EDGEWOOD COLLEGE

Edgewood College Information Technology Services Office

ACCEPTABLE USE POLICY

For Technology at Edgewood College

1000 Edgewood College Drive, Madison, WI 53711 • Ph. 663-6723 • Fax. 663-8335

Table of Contents

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1.0 OVERVIEW

1.1 PURPOSE AND SCOPE

The purpose of this policy is to identify guidelines for the use of Edgewood College technologies and communications systems. This policy establishes a minimum standard that must be upheld and enforced by users of the College's technologies and communications systems.

The term "**user**" as used in these policies refers to employees (staff and faculty whether full-time, part-time, or limited-term), students, alumni, independent contractors, consultants, community members and any other individual user having authorized access to, and using, any of the College's computers or electronic communications resources.

The term "**internal information**" as used in these policies refers to anything that is sensitive in nature or is subject to regulatory compliance (including, but not limited to FERPA, GLBA,HIPAA).

The term "**external information**" as used in these policies refers to anything that can be shared with anyone without damage to the College. Examples are press releases and anything posted in the Integrated Post-Secondary Education System (IPEDS).

The term "**computer and electronic communications resources**" include, but are not limited to, all College-owned checkout equipment, host computers, file servers, stand-alone computers, laptops, PDAs, tablets, printers, copiers, fax machines, phones, online services, Email systems, discussion board systems, blogs owned by staff members where the College is discussed, blog comments by users regarding the College, social networking sites (Facebook, MySpace, Twitter, etc.), and all software that is owned, licensed, or operated by Edgewood College.

1.2 ACCEPTABLE USE OF COLLEGE PROPERTY

Use of the College's computers and electronic communications technologies is for academic pursuit, research, social growth, individual discipline, and the furthering of these objectives. Users are expected to behave in a moral, ethical and legal manner. It is essential that mutual respect for, and sensitivity to, the needs of others be accepted by all members of the College community in accordance with the Dominican ideals of Edgewood College. Although incidental and occasional personal use of the College's communications systems is permitted, users of the College's computers and electronic communications resources should not assume or expect any right of privacy.

In addition, the information, ideas, concepts and knowledge described, documented, or contained in the College's electronic systems, and created by employees within the scope of their employment, are the intellectual property of Edgewood College. Academic research or other scholarly work may or may not be the intellectual property of the College if determined by separate written agreement or contract. The copying or use of the College's intellectual property for personal use or benefit during or after

1000 Edgewood College Drive, Madison, WI 53711 • Ph. 663-6723 • Fax. 663-8335

employment (or period of contract) with Edgewood College is prohibited unless approved in writing by the College President.

All Edgewood College information, records, and data are subject to restrictions imposed by the Health Insurance Portability and Accounting Act of 1996 (HIPAA), and the Gramm-Leach-Bliley Act of 1999, as well as all other data management restrictions resulting from local, state, federal, and international laws.

All hardware (laptops, computers, monitors, mice, keyboards, PDAs, printers, telephones, fax machines, etc.) issued by Edgewood College is the property of the College and should be treated as such. Users may not physically alter or attempt repairs on any hardware at any time. Users must immediately report any problems with hardware to the Information Technology Services Office.

2.0 GENERAL REQUIREMENTS

The following general rules apply to all users that interact with the College's assets:

- All data, including Email and other communications, created by Employees on Edgewood College systems within the scope of their employment remains the property of Edgewood College. Academic research or other scholarly work may be excepted from this general rule as outlined in Edgewood College academic guidelines on intellectual property or in a separate agreement with the College.
- Employees are responsible for exercising good judgment regarding the reasonableness of personal use. Reasonableness involves not only following College policy, but following laws, regulations, and general security good practices.
- College users will allow authorized individuals within Edgewood College to monitor equipment, systems, and network traffic as needed.
- The College has the right to collect and review the contents of any College-owned computer and electronic communications resources.
- Edgewood College reserves the right to audit College-owned networks and systems on a periodic basis.
- Although the College does not routinely monitor the communication of its employees or students, systems administrators or other authorized College personnel may access or examine files or accounts that are suspected of unauthorized use or misuse, that have been corrupted or damaged, or that may threaten the integrity of the College's computers and electronic communications resources. In addition, files, email, access logs and other electronic records may be subject to search as provided by law.

