Information Technology Services

Located in the Roznowski Learning Center, ground floor of the Library

Regular Office hours: M-F 8:00am-5:00pm

Summer Office hours: M-F 8:30am-4:00pm

Phone: 269-749-7666

Email: itshelp@olivetcollege.edu

Services Provided:

- Network Accounts (Your username and password will be provided at Orientation)
    - Access to campus computers
    - Access to wireless internet throughout campus
    - Access to College Email
        - Your first initial and last name@olivetcollege.edu
- Blackboard Account (blackboard.olivetcollege.edu)
- myOlivet Portal access (my.olivetcollege.edu)
- Free Anti-Virus Software
- Cable TV Service
- Microsoft Office Productivity Suite (Word, Excel, PowerPoint)
- AV Equipment Checkout
    - Portable projectors
    - Portable sound system
    - Video cameras
- Printing is available in the library and computer labs on campus
    - Mott 307 Lab – Instructional Lab
    - CS Lab – Computer Science Lab
    - Mac Lab – Art Lab
    - Blair Lab
    - Shipherd Lab
    - Dole Lab
    - MacKay Lab
    - Library
- Go to *my.olivetcollege.edu* and click on the *Tech Support tab* to find out about:
    - Updates to our Computer Usage Policy
    - Software downloads
    - How-Tos (set-up wireless or email on your phone, laptop or tablet)

Computer Usage Policy

Olivet College • Information Technology Services • (269)-749-7666

IMPORTANT: As information technology evolves, these policies may be amended. It is user's responsibility to read and be familiar with updated Policies.

A. Information Technology Resources Use Policy

Olivet College provides several technology resources for use by the faculty, staff, students and other users that support its educational mission. These resources are ever changing due to advancement in technology, but currently include computer hardware including laptops, IPads or other mobile devices, software, servers, e-mail, voice mail, networks, internet, VPN and connections (wired and wireless).

All information residing in Olivet College's computers, computer networks, and voice mail networks is the property of the college. The college prohibits the copying of any computer software from its computers or networks, including the college's software or software owned or licensed from third parties.

Individual Users are prohibited from loading any software, data, or information from outside sources onto the college's computers or networks. All loading of outside software, data, or information shall be completed by someone who is authorized to put them on the college's computers or networks.

It is the desire of the College to ensure that all information technology resources are used appropriately. Therefore all staff, faculty, students and other users are required to:

- Protect all passwords and login information.
- Deny access to unauthorized users.
- Receive proper training prior to access.
- Cooperate with any and all investigations of concern, problems, or technical difficulty related to college technology resources.

Despite the use of passwords, all communications on the College's computer networks, computers, and voicemail networks are not private to end users. All information, communications, and data related to the college's business on college-provided computers and networks remain its property. All computer files and relevant data is made accessible to the college's administration, upon request, in its own discretion at any time without prior notice to end users.

All information stored or sent via college computers or networks must relate to the work of the college and be professional in nature.

Any personal use of IT resources by college employees must not interfere with their official responsibilities and must not violate any other college practice or policy.

The College reserves the right to restrict, monitor, and/or interrupt communication or use of any college resource, service or on-line network. Any person who violates college policy or applicable laws may also be subject to disciplinary actions including dismissal (TERMINATION).

B. Internet Access & Email Usage Policy

Internet and email access is a privilege, not a right, and activities that may be acceptable on your private accounts at home or away may not be acceptable when using your college provided service.

The purpose of the Internet Access & Email Use Policy is to help clarify what standards are used to determine whether or not activities constitute acceptable use. However, all the applicable standards necessary to determine acceptable use may not be specifically cited here. Nothing contained in this policy shall be construed to limit the discretion of Olivet College and its administrators or faculty to regulate residential or academic policy.

