



ACADEMIC COMPUTER LAB POLICY

INTRODUCTION

Edmonds Community College (Edmonds CC) Academic Computer Services (ACS) provides access to academic computing technology resources. ACS reserves the right to determine what constitutes appropriate use of academic technology resources, academic network access, and/or any academic computing services provided by Edmonds CC. This policy will be reviewed, at minimum, on an annual basis.

This policy supplements EdCC policies, regulations, and standards including the following:

- IT Security Policy
- Appropriate Use of College Information Technology Resources Regulation
- Facilities Use Fee Regulation
- World Wide Web Regulations and Guidelines
- Software Protection and Licensure Policy
- Software Compliance Policy
- Password Standard

SCOPE

This policy defines the appropriate use of Edmonds CC academic technology resources. It is not the intent of this policy to limit academic freedom in any way, but to provide an appropriate avenue for the proper exercise of those freedoms. This policy applies to all users who access any Edmonds CC academic technology resource. All users of these resources have a responsibility to know, understand, and comply with this policy. Users assume any responsibility of any civil and/or criminal liability that may arise from the individual use or misuse of Edmonds CC technology resources.

Edmonds CC and its representatives also have responsibilities under this policy, including monitoring the academic network, the computer systems, and the electronic messaging systems, as documented in the Edmonds CC Information Technology Resource Regulation. ACS will maintain an electronically accessible copy of this policy and any related procedures and standards on the ACS Web site (<http://www.edcc.edu/acs/Policies.php>) and a printed copy in the ACS operations offices. Edmonds CC accepts no liability for interference with, or loss of, any files, programs, or data belonging to any user resulting from efforts to maintain the privacy and security of its computing facilities.

EXCEPTIONS

A variety of exceptions to this standard may be expected. These exceptions, when granted, will be explained in a memo to the Executive Director of Information Technology, who will maintain documentation of the exception. This documentation will include:

- A detailed description of the exception.
- A description of why the exception is necessary (platform limitation or business case).
- A description of the compensating controls that are in place to mitigate the risk of the exception.
- A risk assessment by the appropriate IT manager.

POLICY

General Provisions

Authority

The Executive Director of Information Technology or an authorized designee has the authority to interpret this policy, any administrative directives regarding student computing, and the academic network.

Information required to properly use the lab resources and/or to comply with the Edmonds CC policies, regulations and standards will be posted in all computer labs. These postings may be printed or electronic and may include policies, regulations, procedures, and excerpts.

Use of Edmonds CC Academic Computer Labs

The use of Edmonds CC computer labs will be consistent with all Edmonds CC policies, regulations and standards. Users of the Edmonds CC academic computer labs may access technology resources only at the individual's authorized access level.

Prohibited Activities

Activities that are prohibited include, but are not limited to:

- Commercial use and personal business interests
- Account sharing
- Waste, misuse, or abuse of information technology resources
- Making information technology resources inaccessible or compromising the integrity there of through malicious destruction or alteration
- Compromising the security, rights, or privacy of the college, people, or their information technology resources
- Transmitting information that promotes personal political beliefs, violates college discrimination policies, or promotes unlawful activities
- Illegal reproduction of music, movies or other copyrighted material

Hardware and Software Installation

Installation of any software applications, upgrades, patches or add-on software, as well as any unauthorized hardware, to any lab computer is prohibited without express written consent of the ACS Manager. Installing unauthorized software or hardware will result in loss of computer lab privileges.

Software Duplication

Edmonds CC does not condone illegal duplication of software. All software use in Edmonds CC computer labs must adhere to the Edmonds CC Software Compliance Policy and the Software Protection & Licensure Policy. Illegal copying of software is grounds for disciplinary action and/or criminal prosecution. Violations will be treated in accordance with EdCC policies and procedures.

Access to the Academic Computer Labs

Access to most Edmonds CC academic computer labs requires an academic lab account. Faculty instructing classes in the Academic Computer Services labs must have an academic account.

Academic accounts are available to:

- Currently enrolled Edmonds CC students
- Currently enrolled CWU students attending classes at Edmonds CC campus
- Edmonds CC staff

Labs and Classrooms

Edmonds CC provides several types of academic facilities on campus. This policy applies equally in all these facilities, unless exceptions are otherwise specifically stated.

