

Carson-Newman Information Technology Policy

Use of the computing facilities at Carson-Newman University is a privilege available to faculty, staff, and students of Carson-Newman University, subject to compliance with certain principles designed to assure that all users have reasonable access to the system and that the action of any one user will not adversely affect any aspect of the work or computer usage of another. In accepting this privilege, you are expected to abide by the following rules of conduct, and compliance with them will be monitored. Disciplinary action will be taken when these rules are violated.

Purpose and Use of Resources

1. Academic use is the primary purpose of the Information Technology resources, including the internet connection, and it always has priority over any other use.
2. Recreational use of the university's internet connection (such as game playing, downloading audio/video file, etc.) may be limited or restricted during peak hours. Commercial use of the campus system is not allowed without prior written approval from Information Technology.
3. Students are expected to be responsible users of computing resources, including printing in the computer labs. Each student is allotted \$40 per year. Black and white pages print for \$0.03 each and color for \$0.18 each, both per side.
4. Each user is allocated storage space in OneDrive for the storage of program, e-mail, data files and other documents generated by the user for university work. Downloading of files from the internet to lab computer hard drives is strictly forbidden without permission from Information Technology. Files stored on computer lab drives are subject to automatic deletion. Unauthorized installation of software on any C-N computer is prohibited.
5. Carson-Newman University does not support any type of paid internet service, nor does it guarantee they will work on the C-N network or through the C-N internet connection.
6. Temporary guest accounts are subject to the Information Technology Policies.

Your Network Account

1. You are given one network account.

Accounts for students follow this naming scheme:

First initial of first name + first initial of middle name + last name
i.e. Levi M. Johnson = lmjohnson@cn.edu

Accounts for faculty and staff follow this naming scheme:

First initial of first name + last name
i.e. Levi Johnson = ljohnson@cn.edu

If there is an instance of a duplicate naming scheme, Information Technology will notify the user about their account.

2. Your network account is solely for your own use. Activity on your account is your responsibility. Because every user has an individual network account, there is no reason to use another person's account. You should not share your username or password with anyone, nor attempt to acquire or use another user's account or password. Be sure to always log off the Carson-Newman network after finishing a computing session to protect your account from being accessed by others.

3. Passwords should be at least 13 characters in length, including letters, numbers, and symbols. Your password will automatically expire every 180 days. You will begin receiving e-mails when you have 21 days left alerting you to change your password. You can change your password any time by logging on to a lab computer, pressing Ctrl-Alt-Del, and selecting "Change Password". If you are using a Mac or a personally owned computer, you can change your password by:
 1. Logging into Office365 Mail
 2. Click the user icon in the top right corner
 3. Click "view account"
 4. Click "change password"
 5. Enter your current password in the "Old Password" field
 6. Enter your new password in the next two fields and click "Save"
4. If Information Technology personnel suspect that a user account is being used by someone other than the user to whom it was assigned, access to the account may be revoked without warning. Any user account logged on to more than one computer concurrently may be disabled until security of that account can be verified.
5. Student network accounts are retained for as long as the student is continuously enrolled at C-N. E-mail accounts of graduates are retained as a courtesy until the next graduation (either May or Dec). If you do not have an external e-mail account, it is recommended you obtain one by your senior year to use on your résumé, employment applications, etc.
6. Faculty and staff network accounts are suspended immediately upon termination of employment and purged after thirty days. Access to the e-mail and/or files from the account can be made available for up to thirty days at the request of the supervisor of the employee. Any account that is inactive for more than 180 days is subject to being purged.

Your Security and the Integrity of the Computer System

1. Carson-Newman University uses sophisticated security equipment to help protect the campus network, including university computers and student computers connected to the network. The purpose of this equipment is to allow approved data such as web browsing and e-mail to pass to/from the internet while blocking unauthorized entry to the network. Each connection that is opened for web browsing, e-mail, etc., is a potential security hazard. The university is not responsible for any failure of the security equipment which allows unauthorized access to your computer or files stored on the campus system.
2. Students with personal computers may connect to the C-N network by connecting to CN Eagles wireless network. A personal firewall is strongly recommended.

When connecting to the C-N network, the student does so at his or her own risk and accepts complete responsibility for his or her own computer. Carson-Newman takes no responsibility for and is void of liability from computers that are infected with viruses or spyware while connected to the C-N network. Each student is responsible for all activity that takes place on his or her personal computer.

Students in the residence hall may not possess (through downloading or any other means)

programs or files that contain or search for material that is clearly outside the scope of the university's Christian standards.

In the event Carson-Newman has reasonable evidence to believe a computer in the residence halls is disrupting the network or creating a security risk for others, that student's connection may be revoked at the discretion of the university.

3. Using any C-N owned computing or networking device to attempt to gain illegal entry into any other computer system is prohibited.
4. If you cause damage to university-owned equipment, you will be required to pay for the replacement or repair of the equipment. You may also be subject to disciplinary sanctions. Food, drink, and tobacco products are not allowed in any C-N computer lab. Additional restrictions may apply in various computer labs across the campus.

