CAROLINAS COLLEGE OF HEALTH SCIENCES
POLICY AND PROCEDURE

ADMINISTRATIVE

SUBJECT: ACCESS TO INFORMATION TECHNOLOGY

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

POLICY

The College will commit sufficient resources to reasonably meet the information technology needs of administrators, faculty, staff and students. In instances of shared resources, guidelines will be utilized to provide an appropriate balance of accessibility.

PROCEDURE

A. College-wide resources:
   1. Students are expected to have access to a device that meets the minimum technology requirements that can be brought to campus with them if their program requires onsite presence. The college will provide backup devices for catastrophic device malfunctions during on site testing so that a student may use that device if their device unexpectedly has a malfunction. The college will also try to meet the needs of students who are facing difficulties obtaining a device that meets the minimum requirements while working with the student to identify a plan to obtain the needed device. The Director of Teaching, Learning and Technology should be notified of special or new software needs for any programs at least one semester in advance to allow vetting of the software to ensure it is approved and compatible with college devices and networks or for an alternative solution to be identified. This time frame may be longer for any software not already approved by Atrium Health that needs to go through the Atrium Health vetting process.

B. Students:
   1. Students have access to network printers on campus. Students are expected to use these resources responsibility.
   2. To facilitate ease of communication of information with students, the College provides students access to various electronic communication systems, which include email, learning management system (Canvas), and student information systems (SONIS). User accounts are assigned and communicated to all students. These accounts are the primary vehicle of communication between students, faculty and staff. Students are responsible for checking these platforms regularly and communicating with Support@carolinascollege.edu should a student need assistance with gaining access to any of these systems.
   3. Students receive account login information following the creation of their student accounts. This initial communication provides instructions for accessing the various systems, as well as orientation and training resources. Additional support information is provided throughout the new student onboarding process (e.g., advising, orientation, onboarding course).
   4. The College offers Office 365 free for all students. Information on how to access the software is provided when students receive their account login information and is posted in the learning management system (LMS).
      All students must have access to a device that meets the minimum technology requirements that can be brought to campus with them if their program requires onsite presence. While mobile devices like smartphones and tablets like iPads, and Surfaces may be useful for communication, checking grades, and some course work, these devices do not meet the minimum requirements and will not be able to be use for some required activities such as testing and submitting assignments so students must have access to a device that meets the minimum requirements posted. Personal devices must meet the hardware and software requirements that are listed in the college catalog and student handbook and posted on the LMS. Students may be required to bring those devices to classes or have access to additional software or devices including but not

limited to webcams with microphones. Please refer to course syllabi for additional program- or course-specific technology requirements.

5. Students are expected to adhere to all relevant acceptable use policies when using personal devices or network owned devices on the college campus.
6. Students who fail to submit or complete course work by assigned due dates due to technology issues may incur course-specific penalties. Extenuating circumstances such as extreme weather or a disaster event will be evaluated by the faculty member in consultation with the Program Chair. While every effort is made to reply to student help requests promptly students should complete assignments early enough so that if a technology issue arises, they have time to reach out to Support. Our support department will work to reply to student technology requests within 24 business hours so students should plan accordingly.
7. Students assume liability for all functions of personal computers, including all costs of damages, loss of data, any other consequential, incidental, indirect or punitive damages, however caused. Students are strongly encouraged to back up all data on a regular basis, including personal information, music and photos to a separate device. The College is not responsible for any damage to a student's device, including loss of data or function. The College maintains no responsibility for supporting personal hardware or software. Casual technical assistance may be provided by college technology team members. Any technical assistance does not infer any further technology responsibility or accountability to the user.
8. When a student graduates from the college their access to the Learning Management System will be removed. 90 days after graduation students will forfeit their Office 365 account.
9. Students that are dismissed or withdraw from the college will also have their college email address deactivated and will be suspended/deactivated from the Learning Management System at the time of dismissal.

C. Teammates:

1. All teammates are provided with an Advocate Health email addresses as well as access to additional productivity technology resources needed to meet the requirements of their position (e.g., Microsoft Office, Microsoft Teams, etc.). New teammates are given access to the learning management system and student information system with permissions appropriate to their positions. It is the responsibility of the manager to request the creation of access rights by submitting the teammate access form to the director of teaching, learning and technology as soon as the teammate network id is provided from human resources to ensure there is adequate time to build access for the new teammates. This process can take a couple of weeks, so it is best to submit as soon as possible even if the information is incomplete to prevent delays in accounts creation.
2. All team members have a networked computer loaded with software appropriate to their job summary. All computers have access to networked printers. See the equipment guidelines in Appendix A for more details about teammate standard equipment packages.
3. Faculty and staff who are assigned a laptop device are responsible for bringing that device to and from campus as needed, back up devices are limited in supply and needed for use as replacements when a device is malfunctioning.
4. When an employee leaves the College, their access to computer systems and data must be suspended/removed at the close of business on the employee's last working day. It is the responsibility of the manager to request the termination of the access rights by following the Teammate Exit guidelines.
5. Employees will have their access to the student information system suspended/deactivated if they are inactive for 180 days. Employees may get their access reactivated at the request of their manager.
6. Periodic reviews of existing technology will be conducted as a part of ongoing maintenance activities. In addition, the teaching and learning committee will be consulted to proactively evaluate technology needs. The Director of Teaching, Learning and Technology will generate budget requests to maintain adequate technology resource availability

D. The Access to Information Technology policy will be reviewed bi-annually.

Related Policies to Consult
Atrium Health:
IS.PHI 600.01-Accetable Use Policy
IS.PHI 600.03-Information Services Security Policy
Related Form(s)
Teammate Access Form
Equipment Exception/Request Form

Adopted: 10/97; Revised 11/13, 3/16, 8,18, 4/19, 7/19, 5/20.2/23, 6/25, 3/26
* Denotes primary reviewer.

APPENDIX A

Standard Equipment Guide

All Full-time teammates, remote or on campus:

- Dual monitors
- Laptop
- Computer accessories as needed (headset, keyboard/mouse, webcam, laptop bag)

Part Time Faculty
- Laptop

Adjunct Faculty
- Access to a desktop/workspace landing pad that is a shared workspace that is first come first serve

Special Exemptions
- The manager can put in a special request to the director of TLT regarding special equipment or software. The director will then review the request with the provost and the manger of business operations.

<u>Printers</u>
All teammates
- Network printers are available on level 1 and 11 for teammate use.