Computer Classrooms

Computer classrooms are available for use by classes that include a lab component. Some specified computer classrooms are available for open lab use when not scheduled.

Specialized Labs

Use of these labs may be restricted to students taking the specific classes supported by the facility. A current list of specialized labs and contact information is available on the ACS Web site at: <http://www.edcc.edu/acs/Facilities.php>

Open Labs

Most Edmonds CC open labs have a standard software image containing general productivity software. Because of the expense of software licensing, available copies of specialized software may be limited. Information concerning what software is installed in which lab will be made available on the ACS web site at: <http://www.edcc.edu/acs/Software.php> or posted in the glass display case in the Alderwood Hall computer labs.

Full-Time ACS Employees

Edmonds CC does allow enrollment of students under the age of 18, and these students do have access to academic computer labs, Since an ACS employee may be the only adult present, all full-time ACS employees must submit to a criminal background check upon initial hire.

Lab Assistants

Lab assistants in the open labs are available to provide users with assistance in using the hardware and software. Lab assistants are not tutors and are specifically prohibited from working on student assignments. Hiring of lab assistants in specialized labs should be accomplished by the department using that resource. In specialized labs, assistants may perform tutorial functions, as well as technical support functions.

Security Rights

Edmonds CC users are granted the access rights required to accomplish their educational goals. Additional security privileges can be requested from ACS; decisions to elevate security rights will be made by the ACS Manager or designee. The impact of the request will be considered and will be balanced against the potential risk and threat to the academic network, using the Edmonds CC IT Security Standard as a guideline.

Controversial Content

Edmonds CC computer labs are considered public places. Some materials accessed on the Internet may be considered controversial, offensive, or inappropriate. Out of consideration for others, Edmonds CC asks users not to display, broadcast or transmit, images, sounds, or messages that could create an atmosphere of discomfort, harassment, or intimidation for others using Edmonds CC computing resources. In some situations, the display or broadcast of such materials is necessary to further a legitimate educational purpose. In these cases, Edmonds CC asks that users be sensitive to the public nature of shared facilities and make arrangements to access these materials in a private environment.

General Lab Rules

Edmonds CC computer labs are intended to be quiet study environments, similar to a library. Users are encouraged to:

- Avoid excessive noise, keeping the level of conversational noise at a minimum
- Turn off or set cell phones and pagers to vibrate
- Take cell phone conversations outside the lab
- Use headphones any time music is played

The following are not allowed in the academic labs:

- Food or drink (except for water bottles with lids)
- Bicycles
- Pets (except service animals)

Children in Labs

Children under the age of 16 are not permitted in any Edmonds CC computer lab unless specific written authorization has been granted by the ACS Lab Manager. The primary exception to this is when they are registered for an event or class. This policy supplements the Edmonds CC policy for Minor Children on Campus.

Operating Hours

Lab hours will be posted on most lab doors and the ACS web site. All users shall complete their work, including obtaining printouts, before closing time. Users are not permitted to stay in the computer lab areas after closing time.

Printing

EdCC uses a pay-for-print system in most computer labs. The pay-for-print system allows the computer labs to support the college's sustainability initiative by encouraging responsible use of print resources and decreasing print waste. Every effort will be made to keep the cost to students as low as possible. Print management revenue and expenses will be reviewed annually and the price per page may be adjusted as necessary.

Paying for Print Jobs

Students and EdCC employees may pay for print jobs in the labs with an EdPass or an EdPass Community Card. Community members may only pay for print jobs with an EdPass Community Card.

Obtaining Cards

EdPass cards may be obtained at the EdCC Bookstore. EdPass Community Cards may be obtained at any of the print kiosks on campus.

Loading Cards

Funds may be added to the EdPass or EdPass Community Card at any of the print kiosks on campus. In addition, funds may be added to the EdPass at the EdCC Bookstore or Cashier's Office.

Complimentary (Free) Printing

- General – Each quarter a nominal amount of complimentary pages are made available to EdCC students and employees. The amount of complimentary pages will be posted on the ACS website. The complimentary pages will automatically be added to your EdPass and are only accessible via EdPass. The printing system will use your complimentary pages before using funds stored on your EdPass.
- Special events – Complimentary printing may be made available for special events (e.g. International Student Services registration) as the discretion of ACS. Arrangements for complimentary printing must be made at least two weeks prior the date needed. For more information, please contact ACS.

