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Solutions Center**

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Ethical and Responsible Use of EagleNet
03/26/14 AMW

Preamble

The resources of EagleNet, Juniata College's computer network, are provided to the Juniata College community for the purpose of furthering the goals of the College as set forth in the College mission statement. Thus the primary purpose of EagleNet is to support student development and the underlying administrative and support functions of the College.

EagleNet users form a community that is, in some sense, a part of the larger community of Internet users. Users have powerful educational, problem solving, and job enabling resources at their fingertips. Users have twenty-four hour a day access and have the potential for retrieving information ranging from trivial to scholarly. The potential for cooperative learning and teamwork is vast.

Effective use of EagleNet and the Internet requires the cooperation of all members of the community. The resources are limited, and the way any one member of the community uses EagleNet impacts the ability of other members to use these resources. It is important that each member of the community be aware of individual obligations and what constitutes proper use.

This Ethical and Responsible Use of EagleNet document is to be considered a part of the code of behavior of each student and employee of Juniata College and as such is to be an implicit part of any student or employee handbook. The policy is subject to change. The current version is maintained on the College web site at http://www.juniata.edu/services/cts/policies/EthicalUse.pdf. All members of the Juniata community are expected to remain familiar with all current policies.

Definitions

For the purposes of this document, EagleNet is considered to be the Juniata College campus computer network and all computing resources attached to and/or accessible from that network. Those resources include residence hall connections, classrooms, laboratories, offices, personal computers, software, data, server resources, e-mail, the Web, and other Internet resources.

An EagleNet user (or user) refers to those persons, including all students, employees, and visitors, who are authorized users (with valid user names and passwords) of Juniata's computing resources.

Campus Technology Services refers to the combined resources of three areas. The Technology Solutions Center is the home of the Help Desk, Teaching Learning Technologies, and Web Development Department. The Solutions Center staff is responsible for technology training, development of web-based applications, and supporting all faculty workstations, lab workstations, instructional technology used in the classrooms, and employee computer resources. Campus Network and Security at Juniata College is the support center for Juniata's campus-wide network system, known as EagleNet. EagleNet provides connectivity for faculty, administration, students and computer labs. CNS staff is responsible for the network infrastructure, servers, cable television, and telephone connectivity. Administrative Information Services is responsible for the

computer systems that support the business and administrative tasks of the college, such as registration, grading, financial aid, payroll, purchasing, and accounting.

Reasonable Use

In general, common sense is a good guide for responsible use of EagleNet. Generally accepted standards of etiquette, courtesy, privacy, and respect for the property and rights of others apply.

Use of EagleNet is intended to be consistent with the mission of the College. This does not preclude personal uses; however, the college is not responsible for the content of personal web sites or files stores on college-owned servers or files stored on personal computers. Use for commercial purposes is prohibited.

Improper and/or Illegal Use of EagleNet

Following are categories of illegal or improper use with examples of improper and/or illegal behavior.

Break-ins:
Attempting to access any computer resources for which you have not been granted permission is not permitted. Resources include computer systems and other users' accounts, files, data and e-mail. Any attempt to intercept electronic communication without authorization is against college policy and also illegal. Please visit http://www4.law.cornell.edu/uscode/18/plch121.html for more information about the Electronic Communications Privacy Act of 1986.

Theft:
Copying licensed software for use on personally owned computers or elsewhere is not permitted. Software piracy is a felony. Using computer resources for personal profit or for non-College related constituents is not permitted. Making unauthorized copies of any copyrighted material (ie software, graphics, audio and video recordings), or distributing copyrighted materials over Eaglenet is not permitted.

Forging, Password Sharing, Password Stealing:
Allowing another person to use your computer identity is not permitted. Do not give your password to anyone. Attempting to determine another person's password through cracking, decryption, interception or other means is not permitted. Users may not provide another individual access to EagleNet. Sending e-mail using an identity other than your own is not permitted.

Annoyance and Harassment:
Distribution of electronic chain letters is not permitted. Mass e-mail for personal announcements, requests and opinions is not permitted. Campus-wide e-mail is reserved for administrative and educational uses. Abusing, harassing, or invading the privacy of an individual by electronic means is not permitted. This includes the repeated sending of unwanted e-mail.

