
Kalamazoo College Information Services

General Computing and Network Use Policies

I. PURPOSE OF THIS DOCUMENT

The Information Services (IS) department is responsible for managing the Kalamazoo College computer network and for providing resources and services to meet the computing needs of the College community. This document describes the basic College policies relating to proper and efficient use of computing and network resources. In this document, "computing and network resources" includes but is not necessarily limited to College-owned computing machinery (multi-user computers, personal computers, terminals, printers, and other types of peripheral equipment), software (programs and documentation), and facilities (computing rooms, modem lines, network cabling) related to the College's teaching, research and administrative activities. Use of any Kalamazoo College computing equipment or facility shall imply that the user understands and subscribes to these policies.

This policy document is not meant to be exhaustive. Other policies and practices applicable to all users or groups of users will exist outside this document. See also <http://www.kzoo.edu/is/sysnet/policylist.shtml>.

II. ACCESS TO COMPUTING

A. Systems Available

Kalamazoo College maintains several central servers that currently include, among others, an email/personal web server, College web server, and application/print/file servers.

Computers compatible with the Windows and Macintosh operating systems are distributed throughout the campus in faculty and staff offices and at several lab sites. Most computers have access to the internal network and the Internet.

B. Central Computing Systems

- Accounts on the email server: Faculty, staff, students and approved guests may gain access to the email server by being assigned a computer "account" or "username." Possession of an email account provides the user with limited storage space on system disks for the user's files, the ability to send and receive email, the ability to create a personal home page and services of peripheral devices such as printing. This same password also is used to authenticate the user when accessing College web-based applications.
- Accounts on the web server: Official departments and organizations can gain access to the web server by being assigned a computer account for that server. This account allows pages to be created for the College's official web site.
- Accounts on the administrative server: Authorized staff can gain access to the administrative server by requesting an account from the administrative computing staff.
- Accounts on the network file and print server(s): Faculty, staff, students and approved guests may gain access to the College's file and print servers through a "network" or "Knet" account. The shared file areas and printers which are accessible may be different for each user. This account also allows access to College computer labs and the printers therein.

- Other accounts: Access to some other resources may require additional accounts and passwords. See the Information Services Systems and Networking group for more details.
- Types of User Access: IS will provide access to computing resources appropriate for the needs of particular users. Access may include remote dial-up lines, use of personal computers, or other access as deemed appropriate by IS. Computer access will be made available to individuals and organizations, according to the following guidelines. All users must sign the appropriate user agreement before any account and password will be issued.

1. Students:

Each Kalamazoo College student will be assigned an email account and a network account during the first quarter of his or her enrollment at Kalamazoo College. The email account also gives the student the ability to maintain a personal web page. The network account provides the ability to use network based applications and file and print services via the College's computer labs. Accounts will be terminated immediately if the student withdraws or is dismissed from the college or six months after graduation.

2. Faculty:

Any Kalamazoo College faculty member who wishes will be assigned an email account and a network account for his or her use in teaching and research activities. The email account also gives the faculty member the ability to maintain a personal web page. The network account provides the ability to use network based applications and file and print services. Accounts are terminated immediately if the faculty member leaves the employment of the College. Requests for exceptions can be made to the Associate Director of Systems and Networking. Currently, retired faculty members retain their email account indefinitely.

3. Staff:

Any Kalamazoo College staff member who wishes will be assigned an email account and a network account for his or her use in supporting College business. The email account also gives the staff member the ability to maintain a personal web page. The network account provides the ability to use network based applications and file and print services. Accounts are terminated immediately if the staff member leaves the employment of the College. Requests for exceptions can be made to the Associate Director of Systems and Networking. Currently, retired staff members retain their email account indefinitely.

4. Non-College individuals:

An individual who is not a Kalamazoo College faculty member, staff member, or student may apply to use the College computing facilities. The applicant must provide a written description of his or her computing needs. The Associate Director of Systems and Networking or the Director of Information Services will approve requests based upon merit.

