

PCC 5-Year Technology Plan

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Overview

A Five Year Technology Plan for Palau Community College will be developed to provide a framework to carry out technology enhancements that will support and promote the mission of the college. Technological innovation in a dynamic educational setting requires careful planning, systematic organization, and coordinated implementation. To meet the educational and workforce demands of the twenty-first century, the college must provide its students, faculty and staff with access, integration, and application of current and emerging technologies and methods of conducting research..

Background

1. The Five Year Technology Plan was initiated in December 2005 with the start of a campus-wide computer inventory and needs assessment. As recommended by the accreditation team, the college created a technology task force to address specific technology needs and identify goals, tasks and timeframes to address those needs.

Mission Statement:

Based upon the goals and objectives of the college, the committee shall address all issues pertaining to maintaining a user-friendly and accessible networked system of computers which provides reliable and secure information for the management functions of the college. The committee shall review, recommend and approve all computer related activities relative to hardware, software, consulting, training, services and products that support the computer resource and/or its users.

Technology Resources Committee (TRC)

This committee (TRC) is a standing committee established by the college for the coordination of campus-wide computing. It oversees all technology resources for the college. The committee is comprised of management, faculty, staff and a student leader for the Student Body Association. The committee will meet when the need arises to discuss and review activities related to computing resource planning and management as well as network connectivity issues. The TRC will not only assess campus computer resources but also annually update the Five-Year Technology Plan for the coordination of campus-wide computing.

- The Five-Year Technology Plan will use the budget or allocated funds for technology for each fiscal year.
- The college will use the Five-Year Technology Plan for annual fiscal decisions made for the acquisition, deployment, use, and support of information technology on campus.
- The college will use the Five-Year Technology Plan to set strategic directions for the use and support of information technology and to provide standards, guidelines, and procedures needed to effectively implement and support information technology on campus.

The Plan Model:

The plan will provide a structure that identifies the relationship between student access to information technology as well as faculty and staff access, training and support. A 2003 survey conducted by the college computer staff identified technology needs and problems experienced throughout the college.

Major Goals:

1. Continue to Monitor Funding and Process for Purchasing of College Technology

Based on priorities and needs for technology resources, the college shall augment a budget for ongoing support, upgrades, security, and adequate staffing for technology management, support and training as recommended as part of this plan. The Technology Resources Committee will monitor and review the funding for the college technology improvements.

2. Continue to Acquire and Assess Needed software for college use.

A survey will be conducted to determine the software programs used for technology courses offered at the college as well as standard software programs used by the college personnel. Once the software programs are identified, they will be purchased with legal licenses registered to the college and be upgraded to newer versions when necessary.

3. Continue to Upgrade College Local Area Network (LAN)

The college's current network connection has been done on a needs basis without a solid network backbone for the entire network. The purpose of a solid network backbone is to efficiently provide information exchange among all the interconnected campus networks as well as to provide reliable Internet connection. Over the years, the College will continue to purchase/replace network devices based on needs and technology trends to keep them robust, secure, and current (e.g. firewall, switches, network cable wire, access point hubs).

4. Continue Established Replacement of Hardware on a Systematic Cycle

Upgrade and replacement of technology hardware will be based on a 5 year timeframe. A rotation cycle has been established for upgrades or acquisitions of new equipment and new software applications which will meet the needs and demands of student learning and the work place. The cycle will ensure the college's computers will support current consumer software applications and operating systems, reliable Internet access, and other tools for research and communication.

5. Continue to Increase Technology Support

The campus shall maintain technical support staffing levels, and technical support services to fill the gap between technology needs and fulfillment. The technical support staffing levels may not be able to fulfill the needs of technical support services for the entire college so outside college computer vendors may

sometimes need to fill the gap for needed technical support services. The college will hire a Computer Technician as mentioned by the Self-Study report and its technology resources part.

6. Continue to Support Distance Education Activities

The college is offering online courses for some of its programs but there is a need to support the online courses on the campus intranet. The college will continue to support Distance Education Committee (DEC) as a subcommittee of TRC, to develop and review policies and procedures necessary for the implementation and evaluation of the distance education program.

7. Implement Online Registration for all students

The college is working towards upgrading its network to provide for online access to the following Internet based services: admissions, registration, access to accurate information on academic programs, schedule of classes and services; and access to the library database. Upgrading the network allowing for purchase of a server is in line with implementation of online registration which will provide students with convenient off campus access to admissions and registration. This also allows for purchase of the module needed for online registration.

