Crafton Hills College

Technology Planning Committee Meetings

2005 – 2006

Meeting Dates:

[09/09/2005](#)

[04/12/2005](#)

[03/10/2005](#)

[03/04/2005](#)

[02/24/2005](#)

Summary Meeting of 9/9/05

Full Technology Planning Committee

In Attendance: Gloria Harrison, Catherine Pace-Pequeno, Denise Hoyt, Gino Barabani, Catherine Hendrickson, Susan Shodahl, June Yamamoto, Sherri Wilson, Ted Phillips

After initial welcoming back to members of the committee the following items were discussed:

A revised version of the CHC Technology Plan which includes all of the recommendations, benchmark updates, etc. from last year (2004-05) is now available on the Technology Planning Committee area of the CHC web site: http://www.craftonhills.edu/CHC/CHCfaculty/techplanning/techplanning.htm

The committee was in agreement that three important items should be addressed through task forces set up through the committee (see below). It was also agreed to that all committee members would be asked to serve on one of these task forces and that participation in the task forces would also be opened up to the entire CHC community.

There was also much discussion regarding the current implementation of BlackBoard by the District and the campuses. Several members described confusion regarding the actual implementation, training, and functionality of the current offering, compliments on the utility of the tool were also expressed.

It was also agreed to that continuing the practice of using specialized work groups to move the plan forward would continue.

Budgeting and Planning Task Force

Charge (at the request of President Harrison) – To develop a strategy for allocating funds for technology purchases to line items within the budget. This would include considerations for ongoing CHC funding, matching funding from the District, and alignment with the campus Planning Committee. To make formal recommendations to the President on all of these items.

Target – As soon as possible to ensure Technology funding is considered in this way during the planning processes of the campus

"Guidelines for Computer Use" Task Force

Charge (at the request of President Harrison) – To review the current Guidelines and strengthen some explanations and/or processes in the document. To develop recommendations for more fully integrating the Guidelines for Computer Use at CHC' into daily technology use on the campus. For example, a login screen for

accepting the terms of the Guidelines upon computer startup, more clearly defined use expectations in open lab areas.

Target – Implementation in place or in process by the beginning of 2nd semester.

Web Site Task Force

Charge – To review the local CHC web site for potential aesthetic, organizational and functional changes (a facelift). To charge the CHC Web Development Team with the task of carrying out the recommendations.

Target – Ongoing, but to complete or have changes fully underway by the end of the current academic year

Next full committee meeting = 12/2/-05*
Next scheduled work group meeting 9/22/05*

More specific information on these meetings (and others for the entire year) can be found on the Technology Planning Committee area of the CHC web site:

http://www.craftonhills.edu/CHC/CHCfaculty/techplanning/techplanning.htm

Summary Meeting of 04/12/05
Technology Planning Committee Workgroup

In Attendance: Sherri Wilson, Virginia Moran, Gary Van Voorhis, Larry Aycock, Kirsten Colvey, Joe Cabrales, Rick Hogrefe, Terri Reed, T.L. Brink, Ted Phillips (chair)

Summary

      This meeting continued work on Planned Obsolescence and picked up where we left off at the March 4th, 2005 meeting. It that meeting consensus was reached on a the strategy of using a four year replacement cycle for computers on the campus. The purpose of this meeting was to begin developing a plan for realizing the four year replacement cycle.

The Discussion

Replacement Cycle

      Technology Services provided the group with a high level chart which indicated the percentages of computers running at particular processor speeds. This gave an indication of the age and capabilities of all of the computers on campus. A total of 427 computers were identified as being deployed on the campus and Ted Phillips indicated this was a very accurate count which had been determined through both software auditing and a physical inventory of the campus which took place during the spring break.

Obsolete Computers

      The work group unanimously agreed that any plan for replacing computers was critically tied to the creation of a line item in the Crafton budget for computer replacement. Without such a commitment, it was felt, the campus community would have difficulty buying into the four year replacement plan. This, because without such a public commitment, campus managers, department chairs, etc., would have difficulty making plans surrounding technology commitments when those commitments had no formal appropriations in place. With a formal budget commitment in place, the replacement plan described below was recommended for presentation at the next formal Technology Committee meeting.

      As had been mentioned briefly in other meetings, one consideration for getting Crafton onto a true four replacement cycle is addressing the numerous, very old computers on the campus. These would be computers already well beyond four years of age. These computers represent problems for several reasons: their age, the potential security problems they present to the communications infrastructure, their limited functionality. After much discussion the group agreed that a good first step towards a four year replacement cycle would be to initiate a one-time replacement event which would remove all of these older computers from the campus during one implementation. In this case, all computers running at processor speeds of 1 GHz or less would be replaced during this one time event….approximately 150 computers.

      Once the oldest computers on the campus were replaced the initial year of the four year cycle would require an additional approximately 100 computers be replaced. The result of replacing these 100 computers + the one-time event would be that no computer on the campus

would be older than four years of age, placing the system firmly in position to then begin replacing computers at approximately a 25% per year clip.

It was also felt that a defined percent of funding growth be determined to ensure that not only would computers be replaced every four years, but that sufficient funding for computers for new instructors, staff, and computer labs/classrooms would be available during the anticipated growth of the campus in the coming years. The work group was not comfortable determining what that growth rate might be at this time, and felt it would be dependent upon the structuring of the replacement cycles, as well as currently unknown growth rates. However, a rate of 10% was considered a reasonable placeholder at this juncture.

Other important details of the deployment plan would be:
- that all computers would now be purchased with a four year warranty instead of three year warranties
- that an oldest-out-first strategy be deployed when making decisions regarding which computers would be replaced should confusion arise on which systems should come out of the campus infrastructure first…this would be combined with a sensitivity to students needs as being a priority for the campus
- it is recommended that replaced computers are not placed back into the system except under very unusual circumstances.

