Judson College Information Technology Student Handbook

2009-2010

JUDSON COLLEGE NETWORK POLICIES AND PROCEDURES

POLICIES:
All users of the Judson College network must adhere to the Judson College Computer Network Policies and Procedures regarding the use of the College-owned computers, peripherals, software, servers, network storage, the Internet, and Electronic mail (email). Users must also abide by copyright laws as well as state and/or federal laws with regard to software, Internet and email usage. Each user has the responsibility to use the Judson College network in an ethical, lawful, and professional manner. This means that the users agree to abide by the conditions stated in these policies. Consequences resulting from any deviation from these policies include but are not limited to permanent or temporary suspension of user privileges, deletion of files, denial of technical support services, and disconnection from the Judson College network, confiscation of unauthorized software and hardware, and referral to applicable student/faculty/staff/disciplinary processes. All potentially illegal activities may be reported to local, state, or federal authorities, as appropriate, for investigation and prosecution. This policy provides general guidance and will be supplemented by additional regulations governing particular subsystems of the college computing environment and network. Ignorance of these policies may not be used as an excuse for actions that violate these policies.

PURPOSE:
Judson College has provided the systems and networks to support the College's mission of education, and their intended uses are grounded in providing robust and secure services to the entire Judson College user community in pursuit of that mission. The College provides access to students currently registered for classes and maintains computers for staff and faculty with software appropriate to their work-related environment. The computer network is the property of Judson College and is to be used for legitimate business and educational purposes. Access to these services is a privilege and is contingent upon appropriate usage by all users. Inappropriate usage, as is outlined in this Policies and Procedures statement, poses serious risks to the stability and security of the network and is therefore prohibited. To assist all users in understanding and practicing appropriate computer network usage, the following general information and procedures are provided.

GENERAL INFORMATION:

- Because of the rapid evolution of computing and information networks, the college reserves the right to modify the text of this policy. While users will be kept apprised of any changes, it is the user's responsibility to remain aware of current regulations.
- Judson College must ensure that academic work takes precedence at all times over other computing activities in its facilities. In situations of high user demand that may strain available computer resources, Judson College reserves the right to restrict (e.g., specific time of day) or prohibit computer activities such as game-playing, engaging in on-line chat groups, uploading or downloading large files, accessing streaming audio and/or video files, or otherwise creating unnecessary loads on network traffic associated with non-business and/or non-educational related uses of the Internet.
- Users understand that network-based system activity is automatically logged on a continuous basis. These logs do not include private user text, mail contents, or personal data, but do include a record of user process that may be examined by authorized system administrators.
- By accessing and using the College's computer resources, each system user expressly consents to and acknowledges the College's right, when necessary as a function of responsible system management:
    1. To monitor any and all aspects of College computing resources (including but not limited to individual user login sessions to determine if a user is acting in violation of College policies or law)
    2. To inspect all electronic files and other electronically recorded information within the College's computing resources;
    3. To intercept, access, disclose, and use electronic communications of any user, whether in transit or storage; and
    4. To utilize software that makes it possible to identify and block access to Internet sites and/or email that is deemed inappropriate.
- Students may receive Internet access by connecting personally owned computers to the network in their residence hall rooms, but this privilege may be removed if a student does not adhere to the following rules:
    1. Each student will understand that it is her responsibility to protect her computer from spyware or adware.
    2. Judson College is only responsible for the connection. College personnel are not responsible for student computer repair. Students will make their own arrangements for personal computer repair or maintenance.
    3. Each student must understand that her activity on the Internet affects all users of the residence hall network.
    4. Each student will understand that while she is connected to the network in her room, Judson College has the right to monitor all and filter some Internet protocols.
    5. Each student realizes that peer to peer file sharing, downloading of illegal music, games, and software is prohibited on the Judson

College network. If monitoring of the network shows that a student is in non-compliance with this policy, her computer will be immediately disabled from the network.