- Free print restrictions – Unused complimentary pages may not be cash out or sold to another user. Unused complimentary pages expire at the end of each quarter and may not be carried forward.

Refunds

The computer labs do not keep cash on hand. Therefore cash refunds are not possible.

Print jobs that are below standard (e.g. crumpled, streaked toner) due to printer malfunction will be reprinted for free. To have the print job reprinted:

- bring the damaged print job to the lab assistants in the Library or Alderwood hall
- this must be brought to the lab assistants in under 1 hour from the time the original damaged print job was printed
- you may be asked to fill out a reprint request form

The cost for print jobs that are below standard (e.g. crumpled, streaked toner) due to printer malfunction AND are printed when lab assistants are not on duty during the weekends will be refunded to the EdPass or EdPass Community Card as appropriate. To have the cost for such print jobs credited:

- bring the damaged print job to the ACS technicians in Alderwood hall
- this must be brought to the technicians within 2 business days from the date the original damage print job was printed
- you may be asked to fill out a reprint request form
- it may take up to 2 business days to refund the cost to the appropriate card

EdPass Community Card Terms and Conditions

The following terms and conditions are noted on the back of the EdPass Community Card:

- This card is the property of Edmonds Community College.
- Protect this card and treat it as you would cash. This card is accepted anywhere EdPass is accepted.
- You may add funds to the card. This card may only be used for purchases and is not redeemable for cash. The card may not be replaced if lost, stolen, destroyed, altered, duplicated or used without owner's permission.
- This card expires 24 months after last use.
- Use of this card constitutes acceptance of these terms and conditions. By using this card the user agrees that any unused balance after 24 months of no charge activity is donated to the Edmonds Community College Foundation.

Data Storage

Users may not store data on the local hard-drives. Users may only store files on their shared network drive or appropriate alternative storage devices. Shared network limits are set by ACS. Users are encouraged to save their work often and to make frequent backups of their data. Edmonds CC is not responsible for the loss of student data.

Bumping

Some computers are equipped with specialized hardware or software. Users not needing these resources may be asked to move to another computer.

Aggressive Behavior

Aggressive behavior will not be tolerated in any Edmonds CC computer lab. If necessary, lab assistants will report incidents that cannot be resolved in a quiet, orderly manner to the lab manager and/or to Campus Security.

Equipment in Labs

Movement or disconnection of lab equipment is prohibited without permission of the ACS manager. Wireless network connectivity is provided for personally owned mobile computing devices. Damaged equipment should be reported to ACS.

Clean workspaces

For safety reasons, it is important that computer lab users make an effort to keep aisles clear of books and backpacks. Security will be called to remove unattended backpacks and bags.

Unattended Workstation Security

Users should never leave their workstation unattended without first saving their data. Lab assistants may log a user off when a computer in an open lab is left unattended longer than 10 minutes.

Lost/Stolen Property

Edmonds CC is not responsible for lost or stolen items. Unattended items will be sent to the Student Programs' lost and found or campus security. Lost media will be kept in Alderwood Hall.

Unauthorized Computer Use

Unauthorized access to accounts, files, or data stored on Edmonds CC computing systems is prohibited. Using Edmonds CC computing systems and networks to gain unauthorized access to any other system is prohibited.

PROCEDURES

These procedures apply to all authorized Edmonds CC academic technology resource users. Compliance with these procedures will ensure the integrity and reliability of lab resources.

Account Management

The creation and use of computer lab accounts are consistent with the best practices and policies of IT.

Authorization for Edmonds CC Academic Technology Use

Student Use

The specific procedure for creation of a student user profile will be at the discretion of the ACS manager, or designee.

EdCC students enrolled for the current quarter will be authorized to use any Edmonds CC academic resource.

CWU-Lynnwood students enrolled for the current quarter will be authorized to use any Edmonds CC academic resource.

Upon initial access to an academic profile, students must agree to an on-screen lab use agreement.

Employee Use

Employee must be in active pay status and meet profile eligibility criteria noted in the *EdCC User Profile Standard*.

Employee profiles will be provided the minimal access needed to perform their job.