Fiscal Implications

The fiscal implications of the above outlined plan are approximated below:

2005-06 costs

One-time removal of oldest computers (approx 150)	$180,000
1st 25% replacement (approx 105)	$126,000
	$306,000

Ongoing yearly costs

25% replacement costs (computers only)	$126,000
Growth (@10%)	$ 12,600
	$138,000

Next Steps

The work group has been an exceptionally cohesive and productive entity and feels that the above replacement plan is the most prudent for the campus and should be carefully considered and implemented. The next business of the group will be to determine the obsolescence portion of the plan…how are obsolete computers and technology are removed from the campus.

Summary Meeting of 03/10/05
Technology Planning Committee Workgroup

In Attendance: Virginia Moran, Larry Aycock, Donna Ferracone, Ted Phillips (chair)

<u>Summary</u>

This meeting focused on Goal 5 of the Technology Plan which is concerned with getting meaningful feedback on the CHC web site.

<u>The Discussion</u>

After discussing many different kinds of possibilities for requesting and receiving feedback on the CHC web site,, as well as providing visitors with useful information the following recommendations were made.

1. A implement a strategy which would provide each campus department 9or functional area) an area email devoted specifically to the area's business functions. This email would provide a means for the department to accept and monitor direct feedback, questions, etc. This allows the department/area to have several persons monitor the account and ensure that it is received as quickly as possible from the visitor to the department/area. Currently, all web email is routed first to the web master who must then determine who to send the email to for a response. Item 2 below relates to the larger strategy)

2. Rather than having a simple email be the vehicle for feedback/questions from the web site, it was determined that an easy to use form should be implemented. This form (prototype below) would target a question, request, etc. directly to the department/area and dump the question into a data base. Over time this data base would be used to develop a web site FAQ (Frequently Asked Questions) based upon the questions asked.

3. Develop a web site FAQ (Frequently Asked Questions) page to assist visitors with information known to be asked often, or information that might be particularly difficult to determine or access for whatever reason.

Prototype for information request, and other feedback on the CHC web site.

Information Request Form

Thank you for taking the time to complete our information request and/or feedback form. This form is intended to help you get your comment, information request, etc. directly to those who can best answer your question.

If you want or need someone to respond to you by email, you must complete the fields below.

☐ I would like a response

First Name: [_____]

Last Name: [_____]

Email: [_____]

Confirm Email: [_____]

I am a:

○ Student

○ Faculty/Staff

○ Community Member

○ Other

In order to send your response directly to a department, please select that department from the pull-down menu. Only departments which have the resources to monitor a department email are listed. If you are unsure which department should receive your request, or if the department you want to contact is not listed, please select 'Webmaster' and your message will be forwarded to the appropriate person.

Send to: [Webmaster ▼]

Subject:

| Counseling & Matriculation |
| Emergency Services |
| Fine Arts |
| Registration Department |
| Health & Physical Education |
| Research & Planning |
| Learning Center |
| Teaching Aids |
| Technology |
| Webmaster |
| Workforce |

Message:

[Submit]   [Reset]

Summary Meeting of 03/04/05
Technology Planning Committee Workgroup

In Attendance: Sherri Wilson, Virginia Moran, Gary Van Voorhis, Denise Hoyt, Larry Aycock, Kirsten Colvey, Catherine Pace-Pequeno, Wayne Bogh, Joe Cabrales, Rick Hogrefe, Terri Reed, Matt Adams, Ted Phillips (chair)

Summary

This meeting continued work on Planned Obsolescence and picked up where we left off at the February 9th, 2005 meeting…providing an answer to the following question, "Why and When do we purchase technology for the campus?"

The Discussion

Replacement Cycle

In the previous work group meeting on Planned Obsolescence, it had been agreed to by consensus that a replacement cycle with two & four year terms would be the departure point. In that scenario, areas identified as high need would have technology (primarily computers) replaced every two years, non-high needs areas every four years. As the discussion developed to identify high needs area, many participants found it difficult to be comfortable with defining some areas as high need others as a non-high need area. Further discussion brought the work group to the following modified consensus: **IF a replacement plan could guarantee that computers would be replaced every four years (25% replacement rate) such a replacement cycle would likely satisfy the needs of all of the constituencies on campus in terms of each constituency having sufficient computer technology to perform their functions, instructional tasks, etc. Further, in the event that an unexpected need were to occur, the replacement cycle (by virtue of the 25% rate) would be able to absorb most (if not all) 'emergency' needs for technology which might fall outside of the proposed cycles and replacement schedules. Planning and or prioritizing of technology purchases should follow the process developed and agreed to by the Campus' Planning Committee.**

Obsolete Computers

Gary Voorhis indicated his belief that there was much outdated computer technology on the CHC campus, perhaps as many as 150 machines. For security and other reasons related to the functionality of the district network he felt it would appropriate to begin district level discussions regarding the removal of those machines from the CHC campus as quickly as possible. There was general agreement that the actual numbers would need to be obtained and even if the district or District Computing Services could not assist with accelerating the removal of these machines from the infrastructure, these machines should be of high priority when an initial replacement schedule (or design) was discussed.

Coinciding with this discussion was the plan already in place by CHC Technology Services to perform a physical inventory of CHC computers during the campus' spring break. This physical inventory would provide a solid foundation from which to accurately determine exactly where obsolete technology is on the campus.

Physics

Matt Adams, representing Physics, provided detailed information regarding the state of the technology currently available to that discipline. Regrettably, that discipline is working with (or only has available) very obsolete technology such as Apple iie's, aged PowerMacs, and original iMacs. The information provided by Matt was helpful to the work group because there was some confusion in the last meeting regarding exactly the kinds and numbers of computers available to that discipline…Matt appearance and information cleared up those questions and will likely weigh heavilty on the work group as it begins to develop an initial four year replacement plan.

Next Steps

With the physical inventory to occur during the week of March 14th, the work group decided that the next meeting would use the information gathered from that inventory to begin to develop the initial four year replacement plan for the campus.

Developing Consensus of the Work Group
1. no particular area, or group, on campus should be excluded from receiving new technology, and that new technology should be placed into areas based upon need rather than other factors. This specifically addresses the standing policy of instructors only receiving recycled technology. It also assumes that a replacement cycle for all campus technology would be in place.