- Each authorized user may access only the network account that is assigned to him or her. Each user is held responsible for all activity on and information stored in his or her account. Users should take every precaution to protect their account passwords. Attempting to use an account belonging to someone else is prohibited. Illegally obtaining passwords by any method is considered theft.
- Unauthorized attempts to access files (or emails) or to modify files (or emails) belonging to Judson College or another user are prohibited.
- Users must not allow non-college individuals to use non-public computer resources without authorization from the IT department.
- All users are expected to respect the privacy of others.
- Any attempt to circumvent network security is prohibited.
- Independent commercial activity by users is prohibited except for College-related business.
- Using College-owned resources to store, copy, or distribute pirated material is prohibited.
- Using computer resources irresponsibly or in a manner that adversely affects the work of others is prohibited. This includes recklessly or intentionally 1) damaging any system by introducing computer viruses, worms, or Trojan horses; 2) damaging or violating system information not belonging to the user; or 3) misusing or allowing misuse of computer resources.
- Users at Judson College are to refrain from creating, sending, or storing pornographic, obscene, offensive, harassing, threatening, or disruptive material on the College network. They are not to do anything that is inconsistent with Judson's Statement of Values. Displaying or distributing such information will be considered a violation and appropriate action will be taken.
- Tampering with software settings or adding/deleting software from equipment (without consent from the IT department) will result in a fine plus the cost of the repair.
- Computer systems and components will not be removed from their original location without prior permission from the IT department.
- Theft of hardware, software, or consumable supplies is prohibited.
- Upon notification by the College of activity or behavior that violates these policies, users must discontinue such activity immediately.
- Each user will use the Judson College email system in an ethical, lawful, and professional manner and will not use the system for purposes inconsistent with the mission of the College.

HELPFUL INFORMATION

Helpdesk Location
Jewett Ground Floor (G-27)

Helpdesk Hours
Monday-Friday 8:00am-4:30pm

Helpdesk Contact Information
helpdesk@judson.edu
(334) 683-5469

The Information Technology Staff
Roy Clark, Manager
Paula Arnold, Helpdesk Technician

The Helpdesk and Information Technology staff is available year-round to assist students, faculty, and staff with their computing needs.

Bringing a Computer on Campus
Judson College believes that bringing a computer to campus is purely a personal decision. The student computer labs are open at convenient hours, so it is quite possible to get along well without one.

However, most students find it easier to work in the privacy of their own residence hall rooms; they also appreciate having easy access to the campus-wide network for high-speed Internet access, multimedia resources and instant communication with professors, fellow students, friends, and family. So, even though it is not required for students to own a computer, the fact is that the majority of Judson College students do.

The choice between a notebook and a desktop system depends solely on the student's needs. However, it is strongly recommended that the computer be purchased from a reputable vendor so that there is a surety that the computer will be compatible with the college network. It is also suggested that a good surge protector be purchased as well. The Information Technology staff will not turn their backs if there is a need, but their ability to help may be somewhat limited where personal computers are concerned; so it is recommended that a good, three to four year warranty be purchased and that all of the start-up and software CDs, that come with the purchased computer, be brought to campus.

The Requirements for Computers Brought on Campus

Windows-based computer:

- 1.5 GHz or faster processor
- 40 GB hard drive
- 1 GB memory

- CD-RW drive
- Wireless Ethernet card
- Windows XP or Vista
- Microsoft Office Standard or Student Edition
- Antivirus software (McAfee, Symantec, Trend, etc)

Macintosh computer:

- 1.5 GHz or faster processor
- 40 GB hard drive
- 1 GB memory
- CD-RW drive
- Wireless Ethernet card
- Mac OS X
- Microsoft Office for Mac Standard or Student Edition
- Antivirus software (McAfee, Symantec, Trend, etc)

It is very important that you make sure the antivirus definitions and Windows updates are current before arriving on campus. Otherwise, our system will not let you connect.