8. Continue to Maintain the IT Laboratory Classroom Technology Needs

The college Information Technology (IT) program is for students who are interested in professional careers in the information technology field. Graduates of this program should be well skilled in the use of technology for employment or to pursue a higher education in this field. The laboratory will be equipped and used for this program, and also for students who are majoring in other programs but need advanced computer courses for their majors.

9. Continue to Provide Adequate Technology Training for Appropriate Personnel

The college shall provide technology training for staff and faculty to promote technology integration in their employment area. The Human Resource Division shall coordinate training with the Continuing Education Division and seek outside consultants when necessary.

10. Continue to Monitor and Assess Technology Plan and Equipment

The college Technology Resources Committee will continue to conduct and analyze survey results used to identify technology needs, annually assess faculty computers used to support teaching, assess staff computers to support work related needs, and semesterly assess computers in student computer laboratory classrooms used to support learning.

Section II – Goals and Plan of Action

In the fall of 2005, Palau Community College embarked on a planning process for a five year technology plan built upon consensus and representation from all stakeholders within the college. This strategic plan is a tool to help Palau Community College to redefine its technology goals and adjust its institutional direction in regards to technology resources. Instructional and information technology resources are central to both the institution's mission and its ongoing operation and encompass both academic uses of technology to support learning and the administrative uses of technology college-wide. The college successfully adopted a centralized collaborative model for technology procurement that provides for economies of scale in the allocation of scarce capital resources and optimal integration into the campus infrastructure. The Technology Resource Committee oversees the process of technology infusion that will enable PCC to thrive, succeed, and excel in a rapidly changing educational environment. Computing activities take place in divisions and departments throughout the college and the responsibilities for the decision-making, planning, management, and operations of information technology are shared among many.

Organization and Charge of the TRC:

STANDING COMMITTEE Technology Resources Committee (TRC)

ESTABLISHMENT 1990, Computer Steering Committee (CSC)
1994, Data Processing Steering Committee (DPSC)
2006, Technology Resources Committee (TRC)

PURPOSE The purpose of the Technology Resource Committee is to assess college computer resources and to develop and annually update a five-year technology plan for the coordination of campus wide computing. Specifically, the committee will:

- * Create, and annually update the five year technology plan in-line with the College's 15 Year Master Plan.
- * Promote the use of computers and other technology on campus.
- * Make recommendations for use of technology training for faculty and staff development.
- * Make recommendations regarding priorities for the acquisition of technology, hardware and software, design and use of facilities and other related resources during the budget review and development process. Such recommendations could include priorities for support staff, training and access to computer resources and laboratories.
- * Recommend procedures for the placement, operation, repair and replacement of technology resources.

RECOMMENDATION
FORWARDED TO:

College President

I. MEMBERSHIP

Administration – 3

Library – 1

Student Services – 1

Continuing Education – 1

TRIO program - 1

CRE program – 1

Students – 1

Faculty – 3

II. TERM

All members are appointed for one year, renewable terms by the appropriate constituent group.

III. CHAIR

To be selected from among the committee members.

IV. MEETING SCHEDULE Once a month or as the need arises

V. ATTENDANCE Open to any interested member of the College Community.

Building on both our history of success and new initiatives, and striving to meet the envisioned future identified by the PCC 15 Year Master Plan, this technology plan sets the following priorities and strategies:

II. Goals and Plan of Action 1/19 – 12/24

3rd 5 Year Cycle

Updated on 03/26/2019

1. Continue to Monitor Funding and Process for Purchasing of College Technology ++				
Tasks	Responsible Person	Timeframe	Status	Costs
1.1 Include the process for requesting technology needs in the Administrative Procedures Manual (APM) ++	Director, Computer & Data Processing	1/19 – 12/19	Director Rimirch will write memo to VP Olegeriil	\$0
1.2 Conduct annual review of Technology fee and Online fee statements at the end of fiscal year ++	TRC	1/19 – 12/24	Ongoing	\$0

2. Continue to Acquire and Assess Needed Software for College Use* +				
Tasks	Responsible Person	Timeframe	Status	Costs
a. Continue to identify needed software through annual surveys (end of spring semester) +	Institutional Researcher; Computer Systems Analyst; TRC	1/19 – 12/24	Ongoing	\$0
b. Continue to purchase needed software with educational discounts + i. Pay for license, maintenance, support, and upgrade fees for software used at the college +	TRC	1/19 – 12/24	Ongoing Bitdefender was purchased and installed on Feb. 2019. Union Catalog Upgrade Feb. 2019.	Varies (\$1,000- \$20,000)
2.3 Continue to research and make use of free or open source software +	TRC	1/19 – 12/24	Ongoing	
2.4 Make use of cloud computing and palau.edu Google apps ++	TRC	1/19 – 12/24	Ongoing	