2. although arguments can be made for many high need areas on the campus, if a four year replacement cycle can be agreed to, funded, and implemented all areas of the campus should have sufficient technology to accomplish their specific tasks without problems directly related to the age of the technology they use. In a four year replacement cycle, emergency needs could be absorbed by the plan in the highly unusual event that functional technology suddenly became useless outside the parameters of the replacement schedule.

3. planning and or prioritizing of technology purchases should follow the process developed and agreed to by the Campus' Planning Committee

ADMINISTRATIVE REGULATIONS FOR COMPUTER USE

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Crafton Hills College

~~DRAFT~~

~~Working Draft of the Policy and Procedure Subcommittee of the Information Technology Planning and Advisory Committee~~

1.100 Purpose

The purpose of this policy is to outline the acceptable uses of computing and information technology resources for the Crafton Hills College (CHC) community. This policy outlines the standards for acceptable use of College computing and information technology resources that include, but are not limited to, equipment, software, networks, data, and telecommunications equipment whether owned, leased, or otherwise provided by CHC. This policy is intended to reflect the College's commitment to the principles, goals, and ideals described in the CHC Vision Statement and to its core values.

2.100 Access to Information Technology Resources

It is the policy of CHC to maintain access for its community to local, national and international sources of electronic information sources in order to provide an atmosphere that encourages the free exchange of ideas and sharing of information. CHC maintains a variety of information technologies for use as resources for people, catalysts for learning, and to provide increased access to technology and an enriched quality of learning. Access to this environment and the College's information technology resources is a privilege and must be treated with the highest ethical standards. The College reserves the right to limit access in response to evidence of violations of Crafton Hills College policy (as set forth herein), as well as federal, state or local laws.

Preserving the access to information resources is a community effort that requires each member to act responsibly and guard against abuses. Therefore, both the CHC community as a whole and each individual user have an obligation to abide by the following standards of acceptable and ethical use:

- **Use only those computing and information technology resources for which you have authorization.**

- **Use computing and information technology resources only for their intended purpose.**
- **Protect the access and integrity of computing and information technology resources.**
- **Abide by applicable laws and College policies and respect the copyrights and intellectual property rights of others, including the legal use of copyrighted software.**
- **Respect the privacy and personal rights of others.**

3.100 Application

This policy applies to all users of Crafton Hills College computing and information technology resources including faculty, staff, students, guests, external individuals or organizations and individuals accessing external network services, such as the Internet via College facilities.

4.100 Crafton Hills College Expectations

Access to Crafton Hills College information technology and computing resources is a privilege granted to students, faculty and staff of Crafton Hills College. The College extends access privileges to individual users of the College's information technology and computing resources. The extension of these privileges is predicated on the user's acceptance of and adherence to the corresponding user responsibilities detailed in this policy and addendum. However, the College reserves the rights to limit, restrict, or extend access to information technology resources.

The College expects all members of the Crafton Hills College community to use computing and information technology resources in a responsible manner; respecting the public trust through which these resources have been provided, the rights and privacy of others, the integrity of facilities and controls, and all pertinent laws and College policies and standards.

5.100 Uses

In general, the Crafton Hills College community may use College information technology resources (which includes privately-owned computers connected to the Crafton Hills College network) in connection with the College's core teaching, research, and service missions. Certain non-core uses that do not significantly consume resources or interfere with other users also are acceptable. Under no circumstances may members of the Crafton Hills College community or others use College information technology resources in ways that are illegal, that threaten the College's tax-exempt or other status, or that interfere with reasonable use by other members of the Crafton Hills College community. Any use of College information technology resources, including network infrastructure, for commercial purposes is prohibited.

6.100 Sanctions for Violations

Failure to comply with the appropriate use of computing and information technology resources threatens the atmosphere for the sharing of information, the free exchange of ideas and the secure environment for creating and maintaining information property and subjects one to disciplinary action. Any member of the Crafton Hills College community found using computing and information technology resources for unethical or unacceptable practices has violated this

policy and is subject to disciplinary proceedings including suspension of system privileges, expulsion from school, termination of employment and/or legal action as may be appropriate.

Crafton Hills College reserves the right to limit or restrict the use of its computing and information technology resources based on institutional priorities and financial considerations, as well as when it is presented with evidence of a violation of College policies, contractual agreements, or state and federal laws.

7.100 Privacy and Security

There is no inherent right to privacy for information stored on Crafton Hills College information technology resources, except as provided by the Privacy Act of 1974. Federal law permits system administrator access to stored electronic communications if that access is necessary for the rendition of service. Random monitoring of electronic communications by Crafton Hills College is not conducted unless required to do so by law (e.g., subpoena or court order). However, the college does reserve the right to investigate unusual or suspicious activities that relate to use of our technology resources when we become aware of those activities. Such investigations could include monitoring desktops, software programs, individual files, etc. in order to ensure that our resources are being used appropriately, as described in these Administrative Guidelines, and to ensure that illegal or other activities that could jeopardize our ability to provide technology resources to the larger college community does not occur.

8.100 Addendum and Procedures

Specific guidelines for interpretation and administration of this policy are given in the Acceptable Use of Computing and Information Technology Resources Policy Addendum. This addendum contains definitions, specific examples of offenses, and procedures for dealing with incidents.

9.100 Continuous Renewal

This policy shall be assessed in three years from its effective date to determine its effectiveness and appropriateness. This policy may be assessed before that time to reflect substantive change as a result of changes to the Crafton Hills College information technology resources and/or changes in legal statues that impact information technology resources, copyright, or other intellectual property issues.

Addendum: Interpretation of the Administrative Regulations for Computer Use at Crafton Hills College

Acceptable Use Policy for Computing and Information Technology Resources

Definitions

College Information Technology Resources

Any computer, networking device, IP device, telephone, copier, printer, fax machine, or other information technology which: is owned, licensed or leased by Crafton Hills College; connects directly to the College's data, video or telephone network switches, routers, or servers; connects directly to a computer or other device owned or operated by the College; otherwise uses or impacts Crafton Hills College information-technology facilities is subject to College information-technology policies, no matter who owns it.

Users

Three broad classes of potential users have different privileges:
- *Regular Users*, who are entitled to use all or most College technology and services.
- *Special Users*, who are entitled to use specific services for specific purposes under specific conditions.
- *Excluded Users*, who are not entitled to use Crafton Hills College information technology.