5. College Organizations:

Organizations which are officially part of the Kalamazoo College community will be allowed to use the College computing facilities upon request, with the primary functions being e-mail and the set-up and maintenance of Official Web Pages. One specific group member must be designated as the party responsible for use of the account. By signing the appropriate user agreement, that person is responsible for all computing activities completed through the organization's account(s) and the contents of any web pages. A new agreement must be signed if the person responsible for the account changes. Agreement forms for student organizations must be signed annually at the beginning of the Fall Quarter.

6. Official Web Page Accounts:

Faculty and staff may request an official web account for the expressed purpose of setting up and maintaining an official departmental, academic program, administrative departmental, auxiliary program or class-related web page. The department or organization must select one person to be the "Information Provider". By signing said agreement, that person is responsible for all computing activities of the department's account and the contents thereof. A new agreement must be signed if the Information Provider changes. Separate accounts are available to those who assist the Information Provider maintain

the web site. Please see the *Kalamazoo College Web Handbook* (available at <http://www.kzoo.edu/is/sysnet/policylist.shtml>) for complete details.

C. Use of College Computers

IS supports computers used as stand-alone systems, office computers with access to the central computing systems, and groups of computer systems installed in classrooms and laboratories. In general, computer users are expected to be familiar with the correct operation and maintenance of this type of equipment and to follow all IS policies related to proper computing use.

III. GENERAL USE POLICIES

Kalamazoo College computing and network resources are provided for use by all College students, faculty and staff. In some cases, alumni and other individuals may use computing resources as guests of the College. All eligible individuals who wish to use the computer facilities are required to complete an appropriate user agreement and are expected to follow the guidelines for acceptable computer use which are described below.

A. Access Policies

- No person may use, or attempt to use, any computer account(s) other than his or her own assigned account(s).
- No account owner or Information Provider may lend his or her personal account(s) or password(s) to another user. Further, every account owner or Information Provider must take appropriate measures to keep passwords secure. Passwords should not be posted on or near a computer or computer access point. Passwords should also be difficult to guess and should not be words found in any dictionary or names of people or pets. Additional password restrictions may also be enforced by individual computer systems.
- A user should only access, or attempt to access, files in his or her own account(s), or files which have been made accessible to him or her, or files which have been made publicly accessible by the file owners.
- Each account owner or Information Provider is responsible for all computing activities involving their assigned account and will be held liable for any misuse or complaints originating due to that account's abilities or content.
- Under some circumstances it may be necessary, for clear business reasons, to share an account among two or more personnel. In this case, the account owner or Information Provider is still solely responsible for any and all actions taken by a user of the account. Appropriate measures also need to be taken by the account owner or Information Provider to keep the account password as secure as possible.
- Any exception to the access policies stated above must be approved by the Director of Information Services before such action is taken.

B. Acceptable Uses

Kalamazoo College's computer facilities and resources are provided for academic and educational purposes, and are to be used wisely. Examples of acceptable uses are:

- Course work and course management.
- SIP (Senior Individualized Project) preparation.
- Independent research and self-teaching projects.
- Communication with family, friends, and students and faculty here and at other academic or research institutions.
- The playing of IS-installed games on lab computers, with the understanding that academic work has priority and users may be asked to relinquish their computer to another student or IS staff member.
- Networked & multi-player games on private student machines, which utilize the College's computing resources, are allowed only from 5:30pm – 7:30am Monday - Friday and on weekends to keep network traffic down to a minimum of interference for the rest of the community.

C. Prohibited Uses

In general, any uses of the College's computer facilities which infringe upon another individual's right to privacy, adversely affect the user community (be it the College or Internet community as a whole), are not allowed under the terms of our software licenses, or are in violation of local, state or federal law, are prohibited. For example:

- The playing of games over the College's modem lines or MichNet is prohibited.
- Kalamazoo College's computing resources may not be used for any activity which is contradictory to the educational goals or operational policies of the College.
- Kalamazoo College's computing resources may not be used for any activity which violates the College's policies on academic honesty or the College's Honor Code.
- Kalamazoo College's computing resources may not be used for any activities which intimidate, threaten or harass individuals, or which violate the College's policies concerning relationships between individuals or groups.
- Kalamazoo College's computing resources may not be used by individuals for personal profit-making or commercial purposes, or to personally support a non-profit group or organization unless special arrangements have been made with the Director of Information Services prior to such use.
- Kalamazoo College's computing resources may not be used for personal political campaign activities nor in support of or against anyone running for any local, state or federal office.
- No person may possess or use computing equipment or programs or engage in activities which violate or hamper another person's use of computing resources. Prohibited behavior includes but is not limited to:
 - a. using programs that attempt to control terminals, obtain another user's passwords or acquire another user's files,
 - b. renaming, deleting, or otherwise manipulating files without proper authorization,
 - c. handling equipment in a manner that may cause physical damage or,
 - d. knowingly distributing computer viruses.
- Unauthorized reading, copying, deletion or modification of someone else's data or electronic mail, unauthorized use of another person's password, or distribution of a personal account password is not allowed.
- The sending of obscene or abusive messages, chain letters, mass mailings, viruses or other forms of electronic mayhem is expressly forbidden.
- The tampering with, destruction of, or removal/theft of security devices or codes from any Kalamazoo College computing equipment is illegal and prohibited.
- Users of the Kalamazoo College network may not use peer-to-peer file sharing programs, including, but not limited to, Kazaa, Gnutella, Morpheus, Audiogalaxy Satellite, Win MX, etc. Please also refer to related policies below regarding unlawful distribution of copyrighted materials, which is also a violation of the Kalamazoo College Honor Code.

D. General Guidelines

- Every user is expected to use the computing resources and facilities in a manner which does not infringe upon use of those resources and facilities by other people and which does not waste "soft" resources (e.g. computer time, network bandwidth) or "hard" resources (e.g. paper, documentation materials).
- Users of the central academic systems should relinquish the resources they are using if they are doing discretionary work when other users are waiting for similar resources to work on course-related activities.
- Pets (unless they are guide animals), food, beverages, or food containers of any sort are NOT allowed in the computer labs.
- Harassment of IS staff or Computing Assistants, or failure to comply with their reasonable requests will result in the user's removal from the labs and/or revoking of computer privileges.

E. Copyright Issues

Computer software and electronic transmissions of intellectual property are protected under the Copyright Act of 1976. Common violations of this policy include unauthorized use or distribution of trademarked images, photographs, artwork, video, audio, text, and data that have been created or are owned by others:

- Text and Data
- Trademarked Images - This includes corporate logos and cartoon characters
- Photographs - This includes all photographs that are not in the public domain
- Artwork - This includes scanned or computer generated artwork that is not your own
- Video - This includes video clips of movies, television shows, etc.
- Audio – This includes any audio file that is not your intellectual property. Many of these files are currently available as MP3 files.

In addition to being copyright violations, using text and data without permission and without proper citation is plagiarism. Plagiarism is a violation of the Honor code. Sound recording infringements are punishable by up to 5 years in prison and \$250,000 in fines.

Please Note: We routinely analyze our computing resources to assure optimal performance. This includes monitoring traffic on the network. We reserve the right to review a student's account and computing activities when unusual activity warrants or if we receive a complaint.

F. Use and Ownership of Software

- Unauthorized copying of software is illegal. Copyright law protects software authors and publishers, just as patent law protects inventors. Unauthorized copying of software by individuals can harm the entire academic community. If unauthorized copying proliferates on campus, the College may incur a legal liability. Respect for the intellectual work and property of others has traditionally been essential to the mission of the College. As part of the College community, IS values the free exchange of ideas. Just as we do not tolerate plagiarism, we do not condone the unauthorized copying of software, including programs, applications, data bases, code, and documentation. Therefore, we expect all users of the College computing facilities to subscribe to the following statement of principle (developed by the EDUCOM Software Initiative) about intellectual property and the legal and ethical use of software:

Respect for intellectual labor and creativity is vital to academic discourse and enterprise. This principle applies to works of all authors and publishers in all media. It encompasses respect for the right to acknowledgment, right to privacy, and right to determine the form, manner, and terms of publication and distribution. Because electronic information is volatile and easily reproduced, respect for the work and personal expression of others is especially critical in computer environments. Accordingly, every user of Kalamazoo College's computing resources is expected to avoid violations of authorial integrity, including plagiarism, all invasion of privacy, unauthorized access, and trade secret and copyright violations.