3.0 INTERNET AND COMMUNICATIONS

1000 Edgewood College Drive, Madison, WI 53711 • Ph. 663-6723 • Fax. 663-8335

All Internet use, including use of any Internet, Intranet, or Extranet, that is performed on College equipment or over College networks falls under the College domain and must follow the College policies. All College systems are to be used for academic pursuit, research, social growth, individual discipline, and the furthering of these objectives. However, the College allows occasional inconsequential personal use of the Internet, provided such use does not interfere with College uses, a user's productivity, or burden the network or the College's information systems. Use of the Internet or any information systems that are or may be illegal, offensive, or in violation of any College policies are prohibited.

The following requirements must be followed for all users using the Internet:

- All confidential information sent over external networks by any means must be encrypted with approved College technology. Certain types of transmissions may require additional controls. Please contact the Information Technology Services Office for further guidance.
- The College may block Internet sites or protocols that the College deems to be inappropriate or may contain the risk of harmful or malicious programs. A site that is not blocked should not necessarily be considered acceptable. Users must immediately leave inappropriate sites they encounter.
- Users must not disclose any College confidential information or on external bulletin boards, blogs, Web pages, instant messages, etc., without prior College executive approval. This applies to all social media sites and other similar types of external locations.
- Users may only disclose internal information on external bulletin boards, blogs, Web pages, instant messages, etc., with supervisory approval. This applies to all social media sites and other similar types of external locations.
- Users are prohibited from the following (unless the purpose can be determined to be Academic in nature):
    - Engaging in any communication that is discriminatory, defamatory, pornographic, obscene, racist, sexist, or that evidences religious bias or is otherwise of a derogatory nature toward any specific person, or toward any race, nationality, gender, marital status, sexual orientation, religion, disability, physical characteristic, or age group.
    - Browsing, downloading, forwarding, and/or printing pornographic, profane, discriminatory, threatening, or otherwise offensive material from any source including, but not limited to, the Internet.
    - Engaging in activities that harass, degrade, demean, slander, defame, interfere with or threaten others.
    - Engaging in any communication that is in violation of federal, state, or local laws.
    - Contributing to or supporting political candidates or parties on behalf of Edgewood College. No Edgewood resources – including but not limited to personnel, computers, e-mail

1000 Edgewood College Drive, Madison, WI 53711 • Ph. 663-6723 • Fax. 663-8335

accounts, copiers, office space, vehicles, logo, letterhead, websites hosted by the College, or publications – may be used to endorse a candidate, political party, or political action committee. As a non-profit, tax-exempt entity, Edgewood College must abide by federal and state laws prohibiting the use of its facilities, services or personnel to promote or support individuals or organizations campaigning for public office. For more information please see the complete Guidelines for Political Activity.

- Sending, forwarding, redistributing, or replying to chain letters.
- Using unauthorized passwords to gain access to another user's information or communications on the College's computers and electronic communications resources or elsewhere.
- Gaining or attempting (even if unsuccessful) to gain unauthorized access (or "hacking") to the College's computers and electronic communications resources.
- Advertising, solicitation, or other commercial, non-programmatic use.
- Knowingly introducing a computer virus, worm, Trojan Horse or other malicious code into the College's computers or electronic communications resources or otherwise knowingly causing damage to such computers or resources.
- Using the College's computers or electronic communications resources in a manner that interferes with normal College functions in any way, including but not limited to, streaming audio from the Internet during business hours, stock tickers, Internet gaming, installing unauthorized software, etc.
- Excessive personal use of technologies that preempts any College activity or interferes with productivity.
- Sending Email messages under an unauthorized name or obscuring the origin of an Email message sent or received.
- Eavesdropping or intercepting transmissions not intended for them.
- Extending the network by introducing a hub, switch, router, wireless access point, or any other service or device that provides more than one device connection point to a single port.

If anyone is witness to or the victim of any of the above abuses, it is that person's responsibility to immediately report the situation to the Technology Assistance Center or the Human Resources Office.

4.0 EMAIL COMMUNICATIONS

Edgewood College Email is the official email of the College. Email is not a secure or private communications mechanism, nor should users treat it that way. Sensitive or confidential information should not be sent via email over the Internet without password protection or encryption.