Regular Users

In general, only currently enrolled students and current faculty and staff of the College are Regular Users. Faculty, student, and staff status *does not extend to family members or colleagues who are not themselves Regular Users*.

Extended Regular User Privileges

Regular Users of Crafton Hills College technology who have a need for extending the basic levels of technology functionality normally provided by the College may have their user privileges enhanced. Appendix A explains the kinds of extended privileges Regular Users may obtain, the responsibilities that coexist when extended privileges are granted, and how those privileges are granted by the College.

Special Users

Special Users comprise certain individuals and specified classes of Crafton Hills College affiliates to whom the College provides a tightly limited subset of College information technologies and services. The specified special-user classes consist primarily of certain organizations affiliated with Crafton Hills College and their staff and of certain categories of

students. They also include certain individuals working temporarily at Crafton Hills College under the explicit sponsorship of an administrative or academic department. The Technology Services Department in coordination with the Technology Committee authorizes special-user classes and individual special users, under the authority of the President. The Technology Services Department in coordination with the Technology Committee determines which individuals or organizations on campus are responsible for use and accountable for misuse of information technology resources by Special Users and any associated costs. Special Users abide by all relevant Crafton Hills College policies. The College without prior notice may terminate Special User privileges. Special Users in a specified class retain no College information technology resource privileges once they leave that class. Individual Special Users receive privileges only for a period specified at the outset.

Excluded Users
These are all individuals or organizations that are not Regular Users or Special Users.

Applications
As with classes of users there are three categories of applications.
- *Core* applications, those clearly associated with the College's core education, research, or service, either directly or through Crafton Hills College administration.
- *Restricted* applications, those clearly unrelated to Crafton Hills College's core purposes, or which violate general College policies, jeopardize its tax-exempt or other status, or otherwise interfere with core applications.
- *Ancillary* applications, which do not fall clearly into either of the preceding two categories and which do not interfere with Core applications.

Core Applications
These support Crafton Hills College instruction, research, service, and administration. Classroom use, computer-based assignments, research applications, communication among faculty, students, and administrators, administrative applications, access to Crafton Hills College related information, and similar applications all are Core applications.

Restricted Applications
Restricted applications of Crafton Hills College information technology primarily include:
- those that threaten the College's tax-exempt status, such as political advocacy or solicitation and most commercial activity.
- those that are illegal, such as fraud, harassment, threats of physical harm, copyright violation, and child pornography.
- those that deprive other users of their fair share of College information technology or interfere with the functioning of central networks and systems, such as mass mailings, chain letters, unauthorized high-bandwidth applications, or denial-of-service attacks.
- those that violate general College policies, bylaws, and procedures.

- Disclaimers do not render Restricted applications acceptable. The only recourse available to someone interested in such applications is to use non-College computers, networks, and other technologies.

Over time, applications determined to warrant a label of 'Restricted' will be identified as such in Appendix 'B' of this document, and ~~that information~~ disseminated to the CHC community in various ways (i.e., web site, dissemination of the document at appropriate meetings, during the hiring process, etc.). Upon the identification and inclusion of 'Restricted' applications into this document, CHC end-users will be expected to respect that classification and adhere to it's new status within the CHC computing environment. Similarly, some applications may be removed from the 'Restricted' category should the reasons for their inclusion within the 'Restricted' category for applications change for any reason.

Ancillary Applications

Ancillary applications are easy to list, but difficult to define. Examples are plentiful: using a College phone to make a dentist appointment, a College-connected personal computer to host small-scale personal (but non-commercial) Web pages, College servers to send and receive for modest amounts of personal electronic mail, a College fax machine to get a vacation itinerary from a travel agent, and the like. In general, Ancillary applications are those neither explicitly permitted nor explicitly restricted, and with one other essential attribute: they are invisible to other users, to network and system administrators, and to other College offices. Ancillary applications consume only resources that would otherwise go to waste, and never require any action or intervention by anyone at the College other than their user. As a rule, Ancillary applications that become visible to others or burden systems are *ipso facto* no longer Ancillary, but Restricted.

Acceptable Use

No one may use College information technology resources for Restricted purposes without explicit written authorization from the Technology Services Department, who consults the President, and other officials and constituencies as appropriate.

Except for the preceding restriction, Regular and Special Users may use the full array of College information technology resources for Core applications. Regular and Special Users are eligible to use most centrally funded information technology resources, including public computing clusters and classrooms, and College help desks and technical support. Except for a few specific exceptions, Regular and Special Users are eligible to use the College data network.

There is one major exception to Regular and Special Users' general rights to use information technology resources for Core applications. *Any application of information technology, however permissible otherwise, which disables computers or network services, consumes disproportionate enough resources that other users are denied reasonable access to information technology, or induces substantial costs outside the user's Center/Institute or Unit is Restricted.*

In general, Regular and Special Users may also use campus telephones, the campus network, and personally or Center/Institute or Unit-owned computers for Ancillary applications. However, even Regular and Special Users may not use information technology resources in ways that interfere with others, or that consume College resources other than those directly under the

user's control. In general, any ancillary use of the College's network that becomes apparent to other users thereby becomes Restricted, and unacceptable.

Except for certain materials and facilities the College explicitly makes available to the general public, *Excluded Users* may not use College information technology in any way.

Where definitions of user or application status are unclear, or where patterns of use appear to be out of compliance with this policy, the Coordinator of Technology Services will provide interpretations or direction as appropriate on behalf of the President and the College. Where necessary, the Coordinator of Technology Services consults the President, and other officials and constituencies as appropriate for further advice and guidance.

User Responsibilities

Use of Crafton Hills College computing and information technology resources is granted based on acceptance of the following specific responsibilities:

1. **Use only those computing and information technology resources for which you have authorization.**
   For example: It is a violation:
   - to use resources you have not been specifically authorized to use.
   - to use someone else's account/password or share your account/password with someone else.
   - to access files, data or processes without authorization.
   - to purposely look for or exploit security flaws to gain system or data access. This includes CHC, or any other system for which authorization is not granted.
   - to use former privileges after graduation, transfer or termination.