Tampering:
Any deliberate attempt to interfere with the performance of EagleNet, such as maliciously flooding the network with traffic or excessive network game playing, is not permitted. Network cabling or devices behind the wall plate may not be tampered with. This includes hubs, switches, and network wiring that bring network connectivity to the wall plate. Services may not be extended or retransmitted. Users may not extend network service from the wall plate to another room or building. Users may not install hubs, switches, wireless access points or other network equipment. Reconfiguration of computer systems to make them unusable by others is not permitted. Altering of any data not belonging to you without permission is not permitted. Systems are to be configured to automatically receive IP addresses from the network. Systems may not be configured with a static IP address unless expressly approved by Campus Technology Services.

Negligence and Misuse:
Activities such as gaming, video streaming, peer-to-peer file sharing, messaging and chat services generate additional network traffic that may negatively impact the service to other individuals who are using the network for educational purposes. Users are expected to utilize these services in an appropriate manner and not wantonly waste network resources. Users are expected to use network storage space such as network drives and e-mail mailboxes judiciously. Games and commercial software should not be stored on network drives and users should not store unauthorized materials on College-owned computers. Good housekeeping of files should be practiced to remove old and unused files.
Activities that violate any and all applicable local, state, and/or federal laws, regulations, and/or ordinances, and/or those of other countries are strictly prohibited.

Unauthorized Computer and Servers:
No computer may operate on EagleNet without authorization of Campus Technology Services. The use of any computer as a server on EagleNet without authorization by Campus Technology Services is prohibited.

Security:
Each EagleNet user is responsible for the security of his or her user account, computer, e-mail, and files. If another person uses your computer or network account or network port to violate EagleNet policy you share the responsibility for the violation. In particular, College employees must be sensitive to the security of the administrative data for which they are responsible. Unattended computers must be locked or logged off.

Privacy

Users have the right to expect reasonable privacy for files stored in their accounts, and each user is expected to respect that right. Users should be aware, however, that privacy of computer files, and particularly e-mail content, cannot be guaranteed. Sensitive files should be secured with a password. It is recommended that highly sensitive or personal data not be transmitted by e-mail.

Users should be aware that EagleNet Administrators have the ability to access all files on systems that they administer. EagleNet Administrators do not routinely monitor personal activity. However, there may be cases where Administrators must access or delete user files or terminate connectivity to correct system problems. In such cases the user will be notified, in advance if possible, of that action. In cases where there is reason to believe that significant violations of EagleNet policies or of federal, state, or local law are taking place, Administrators, after receiving permission from the appropriate Vice President and the Director of Human Resources (College employees) or by the Dean of Students (students), reserve the right to suspend network access. Additionally, the college retains the right subject to search and/or seize, for investigative purposes, any personal hardware or systems connected to EagleNet if there is cause to suspect that such systems were used either in violation of federal, state or local law, or in violation of this policy governing use of EagleNet. Restoration will be at the sole discretion of the college. The college will cooperate with all legal requests for information, including, but not limited to, disclosure of user account information when made by any law enforcement officer or legal representatives pursuant to court order, subpoena or other legal process. The college can enforce the provisions of this policy and the rights reserved to the college without prior notice to the user. The college is not liable for inadvertent loss of files resulting from efforts to maintain the privacy, integrity, and security of its computer and network resources.

Employees who will be away from the College for some period of time should make arrangements to have critical files available during their absence by having their supervisor contact the Technology Solutions Center. In cases where arrangements are not made, Juniata College reserves the right to grant access to such files to a substitute employee, with the written permission of the supervisor and Human Resources. The person owning the files will be notified when any such access is granted.

Students' rights to privacy of personal and educational records, including records stored on computers and accessible via EagleNet, are protected under the Federal Family Educational

Rights and Privacy Act (FERPA), sometimes known as the Buckley Amendment. Juniata College's statements under FERPA on student information which may and may not be disclosed to parents, government agencies, and third parties are available on the College's web site at http://www.juniata.edu/services/catalog/section.html?s1=appr&s2=fer. Students who do not wish directory-type information to be available to the Juniata community on the Intranet must make a written request to the Registrar's Office. Other College policies cover the confidentiality of employee and business-related data. College employees are responsible for being familiar with these privacy rights and confidentiality policies, for using their access to student information only for legitimate educational needs, and for ensuring that their account, access, and data storage methods are not used by unauthorized persons to gain access to private or confidential information.

Personal Property, Copyright and Plagiarism

Violations of integrity, including plagiarism, invasion of privacy, unauthorized access, and copyright violation using EagleNet are prohibited. Computer software protected by copyright is not to be copied from, into, or by using EagleNet, except as permitted by law or by the license or contract with the owner of the copyright.