1000 Edgewood College Drive, Madison, WI 53711 • Ph. 663-6723 • Fax. 663-8335

Users should exercise care in the use of email and in the handling of email attachments. If an email is from someone you do not know, or if you were not expecting an attachment, do not open it; delete it. The user should contact the Technology Assistance Center for assistance if there are questions as to the validity of the message and attachment.

The following requirements pertain to the sending and receiving of emails, as well as the usage of the College's email system.

- Users may not use the College's network to send spam, "junk mail," or any unsolicited material unless in compliance with the College global email policy.
- Unauthorized use of another individual's account is prohibited.
- Users may not use unauthorized or forged email header information.
- Users may not create or forward "chain letters" or "pyramid schemes" of any type using the College's email system.
- Users may not share or post passwords.
- Users may not use the College's email system to send harassing messages, hoaxes, pornographic material, create a hostile work environment or otherwise perform illegal activities.
- Users must use a high degree of caution when opening email attachments received from unknown senders. This is a common vector for virus or malware infection.
- Users may not violate policies established in any approved and current Edgewood College policies.

Users should delete email messages that are no longer relevant to academic pursuits, research, social growth, individual discipline, and the furthering of these objectives. Users are responsible for using non-email network storage for retaining attachments that are needed for an extended period.

When litigation against the College or its employees is filed or imminent, the law imposes a duty upon the College to preserve all documents and records that pertain to the issue in dispute. As soon as College Counsel or the Human Resources designee is advised of pending litigation, a hold directive will be issued to the legal custodians. The litigation hold directive overrides any records retention schedule that may have otherwise called for the transfer, disposal, or destruction of the relevant documents, until the hold has been cleared by College Counsel or Human Resources. E-mail and computer accounts of separated employees that have been placed on a litigation hold will be maintained by Information Technology Services until the hold is released. No employee who has been notified by College Counsel or Human Resources of a litigation hold may alter or delete an electronic record that falls within the scope of that hold. Violation of the hold may subject the individual to disciplinary action, up to and including termination, as well as applicable personal liability for civil and/or criminal sanctions by the courts or law enforcement agencies.

1000 Edgewood College Drive, Madison, WI 53711 • Ph. 663-6723 • Fax. 663-8335

5.0 SOCIAL MEDIA

5.1 PURPOSE

The term "**social media**" in this document includes Facebook, YouTube, and other social portals not specified, whereby user actions represent either implicit or explicit institutional sanction. This policy does not cover personal use of social media. Use of social media that enhances the sense of community amongst College constituents and reflects the College's values is encouraged and permitted.

This policy serves as a resource for users, and provides remedies for use of social media that is contrary to the policy.

Users are expected to adhere to policies outlined in the applicable Faculty, Staff, and Student Handbooks, and in the College's Electronic Use Policy; this policy outlines additional considerations specific to social media.

5.2 LEGAL CONSIDERATIONS

All content published by the College must be accurate and consistent; information distributed via social media must match the information distributed through print materials and through www.edgewood.edu.

The College is bound by the Federal Educational Rights and Privacy Act (FERPA). Students must give their consent before the College publishes content about them. The College expects users to extend the same consideration to colleagues and peers by asking for approval before publishing content about them.

Use of content (video, music, photos, text) in social media is covered by local intellectual property law. Users should not use text or media (video, images, etc.) without the permission of the owner. Wherever possible, all sources should be cited. Please refer to the Edgewood College Copyright Policy.

All social media efforts on behalf of the College are also covered by existing codes of conduct for students, faculty, and staff. All social media efforts on behalf of the College should support the Mission, Identity, and Vision of the College.

5.3 SOCIAL MEDIA INITIATIVES

The Office of Marketing & Communications maintains an audit of all social media sites for the College. Social Media Resources are available on the Marketing & Communications Sharepoint site on my.edgewood.

Users interested in contributing to an existing social media presence, or creating a new social media outlet must discuss the initiative with their immediate supervisor, department chair, Dean, or faculty advisor first to let them know their interest in communicating on behalf of both the College, and the particular unit of the College.

1000 Edgewood College Drive, Madison, WI 53711 • Ph. 663-6723 • Fax. 663-8335

Once approved through the appropriate channels, any College social media outlet should provide information about who maintains the presence, and how one may reach them via email or phone. There should always be at least one person responsible for maintaining the presence.

The outlet must be readily identifiable as being part of the College by adhering to the Graphic Standards established by the Office of Marketing & Communications.