Inappropriate Use; Privacy; E-mail

1. Respect for the rights of others is a crucial element of the Carson-Newman community and is central to the computer use policy. No person should use the computing facilities to harass or annoy others, or to prevent others from legitimately using the system. Sending unsolicited messages with obscene, harassing, or menacing content and sending chain letter e-mail messages or spam are examples of e-mail conduct which is not permitted. You should remember that the messages you send, whether within or outside the campus community, reflect on the university and its reputation.
2. All campus computer equipment and the data stored on campus equipment is subject to inspection and monitoring. Internet usage is both monitored and logged. You may not use or attempt to use C-N computer resources for purposes clearly outside the scope of the university's Christian standards and mission statement, such as accessing inappropriate internet sites. Occasionally internet sites will be blocked that should not be. If this happens, please notify Information Technology. Storage of offensive material of any kind is prohibited.
3. In sending and receiving e-mail messages, be aware that no right of privacy attaches to e-mail sent or received using the university's network or other computer resources. Messages may be monitored or reviewed by university personnel, whether because of addressing errors in the messages, investigation of suspected computer policy violations, or other reasons.
4. Altering, forging, or artificially creating any electronic information contained in a message or electronic file to falsify or remove identification information is prohibited.

Copyright and other Legal Issues

1. It is your ethical and legal responsibility to comply with all laws, including copyright laws, as you use the college computer system. Information Technology is not responsible for preventing or detecting illegally installed software or other copyright violations on your computer or the computer assigned to you.
2. Software packages installed on the network are governed by the copyright laws and agreements held by C-N. You may NOT copy software installed on the C-N network by Information Technology without written permission from Information Technology. The unauthorized

installation or duplication of materials or software which is licensed or protected by copyright is prohibited.

3. Peer to Peer (P2P) file sharing (Kaaza, Napster, Gnutella, LimeWire, etc.) is a recreational use which consumes computer resources and is frequently in violation of copyright laws. P2P is not permitted on the C-N network. Student computers with a P2P or other file sharing software (e.g., BitTorrent) installed may have their internet access blocked until they remove the software.
4. Tunneling, proxies, or other processes that attempt to circumvent standard methods of data transfer are not permitted.
5. Personal wireless access points are not allowed. Network hubs or other types of network devices not approved by Information Technology are not allowed. No type of packet capturing software is allowed. Servers (hardware or software), including, but not limited to, web, FTP, and file, are not allowed. If you wish to create your own personal web page, contact Information Technology for additional information. File and printer sharing is not permitted on personal computers without permission of Information Technology. Tampering with any university-owned network device or attempts to gain access to networking equipment or any computer not belonging to you, whether university-owned or student-owned, is strictly prohibited.

Disciplinary Sanctions

1. Violations or suspected violations of Carson-Newman's computer use policy or other applicable rules will be investigated by the CIO of Information Technology or other individuals as appropriate. An investigation may include examining any information stored on any C-N computing system. The university reserves the right to take immediate actions deemed necessary to safeguard the security of the system and/or the accounts and files stored thereon.
2. Any person who misuses the computer system or university-owned computer equipment will normally be denied access to and use of the system and its resources. Other disciplinary sanctions which may be imposed include, among others:
 - loss of a computer account and/or network/internet access
 - probation or suspension
 - expulsion (students) or dismissal (faculty/staff)
 - legal prosecution for the imposition of civil or criminal penalties

The university will cooperate with civil authorities in the investigation and prosecution of crimes involving campus computer systems.

Policies for support of student computers and devices

Information Technology will ensure that the wireless network in the residence hall rooms is working properly

Information Technology will provide support for the student's computer to properly connect to the network

Students can contact the Information Technology Help Desk during normal business hours of 8:30am -- 4:00pm, Monday through Fridays

Policies for support of faculty and staff computers

All technology acquisitions must meet Information Technology's Specification and Standardization Requirements to be supported. Computer acquisitions that do not meet the Specification and Standardization Requirements will not be allowed to run software licensed by IT and can only connect to the network through approved means.

Specification and Standardization Requirements

- **Computers**

Only current and approved configurations of models from the Dell business line are supported. Exceptions must be approved by the CIO. Computers are replaced on a rotation. Computers can be purchased outside of this timeline from the department's budget.

- **Operating Systems**

Windows 10 Enterprise is supported, and limited support is available for Macintosh Operating Systems.

- **Software Applications**

The Microsoft Office suite is available to all Carson-Newman owned computers through Office365. Security software (anti-virus, anti-spyware, etc.) is installed and security settings are enforced on all university-owned computers. All additional software installations must be approved, and proof of licensing may be required. The installation of personally owned software is not allowed. Basic and limited support for departmental software is provided.

- **Printers**

Only printers purchased with our partner are supported.

- **Portable Devices**

Portable devices such as phones, personal organizers, music devices, and GPS are not supported.

If you have any questions, problems, or need assistance,
please call Information Technology at 865-471-3506.

These policies are subject to change without notice.
Current versions can be found at <http://www.cn.edu> under the Information Technology section.

Revised July 2022