In many cases possession and/or distribution of digitized music files, videos, and software is in direct violation of state and federal laws, and college policy. The college regards such copyright offenses very seriously. All EagleNet users must remove any copyrighted materials that they do not have the copyright holder's specific permission to possess. As noted above, they must not place such material on college servers or to personally-owned computers attached to EagleNet at any time and must not engage in unauthorized copying, transmission, distribution and/or downloading of such works. EagleNet users are ultimately responsible for ensuring that the copyright holder has granted permission to make or distribute the copy in question. Suspected misuse of copyrighted materials by EagleNet users may result in exercise of the college's investigatory rights with or without notice to the user, suspension of network access and disciplinary measures determined by the Office of Student Services or Office of Human Resources. Additionally, the EagleNet user may face civil or criminal action that could result in fines, imprisonment or both upon conviction.

The TEACH Act [November 2002] modifies and clarifies the ways in which copyrighted material may be used without permission of the copyright owner. Faculty are protected under the TEACH Act only if they are in compliance with the new requirements. Information regarding the TEACH Act may be viewed at http://www.copyright.com/media/pdfs/CR-Teach-Act.pdf.

Users must keep in mind that virtually all materials accessible via EagleNet, such as text, photos, images, videos, and music, is personal property and/or copyrighted. For information on how to use Internet resources without violating copyright law refer to http://www.copyrightwebsite.com/.

Users who wish to incorporate Internet resources into their own documents are reminded that presenting the work of others as one's own (ie without proper acknowledgment of the source) is plagiarism. Consult Juniata's Academic Honesty Policy at http://www.juniata.edu/services/catalog/section.html?s1=appr&s2=academic_integrity.

Non-Adherence

Improper use of EagleNet will be met by established mechanisms for dealing with improper and/or criminal behavior. The Office of Student Services will process cases of violations by students. Immediate supervisors in consultation with the Office of Human Resources will process violations by employees. In the case of criminal behavior the College may invoke the assistance of appropriate law enforcement agencies. Persons who believe they have been harassed via EagleNet should report the incident to the Office of Student Services or the Human Resources Office, as appropriate.

Penalties for improper behavior in the use of EagleNet may include loss of access to EagleNet or limits placed on access in addition to other penalties. EagleNet Administrators reserve the right to immediately suspend access to EagleNet for any user if, in judgment of the Administrator, that user is using EagleNet in a way that seriously impedes the use of EagleNet by others. Such access may be restored after the problems are corrected and the appropriate authority has discussed the situation with the user. All other limitations or suspensions of service are made only at the direction of the Office of Student Services or the Human Resources Office, and reinstatement of privileges is made only after the situation is resolved through that office.

All persons are expected to report any improper use of EagleNet to Campus Technology Services.

Further Guidelines and Etiquette

Here are some further guidelines and etiquette considerations that will facilitate the use of EagleNet.

Avoid using files names, screen displays, etc that may be offensive to constituencies of the Juniata College community. Be a polite, reasonable and considerate user, keeping in mind that you are representing Juniata College.
Always include the subject in e-mail messages. Many persons receive dozens, if not more, e-mail messages per day. Subjects enable the reader to sift through those messages in a timely, efficient way. Check your e-mail regularly. E-mail is now an established medium for official and important communications. Give the recipient time to respond. The recipient may be swamped or out of contact with a computer for a while. Avoid inflammatory e-mail, particularly to listservs. This is called 'flaming' and is considered a breach of etiquette. If highly charged emotions are involved, a phone call or a face-to-face conversation is probably a better way to communicate. In e-mail messages, capital letters should be used only for emphasis. Any word(s) in ALL CAPS is considered shouting. Never type an e-mail in ALL CAPS.
Be careful of the cultural references you use. Juniata College and the Internet are diverse communities. Do not discuss any private information over the Internet. It is a public shared resource.
Be considerate in your use of EagleNet resources. Do not engage heavily in personal use of Juniata's network resources during busy periods.

Additional EagleNet Policies

All students, employees, and guests must also be aware of the following policies and guidelines:
Mass E-mail Policy located at http://www.juniata.edu/services/cts/policies/MassEmailPolicy.pdf
Wireless Network Policy located at http://www.juniata.edu/services/cts/policies/WLANSecurity.pdf
Password Policy located at http://www.juniata.edu/services/cts/policies/passwordpolicy.pdf

Students must also be aware of the Residence Hall Connection Policy located at
http://www.juniata.edu/services/cts/policies/ResidenceHallUsage.pdf.