5.4 ONGOING EXPECTATIONS

Users responsible for maintaining a College social media outlet are accountable to their audiences. Any users launching social media initiatives on behalf of the College must commit to regular updates, accuracy, and prompt responses to audiences when appropriate. The highest standard for grammar and spelling is expected. Proofreading of content is expected before publishing.

A social media presence that is not regularly updated, not responsive to the audience, or lacks accuracy is harmful to the College identity. A commitment to the standards listed above must be accepted prior to any new social media initiatives.

5.5 RECOMMENDATIONS

The Office of Marketing & Communications is an available resource for any new social media efforts and can add the new presence to the audit of College sites.

Messages on the social Web can be read **by anyone**. Any and all posts are searchable and stay online **forever.** Use of common sense is expected when composing online communications.

Conduct must be professional. Users are expected to be transparent and identify themselves clearly as an employee of Edgewood College in any business-related discussions. Personal opinions should be apparent as personal and not represent the views and opinions of Edgewood College.

Content that is contrary to the Mission of the College should not be posted. This includes content that is threatening, derogatory or defames Edgewood College, its services, employees, students, alumnae, constituents, or competitors. Similarly, users should not post any material that is obscene, defamatory, profane, libelous, threatening, harassing, abusive, hateful, or embarrassing to another person employed by the College, or the College itself. If a user has any doubt about the appropriateness of a post, the College recommendation is not to post.

Users are legally liable for what they post on their own sites and on the sites of others. Copyright infringement, plagiarism, and comments that might be viewed as discriminatory, libel or slander are not permitted.

1000 Edgewood College Drive, Madison, WI 53711 • Ph. 663-6723 • Fax. 663-8335

5.6 RESPONSIBLE PARTIES

Deans, Chairs of academic departments, Supervisors, and faculty advisors are responsible for the social media outlets created by and for their particular units of the College.

5.7 PROCESS FOR RESOLVING CONCERNS

Users must adhere to policies outlined in the Faculty, Staff, and Student Handbooks, and in this document. Any circumstances that arise will be followed up using the procedures identified in the above-mentioned handbooks and the Acceptable Use Policy.

6.0 Software and Data Transfers

Users must not access, modify, delete, print, or copy confidential information without a College need. All users must abide by copyright law. Users must not upload, download, install, use, or otherwise make available tools designed to corrupt the confidentiality, integrity, or availability of College computers and electronic communications resources. Users must have College approval to download and use all software on College assets. All downloaded software must be tested by the Information Technology Services Office for acceptable College use and infrastructure compatibility, as well as an examination of virus and spyware or any malicious code. Software downloaded from the Internet onto College computers and electronic communications resources may only be obtained for College purposes. Data transfers, both uploads and downloads, must abide by all applicable laws and College policies.

7.0 COMPUTER EQUIPMENT DISPOSAL

Edgewood College will dispose of unneeded computer equipment in a secure and environmentally sound manner. All system information must be purged, cleared, or destroyed to reasonably prevent the reconstruction of any College information. In disposing of equipment, the College is managing the risk related to the disposition of information on equipment or devices as well as managing obsolete inventory.

7.1 EQUIPMENT DISPOSAL METHODS

Transfer of Ownership – The College may opt to sell or donate outdated but still functioning equipment. Absolutely no College information may remain on any equipment sold or donated to a party outside of the College. Equipment or College computers and electronic communications resources may not be sold in violation of end-user license agreements. Any software remaining on equipment should be deleted to comply with software copyright laws unless the software license is assigned to the computer hardware (an example is the operating system license for some desktop computers).

1000 Edgewood College Drive, Madison, WI 53711 • Ph. 663-6723 • Fax. 663-8335

Computer and Electronics Recycling – Physical destruction and disposal of unusable or hazardous equipment must be undertaken by a certified or licensed professional. Recycling may only take place after the complete removal of all College information from the equipment. Disposal practices should conform to applicable statutes and guidelines.

Make certain the disposal of any hardware or software assets is coordinated with the Business Office in regard to asset depreciation. Disposal must comply with all funder or regulatory requirements for the final disposition of equipment, if applicable.

7.2 ELECTRONIC DATA STORAGE – INFORMATION REMOVAL

Erasure – The College may use erasure as a non-destructive means of removing information from College computers and electronic communications resources. This can be done when the equipment or assets can be reused internally within the College. Erasure of information on equipment or assets must be performed to eliminate the risk of information being viewed or reconstructed by someone who does not have a need to know or the right to view that information.