2. **Use computing and information technology resources for their intended purpose.**
   For example: It is a violation:
   - to send forged email.
   - to misuse Internet Relay Chat (IRC) software to allow users to hide their identity, or to interfere with other systems or users.
   - to use electronic resources for harassment, intimidation, or stalking of other individuals.
   - to send bomb threats or other messages constituting or reasonably appearing to constitute a threat to public safety.
   - to send chain letters.
   - to intercept or monitor any network communications not intended for you.
   - to use computing or network resources for advertising or other commercial purposes.
   - to attempt to circumvent security mechanisms.
   - to use privileged access for other than official duties.
   - to use computer classroom or lab computers for activities unrelated to course work.

3. **Protect the access and integrity of computing and information technology resources.**
   For example: It is a violation:
   - to knowingly release a virus or worm that damages or harms a system or network.
   - to prevent others from accessing an authorized service.

- to knowingly send email bombs that may cause problems and disrupt service.
- to attempt to deliberately degrade performance or deny service.
- to knowingly corrupt or misuse information.
- to alter or destroy information without authorization.

4. **Abide by applicable laws and College policies and respect the copyrights and intellectual property rights of others, including the legal use of copyrighted software.**
For example: It is a violation:
- to make more copies of licensed software than the license allows.
- to download, use or distribute pirated software.
- to download or install unlicensed or unauthorized software to Crafton Hills College information technology resources.
- to operate or participate in pyramid schemes.
- to distribute pornography to minors.
- to upload, download, distribute or possess child pornography.

5. **Respect the privacy and personal rights of others.**
For example: It is a violation:
- to tap a phone line or run a network sniffer without authorization.
- to access or attempt to access another individual's password or data without explicit authorization.
- to access or copy another user's electronic mail, data, programs, or other files without permission.
- to send threatening, harassing or intimidating communications after receiving a request to refrain from such activity.
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Specific Interpretations

In addition to this document, specific computers and labs may have procedures specific to the environment where they are located. These should be posted clearly at the facility, or communicated in the login message.

Interfering with Other Systems

Networks can only handle a limited amount of traffic. CHC has a high-speed connection to the Internet. However, smaller educational institutions and commercial sites may not have connections that are as fast. It is possible for a single person at Crafton Hills College to intentionally shut down network access for a smaller site. If you do this, you are liable not only for College discipline, but may be prosecuted criminally. Generally, you should be safe if you only use standard system tools in the way they are intended to be used: viewing web pages yourself, logging into a computer and using it, etc. If you start writing programs or scripts that use these tools repeatedly or in unusual ways, it is your responsibility to make sure that what you are doing will not cause trouble for the rest of the network.

Disrupting someone else's network activity is a violation of the Acceptable Use Policy. Some of these tools work by creating a network overload. They may not only disrupt the person you are trying to disrupt -- it may interfere with the network itself. While it is normally safe to

use standard system tools, the same does not necessarily apply to tools you get from third parties. For example, certain members of the IRC community distribute programs for disrupting IRC connections.

It is also a violation of the Acceptable Use Policy to knowingly create, distribute, or otherwise engage in denial of service attacks on Crafton Hills College information technology resources or on networks outside of the CHC domain.

For example: It is a violation:

- Knowingly execute peer-to-peer networking applications that seek to monopolize all available network bandwidth.
- Utilize port-scanning software to scan internal or external network segments for open services or security holes.
- Set up DHCP or other network services application that inhibits or interferes with CHC networking applications.
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Commercial Use

Commercial use is covered in both the policy and guidelines document. It is being mentioned here simply because commercial use is one of the most common violations of acceptable use. Here are some of the most common examples of things we consider commercial use:

- Using a CHC system to host a web page for any business, including your private consulting practice.
- Referring people to a CHC email address for commercial use
  (e.g. in print ads or commercial web pages).
- There are often ambiguities about what is permitted. In such cases please feel free to send a query to the office of Technology Services.

Use in support of other organizations

CHC resources should not be used to provide services for organizations that are not part of the California Community College system without permission of Crafton Hills College.

This does not prohibit students, faculty or staff from talking about external organizations or causes or expressing opinions about them. Our students, faculty, and staff are engaged in a wide variety of activities and advocacy outside of the college setting. What is not appropriate is running an official web site; recruiting members, providing office, email or other operational support for the organization, or other functions that one would normally expect to be done by the organization itself.

One way to frame the question is whether the primary purpose is describing your personal activities or opinions, or whether it is support for the organization.

Email to large numbers of users

Currently, CHC academic systems are not configured to handle bulk email. Sending email to large numbers of users can cause significant problems for the system. Bulk email (except to people who have requested it) is also considered a violation of good network citizenship. Therefore, it is considered a violation of acceptable use to send substantially the same email message to more than 50 users.

Exceptions are:

- When the use has been approved by the system administrator.

- When the mail uses majordomo, listserv, district designed email lists, or another facility that has been specifically engineered to handle mailing lists without causing problems for the receiving system. In almost all cases these systems will also allow users to join and leave lists themselves. However in a few cases appropriate College officials have established lists that do not permit users to leave.
  Note that this policy applies to mail sent either from or to CHC systems, and also to mail that includes an address on a CHC system for replies.
  Even for email to fewer than 50 users, you must abide by other restrictions. This includes the restriction against commercial use, and the general requirement that all activities must abide by the law. There are now laws against unsolicited commercial email in some areas.

Issues with IRC (Internet Relay Chat)

The use of IRC's can cause several kinds of problems. Here are some of the most common:

Using IRC software (commonly called "proxies") that let users hide their identity or appear to be coming from a different computer than they actually are.

Using IRC software (commonly called "bots") to harass or interfere with other users or the IRC system in general.

Using IRC software to overload a system or otherwise interfere ("nuking", "DOSing").

People often think that nuking is a harmless prank. Unfortunately, the software used to do this often operates by overloading the network on the other end. Crafton Hills College has a very fast network. We can easily generate enough network traffic to take another institution or company off the Internet.