Internet Access

1. Internet access is provided by the College for the use of students, staff, faculty, visitors, guest, conference attendees, and/or alumni;

2. Internet access is a privilege, not a right, and is provided for academic and job-related purposes only. This includes but is not limited to conducting research for classes, submitting homework or class assignments via e-mail, and searching for employment or job-related information (students);

3. The Internet is not to be used to access or to disseminate illegal, objectionable or obscene materials; to engage in any conduct, which may be considered to be inflammatory, abusive, or harassing; nor to conduct personal business for profit. Chat rooms and adult-oriented sites are specifically prohibited;

4. The College reserves the right to monitor, record, or stop a computer session at any time;

5. The College will report to law enforcement authorities any activities that may be considered illegal, as well as any reports it received of such activities. The college will cooperate with law enforcement authorities when requested. Software made available through computers at the College is licensed to the College by the publishing companies. These programs must be used in accordance with applicable licensing and may not be copied for home use;

6. Users are expected to respect copyright and all other intellectual property rights. Inappropriate use may constitute fraud, plagiarism, or theft;

7. Users may download files from the Internet to their own USB, Flash or External Disk, but they may not download to the College's computers or install any files or programs;

8. The College will review alleged violations of this Policy on a case by case basis;

9. The College reserves the right to modify this policy at any time;

10. Occasional personal use of the internet access provided by the College is allowed subject to your supervisor's approval.

Email Policy

Olivet College expects all mail users to use the College's electronic mail system in the same professional manner in which they conduct all other communications. While common sense and good taste should guide all use of the e-mail system, the College has instituted the following guidelines to ensure appropriate use and to maintain an efficient yet comfortable workplace which is free of harassment.

1. The College's email system is made available for college purposes. Only those messages which relate to the College's matters are appropriate for the College's email system.

2. In addition, students/employees/guests must use only his or her e-mail account and may not share his or her password. The students/employees/guests must not review or attempt to review email messages that were not sent to him or her.

3. Email can be an efficient method of communicating with others; it must, however, be used with care. Users can limit sending e-mails by considering whether a smaller group would be more appropriate recipients than an all-inclusive group. Similarly, email users should consider whether a brief review of an appropriate reference material could eliminate the need for frequent mass e-mails altogether.

4. "Spamming" or sending email to a large number of users is prohibited and is defined as follows:

    - Sending an attached file through electronic mail to a large number of users.

    - Sending electronic mail to the entire campus community without first receiving approval from Student Life or College Relation for both content and form.

    - Sending or forwarding messages or attachments with content considered inappropriate or offensive

    - Sending electronic mail messages not relevant to the operations of the College.

    "Spamming" will result in the deactivation of the sender's email account until he/she meets with Information Technology Systems staff. A second offense may result in the loss of electronic mail privileges. Additional violations will be referred to the individual's supervisor/advisors/judicial board for appropriate action.

5. Access to staff, faculty or student distribution lists is limited to members of the College leadership team, on an "as needed" basis.

6. Broadcast emails are subject to the same standards and review as posters or flyers and must be approved in advance.

7. Employees wishing to use the electronic mail system to post announcements about College-related events or programs must request permission from their vice-president by sending a copy in electronic form at least two business days in advance. The vice-president will release the announcement to the appropriate distribution list or to ITS for posting on the Tele-Display. Sending announcements without prior approval will be considered spamming. ITS staff may send informational broadcast emails without obtaining prior clearance.

8. Notices regarding items for sale, lost/found items, or other similar items must be posted designated posting area in myOlivet.

9. The use of electronic mail should not be used for public conversations. Utilizing the electronic mail system for public policy discussions will be considered spamming.

10. The College will not tolerate the use of the email system for sending or receiving any messages containing obscene, pornographic, defamatory, or discriminatory material. All College policies including its policies regarding equal employment opportunity and harassment apply to messages sent and received on the College's email system. Anyone who feels that he or she has been harassed or discriminated against through the College's email system should follow the reporting procedures outlined in the handbook.

11. The courts have ruled that all email records can be subpoenaed and similarly the college judicial system may request email and other files for evidence that may be reviewed or presented as part of the process.

The College anticipates that all email users will follow these guidelines while using its e-mail system, but the College reserves the right to monitor individual use of the email system without prior notice and all users have no reasonable expectation of privacy in their use of the e-mail system.

Faculty and staff can expect that email messages are treated confidentially because the College does not monitor employees' email transactions. However, email messages are written records that could be subject to inspection. The College does not guarantee the privacy of email.

Information Technology Services Staff are required to sign "Data Confidentiality Agreement", and are exempt from any electronic access policies as their job description requires them to do exactly that. When system problems occur, such as hardware or software failure or attacks by malicious users, the ITS staff, who maintain the email servers, are authorized to look at any information and any files on College computers that are necessary to solve the problems and to protect the systems and the information they contain.