*Carried over from 2007-12 plan

**added goal/task for 2013-18 plan

+ Carried over from 2nd Cycle

++ added goal/task for 2019-2024 plan

3. Continue to Upgrade College Local Area Network (LAN) +				
Tasks	Responsible Person	Timeframe	Status	Costs
3.1 Continue to purchase/replace network devices based on needs and technology trends to keep them robust, secure, and current. (e.g. firewall, switches, network cable wire, access point hubs) +	Computer Services Staff	1/19 – 12/24		Varies (\$1,000- \$20,000)
3.2 Continue to subscribe as necessary to hardware and network device services for technical support assistance+				
3.3 Continue to subscribe to blacklisted web site to monitor our domain name +				
3.4 Involve TRC with planning of any new building or relocation ahead of time to plan for needed network connection devices +	TRC Chairperson; Physical Plant Director		TRC Chair will write memo to Physical Plant Director, Architect and CC VP and President	
3.5 Continue to train technical support staff to oversee and maintain network +	Computer Services			
3.6 Increase Internet speed if necessary to accommodate campus wide needs ++	TRC Members			

*Carried over from 2007-12 plan
**added goal/task for 2013-18 plan
+ Carried over from 2nd Cycle
++ added goal/task for 2019-2024 plan

4. Continue Established Replacement of Hardware on a Systematic Cycle +				
Tasks	Responsible	Timeframe	Status	Costs
4.1 Upgrade or replace servers every Five Years or as necessary + <ul style="list-style-type: none"> • Business (5/3/2015) • Registrar (3/7/2019) • Library (3/4/2011) • Financial Aid (6/22/2012) • On-line course server (1/23/2013) • DNS server (11/22/2010) • UB server (7/29/2015) • Talent Search (7/1/2015) • LRC server (2/20/2014) • Student Wi-Fi – (7/12/2015) • TracDat (6/3/2013) 	Computer Services Staff; Department/Division Heads	1/19 – 12/24	Ongoing	Varies (\$5,000 - \$10,000/ server)

*Carried over from 2007-12 plan
 **added goal/task for 2013-18 plan
 + Carried over from 2nd Cycle
 ++ added goal/task for 2019-2024 plan

<p>4.2 Replace computers and power surges every THREE YEARS or as necessary (purchase date in parentheses) +</p> <ul style="list-style-type: none"> • Room 67 (2004) (to rm. 60) (2/26/2010) • Room 61 (2009) (to rm. 60) (4/4/2012)AANAPISI • Room 62 (4/4/2012)AANAPISI • Room 60 (2009) (fa2012) to Dorm Study hall • MAP (OMIP lab) (9/28/2012) • On-line lab (2003) (to LRC) (2009) (8/8/2011) • IT classroom 68 (to Acad. course lab, LRC, rm.67) (2007, 2010) (2/26/2010) • Learning Resource Center (2011) (to rm. 60) (5/1/14) • Continuing Education (2005) (to Adult High School) (3/16/2016) • Staff computers (to staff) (as needed) • Faculty laptops (2007) (Library Science student use) (fa2012) (11/22/2016) • Library computer lab (sp2010) (7/21/2014) 	TRC; Department/Division Heads	1/19 – 12/24	Ongoing	Varies (\$1,000-\$35,000)
<p>4.3 Maintain an updated Computer Technology Equipment Inventory ++</p>	Computer Services; Department/Division Heads	1/19 – 12/24	Ongoing	\$0

5. Continue to Increase Technology Support +				
Tasks	Responsible	Timeframe	Status	Costs
<p>5.1 Hire a Computer Technician to assist Academic Affairs Department. Duties will include trouble shooting and maintaining all computer classroom laboratories, providing technical support for Academic Affairs, and keeping an up to date inventory ++</p>	Academic Affairs Department	1/19 – 12/24		Salary - college responsibility
<p>5.2 Continue to equip the library with technology equipment for teaching/learning needs as necessary +</p>	Director of Library Services	1/19 – 12/24	Ongoing	\$5,000/yr.