Destruction – When computers and electronic communications resources will not be reused internally within the College or if the asset is being sold or donated with the data storage device intact, complete and permanent elimination of information must be accomplished.

The following requirements must be followed for erasure or destruction:

- Tapes and floppy disks must be degaussed. This can be accomplished using a device designed for the purpose using powerful magnets. This must be performed using industry acceptable methods. The College must confirm the data is unreadable.
- Hard disks must be erased using software approved by the Information Technology Services Office.
- Hard disks that are processed for internal re-use must be overwritten in a minimum of three layers.
- Hard disks that are processed for use outside the College, selling, donating or for disposal, must be overwritten a minimum of six layers with a verification pass. This is often referred to as DOD (Department of Defense) level erasure. This must take place before ownership of the device is transferred to any other party or the device is disposed of.
- Compact discs (CDs) must be shredded or destroyed sufficiently to destroy any information on the disc. Destroyed means no risk of reconstruction or any remaining data.
- All tools used to remove/clean equipment of information upon transfer or return of the asset must be approved by the Information Technology Services Office.

1000 Edgewood College Drive, Madison, WI 53711 • Ph. 663-6723 • Fax. 663-8335

8.0 ACKNOWLEDGMENT SIGN-OFF

All College employees, volunteers, or others utilizing the information systems of Edgewood College must electronically acknowledge this policy annually. This is intended to ensure that every employee is aware of the current security practices and ethical responsibilities contained in this policy.

The College reserves the right to change this Policy at any time. The College will post the most up-to-date version of the Policy on the College web site and may, in its discretion, provide users with additional notice of significant changes. A user's continued use of any College computers and electronic communications resources after any changes are published binds the user to the revised Policy.

9.0 DISCIPLINE FOR NONCOMPLIANCE

Violations of this Acceptable Use Policy will result in appropriate disciplinary action, as outlined below. A user's use privileges may be temporarily suspended by Information Technology Services prior to the initiation or completion of these procedures when there is a reasonable basis to believe that an individual is in violation of this policy. Users in violation of this Acceptable Use Policy due to harassing language… are also in violation of the Sexual Harassment and Discrimination Policy, and as a result may have additional disciplinary actions as a result.

Formal complaint
If one chooses to proceed with a formal complaint, the process begins with the filing of a complaint with the Dean of Students office (for students), an Academic Deans' office (for faculty) or Human Resources office (for staff). The complaint may initially be communicated either orally or in writing. In either case, to be considered a formal complaint, the filing of the complaint must be documented in writing and signed by the complainant.

Response Options
The College's response will depend on the nature and severity of the incident and whether or not it can be determined that a policy violation has occurred. The range of responses includes, but is not limited to:

-No action at this time
-Intervention by supervisor or appropriate authority
-One-on-one meeting
-Facilitated conversation or mediation
-Educational activity
-Disciplinary action, if appropriate, which may include which may include loss of access privileges, suspension of certain security privileges, suspension of employment, termination, suspension or expulsion from the College, or legal action.

Persons who believe that they are being or have been witness to a violation of this policy are encouraged to seek resolution as soon as possible after an incident. Due to the private nature of educational and personnel records, the College may not be able to fully disclose the actions taken in response to a report of policy violation. The College recognizes the right of all individuals involved in

1000 Edgewood College Drive, Madison, WI 53711 • Ph. 663-6723 • Fax. 663-8335

claims to a fair framework for encouraging resolution of complaints. Falsification, distortion or misrepresentation of information during the course of the investigation of a complaint or the resolution process may be grounds for disciplinary action.

10.0 CHANGE LOG

Date	Modified By	Modification	Approved By
12/20/2011	ITSO	Draft 1 Completed	Deron Kling
2/23/2012	ITSO	Incorporated Social Media Policy	Deron Kling
03/01/2012	ITSO	Updates based on feedback from Library, Student Affairs, Dean's Council and others.	Deron Kling
05/01/2012	ITSO	Reviewed by legal counsel. Updates based on attorney recommendations.	Deron Kling
06/13/2012	ITSO	Reviewed by President's Leadership Team. Approved with minor revisions.	PLT
6/20/2012	ITSO	Revisions made as requested by the PLT.	