Hardware and Software Installation

Software will be installed in accordance with the Edmonds CC Software Compliance Policy and with the Edmonds CC Protection & Licensure Policy. Most of the software included with textbooks is not licensed to be run in a computer lab environment.

Specialized hardware, such as aids for the visually impaired or scientific calibration devices, will be installed by ACS technicians upon the request of the Services for Students with Disabilities department.

In addition:

All academic computers have been configured in accordance with the academic needs of the students using the specific facility. Tampering with the files on any fixed or network drive, or any malicious mischief with any hardware or software, is grounds for disciplinary action. Any programs, files or documents downloaded from the Internet may not be stored or run on computer lab machines.

Installation Requests

Installation requests may only be accepted from Edmonds CC faculty or staff.

Software installations for labs must be requested according to the ACS Software Request Guidelines and Timelines. The ACS Software Request Guidelines and Timelines are available at: <http://www.edcc.edu/acs/Software.php>

Shareware software will not be installed in an Edmonds CC lab and/or a classroom unless the appropriate number of licenses is purchased in compliance with the manufacturer's licensing agreement and the Edmonds CC Software Protection & Licensure Policy.

Demonstration, trial, or beta software may be installed in a lab or classroom podium for the purpose of demonstration only, if such installation is compliant with the software licensing agreement. Demonstration software may not be installed on the student computers in a lab; such use would constitute a hands-on, production use of the software.

Lab Scheduling

To schedule a lab for use as a full-time classroom during the quarter, instructors shall submit the proper paperwork their division secretaries. Division secretaries may consult with ACS to resolve instructor technical needs and lab scheduling conflicts.

To schedule a lab for use during the quarter on a drop-in basis, instructors or their representatives will contact ACS by email or in person. Labs available for periodic use are scheduled on a first-come, first-served basis and each class can drop in for a total of three visits per quarter.

Lab Rentals

Edmonds CC allows outside entities to rent available facilities not in use by the college. The policies and procedures related to the rental of Edmonds CC computing facilities are described in the Edmonds CC Facilities Use Fee Regulation.

Connection of Personal Computer Equipment

Edmonds CC users may connect personal workstations to the academic network through wireless connectivity for short-term use. The requirements for making such connections are outlined in the Edmonds CC IT Security Standard on Wireless Network Configuration. Edmonds CC technical support personnel will not support or configure non-Edmonds CC equipment. Instructions to connect to the campus wireless network can be found at: <http://www.edcc.edu/acs/wireless.php>

If a direct connection to ACS resources is needed, the requirements enumerated in the Edmonds CC IT Security Standard on Connecting Non-Edmonds CC Computer/Telecommunications Equipment to Edmonds CC Networks must be fulfilled prior to connection.

Reporting Problems in Labs

Technical problems in staffed labs (e.g. classroom labs or specialized labs) should be reported directly to the attending staff. Technical problems in un-staffed labs (e.g. open lab or electronic classrooms) should be reported directly to ACS staff. Service requests may be submitted at: <http://helpdesk.edcc.edu/>

Power Outages/Backups/Saving

ACS recommends that computer lab users make backup copies of any important personal data. It cannot be assumed that the computer or the software being used is automatically saving data. Although every precaution has been taken to reinforce the Edmonds CC power grid supporting the computer labs, occasionally the campus suffers power outages without warning. If a computer loses power, any data that is not saved will be lost.

Physical Security

The entrances to campus labs and classrooms will be accessible to authorized staff via EdPass card access during normal operational hours. All employees are required to have authorization documentation signed by the appropriate authority and delivered to the EdPass office. Employees must then have their cards updated at the EdPass office.

- All computer classrooms and labs will be locked when not in use if the time between classes exceeds 30 minutes.
- Due to expense and funding restrictions, instructors are asked to arm doors at the end of class.
- Monitored alarm systems with coded key-pads may also be used to limit access to certain computer classrooms and labs, providing additional security for non-lab hours. Access controls will be controlled by Campus Security.
- Use of Edmonds CC computer labs must be supervised by authorized lab staff, teaching assistants and/or faculty. Instructors scheduling the use of a lab must be present at all times while their class is in session.