*Carried over from 2007-12 plan
**added goal/task for 2013-18 plan
+ Carried over from 2nd Cycle
++ added goal/task for 2019-2024 plan

5.3 Continue to provide support for web based conferencing+	Computer Services Staff	1/19 – 12/24	Ongoing	\$0
5.4 Continue to provide training for computer technology support personnel +	Director HRD; Dean, Academic Affairs; Dean, CE Department; TRC Members	1/19 – 12/24	Ongoing	TBA
5.5 Continue to maintain a depository for two (2) copies of CDs (drivers, OS) to be stored, one in Computer Services office and one in the main office of the Department of use +	Computer Services Office; Department of use	1/19 – 12/24	Ongoing	N/A
5.6 Continue to maintain a quarterly depository of all network server backups at the Library and in Cloud storage ++	Director of Data & Processing; Distance Education (DE) support staff; Fin-Aid Staff	1/19 – 12/24	Ongoing	\$1,000

6. Continue to Support Distance Education Activities** +				
Tasks	Responsible	Timeframe	Status	Costs
6.1 Continue to support Distance Education Committee (DEC), as a subcommittee of TRC, to develop and review policies and procedures necessary for the implementation and evaluation of the distance education program** +	TRC; DEC	1/19 – 12/24	Ongoing	N/A
6.2 Continue working with the ALO to ensure through DEC that distance education activities comply with accreditation standards** +	TRC (through DEC); ALO	1/19 – 12/24	Ongoing	TBA
6.3 Continue to ensure dedicated server, computers and other necessary equipment to support online and hybrid courses are purchased, maintained and upgraded as necessary * +	Computer Services staff; DE support staff	1/19 – 12/24	Ongoing	\$1,000- \$50,000
6.4 Continue to train faculty and other necessary support staff in developing and/or overseeing distance education courses* +	DE support staff; Instructional Media Specialist	1/19 – 12/24	Ongoing	TBA

*Carried over from 2007-12 plan
**added goal/task for 2013-18 plan
+ Carried over from 2nd Cycle
++ added goal/task for 2019-2024 plan

7. Implement Online Registration for All Students* +				
Tasks	Responsible	Timeframe	status	Costs
7.1 Establish an online payment system so that the online registration system is possible ++	VP of Admission & Finance; Director of Finance;	1/19 – 12/19	Pending	TBA
7.2 Pilot online registration, providing training as needed ++	Computer Services Staff; Director of Admissions & Records	1/19 – 12/24	Pending	TBA
7.3 Continue to research for a new SIS that is affordable, secured and reliable ** +	Computer Services Staff; Director of Admissions & Records	1/19 – 12/24	Ongoing	TBA

8. Continue to Maintain the IT Laboratory Classroom Technology Needs* +				
Tasks	Responsible	Timeframe	status	Costs
8.1 Continue to upgrade or replace IT classroom computers and equipment as needed * +	TRC; IT Instructors	1/19 – 12/24	Ongoing	\$30,000
8.2 Continue to upgrade or replace needed software for the IT laboratory * +	TRC; IT Instructor	1/19 – 12/24	Ongoing	\$10,000

*Carried over from 2007-12 plan
 **added goal/task for 2013-18 plan
 + Carried over from 2nd Cycle
 ++ added goal/task for 2019-2024 plan

9. Continue to Provide Adequate Technology Training for Appropriate Personnel* +				
Tasks	Responsible	Timeframe		Costs
9.1 Continue to conduct surveys for staff/faculty on an annual basis (end of year) * + 9.1.1 analyze survey results and recommend needed training** +	Institutional Researcher; Computer Systems Analyst; Instructional Media Specialist	1/19 – 12/24	Ongoing	\$0
9.2 Continue to provide appropriate technology training as needed for faculty & staff* +	Director, HR; Dean of CE; Instructional Media Specialist	1/19 – 12/24	Ongoing	TBA

10. Continue to Monitor and Assess Technology Plan and Equipment** +				
Tasks	Responsible	Timeframe	status	Costs
10.1 Continue to conduct and analyze survey results used to identify technology needs** +	Institutional Researcher; Computer Systems Analyst	1/19 – 12/24	Ongoing	\$0
10.2 Continue to annually assess faculty computers used to support teaching** +	Institutional Researcher; Computer Services Staff	1/19 – 12/24	Ongoing	\$0
10.3 Continue to semesterly assess student computers labs used to support learning** +	IR; Computer Services Staff	1/19 – 12/24	Ongoing	\$0
10.4 Continue to annually assess staff computers to support work related needs** +	IR; Computer Services Staff	1/19 – 12/24	Ongoing	\$0
10.5 Continue to review and develop appropriate technology related policies and processes ++ 10.5.1 Cyber Security Policy 10.5.2 Technology Use Agreements 10.5.3 Student Wi-Fi 10.5.4 Assigned Technology Responsibility Agreement	TRC	1/19 – 12/24	Ongoing	\$0
10.6 Continue to monitor, review, and revise technology plan** +	TRC	1/19 – 12/24	Ongoing	\$0