In addition to the authorized actions of the ITS Staff, email also can end up in the hands of staff if it was inaccurately addressed and if it could not be delivered. People make mistakes in addressing their email so that private messages appear in the mailbox of someone other than the intended recipient.

Additional email guidelines

- Emails are not always from the person who is specified on the "From" Line. It is relatively easy to impersonate a user when sending e-mail. Be wary of messages with questionable content;

- Just like written letters, the e-mail messages are owned by the receiver. They can easily be redistributed or copied by the recipients;

- Realize that College policy and secure passwords provide good but not complete assurance of the privacy of email messages. When the confidentiality of a message is of the utmost importance, only a person-to-person conversation may be sufficiently secure;

- Delete messages that should not be preserved;

- Chain e-mail, which is a message that requests that you forward it to others, should not be forwarded.

- Do not fall for Phishing emails –if you are not sure whether they are legit – run it by ITS Staff

Please note that network or computing providers outside the college may additionally impose their own conditions of appropriate use, for which all users are responsible.

C. Electronic Information Access, Use and Security Policy

Some individuals will be given access to the student information systems and/or other administrative systems. Access is granted based on the Job responsibility. The confidentiality of these records is governed by the Federal Family Education Rights and Privacy Act of 1974 (a.k.a. Buckley Amendment, FERPA). It is your responsibility to familiarize with FERPA if you are given access to Student Information. All information is confidential, and students have a right to expect that their scholastic records are being properly supervised and maintained. Communication of this information is restricted to other authorized parties in accordance with the provisions of FERPA. Requests for disclosure of this information must be approved by the appropriate administrative officer at Olivet College. If a disclosure request is received, discuss it with your supervisor.

Individuals may use Olivet College computing facilities only with the express authority of Olivet College. The Administration at Olivet College authorizes system accounts and the use of lab facilities. Using an account that belongs to another individual or giving an individual other than the owner access to any Olivet College account is strictly prohibited. Each user is legally responsible for all activity originating from his or her account.

D. Wireless Technology Usage Guidelines

Information Technology Service provides high-speed wireless internet access at student dorm rooms and throughout campus. We implemented wireless technology based upon a few obvious factors such as mobility, ease of use, and taking technology out of classrooms into the dorms, campus square, library and cafeteria.

Wireless technology uses radio frequency to transmit data back and forth from access point (transmitter) to the user's wireless device (receiver). This means this technology embraces the use of campus airspace for data communication. The purpose of this guideline to alert the campus community and educate Olivet City residents to the potential problems that could arise from other devices that use similar radio signals.

The Office of Information Technology Services is not aware of any known health hazard associated with the wireless technology. We would also like to assure you that this technology does not interfere with cell phones or any other mobile voice communication.

Olivet College is using Cisco Access Point, wireless devices, to build a wireless data network, which uses the Institute of Electrical and Electronics Engineers (IEEE) 802.11b/g (Wi-Fi compliant) standard for wireless LANs. Using certain devices that use similar standard like wireless devices 802.11 card, Cordless Phones, Remote Control, and audio speakers can cause the data rate to drop significantly.

In order to get optimum wireless connectivity speed, we are advising the campus community and Olivet residents to minimize the use of such devices. Please avoid using such devices, especially 1-2 GHz cordless phones. These phones tend to interfere with wireless communication. If you have a device or are thinking of buying a device that may cause interference with wireless data communication give ITS a call. We will be happy to assist you if indeed the device is the problem or is going to be a problem.

Using the College's wireless technology is a privilege, not a right. Such use is subject to temporary or permanent disablement if the ITS determines that such utilization of college resources is in violation of law, policy, or rule; violates or interferes with others' privileges, rights, or interferes with network performance, network access or normal college business.

Users may not use wireless technology for commercial or financial gains.

E.   *Use of Social Networks and Disseminating Information via Social Networks Policy*

Social networking Websites or on-line communities are being used increasingly by students to communicate with each other, and by higher education institutions to post events and profiles to reach students.