- No user is allowed to store or use private copies of licensed software (except that provided by IS) on any Kalamazoo College computer system unless the user provides IS with a copy of a license agreement allowing such possession.
- Stolen or bootleg copies of software are not allowed on any Kalamazoo College computing system.
- No user may copy, or attempt to copy, any proprietary or licensed software provided or installed by IS. This includes software on the central server systems as well as that provided for use on faculty, staff and lab computers.
- No user may install ANY software on Kalamazoo College computer lab machines without first having the express permission of IS staff and their assistance.
- The IS staff will refuse to assist or offer support to any person who is using illegally obtained or improperly licensed software. Proof of software purchase, serial numbers or OEM numbers may be required for any re-installation of software.
- All software (i.e., programs and associated documentation) developed using IS computing resources and facilities is the property of Kalamazoo College. Any exception to this policy must be arranged beforehand with the Director of Information Services.

G. Student Computing Assistants

The College employs students to work with IS as Computing Assistants. Their general role is to provide answers to questions about the use of computer resources and operations. The Computing Assistants are also responsible for the general well-being of computing facilities and are expected to help the IS staff implement computing policies. The Computing Assistants are not tutors and are not expected to help other students write programs or to give substantial help with computer-related homework assignments.

IV. ALLOCATION AND MAINTENANCE OF COMPUTING RESOURCES

A. Allocation and Maintenance of Computing Resources

- **Disk Quotas:** Each computing account will be assigned storage space (a "fixed disk quota") on one or more disk storage devices. Users who need additional storage space may apply in writing to the Associate Director of Systems and Networking to have their quota expanded. The granting of such a request will depend on the availability of unused disk space on the system and the reason for the request.
- **Account and File Security:** IS makes a strong effort to maintain the security of account numbers, passwords, directories and data. However, no computer system can be guaranteed foolproof, and it is possible that some user could gain access to another user's accounts through actions or accidents beyond reasonable control. Each user must take full advantage of password and file protection security mechanisms provided by the operating system. For example, passwords should be non-obvious, changed frequently, and not shared with others.
- **Account Maintenance:** Each account owner or Information Provider is responsible for maintaining the account and files stored in the account. This maintenance includes but is not limited to removing old and unused files, having the account restored if necessary, making sure there are no broken links in the user's web page(s), and changing the account password regularly to prevent other users from gaining access to the account.
- **File Backups:** IS will carry out regular backup procedures to maintain relatively current copies of all files. All central servers are backed up daily. Complete system backups are done weekly. However, recovery of any particular file or data is not guaranteed.
- **Use of Modems and Telephone Lines:** IS provides a limited number of modems to allow computer owners to access campus systems via telephone lines. Since modem access is a very scarce resource which must be shared by many people, the modem lines should not be used for sessions exceeding two hours per day. ~~Networked or multi-player games over "K" College modem lines or MichNet are not allowed.~~
- **Notification of Changes in the Computing Environment:** IS will attempt to announce all major, non-transparent changes in policies, operating procedures, hardware and software a reasonable amount of time before the change is to take place. Such announcements will be made via email or other appropriate means. Users should understand that in cases of emergency, advanced warning may not be feasible.

B. Allocation and Maintenance of Computing Systems

Most faculty and staff requiring computer resources have been provided with computers and site-licensed software (e.g., Windows or Mac OS, MS Office). Requests for such basic computing tools are gathered periodically by IS and reviewed for support as funding permits. Kalamazoo College students have access to several computer labs which are open during posted hours throughout each week of the academic year. All College-owned computer systems are maintained by the IS Curricular Support staff or through maintenance contracts with service vendors.

