



## **COMPUTER USAGE POLICY**

### **ACCEPTABLE USE POLICY**

#### **Philosophy**

South Louisiana Community College) encourages the use of student email as an effective and efficient way to improve communication between students, faculty members, and administrative staff. The primary purpose of student email is to meet the academic, student life, administrative, and business needs of the college.

While the college will continue to communicate through printed publications and written correspondence, it is expected that the college will increasingly use student email as an official means of communication with SLCC students.

### **PROHIBITED CONDUCT**

Use of the Internet provides great educational benefits to students. Unfortunately, however, some material accessible via the Internet may contain items that are illegal, defamatory, or potentially offensive to some people. Access to the Internet is given as a privilege to students who agree to act in a considerate and responsible manner. A student's privilege may be revoked if they violate any of the following rules regarding use of the Internet:

- Students are responsible for good behavior on the Internet, just as they are in any area of the college.
- General college rules for behavior and communications apply.



- Network administrators may review files and communications to maintain system integrity and ensure that users are using the system responsibly. Users should not expect that their files will always be private.

The following are NOT permitted while using campus I.T. Resources:

- unlawful activities
- commercial purposes
- false identity in email communications
- misrepresentation of SLCC
- unsolicited electronic communications
- disruption of electronic communications
- corruption of electronic communications systems and services
- obstruction of electronic communications system and services
- chatting or use of chat rooms
- sending or displaying offensive messages, graphics, or messages
- using obscene language
- harassing, insulting, or attacking others
- damaging any computer, computer system, or computer network
- violating copyright laws
- using another person's password
- trespassing in another person's folders, work, or files
- intentionally wasting limited resources, including the use of "chain letters" and messages broadcasted to mailing lists or individuals
- revealing the personal address or phone number of yourself or any other person without permission from your instructor

People working on class activities have priority using any equipment.



## **ACCESS RESTRICTION**

Access to and use of student email is considered a privilege accorded at the discretion of SLCC. The college maintains the right to immediately withdraw the access and use of student email when there is reason to believe that violations of law or SLCC policies have occurred. In such cases, the alleged violation will be referred to the Dean of Student Services for further investigation and adjudication. The range of sanctions for unacceptable use of student email includes expulsion from the college.

## **SECURITY**

SLCC cannot and does not guarantee the security of electronic files on its computer systems. While steps have been taken to provide security, it is possible that the college's technology systems may be breached. Because it is impossible to filter all materials transmitted or received via electronic means, the college cannot assure that users will not be exposed to unsolicited information.

## **PRIVACY**



The general right of privacy should be extended to the extent possible in the electronic environment. SLCC and all electronic users should treat electronically stored information in individuals' files as confidential and private.

There is an acknowledged trade-off between the right of privacy of a user and the need of system administrators to gather necessary information to ensure the continued functioning of these resources. In the normal course of system administration, system administrators may have to examine activities, files, electronic mail, and printer listings to gather sufficient information to diagnose and correct problems with system software or hardware. Whenever possible, prior notification will be provided; however, the system's administrators will subsequently notify faculty, staff, or students if it was necessary to enter or view their files, electronic mail, printer listings, or to examine activities. System administrators at all times have an obligation to maintain the confidentiality of a user's files, electronic mail, and activity logs.

Users of student email are strictly prohibited from accessing files and information other than their own. The college reserves the right to access its computer and network systems, including current and archival files of user accounts when there is reasonable suspicion that unacceptable use has occurred.

## **ACCESS**

SLCC provides no guarantees for availability and may discontinue services at any time. By accessing SLCC resources, you agree to the terms of this Policy and that the SLCC, its staff, and officers shall not be liable for any damages or costs of any type arising out of or in any way connected with use of this service. All security issues should be immediately reported to the Director of Information Technology.

## **HELPDESK SERVICES**



Our Information Technologies department (I.T.) is offers acceptable customer service to the student population. Assistance for forgotten passwords should be submitted to the helpdesk hotline at 337-521-8940 or via email at [helpdesk@solacc.edu](mailto:helpdesk@solacc.edu).

## **NEW ACCOUNTS**

All enrolled students are eligible for student email accounts. Accounts should be provided at orientation. Again, contact I.T. with issues regarding this matter.

The student is entirely responsible for maintaining the confidentiality of his or her password and account. Furthermore, the student is entirely responsible for any and all activities that occur under their account.

## **LIABILITY**

The information and services included in or available through SLCC may include inaccuracies or errors. SLCC I.T. may make improvements and/or changes to services at any time without notice.

SLCC does not guarantee that services will be uninterrupted or error-free, that bugs or malfunctions will be corrected, or that a service and its servers are free of harmful components. SLCC further does not guarantee that the uses of services, or the materials provided within the services, are accurate, without error, or reliable.

SLCC provides services "as is" and makes no warranty or covenant in regards to the availability, reliability, or timeliness of any network services. SLCC will *not* be held responsible for any and all damages whatsoever as a result of the loss of use; data connected to the performance



of any I.T. service. The user is solely responsible for any and all information that passes through our server. SLCC is not responsible or liable for service acquired or requested using services. The sole remedy is for users to discontinue their use of the service and its related web sites.

## **INDEMNIFICATION**

By using SLCC's network services, the user agrees that SLCC's I.T. Team cannot be held responsible for any third party claim, demand, or damage, including attorneys' fees, arising out of their use of these services.

## **SPAM**

SLCC has a "zero-tolerance" policy for spam. Anyone found to be generating and/or sending junk email, spam, chain letters or use email lists that contain any person that has not specifically agreed to be included on that list from within our system will have their user privileges revoked immediately. Persons attempting to forward spam email messages inbound to our system will be blocked and prevented from sending further email to any SLCC users.

## **MESSAGE STORAGE, SENDING MESSAGES, AND MESSAGING**

### **LIMITATIONS**

The amount of email storage space per member is limited per your student email account. Some email messages may not be processed due to space constraints or outbound message limitations. The student agrees that SLCC is not responsible or liable for the deletion or failure to store messages or other information.



South Louisiana Community College Library

[www.solacc.edu/library](http://www.solacc.edu/library)

(337) 521-8927

## **MODIFICATIONS TO TERMS OF SERVICE OR MEMBER POLICIES**

SLCC reserves the right to review and change this agreement regarding the use of I.T. services at any time and to notify the user by posting an updated version of the agreement to the SLCC web site. The student is responsible for regularly reviewing SLCC policies. Continued use of the Service after any such changes shall constitute your consent to such changes. Any rights not expressly granted herein are reserved.