*Carried over from 2007-12 plan
**added goal/task for 2013-18 plan
+ Carried over from 2nd Cycle
++ added goal/task for 2019-2024 plan

III. Infrastructure Plan

Introduction

Palau Community College is faced with the challenge of upgrading and maintaining a data communications network to meet the demands of instructional and administrative technology requirements. This technology must support and offer methods to increase productivity and efficiency, both in the instructional programs and campus administrative computing. Utilizing technology to data communication and access provides a more optimum learning experience for students and more efficient tools and resources for faculty, staff and administrators. Part of this challenge is to provide adequate staffing and financial resources to deliver and maintain the needed communication networks and technical support.

This is particularly important to attract students and prepare them to learn and work in today's Internet environment. The college needs to provide technology resources to support existing and new academic programs, which include distance education, web access, on-line registration, faculty and class schedule information, library resources, etc. All of these services require a reliable communications network infrastructure. The network must have the capability to provide sufficient bandwidth for present and future requirements and operate on a 24/7 schedule with an adequate back-up power and technical support services.

Planning

To meet these needs, the college will need to upgrade its local area network (LANs). At the most basic level, this will include upgrading station and backbone wiring and migrating from 100 Mbps shared hub technology to at least 1000 Mbps switched infrastructure technology. A fiber optic backbone infrastructure is more adequate since it can migrate to Gigabit Ethernet (1000 Mbps). Wireless capabilities should be included in the technology plan for selected areas to support increased mobility and accessibility; however, wireless security must be of paramount importance before implementation of wireless networks.

Unlike a 100 Mbps hub, which forwards data packets to all connected ports, a 1000 Mbps switch forwards a data packet to only the port identified as the destination of the packet. This reduces the overall volume of data packets on the network and provides for additional bandwidth on the network.

Design Approach

In planning for expanded networks on campus, the following should be considered.

- The keeping of workstations and servers updated
- The emergence of more bandwidth applications
- The need to safeguard sensitive data
- The addition of wireless access points
- The improvement of network performance.

The layer design of the network will be the core and access layers, where the core (or backbone) layer serves as the primary path for traffic moving at the college network. The core requires fast Ethernet (or

fiber) connectivity to the access layers. The access layer is the part of the network that connects directly to the users. Wiring on the access layer should be Ethernet 100 Mbps switched connection.

IV. Electronic Rights and Responsibilities

The college develops and manages a physical and social learning infrastructure for its students. This learning infrastructure increasingly depends on information in digital form and on digital technologies for communicating, sharing, and analyzing such information. The college is responsible for any digital information and any guidelines and stewardship of its use of technology. It is responsible for the hardware and software used by the college to analyze institutional information and other information accessible through the computer network.

The Technology Resources Committee (TRC) will serve as the guardian and coordinate the development and management of the college digital infrastructure and related services. The TRC also formulates the institutional policies that frame the rights and responsibilities of the institution, those who serve it, and those whom it serves. All members of the college community are responsible, along with the institution, for good citizenship and informed stewardship in a digital democracy. The TRC prepared these guidelines to describe these institutional and individual rights and responsibilities and to provide a framework for governing the college's digital infrastructure and implementing the operational practices that determine its utility to the college.

Members of the faculty, staff, and the student body have the right to the technology resources at the college. This right and the resulting right to the college technology services and application carry the responsibilities that attach to the use of any college technology resources. Any revocation of any of these rights is subject to the normal due process available to any member of the faculty, staff, and student body. The college expects members of the faculty, staff, and student body to become familiar with individual and institutional responsibilities for the use of the college technology resources and to protect its electronic information.

The college own and are responsible for all technology resources, and, therefore, all communications and activity conducted over it. Authorized use of the technology resources shall be consistent with the mission of Palau Community College and its technology policy.

For each college employee who is assigned a specific computer to use, one Internet Protocol (IP) number is assigned for one employee, whether it is a desktop or laptop computer he or she uses. Any moving or replacement of college computers requires contacting the staff at the Computer Services and filling out the computer inventory form, to be used for keeping track of the college technology resources.