System Administrator Responsibilities

System Administrators and providers of Crafton Hills College computing and information technology resources have the additional responsibility of ensuring the integrity, confidentiality, and availability of the resources they are managing. Persons in these positions are granted significant trust to use their privileges appropriately for their intended purpose and only when required to maintain the system. Any private information seen in carrying out these duties must be treated in the strictest confidence, unless it relates to a violation or the security of the system.

Crafton Hills College Responsibilities

The College owns most of the computers and all of the internal computer networks used on campus. The College also has various rights to the software and information residing on, developed on, or licensed for these computers and networks. The College (including central organizations and academic Centers and Institutes) administers, protects, and monitors this aggregation of computers, software, and networks. In its management of information technology resources, Crafton Hills College has assigned its Technology Services department principle authority for all computer hardware and software acquisition, support, and services. Technology Services takes responsibility for:

- Focusing central information technology resources on activities connected with instruction, research, and administration.

- Protecting College networks and other shared facilities from malicious or unauthorized use.
- Ensuring that central College computer systems do not lose important information because of hardware, software, or administrative failures or breakdowns.
- Managing computing resources so that members of the College community are not denied fair access to them.
- Establishing and supporting reasonable standards of security for electronic information that community members produce, use, or distribute, and ensuring the privacy and accuracy of administrative information that the College maintains.
- Delineating the limits of privacy that can be expected in the use of networked computer resources and preserving freedom of expression over this medium without countenancing abusive or unlawful activities.
- Monitoring policies and communicate changes in policy as events or technology warrant.
- Enforcing policies by restricting access and initiating disciplinary proceedings as appropriate.

Security Caveat

Be aware that although computing and information technology resource providers throughout the College are charged with preserving the integrity and security of resources, security sometimes can be breached through actions beyond their control. Users are therefore urged to take appropriate precautions such as safeguarding their account and password, taking full advantage of file security mechanisms, backing up critical data and promptly reporting any misuse or violations of the policy.

Any information submitted via the Network is insecure and could be observed by a third party while in transit. If you are submitting passwords, credit card numbers, or other information you would like to keep private, it would be safer for you to cancel the submission. CHC cannot ensure security of data transmitted over the Internet/WWW.

How to Report Violations

Every member of the Crafton Hills College community has an obligation to report suspected violations of the above guidelines or of the Acceptable Use Policy for Computing and Information Technology Resources. Reports should be directed to Crafton Hills College or other appropriate College entity.

If a suspected violation involves a student, a judicial referral should be made to the Student Services Office. Incidents reported to Student Services will be handled using the most current guidelines associated with Student Codes of Conduct.

If a suspected violation involves a staff or faculty member a referral should be made to the Human Resources Department. Incidents reported to Human Resources will be handled according to the appropriate collective bargaining agreement.

If a suspected violation includes activities that are a violation of local, state or federal laws or statutes a referral should be made to the Campus Police Department. Incidents reported to the Campus Police Department will be handled according to processes and procedures appropriate to the nature of the violation.

The majority of reports should be made through offices or departments listed above. If you have any questions about which office to report a violation to you can contact the Technology Services Office (389-3550) or the Coordinator of Technology Services (389-3297). For incidents involving systems not controlled by CHC Technology Services, violations may be reported to Technology Services Office (389-3550) or the Coordinator of Technology Services (389-3297).

Sanctions and Procedures

When any use of information technology resources at CHC presents an imminent threat to other users or to the College's technology infrastructure, Technology Services may take whatever steps are necessary to isolate the threat, without prior notice if circumstances so require. This may include changing passwords, locking files, disabling computers, or disconnecting specific devices or entire sub-networks from CHC, regional, or national voice and data networks. Technology Services will restore connectivity and functionality as soon as possible after they identify and neutralize the threat.

Telephones, computers, network connections, accounts, usernames, authorization codes, and passwords are issued to Regular Users and Special Users to identify them as eligible users of College information technology resources. Users are responsible for not sharing their privileges with others, and especially for ensuring that authorization codes and passwords remain confidential. Users of computers connected to the campus network, permanently or temporarily, are responsible for ensuring that unauthorized users do not thereby gain access to the campus network or to licensed resources. Technology ~~Support~~ Services ~~organization~~ is responsible for managing this policy environment.

Use of information technology resources that violate this Policy and procedures based on it may result in disciplinary proceedings and, in some cases, in legal action. Disciplinary proceedings involving information technology resources are the same as those for violations of other Crafton Hills College policies, and may include but are not limited to loss of computing privileges. Unauthorized use of College information technology resources by Excluded Users may result in police intervention or legal action.

Appendix A

Extended Privileges

for Regular Users at Crafton Hills College (DRAFT)

Multiple User-Levels on Computers

Typically when computer users are connected to a network a profile (or user level) is set up allowing the users to do (and not do) certain things on their computers. For example, a person might be allowed to use email, but not allowed to load a program onto their computer. The reasons for setting up these kinds of profiles can be numerous, but most have to do with the security of the entire network, or to keep users from inadvertently harming their computers due to a lack of technical knowledge.

Here at Crafton Hills College (CHC) there are several de facto levels of users on campus. Broadly, these would fall into three categories:

- Basic Users – this profile is intended to protect the network, and the computer, as well as allow users to perform their assigned duties. However, virtually no modifications to the computer are allowed (loading a program, changing control settings, etc.)
- Power or Administrative Users – this profile allows users to perform all of the functions of a Basic User but extends their ability to customize their working environment. For example, Power Users would be able to install and uninstall programs, change some computer settings, etc.
- Technical Expert Users – this profile allows users complete control of their computers and the ability to make modifications in the network. There are virtually no limitations to these users in regard to how their computers are configured.

The vast majority of computer users on the CHC campus, regardless of identity (student, faculty, staff, administrator) are working from the Basic User profile. Though the Basic User profile will vary little (if any) from user to user, the Power User profile might be adjusted as necessary for particular computer users and their needs. Very, very few people on campus would have Technical Expert profiles due to the sensitive nature of that kind of control over both computers on campus and the campus network.

