDesk@CoastalAlabama.edu.
2. **Technology Standards for Employees:** The standardized operating system for individual computers is Microsoft Office 365.
3. **Relocating Hardware:** Under no circumstance are employees to move computer hardware from the room where initially installed to another room. This includes classroom computing equipment. Each desktop and laptop are uniquely named to reflect the location where the device is to be kept. Removal of any device may result in a report to College Police as a lost or stolen device.
4. **Printers:** In areas where multiple employees work in a centralized office environment, a shared printer or multifunction device will be installed. Technology Services will provide service and maintenance for printers.
5. **Separation of Service of Employees:** The supervisor of an employee who retires or terminates employment from the College is responsible for notifying the Human Resources Office. The Human Resources Office will notify the Help Desk of a pending retirement or termination. This is necessary to ensure that equipment is properly serviced and in good working condition for the next user. Requests may be submitted to helpdesk@coastalalabama.edu. Refer to the [Employment Policy](#) (Terminations of Employment (Offboarding) Section).

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6. **Equipment Purchased from Departmental Budgets:** Any computers or printers purchased by a departmental budget are the property of Coastal Alabama Community College. They may be relocated based upon college needs by Technology Services. Devices purchased through departmental budgets are not replaced by life cycle funds when they are no longer functional or out of date. Repairs for department purchases are paid for by the department.

08.01.06 **Canvas (Learning Management System – LMS):** Coastal Alabama Community College uses Canvas as the platform for its Learning Management System (LMS). Students and Employees may contact the Coastal Alabama Community College Help Desk (helpdesk@coastalalabama.edu) for assistance.

08.01.07 **Enterprise Systems:** Coastal Alabama Community College utilizes the Banner Enterprise System as part of the state-wide Alabama Community College System (ACCS). Banner is the online system used to manage student records, employment and payroll systems, financial systems, etc. For assistance with Banner functions, contact the system liaison for the applicable Banner module or email the Help Desk at helpdesk@coastalalabama.edu.

08.01.08 **Help Desk:** The Technology Services Help Desk is the primary point of contact for password resets and for technology assistance and resources (such as email, Learning Management System (LMS), and hardware/software issues). Issues concerning all College-managed equipment such as computers, printers, smart room, and AV equipment should be reported to the Technology Services Help Desk for service repair.

Contact the Coastal Alabama Help Desk at helpdesk@coastalalabama.edu.

08.01.09 **OneACCS Resources:** As part of the Alabama Community College System (ACCS), employees may access the OneACCS resources located at <https://oneaccsadmin.accs.edu/>.

08.01.10 **DegreeWorks:** Coastal Alabama has launched DegreeWorks, a degree-auditing and degree-tracking tool.

PROCEDURE(S):

Requesting Technology for a New Hire Procedures

1. Refer to the [Employment Policy](#) (Onboarding New Hires Section).

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Removing Technology for a Terminating Employee Procedures

1. Refer to the [Employment Policy](#) (Terminations of Employment (Offboarding) Section).

ADDITIONAL PROVISIONS/INFORMATION:

- Refer to [Copyright, Trademark, and Patent Ownership Policy](#).
- Refer to [Distance Education Policy](#).
- Refer to [Working Conditions Policy](#) (Employee Discipline Section).
- Refer to [Employment Policy](#) (Onboarding New Hires Section).
- Refer to [Student Code of Conduct Policy](#).
- Refer to the [Employment Policy](#) (Terminations of Employment (Offboarding) Section).