Generally, college employees are given access to specific computers and other technology resources in their offices or departments based on their job functions. Students are given access to computers and other technology resources in various areas of the college for learning and communication purposes.

All the technology resources including computer systems at the college are accounted for in the computer inventory as well as the fixed assets inventory. For any removal or relocation of computer equipment at the college each department is responsible for its resources, therefore, a removal or relocation form available at the college computer room is needed to be filled out before any computer equipment is moved or relocated so that it will be reflected on the computer inventory as well as the fixed assets inventory.

This policy defines the acceptable usage of the computer technology resources for the college employees and students. The computer systems should be used for work and student learning purposes; with an addition of privileges such as:

- To send and receive necessary and occasional personal communications;
- To prepare and store personal data in a reasonable manner
- To access the Internet for brief personal research and inquiries outside of working hours, provided that employees adhere to all other usage policies.

This policy also defines unacceptable uses of computer technology resources of Palau Community College. The college reserves the right, upon reasonable cause for suspicion, to access all aspects of its computing systems and networks, including employees' login sessions to determine if a user is violating this policy.

No user should view, copy, alter, or destroy another's personal electronic files without permission (unless authorized or required to do so by law or regulations). Users should not have an expectation of privacy, since the computer systems belong to the college. Users expressly waive any right of privacy in anything they create, store, send, or receive on the college computer system.

Misuse of Palau Community College computer resources is prohibited, but not limited to:

Prohibited use

Employees may not use any of the college computer technology resources for any illegal purposes, violation of any project's policy, in a manner contrary to the best interests of the college, in any way that discloses confidential or proprietary information of the college or its employees and students, or for personal gain.

• Harassing, Discriminatory, and Defamatory

Under no circumstances may employees use the college's computer technology resources to transmit, receive, or store any information that is discriminatory, harassing, or defamatory in any way. The college does not tolerate discrimination or harassment based on gender, pregnancy, childbirth (or related medical conditions), race, color, religion, national origin, ancestry, age, physical disability, mental disability, medical condition, marital status, sexual orientation, family care or mental leave status, or any other status protected by Republic of Palau Public Law (RPPL) and PCC-Personnel Rules and Regulations.

• Game Playing

Computers are not to be used for recreational game playing during working hours.

• Gambling

Computers are not to be used for Internet gambling.

• Music and Movie download

Computers are not to be used to download music or movies through the Internet.

• Online Shopping

Computers are not to be used for Internet online shopping for personal purpose.

- **Private Commercial Purpose**

Computer resources shall not be used for personal or private commercial purposes or for financial gain.

- **Political Advertising or Campaigning**

Computer resources and networks shall not be used for political purposes.

- **Pornography**

Computers are not to be used to visit sites that are considered obscene. In the event that an employee disregards this policy and continually visits unauthorized sites, it will be grounds for disconnection from Internet after a warning has been issued to that employee. The college has the right to view private files that have been downloaded to check for the propriety of downloaded files and monitor bandwidth usage. The college prohibits employees from using its computer resources to send sexually oriented images or messages.

- **Unlicensed Software and Software Piracy**

The use of unlicensed software on college computers is prohibited. All software in use on the college computers must be officially licensed software. College employees are prohibited from distributing college owned software to individuals or agencies outside of the college.

- **College E-mail usage**

E-mail is a working tool for the college employees and the use of e-mail is primarily for official purposes; therefore, passwords are given to employees that are assigned e-mail accounts. Only authorized employees are permitted to use the password of another employee to access that employee's e-mail account. Misuse of passwords and the unauthorized sharing of passwords are prohibited.

- **Forwarding E-mails**

Users may not forward e-mail to others without the expressed permission of the sender. The expressed permission is necessary since frequently e-mail contains confidential or proprietary information. All employees must consider that e-mail messages meant for a single reader may not be meant for widespread distribution.

- **Chain Letters**

Employees are prohibited from initiating or forwarding chain letters via e-mail.

- **Spamming**

Employees are prohibited from sending spam (unsolicited e-mail)

- **Spoofing**

Employees are prohibited from hiding their identity (spoofing) when sending e-mail. Any anonymous or pseudonymous e-mail messages are prohibited.

User Responsibilities

All users are expected to have knowledge of the college security policies and are required to report violations to the Computer Services Office where the Computer Service Director will take appropriate actions.

Technology Resource User Agreement

All students and employees must agree to sign the Technology Resources Use Agreement. All students must agree to the Student Wi-Fi User Agreement upon connecting to the Student Wi-Fi.