Re-Developing the User Level Process at CHC

Recently, the CHC Technology Committee began addressing the importance of having multiple user-levels on our campus and acknowledged that individuals in particular work areas or with specific technical needs or abilities may need different kinds of user profiles. The Committee also determined the process which was in place for determining user-levels on campus was unclear and needed to be revisited and clarified. To that end, this document was created to address the issue of assigning user levels on campus. Therefore, this document is intended to accomplish several tasks:

- develop a process that will ensure the integrity of the campus network

- develop a process that provides campus computer users with the level of control over their computers required by them to complete their individual educational or work related tasks
- develop a process that is easy to understand and therefore, easily implemented
- disseminate an explanation of the user-level process to all CHC stakeholders

Proposed Solution

The solution for determining user-profiles described in this proposal are the culmination of discussions recently conducted by the Committee during its formal meetings and has several elements which require full implementation in order to be successful. These elements are:
- the development of a campus computer use policy
- the placing of pre-defined computer images on all of our campus computers
- the creation of criteria for determining user profiles on campus
- the creation of a process for assigning user profiles on campus

Since the creation of this document over two years ago, all of the above have been accomplished.

Developing a Campus Computer Use Policy

In order to develop an effective computer use policy for the CHC campus several factors must be considered:

~~4CNET~~, CENIC the state sponsored provider of our communications infrastructure has created a document which defines the requirements for institutions which utilize its services and resources. This document is titled, ~~"The California State University 4CNET Acceptable Use Policy"~~ "CalREN Acceptable Use Policy" and resides at the following URL address: ~~http://www.csu.net/documents/4cnet_policy.html~~ http://www.cenic.org/calren/policies/calrenaup.htm. The ~~new~~ CHC Administrative Guidelines ~~computer use policy will need to~~ address the requirements of this ~~4CNET~~ CENIC policy.

The San Bernardino Community College District (SBCCD) also has a board approved "Computer Use Policy" which can be obtained through the district's intranet and ~~must be~~ is addressed in ~~any~~ ~~CHC computer use policy~~ these Administrative Guidelines.

~~After reviewing the current SBCCD "Computer Use Policy" the CHC Technology Committee is of the opinion that that district policy falls short of the requirements of the 4CNET policy and, therefore, has created a draft of an~~ The "Administrative Regulations for Computer Use at Crafton Hills College" ~~document which~~ ensures that both the ~~4CNET~~ CENIC and SBCCD policies are satisfactorily addressed.

~~It is intended that, when approved~~ The "Administrative Guidelines for Computer Use at Crafton Hills College" ~~will be widely~~ is currently available on the Crafton Hills College web site and recent recommendations by the college's Technology Planning Committee has described how the Guidelines should be more widely disseminated throughout the CHC community. It is believed that, over time, these recommendations will be implemented and those methods will be described in this document at a later date. ~~and~~ As dissemination of the Guidelines becomes more widespread ~~strict~~ it is believed that stricter enforcement of the policies and procedures

described in that this document than has been practiced in the past will be implemented will be the end result.

Computer Profile Images

Computer Profile Images (def.) – the way that a computer is configured, or set up.

In the past, computers at Crafton Hills College have had numerous and inconsistent configurations. The reasons for this vary from when the computer was put into service, to how often it has been upgraded, to who has been using it. The CHC Technology Committee believes that we should begin configuring every computer on campus with the same image. That is, every computer on our campus should contain the same software, operating system, etc. regardless of where it is located or who is using it. The development of this one image imaging strategy is currently underway being practiced by virtue of the creation and maintenance of a standard basic computer set-up which is used on all computers inserted into the campus technology infrastructure.

Imaging and the Multiple-User Profile

In order to implement the image , and multiple user-profile strategies several actions were must be taken:
- An inventory of available site and district licensed software must be was obtained
- The basic CHC image was must be agreed to and created
- A process for requesting, approving, and implementing user profiles has been must be developed
- The "Administrative Regulations for Computer Use at Crafton Hills College" must be implemented has been approved by the Academic Senate, Classified Senate, Student Senate and The college President.
- Training of CHC staff regarding the responsibilities that co-exist with obtaining user-profiles extending beyond the Basic User profile has been must be created and implemented on an individualized basis.

A Generalized Overview of the User-Profile / Setup Process

The following describes the process now in place for setting up user profiles on the CHC system.

When a new (or recycled) computer is to be placed into the CHC technology infrastructure, the end-user is asked to complete an 'Computer Platform Setup – Individual" form (there are similar forms for computer labs and computer classrooms). This form has three components:
1. A description of the programs which are installed on all computers on the campus (Microsoft Office suite, web browsers, etc.)

2. A section where individuals who need specialized district or campus software such as SARS, Datatel, Financial 2000, etc., can indicate their need of such software to be installed
3. A final section where unusual or very unique software, peripherals, or any unusual item is requested for inclusion in a computer set. If any specialized software is requested for installation on the computer the end-user (or department) MUST do the following:
   a. Submit the software to Technology Services in order to determine if it might cause problems with the campus network, or the user's computer *(no software is to be installed on any computer on campus until this check has been performed by Technology Services)*
   b. Technology Services must have in it's possession the original software CD/floppy and the license for the software prior to any installation onto a campus computer or other technology system.. ~~At this time~~*The Technology Committee believes that installing any software on a college computer without following the two steps (above) should result in the user's privileges being reduced to ONLY those programs absolutely necessary for the performance of their assigned duties since such actions could jeopardize the integrity and/or security of the campus network and violate copyright laws and licensing agreements.* ~~*image being restored to Basic, and the user's Profile being reset to Basic User for at least one year.*~~

Once the Individual setup form is completed, Technology Services will verify the need for any software or other items beyond the basic image (#1 above) with the requesting individual's supervisor and then develops as much of the setup as possible prior to delivery and installation of the computer into the requestor's work space. Any items that might require a user's password or other permissions during setup are addressed when the requestor and Technology Services personnel performing the setup arrange for the installation to occur.