About the Judson College Network in the Student Labs

When you are in the labs, there are several icons on the computers that you need to be aware of:

- DeepFreeze - This means that the computer is frozen. If you save to the C:/drive, it will automatically be deleted when the computer is restarted. You are given 20MB of space on our academic server. It is your U:/drive and this is where you save to. This storage space is backed up every night. U:/ goes directly into a folder set up for you. You are the only person who can see what is in your U:/ folder. Please keep in mind that you only have 20MB of space. If you need to save large files such as presentations, images, or multimedia files; you will need to have another form of storage such as a CD-R, CD-RW, or flash drive.
- PaperCut – This is pay for print software. The icon is there to tell you about your print jobs. You can keep it minimized in the tray at the bottom of the screen or you can maximize it to view your account information. You are given a print subsidy – a specified number of pages you can print each semester for free (100 copies). It is your responsibility to keep up with your account and make sure you enough money for print jobs. You can add money to your account as often as you wish. To add money to your account, you will need to purchase Top-up-Cards from the bookstore. They can be purchased in increments of $5.00 (50 copies) or $10.00 (100 copies). You can only add money to your account from the labs or the Library. It cannot be done from your residence hall. Remember, the bookstore is only open Monday – Friday from 9:30 – 3:30, so make sure you have enough funds before you start printing. If there is not an icon in

the system tray, you can go to www.judson.edu and click on PaperCut to get to your account.

- Track-It – This icon is there to do an inventory of the computer. It is not tracking what you do on the computer. It is just there to help make sure that the computer in receiving nightly updates. Track-It is also helpdesk software. This software allows you to contact the IT department when you have a computer issue in the labs or a connection problem in your residence hall. Just email helpdesk at helpdesk@judson.edu.
- Websense – This is our filtering software for the Internet. We use it to block unwanted sites and to help manage bandwidth on the network. While you are in the labs or Library, you are on our administrative/academic network and this is shared with our faculty and staff, so we block music and video streaming between the hours of 7:00 am and 4:30 pm on Monday – Friday. Some sites are blocked, but allow you to access them with quota time. Just click on the quota time icon and you will be given 30 minutes to access the site.

When you are in the labs, there are some things you should know:

- The labs are open from 7:00 am – 1:00 am.
- You log into the lab computers by hitting Ctrl, Alt, Delete and then typing in your username and password.
- The lab computers are updated every night from 2:00 am – 7:00 am. This means the computers are in maintenance mode or locked down during that time. You will not be able to login. For the computers to update every night, the computers must be left on at all times. So, when you log off of the computer, you will click on Start, Click on Shutdown, and then Click on Restart.
- To print in the labs, you must choose the printer you will use and whether or not you wish to print in color. To print in the Language lab, go to FILE and click PRINT. A drop down box, at the top of the page, has a list of printers. For the language lab, you will choose SERVER2KILL/LLLAB. To print in the TLT lab, go to FILE and click PRINT. A drop down box, at the top of the page, has a list of printers. To print black and white in the TLT lab, choose SERVER2KILL/BWTLT. To print in color in the TLT lab, choose SERVER2KILL/COLORLASER. The cost to print in black and white is .10 a page and to print in color the cost is .25 a page.
- Educator – Educator is the Judson College Course Management System. You will find your classes listed here. The Faculty use this software to set-up classes, give homework and tests, and to generally communicate with their students. To navigate to Educator, complete the following steps:

    i. Open INTERNET EXPLORER and type in www.judson.edu.
    ii. Click the EDUCATOR LOGIN button in the Educator box.
    iii. Type in your username and password, then click on SIGNIN.
    iv. Your classes will be listed. Click the ENTER COURSE button on the course you wish to enter.

- Email – This is the form of communication is most used on campus. Please check your email account on a regular basis. You can check your email while off campus by going to mail.judson.edu. Some of the faculty may communicate through your Educator account, so check this often as well. You are given 20MB of space on the email server. You will be notified when your account reaches 15MB. At 17MB, you will be prohibited from sending any emails until you clean out your mailbox. When your account reaches 20MB, you will not be able to send or receive any emails until you clean out your mailbox. To clean your mailbox, you will need to start deleting items from your inbox, sent box, deleted box, etc; or find another way to save what you wish to keep. Pictures are large attachments, so beware that they can fill your mailbox rather quickly.