V. POLICY ENFORCEMENT AND MODIFICATION

A. Interpretation and Enforcement of Policies

The IS staff is responsible for interpreting the general computing philosophy and policies of the College and for implementing operational procedures to support the philosophy and policies. The IS staff has the authority and obligation to investigate any suspected violations of computer system security, network access policies, unauthorized file or data access and/or manipulation, computing policies, or computer-related College regulations.

B. Privacy and Examination of Computer Accounts

All information stored on the academic computer systems at Kalamazoo College is considered private unless purposely made available to the public by the owner. IS staff members will access a private file (including e-mail), programs, passwords, accounting information, printouts, tapes or other computing media without the owner's consent only in cases of suspected system security breaches or policy violations, or upon written authorization of the Director of Information Services. A request for help in solving a system problem is implicit consent to view files which may be related to the problem. Users should be aware that data files and e-mail may be backed up on tape and could be subpoenaed in a court case.

C. Monitoring of Computing Equipment

IS has the right to monitor the use of all College-owned computing and networking equipment. In order to assess the level of usage on College-owned computers and the network as a whole, the IS staff may load and use software onto such systems to track and record usage data. IS has the right to relocate College-owned computing equipment which is being inappropriately or inadequately used.

D. Violations of Computing Policies

The College may take disciplinary and/or legal action against any individual user or Information Provider who violates "K" College computing and network policies.

1. Student Violation Procedures:
 - a. When a violation of a computing policy occurs, an appropriate IS staff member will discuss the allegation with the student and confer with the Dean of Students and Director of Information Services.
 - b. If the violation is judged to be minor or mitigated by circumstances, the Dean of Students or Director of Information Services may take the appropriate disciplinary or corrective action. If the seriousness of the violation warrants, the case may proceed to a Judicial Council hearing at the discretion of the Dean of Students and Director of Information Services. Any violation of computing policies which bears on academic dishonesty or plagiarism will be forwarded to the Dean of Students and Judicial Council.
 - c. Action taken by an IS staff member in response to a computing policy violation must be reported to the Dean of Students and Director of Information Services and will become a part of the disciplinary record of the student.
 - d. Students may appeal the decision on the basis of severity of the penalty, procedural error, or new evidence. Appeals must be submitted in writing to the Dean of Students within 48 hours. The appeal is heard by the Dean of Students and/or the Director of Information Services.
2. Student Violation Penalties:
 - a. If the violation is serious, it may result in immediate loss of access to College computing resources. Should this be the case the student will be contacted immediately to discuss the situation at the earliest possible opportunity.
 - b. Penalties will be determined by the Director of Information Services. Typically, penalties will result in the loss of access to College computing resources for a period of time. Restitution or a promise of future responsibility may also be requested based on the nature of the infraction.
 - c. Suspensions will be imposed regardless of any computer-related course work the student may have. Hence, students should be aware that a suspension of computing privileges may have serious academic consequences.
3. Staff and Faculty Violation Procedures and Penalties:
 - a. If a staff or faculty member violates a computing policy, the Director of Information Services will discuss the allegation with the staff or faculty member and with their department head. Human Resources may be involved if warranted by the nature of the violation.
 - b. Penalties will be determined by the Director of Information Services.

E. Modification of Computing Policies

- Users who have questions or suggestions about IS policies or procedures should contact an appropriate Associate Director or the Director of Information Services.
- If an individual disagrees with a College computing policy or with an implementation of that policy, the individual should first discuss the matter with the Director of Information Services. If the concern is not resolved, the individual may notify the Provost and the Judicial Council. The Provost may then convene an ad hoc committee to gather information, review the concern, and provide recommendations on resolving the situation. The Judicial Council will make the final decision on the matter.

F. Failure to Comply

IS reserves the right to deny an account or general access to computing resources to anyone who has violated the user agreement or fails to pay any required materials or maintenance fees. The terms and conditions for usage are subject to change as computing resources and user demands vary. This usage policy will be reviewed on a regular basis and users will be notified of any changes by the posting of the current policy on the IS web page.