CAROLINAS COLLEGE OF HEALTH SCIENCES
POLICY AND PROCEDURE

ADMINISTRATIVE
SUBJECT: ACCEPTABLE USE OF INFORMATION TECHNOLOGY

REVIEWER(S): Director, Teaching, Learning and Technology*
Chair, Teaching and Learning Committee

POLICY
Carolinas College offers an array of electronic resources for students and teammates ("users"). All college policies and codes of conduct are applicable to the electronic environment as they apply in all other college settings. This policy provides additional standards for the acceptable use of technology resources. The scope of technology resources includes, but is not limited to: all computer systems, equipment, software, applications, networks, and computer facilities owned or managed by the college, including social media sites.

PROCEDURE
A. User Responsibilities
   1. Users are responsible for knowing and abiding by all college policies and procedures applicable to the use of technology resources.
   2. Users are expected to exercise common sense in the use/handling of all technology and associated information. Electronic and video communication should be professional and appropriate (refer to Netiquette guidelines below).
   3. The College provides technology resources for the purpose of education and professional purposes. Incidental personal use of college technology resources is permissible but should be limited.
   4. User IDs and passwords are assigned as the primary means for authenticating access to technology resources.
   5. Users are solely responsible and held accountable for all actions taken under their usernames and passwords.
   6. Users are responsible for developing adequate proficiency in the tools and technologies appropriate to their needs.
   7. Users are responsible for complying with the terms of service of any third-party service required for learning and work purposes.
   8. Users should report technology resource issues via the help desk system or direct contact with one of the members of the Carolinas College Academic Support team.
   9. Users who observe infractions of this policy should report violations immediately to any college leader.

B. Inappropriate Usage
   1. Users may not share their username(s) or password(s) with any other person and must be diligent in protecting them from exposure (e.g., changing the password every 90 days, log off devices when leaving a workstation).
   2. Users may not share or publicly post any unique access codes, URLs or any other information that would provide access to content, sessions or otherwise inaccessible material.
   3. Users are prohibited from accessing or transmitting confidential or proprietary information about the college, students, teammates, alumni and/or donors, including student information and/or academic records protected by Family Educational Rights and Privacy Act (FERPA) or protected health information (PHI).
   4. Users are prohibited from misusing, abusing or otherwise damaging college technology resources.

5. Users are prohibited from using any college technology resources to access or publish content or otherwise engage in activities that are discriminatory, fraudulent, sexually explicit, harassing, hostile, offensive, illegal, suggestive or otherwise inappropriate.
6. Users are prohibited from knowingly violating intellectual property rights, including Federal copyright law (including peer-to-peer file sharing), trademark, patent, trade secret of software licensing, such as pirating, installing, copying, distributing or using digital content such as software, music, text, images or video without appropriate license or as qualified under "Fair Use."
7. Users must not use artificial intelligence (AI) tools (including but not limited to text, image, audio, video, or code generators) in a manner that violates College policies, academic integrity standards, professional expectations, or applicable laws.
8. Unauthorized users may not destroy, delete, erase or conceal files or data, or otherwise make files or data unavailable or inaccessible.
9. Acceptable use also includes making economical use and wise use of shared technology resources including the wireless network. Users of college technology resources should refrain from monopolizing systems, excessive printing or overloading networks including but not limited to downloading and/or streaming large files, music, movies, games, etc.

C. Privacy and Security
1. Privacy is important to Carolinas College; however, the College does not guarantee absolute privacy or security. Communication through system devices is subject to monitoring.
2. Users should be aware that the data created or stored on college technology resources remains the property of the College.
3. Authorized individuals of the college's academic support or Atrium Health's Information Services team will ensure normal operations of technology resources and that resources are secure and stable, including monitoring and scanning college resources.
4. Only a member of the Carolinas College Academic Support team or Atrium Health Information Services team may download or install any software on any college device.

D. E-Mail
1. Official communications will be sent to users via the college-provided email address. Students are expected to check their college email account regularly (i.e., at least three to four times a week, though course requirements as outlined in course syllabi may necessitate more frequent behavior) and are responsible for all information sent from the college to this account. Failure to check accounts will not excuse students from any information conveyed by email including assignments, deadlines, test dates or changes in class schedules.
2. The College is not responsible for lost, rejected or delayed email forwarded from a student's official college email address to off-campus or unsupported email services or providers.
3. Users should use caution when opening emails and attachments from unknown senders because they may contain viruses, root kits, spyware or malware that can put the system or sensitive information at risk.

E. Campus phones
Campus phones are provided as an administrative resource. Personal use of college phones should be limited.

F. Internet
Internet access is provided as an educational resource. Personal internet usage on college technology resources should be limited.