Exception: As described in the section entitled "Labs and Classrooms" above, certain specialized labs are designated for the use of students enrolled in specific courses and curriculum. Some of these labs, located in Alderwood Hall, house computers with very specialized software installed. Because these classrooms are in the same building as the Open Lab, unsupervised access to these labs is available when the room is not in use by a class.

Logging and Monitoring

Edmonds CC Information Technology personnel authorized by the Edmonds CC IT Security Administrator or designee may scan the Edmonds CC academic computer network and all Edmonds CC student-used computers to ensure compliance with this policy.

All individuals using the computer systems and network in the Edmonds CC computer labs are subject to their activities being monitored and/or recorded. Use of the systems will be considered express consent by the individual to such monitoring. If such monitoring reveals possible evidence of inappropriate activity, system personnel may provide the evidence to the ACS manager and appropriate campus officials.

Investigations

Edmonds CC reserves the right to act when an individual misuses any Edmonds CC technology resource. Any complaint, either from inside or outside Edmonds CC, arising from a user's activities in an Edmonds CC computer lab may be cause for immediate suspension of computing privileges pending an investigation.

During an investigation, the system administrator for the ACS network, or any other individual authorized by the Executive Director of Information Technology, may inspect, copy, remove, or otherwise alter any data, file, or system resource which may undermine the authorized use of any Edmonds CC computer lab, the academic network, and other student used computers, and may exercise any other rights necessary to protect Edmonds CC computing facilities and technology resources.

If the purpose is related to an investigation of a suspected illegal act or violation of any Edmonds CC regulation, policy or standard, the System Administrator, or his/her designee, may gather the specific materials with or without notification to the user.

- Accessed materials may be copied or removed from Edmonds CC systems.

- Copies of all materials related to the investigation will be retained by the ACS System Administrator.
- Any individual's network use privileges on the academic network may be immediately suspended or reduced upon the discovery of a possible violation of this policy. Every attempt will be made to notify the individual of this suspension, unless to do so would jeopardize any on-going investigation. These privileges may be temporarily restored at the discretion of the ACS system administrator or ACS manager pending resolution of the situation.
- Such suspected violations will be confidentially reported to the appropriate administrators.
- Appropriate disciplinary action will take place under the direction of the Dean of Student Services in situations where a violation is confirmed.
- If the student is cleared of any wrong-doing at the conclusion of the investigation, his/her privileges will be restored and he/she will be given the opportunity to change their password, if desired.

Sanctions

Students

Student users who violate this policy, who misuse or abuse any computing or network facility, or who commit any prohibited act described in the Edmonds CC Students Rights and Responsibilities, may have their login accounts closed and access to the systems immediately terminated. Prohibited acts include but are not limited to:

- Entering any locked or otherwise closed college facility without permission.
- Intentional or negligent damage to any college facility or property.
- Failure to comply with the directions of college officials acting in the performance of their duties.
- Engaging in disorderly or abusive behavior.

These violations will be dealt with in the same manner as violations of other college regulations and policies, and may result in disciplinary review as described in the Edmonds CC Student's Rights and Responsibilities. In such a review, the full range of disciplinary sanctions are available, including:

- Permanent loss of computer use privileges
- Disciplinary action that will be taken in accordance with appropriate procedures as established by the Vice President of Human Resources or the Dean of Student Services
- Dismissal from the college
- Legal action

All Other Users

All users of Edmonds CC's information technology share the responsibility to use computing and network resources and facilities in an effective, efficient, ethical and lawful manner as stated in campus policies and regulations which include, but are not limited to, the *Technology Resource Use Regulation*. At the same time, all customers are subject to sanctions whenever their behavior is inconsistent with these expectations. Violations of Use policies may be turned over to Human Resources for action. Sanctions range from loss of privileges, appropriate disciplinary action, or legal action and will take into consideration appropriate college policies, employee rules, and collective bargain agreements for implementation of disciplinary action.

APPENDIX A -- CHANGE LOG

Date	Version	Notes
18 Nov 04	1.0	Final Draft
05 April 05		Accepted by EdCC's President's Cabinet
02 Aug 05	2.0	Revision

Date	Version	Notes
06 Mar 06	2.0	Approved by EdCC's President's Cabinet
05 OCT 09	3.0	Approved by EdCC's President's Cabinet