

## COMPUTER USAGE

### *Policy Guidelines*

Developments in electronic and digital communication have profoundly changed the ways that individuals conduct research, store data, exchange information and insights, and build relationships. Guidelines and policies found elsewhere in the Student Handbook are still in full force in regard to computer usage, digital communications, social media, etc. The following policies are to be followed by York College students in the use of electronic and digital communication. The York College Department of Information Technology and the Office of Student Development will address any abuse or crime concerning computer networks. Internet access today is more than a simple privilege, but is now necessary for continued successful progress in academic pursuits. Student actions which require the Department of Information Technology and the Office of Student Development to conclude that it is no longer appropriate to allow a student to continue using the campus network may therefore result in dismissal of the student. Criminal offenses may be referred to the York police department for investigation and possible filing of charges.

### *Technical Support*

The York College IT Office is located in the basement of Middlebrook Hall. Support may be obtained by visiting the office in person or by sending e-mail to [helpdesk@york.edu](mailto:helpdesk@york.edu).

#### Personal Computer Support

IT Staff may support student-owned computers as time from other duties permits, under the following procedures:

- York College cannot be held liable for any damage to a student computer brought willingly to the IT Department for service. The student may be required to sign a release form before IT staff can assist.
- Students are encouraged to make a backup of important files before bringing a machine for service
- IT staff can assist in installing supported anti-virus products, including Microsoft Security Essentials, AVG, and AVast. Support for paid subscription products, including Symantec Internet Security and McAfee Total Protection, should be sought with the vendor.
- IT staff can assist in troubleshooting basic network access, including potentially checking wire runs to the assigned residence.
- IT staff may recommend parts for a student to purchase, but may not obtain parts on behalf of the student.
- Student machines must pass a basic hardware diagnosis before other troubleshooting can begin.
- IT staff are directed NOT to assist removing malware from a PC. Once the security of a PC is compromised, a complete wipe and re-install of the operating system is more appropriate.

- IT staff may assist a student in wiping and re-installing an operating system and applications on a compromised system if the student can provide a valid license and installation media.
- Additional support information is located on the IT Support tab in PantherNet.

### ***Internet Maintenance***

The Saturday morning following the second Tuesday of every month from 5:00am to 11:00am is reserved for systems maintenance. Internet access and other IT services may be unavailable during this period without other prior notice.

### ***Copyright Infringement Policy***

York College is required by the Higher Education Opportunity Act of 2008 to enforce a strict policy against unlawful copyright infringement.

### ***Information about Copyright***

Almost all forms of digital artistic expression that can be stored on a computer are covered by copyright. This includes but is not limited to photographs, music, video, text, and software. The holder of a copyright has certain rights granted by law, namely: the exclusive right to control when a copy of the covered work is allowed to be made. Court rulings have determined and established that any access of a digital work by a computer effectively copies it, and so these rights extend to cover nearly all uses of digital material.

Unauthorized copying of copyrighted material is a civil offense subject to punitive monetary damages that can far exceed the value of the copied work. Unauthorized and commercial distribution of copyrighted material (including potential distribution done automatically by most file sharing software) is subject to criminal penalties as well, including possible jail time. If you use common file sharing software, you may be distributing copyrighted material illegally without even being aware of it. Recent court rulings have resulted in multi-million dollar fines for such activities.

There are exceptions to copyright. After a certain period of time a copyrighted work enters the public domain and may be freely copied and distributed. All works created directly by the government are automatically part of the public domain. Additionally, there is a special set of exceptions known as “fair use” that allow you to copy works without permission under certain circumstances. If you only copy a small portion of the work, use it non-commercially, and do not impact the economic viability of the original work, or if you significantly transform the work (such as for parody), the copy might be considered fair use.

### ***Copyright Enforcement and Penalties***

It is the policy of York College to comply with all federal laws and regulations, including the Higher Education Act of 1965, the Copyright Act of 1976, The Digital Millennium Copyright Act, and The Higher Education Opportunity Act of 2008.

These acts require that York College take certain steps to combat the unauthorized distribution of copyrighted materials through illegal downloading or peer-to-peer file sharing. To that end, York College has implemented the following:

- **Traffic shaping:** York College uses software and hardware to aggressively reduce (but not block) available bandwidth for connections with traffic signatures consistent with file sharing. As a penalty, the entire connection (not just the file sharing traffic) will be throttled, and more serious offenders may be required to frequently enter their username and password before further access to the internet is permitted.
- **Compliance with DMCA takedowns and notices:** If presented by a copyright owner, in the proper legal manner, with a request to help with their investigation, we are required by law to provide the requested assistance, up to providing the legal name and address of the offending student where possible.
- **Referral to the Dean of Students:** Students who are consistently flagged as heavy file sharers by our monitoring software and continue the practice in spite of the other penalties outlined above, may be referred to the Dean of Students. Copyright infringement is not consistent with the core values and standards of conduct outlined in the Student Handbook, and is therefore subject to the same penalties as any other violation.