G. Network

1. The College provides students and teammates with the opportunity to use their own computers, smart phones, tablets and other devices to access and use the college network.
2. A user ID and authentication is required before access is given to the college network.
3. Guest networks are accessible on campus and usage must adhere to Atrium Health system internet usage guidelines. This network agreement is presented when logging into the guest network from a device.
4. Even though students may use personally owned devices on the college network, individual faculty determine whether usage of personal devices is permitted in class.
5.

H. Learning Management System (LMS) and Student Information System (SIS)
   1. All users of the LMS and SIS must access the system only through their designated account. Sharing account access information is prohibited.
   2. All users must use the LMS and SIS only for college-affiliated activities.
   3. Students are expected to maintain current and accurate contact information, including emergency contact information, in the learning management and student information systems.
   4. The College is not responsible for the accuracy, integrity and/or legality of the content uploaded to the LMS.
   5. LMS administrators will regularly review the site and may remove illegal content or content that is in violation of college policies or contractual agreements.

I. Videoconferencing and Remote Delivery of Course Content
   1. All users should use Atrium Health or college-provided videoconferencing accounts for college-affiliated activities only.
   2. Users should follow all guidelines to maintain the security of videoconferences and remote courses.
   3. Teammates using videoconferencing to deliver course content or college related meetings cannot record the sessions without participant consent and must follow the following guidelines.
      - Only the host is allowed to record.
      - The host must record and share the recordings in the appropriate manner as outlined by academic support on the teaching, learning, and technology page in the LMS.
      - If assistance or questions arise about recording and sharing of recordings, please contact academic support prior to making or sharing any recordings.
   4. Faculty who may record the delivery of course content should include the following statement in their course syllabus:
      - Portions of this course or learning activities (e.g., proctoring during exams) may be video and/or audio recorded. These recordings may be used in current and/or future courses to help students learn or to assist in ensuring test integrity and security. Participation in this course provides consent for the college to make and use these recordings.

J. Social Media
   1. The College recognizes participation in social media sites (Facebook, Twitter, LinkedIn, YouTube, etc.) is significant and can be used in positive ways to build community on and off campus. The College encourages responsible user participation in social networks. However, these outlets may also be used in inappropriate and harmful ways, so students and teammates who utilize social media and/or other cyber communities are expected to exercise discretion and uphold standards of good taste and respect.
   2. The College reserves the right, but has no obligation, to monitor social media interactions. A user advised of inappropriate content is responsible for removing that content within 24-hours of notice.
   3. Regardless of privacy settings, users should assume that information shared through social media is public information.

4. Students and teammates must not use Atrium Health or college email addresses for setting up personal social media accounts or to communicate through such media.
5. Only designated individuals are authorized to speak on behalf of Carolinas College on social media or any other internet communication tool. Individuals without this authority must not represent that they are speaking or posting on behalf of the college and must not start or maintain any social media site on behalf of the college.
6. When an individual not authorized to speak on behalf of the college refers to his/her status (e.g., as a student, faculty) with the college in a social media environment, that individual must make it clear that he/she is speaking only for him/herself and not for the college.
7. College teammates are strongly cautioned against extending or accepting "friend" or other "following" requests from students. Students receiving an invite from a faculty or staff member may have a concern about refusing for fear of offending individuals with discretion over grades and/or sensitive information. Students extending invitations to faculty or staff may have expectations of preferential treatment.
8. Users should not publish, post or release information that is considered confidential or not public. Teammates are not to use or disclose student information on social media. It is important to recognize that a student may be identifiable even if his/her name is not used.
9. It is generally not acceptable to post pictures of students or teammates without their permission.

K. Communication Devices
The College allows the responsible use and possession of cell phones, cameras, smart watches, and other personal communication devices. Users of these communication devices must be sensitive to the needs, sensibilities, and rights of other people. The following actions are prohibited:
1. Utilizing these devices for the purposes of photographing test questions, accessing the internet to see test answers or other forms of academic misconduct.
2. The unauthorized recording (audio or video) or photography (via any device) of anyone (students, faculty, staff, patients, families, etc.) without their consent is not permitted. Any device incorporating a camera must be turned off and out of sight in any area in which an individual has a reasonable expectation of privacy.
3. Any use of cell phones that is disruptive of functions of the college, specifically in classrooms and laboratories. Phones must be in vibrate mode or turned off and out of sight in classrooms, computer laboratories, science laboratories, the AHEC Library and other academic settings and in all clinical settings unless approved by the instructor. Communication devices may be used in clinical areas only in accordance with applicable clinical policy. No communication devices will be allowed during quizzes, tests or exams.
4. Any use of personal electronic devices in the clinical setting is prohibited, unless approved by the faculty member.