~~Basic User~~

~~Assuming a basic image was now available on campus, a new employee would receive a Basic User profile. The profile would be set up in a fashion similar to this description:~~
~~A computer loaded with the standard CHC image would be readied for the new employee~~
~~The new employee's supervisor would complete a one-page form indicating what (if any) special authorizations the new employee required and submit it to the Technology Services Department~~
~~Technology Services would assign the specified permissions~~
~~(Note: the process for enhancing permission would exclude step #1)~~

~~Power User~~

~~Assuming a basic image was now available on campus and an employee desires to elevate his/her user-profile in order to obtain more control over his/her computer, the following process would be followed:~~
~~1. the employee would make a formal request to the Technology Services Department to increase the current user-profile. The request would explain the reasons for the desired change in status, explaining of the kinds of activities the user now wishes to perform, and be authorized by the user's supervisor.~~

2. The Technology Services Department would discuss the request with the requestor and clarify the added responsibilities of the new user-profile.
3. The Coordinator of Technology Services would inform the CHC Technology Committee that:
   - a formal request for a change in user-profile status has been submitted
   - provide a copy of that request to the Committee is requested,
   - inform the committee of the recommendation of Technology Services regarding the request.
4. The recommendation of the Technology Services department will stand unless the Committee wishes to review the request for any reason.
5. Once approved, the requestor will be required to attend a workshop (1 hr) to ensure that an understanding of how to back up data on the CHC servers is understood, and that CHC policies regarding copyright and other issues are understood.
6. Once step #6 has been completed by the requestor, Technology Services will change of user's-profile status in a timely manner.

Responsibilities of Power Users

When a CHC staff or faculty member receives a user-profile beyond Basic the following conditions go into effect.

1. Once the user accepts responsibility beyond a Basic User profile, the Technology Services Dept. can no longer ensure with any certainty that the user's computer will not crash for any of a number of reasons. For example, should a Power User load an incompatible program onto the computer, a complete crash of the computer could occur because of that installation.
2. Should a Power User's computer crash, the Technology Services Dept. will be responsible **only** for getting the computer up and running again with the CHC Basic image installed. This could mean that the user will lose important data on their computer, and may have to reload any programs installed on their own.
3. Since Power Users have strong computer skills, enhanced freedoms on their computers, and an assumed higher level of expertise than Basic Users, Technology Services will place Basic Users ahead of Power Users when computer problems arise.
4. Person's moving beyond the Basic User level will be required to attend a training that will show them how to save all of their data on the CHC servers prior to receiving a user profile beyond Basic User. These servers are backed-up each night and, should the user's computer crash, all data stored on the CHC servers could be accessed once the computer is fixed. If a Power User fails to back-up their data on the CHC servers and their computer crashes (resulting in a loss of data) the college will not be responsible for the user's failure to implement a safe, back-up strategy for their sensitive and important data.
5. There are two (2) requirements a Power User must satisfy before they would be allowed to install a software program they have purchased onto their college computer:
   - The software must be submitted to the Technology Services in order to determine if it might cause problems with the campus network, or the user's computer *(no*

software is to be installed on any computer on campus until this check has been performed by Technology Services)

- The original software CD/floppy and the license for the software must be surrendered to the college for the time the program resides on a college computer. When the user wishes to remove the program from the college computer the original software CD or floppy and license will be returned to the user. *At this time the Technology Committee believes that installing any software on a college computer without following the two steps (above) should result in the user's image being restored to Basic, and the user's Profile being reset to Basic User for at least one year.*

The CHC Technology Committee believes that this proposal allows us to satisfy the needs of both our users, and the integrity of our communications infrastructure. Furthermore, we believe this proposal, with changes made by the full committee as deemed appropriate, should become a part of CHC's strategy for technology use on our campus and, when the final draft is completed, become a part of the "Administrative Regulations for Computer Use at Crafton Hills College" document.

In Attendance: T.L. Brink, Denise Hoyt, Donna Ferracone, Catherine Pace-Pequeno, Ted Phillips (chair)

Summary

This meeting focused on reviewing and updating the "Administrative Guidelines for Computer Use at Crafton Hills College."

The Discussion

The initial discussion focused on the relevance of the existing guidelines, which were approved by all three senates (faculty, classified, and student) at various times over the past couple of years. IT was generally agreed that the Guidelines are still viable, though some minor revisions needed to be made. The following revisions were agreed to unanimously:

1. Remove the 'Draft' designations on the cover of the document
2. Clarify language regarding "Ancillary Applications" to include expectations for end-users regarding the use of those applications
3. In Appendix A make the changes necessary to reflect that CENIC, not 4CNET, is now our ISP
4. Re-describe the kinds of permissions given to CHC end-users to reflect how those permissions are determined and implemented today, versus the conceptual model described in the original document.
5. Add a new appendix. Appendix 'B' will identify "Restricted Applications" as described in the original document.
6. Revisions of typographical errors and minor inaccuracies discovered in the meeting and as part of the group's reading of the Guidelines prior to the meeting

Action Items

The work group unanimously agreed that the changes listed above do not reflect substantive changes to the document but, rather, the kind of necessary updating any living document must undergo from time to time. Generally, three kinds of revisions will be made: correction of inaccuracies or typographical errors, a more current description of actual campus processes described in the document (some of which were identified as needing to be developed…and now are), and the addition of Appendix 'B" which was identified as necessary in the document but which had not yet been realized at the time the document was approved. With this in mind, the following actions/recommendations to the Full Technology Planning Committee were agreed to:

- That Ted Phillips revise the Guidelines as agreed to by the work group using strikeouts so that suggested changes can be easily identified.
- The revised Guidelines will be sent to the President and all three campus senates (Academic, Classified, and Student) as an informational item with a request for approval of the changes within a specified timeframe
- That the Guidelines become a part of the orientation and hiring materials received by new employees and that it be included (on CD or floppy) as a part of orientation

packets (or other such information packets) disseminated by the college at various times during the year.

- That end-users using campus technologies must agree to abide by the Guidelines in order to use campus computers. This would be accomplished by creating a mechanism (such as a required login) which requires end-users to address the Guidelines each time they logged onto a campus computer. There would be three options:
    i.   agree to abide by the Guidelines
    ii. not agree to abide by the Guidelines
    iii. view the Guidelines

Option 'i' allows the user to log on, Option 'ii' would halt the login process, Option three is to ensure informed decision making is possible.