### ***Legal Alternatives to File Sharing***

The HEOA also requires that York College make available and promote legal alternatives to copyright infringement. York College complies with this requirement by allowing access to iTunes and other legal digital media services.

### ***General Internet Policies***

- Use computer and internet access wisely, responsibly, ethically, and lawfully
- Campus networks should not be used for non-York College commercial activities
- No computer may be set up as an internet-facing server on the campus network
- Viewing pornographic sites is prohibited. Internet browsing is monitored, and inappropriate sites may be blocked.
- Students needing computer access for academic purposes have priority for public workstations over those using them for games or social media.
- Students needing access to internet content for a specific classroom or assignment purpose that is otherwise blocked may request a specific exemption for that content or topic. Such requests must be made to the instructor of the course. The instructor will review the request and forward it to the IT Department if appropriate. Requests from students to the IT Department will be returned to the student.
- Never reveal your password to anyone else.
- Passwords must be a minimum of 8 characters in length. 12 characters or longer is strongly recommended

- Software that requires downloading and installing of components onto the local hard drive are prohibited on College-owned computers. Appeals to allow software for specific classroom purposes should be made to the instructor, who will then review the request and forward it to the IT Department, if appropriate. Requests originating with a student will be referred back to an instructor.
- Respect the privacy of others. Make no attempt to access, view, copy, or in any other way violate the privacy of others. This includes, but is not be limited to, digital communications as well as content stored on their hard drives, disks, screens or other storage devices.
- Remember that data on public computers, including workstations in the Library and other Labs, is not persistent. Always keep your own backups.
- Be sure to protect your computer security by logging off the computer whenever you leave your workstation.
- Be sure to protect the safety of your data by saving any work in progress at regular intervals.
- Conserve resources by storing only suitable data and printing only what is necessary.
- Devices configured to extend campus network wirelessly or by assigning IP addresses, including wireless routers, are prohibited. Hubs, switches, and other devices intended to extend the network for the purpose of allowing a student to connect multiple devices in their assigned residence may be connected, provided any wireless radio or DHCP service in the device is disabled. IT staff can assist students in proper configuration of a device.

### ***Internet and Social Media Posting***

Students posting information on Internet resources are advised to protect themselves in the following ways:

- Avoid posting residential address information
- Avoid posting phone numbers
- Be selective with the content of personal information that is posted
- Be aware that information posted may become available to anyone with Internet access, even when limited to specific sets of friends. Such postings should still be treated as if they are public

Any information provided to College officials that may self-incriminate individuals for violating federal, state, local, laws or college policies or that harass and/or discriminate against other individuals may result in disciplinary action toward the student. This includes information found on personal websites, blogs, Facebook, Twitter, or other electronic-based postings. At a minimum, violators will be asked to remove information from the posting. However, further disciplinary sanctions may follow, as per the Handbook.

### ***Requirements for connecting personal computers to the campus network***

- Anti-virus and anti-spyware/adware protection must be registered and current on both Windows and OS X based systems. Windows 8 and later includes this software as part of the operating system. IT Staff can help you acquire and install software.
- All operating system, such as Windows updates, must be applied regularly
- Peer-to-peer programs and other methods of illegal file sharing are prohibited.
- Storage space on the server is allocated on a first come, first served bases. In order to preserve space, users with excessive storage may be asked to reduce what is stored on the servers, and space may reclaimed during breaks between semesters.

### ***Student Printing and Copying***

Students are able to print to campus copiers, with the first 500 prints/copies in each semester being free. Students are encouraged to use campus copiers over bringing personal printers into their Residence Halls and Apartments. Additional printing costs and information can be found on the IT Support tab on PantherNet.

### ***IT Services Offered***

The following services are available through the York College Department of Information Technology:

- Wireless internet is available in any student-accessible building on campus.
- Network File Storage is available in computer labs. Space is allocated on a first come, first served basis. In the event of a shortage, heavier users may be required to delete files, and files may be periodically purged during breaks between terms.
- [PantherNet](#) allows students to register for classes, check their account and financial aid information, and provides secure access to other appropriate administrator resources.
- York College Course and Testing System, or [Moodle](#) provides students with access to information relevant to currently enrolled courses, including Grades, assignments, and class resources provided by the course instructor.
- A York College e-mail account is issued to every student. Students are required to check this account regularly, as important information is frequently distributed to student via e-mail.
- Students are issued an account that allows them to log in to public and classroom workstations located on campus. This same account provides access to [PantherNet](#) and [Moodle](#).