L. Users of college technology are expected to comply with all Carolinas College and Atrium Health policies related to the acceptable, responsible and lawful use of technology resources. Failure to do so is considered a conduct violation that will be investigated and resolved according to applicable college policy such as the Community Standards policy. Depending on the circumstances, infractions may result in the initiation of an action plan or disciplinary action up to and including administrative dismissal or counseling for improved performance.

M. The Acceptable Use of Information Technology policy and procedure will be reviewed and/or updated bi-annually.

REFERENCES

Related Policies to Consult
Carolinas College Policy:

Adopted 9/07; Reviewed 9/09; Revised 5/17, 8/18, 5/20, 8/21, 6/25, 3/26
*Denotes primary reviewer.

ACADEMIC - Dismissal; Distance Education; Student Action Plans
ADMINISTRATIVE - Access to Information Technology; Computerized Data Backup & Recovery; Intellectual Property and Copyright
STUDENT AFFAIRS - Community Standards

Atrium Health:
IS.PHI 600.01 Communications Environment Acceptable Use Policy
HR-5.15 Team Member Counseling
HR-5.08 Social Media (and Social Media Guidelines)

Additional policy references: Adopted, with permission, from the Aultman College *Technology Resources Acceptable and Responsible Use* and *Technology Stewardship* policies.

Adopted 9/07; Reviewed 9/09; Revised 5/17, 8/18, 5/20, 8/21, 6/25, 3/26
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Appendix A

Netiquette – Rules for Online Interaction

Be Respectful

- Of others' time:
  - When meeting virtually with others, be there on time as you would if the meeting were face to face.
  - When waiting for a response, be patient. Don't send multiple emails and messages within a short time. Pay attention to response time policies provided by your instructor.
  - When you have due dates, don't wait until the last minute. If you run into issues at that point, you may end up needing intervention at times when your instructor is not available.

- Of others' thoughts:
  - You're going to disagree with others. It's a fact of life. Polite debate is important for intellectual growth. Insults and belittling others are not. Stop, think and calm down before responding to someone you disagree with.
  - It's easy to misinterpret what someone has written because we don't have the context of tone and facial expressions to help. Assume the best, rather than the worst, when reading others' posts and comments.
  - Remember that most of the time, you can choose not to respond if someone's comments annoy or frustrate you. If you do choose to respond, you are responsible for what you say.

Be Professional

- When communicating in writing:
  - Do not, under any circumstances, type an email or a post in all caps. This is the equivalent of yelling in someone's face. You would not do this in a classroom; don't do it online.
  - Use standard written English and check for typos and grammatical errors. Sloppy writing makes it hard for others to understand your message. Clear communication is vital.
  - Address people the same way you would face to face. Use titles if your instructor prefers that. Address your classmates by their preferred names. Avoid name calling at all times.

- When on video chat:
  - All campus policies for Code of Conduct, Dress Code, and behavior are still applicable when participating in a virtual call.
  - Location Guidelines:
    - Quiet and Distraction-free: Students should join from a quiet space where background noise is minimal. This helps maintain focus and respect for others in the meeting.
    - Appropriate Setting: Students should avoid joining from overly casual environments. A desk or table setup is ideal.
  - Background Guidelines:
    - Use of Background effects: Students can use Microsoft Teams' built in background blur or select a professional virtual background.
    - Avoid Distracting backgrounds: Whether real or virtual, backgrounds should be neutral and free from movement or clutter.
    - All backgrounds should be non-offensive.
  - Try not to talk over others. When you realize someone else is talking, stop and give them a chance to continue. Follow established procedures like raising hands, asking questions in chat, etc.

- Mute your microphone when possible, to avoid feedback/interference and mute both audio and video if you need to do something not related to the meeting. Muting video can also cut down on distractions for others.
- Keep in mind that even private, one-to-one messages show up in chat logs. Be mindful of what you say.

Be Scholarly

- Do your research:
  - When you have a question, check first to see if the answer has already been posted or if it's in the syllabus.
  - When trying to answer questions for others, double-check and make sure you know the answer. Helping is good; incorrect information creates bigger problems.
  - When posting information, make sure it comes from a valid source or find several sources to confirm it. Cite your sources, summarize and paraphrase as you would in a paper.

- Keep it relevant:
  - Try to keep your posts on-topic and relevant to the course. Most courses will have a "café" or open forum for connecting with classmates and faculty; keep other conversations there.
  - Ask questions that are relevant to the whole class in public forums. Keep questions that are specific to you (about grades, submitted work, etc.) to private channels.
  - Avoid cross-posting questions or comments about other classes or instructors in a different course.

Adopted 9/07; Reviewed 9/09; Revised 5/17, 8/18, 5/20, 8/21, 6/25, 3/26
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