As part of Olivet College's commitment to the principals of equal opportunity and non-discrimination, when using College electronic resources to access on-line social networks, College community members (employees, students and others) are expected to act with honesty, integrity, and respect for the rights, privileges, privacy, sensibilities, and property of others. By doing so, individuals will be abiding by applicable laws, including copyright law, College policy, and the Olivet College Compact.

1. **Posting**

    i.   **College Business Use**

    Only College employees authorized by their departments may use social networking Websites to conduct College business. If authorized (signed authorization must be placed in employee file) and in keeping with College policy, an employee may post on a social network profile: the College's name, a College email address or College telephone number for contact purposes, department information, resources, calendars, and events. (Employees with access to student information may not post any information that may be a violation of FERPA regulations.)

    The College's name, College telephone numbers, College email addresses, and College images are not to be posted on social network profiles for academic and staff employees for personal purposes. However, an academic or staff employee, or student government officer, or registered campus organization may use their College title for identification purposes. If the use of the title might imply endorsement, support or opposition of the College with regard to any personal statements, including opinions or views on any issue, an explicit disclaimer must appear proximate to the material.

    ii.   **Personal Use**

    Consistent with the Olivet College policy on email, personal use of College electronic resources to access social networking sites is to be limited to incidental use. Incidental use must not interfere with an individual's performance of his/her assigned job responsibilities or someone else's job performance or compromise the functionality of the department or campus network.

    Individuals or groups within the College community are not permitted to present personal opinions in ways that imply endorsement by the College. If posted material may reasonably be construed as implying the support, endorsement, or opposition of the College with regard to any personal statements, including opinions or views on any issue, the material shall be accompanied by a disclaimer or a clear statement that the individual is speaking for himself or herself and not as a representative of the College or any of its offices or departments.

    "The contents, including all opinions and views expressed, in my profile [or on my page] are entirely personal and do not necessarily represent the opinions or views of anyone else, including other employees in my department or at Olivet. My department and Olivet College have not approved and are not responsible for the material contained in this profile [or on this page]. "

2. **Risk – Spam, Spyware and Computer Virus**

Many social networking sites collect profile information for advertising (SPAM) targeted at individuals with particular affiliations and interests. Use of the sites may increase SPAM to your email account. In addition, from the social networking sites or links on social networking sites, your machine or network may be exposed to spyware and viruses that may damage your operating system, capture data, or otherwise compromise your privacy, your computer and the campus network, as well as affect others with whom you communicate.

3. Monitoring

Olivet College doesn't routinely monitor social networking sites, however, as with other electronic resources, College administrators may perform activities necessary to ensure the integrity, functionality and security of the College's electronic resources. However, other employers, organizations, and individuals do monitor and share information they find on social networking Websites. Posted information is public information.

4. Investigations

In response to concerns or complaints or information provided by individuals, College administrators may look up profiles on social networking sites and may use the information in informal or formal proceedings. The college may request other social networking users to share information on non-public areas of social networking sites. In addition, the College has no control over how other employers, organizations, or individuals may use information they find on social networking Websites.

F. Computer Usage Code of Ethics

Information technology facilities (computer hardware, software, networks, data and other information, etc.) are made available at Olivet as shared resources intended to support and facilitate the teaching, research, and administrative functions of the College. Students, faculty, staff, and authorized guests are encouraged to use these resources to their maximum benefit in these functions. Experimentation, exploration, and learning are promoted within common sense and legal constraints.

ITS Staff are expected to treat the contents of electronic files and network communications as private and confidential. Any inspection of electronic files, and any action based upon such inspection, will be governed by all applicable U.S. and Michigan laws and by this and any other college policies.

The same standards and principles of intellectual and academic freedom developed for College libraries are applied to electronic material received from the network. The same standards of intellectual and academic freedom developed for faculty and student publication in traditional media apply to publication in electronic media. These electronic materials and publishing media include electronic mail, mailing lists (Listserv), Usenet News, and World Wide Web pages, for example.

Usefulness of the facilities depends upon the integrity of its users. These facilities may not be used in any manner prohibited by law or disallowed by licenses, contracts, or College regulations. Individuals are accountable for their own actions and all activity involving the accounts for which they have responsibility. College policies and state and federal law make certain kinds of activities involving information technology either abuse or civil or criminal offenses. Students, faculty, and staff should be aware that criminal prosecution may occur if the law is violated. Examples of misuse include, but are not limited to, the following:

- Use of information technology resources without permission;

- Access and attempts to access files, disks, or network communications other than one's own without appropriate permission;
- Interference with any information technology system or another's use of any system, including consuming gratuitously large amounts of resources (storage space, processor time, network capacity, etc.) or by deliberately causing the failure of a system resource (overwhelming mail, deliberately crashing a computer system, corrupting a disk drive on a shared computer, etc.);
- Use of any College resource as a staging ground to crack (break into) any other systems or networks;
- Sending threatening messages or other material intended to harass;
- Theft, including the illegal duplication of copyrighted material, or the propagation, use, or possession of illegally copied software or data;
- Damaging files, networks, software, or equipment;
- Misrepresenting one's identity (forgery), plagiarism, and violations of copyright, patent, and trade secrets;
- Deliberate creation, distribution, or use of any software (viruses, worms, letter bombs, etc.) designed to maliciously destroy data and/or disrupt services;

Olivet prohibits the use of its facilities for the purpose of private financial gain not relevant to the mission of the College. Examples of such use include making commercial contracts and providing services for pay, such as the preparation of papers or income tax forms. Any service provided over any part of Olivet's network that involves private financial gain may be prohibited. In instances where some private financial gain other than compensation by Olivet is expected, permission must be granted in advance by the College.

Violations of this policy at Olivet College are handled through standard disciplinary processes as outlined in the Student Handbook and applicable faculty and staff handbooks (OEP). Information Technology Services (ITS) may take immediate action to protect information security, system integrity, and operational continuity, pending disciplinary decisions and review of ITS' actions by the appropriate disciplinary authority.

Students, faculty, and staff, as constituents of the academic community, should be free, individually and collectively, to express their views on this code of ethics.

G. Web Publishing Policy

Olivet College is committed to the ideals of free speech and free exchange of information in any forms of electronic medium via any latest available technology. Students are highly encouraged to experiment with creating online portfolio/web pages within the boundaries of the rules.

Compliance with the Law, College Policies and Rules

Student web pages and/or sites using college resources must comply with all applicable laws and policies and rules of the College, including, but not limited to, the standard policies of College's Internet Service Provider, Student Handbook, and Olivet College Code of Conduct.

Using College resources for student personal web pages or/and sites is a privilege, not a right. Such use is subject to temporary and/or permanent disablement if the College determines that such utilization of College resources and/or the student's personal Web page or site is in violation of law, policy, or rule; violates or interferes with others' privileges, rights, or use of College resources; and/or interferes with network performance, network access or normal College business.

Private vs. Public information and Copyright

The web makes it very easy to copy files and graphics from others. Student Web pages and sites must comply with copyright and other laws relative to the intellectual property rights of others. Students using anyone else's work, image, likeness, or materials (collectively "materials") on a personal Web page or site enabled by the College must comply with all copyright and trademark laws. Students are not permitted to use the College name, trademarks, logos and/or symbols without permission from the appropriate college representative.

Students should be aware that personal home pages or sites using college web servers are subject to indexing by one or more powerful search engines. Colleagues and friends, prospective employers, and others may access these sites, and any personal information published is fully accessible from the Web. Students waive any potential privacy rights concerning information they choose to publish on their personal web pages or sites, and are subject to personal liability, consequences, and/or sanctions if they violate rights of others.

Restriction against Use for Commercial or Financial Gain

Students may not use Olivet College resources to create personal Web sites or pages for commercial or financial gain. Student Web pages or sites using College resources may provide a link to other Web pages or sites if doing so is in compliance with these rules. Appropriate action will be taken with respect to any sites and/or links that violate these rules, including, but not limited to, disablement of the site and/or link and potential discipline. Advertising or displaying of commercial trademarks, or linking to commercial sites on student personal home pages or sites is prohibited.

Disclaimers

The College reserves the right to display all disclaimers.

All the webs in this web server are personal web pages or sites designed and maintained solely by the individual authors, not by Olivet College or College's ISP. The College does not actively monitor the content of these home pages. These webs do not represent any official College business or news, and the College accepts no responsibility for their content in this web server. All concerns and comments regarding the contents of web pages are to be directed to the author(s).

The College reserves the right to amend and/or supplement these rules, and to establish procedures to further effectuate and enforce these rules.