

III. STUDENT SUPPORT SERVICES

INFORMATION SERVICES & SUPPORT (ISS)

1. HELP DESK

Students can seek assistance from the Help Desk Representatives on duty regarding questions/issues related to Information Technology on campus. Assistance is provided ranging from network access questions, Blackboard help, to assisting clients with user account and password issues. The Help Desk is located on the ground floor of the Library building in Lib 30. Chat with MSJU Help Center on Mount Roar! or by phone 513-244- HELP (4357) or email ISS.HelpDesk@msj.edu

2. COMPUTER LEARNING CENTER AND FACILITIES

PC Labs: The two PC Labs (PC Lab 1 and PC Lab 2) contain Windows-compatible computers used in most computer-based classes. PC Lab 1 currently contains thirty-two computers for student use and one for instructor use. PC Lab 2 currently contains twentyfour computers for student use and one for instructor use. The instructor's computer is connected to a projector and audio system. A networked printer is located in each lab and accessible by all computers in the room.

When these labs are not scheduled for classes, they are available for use by individual students, faculty, and staff.

Mac Computers: There are Mac computers available in the Media Lab, ART 203, when the room is not scheduled for classes.

3. EMAIL GUIDELINES

Email is currently the primary method of communication at Mount St. Joseph University.

Appropriate uses of Email:

- Sharing information connected with University business, example: classes, projects, seminars, etc.
- University-related announcements, information about University-sponsored events (Appropriate ways to advertise on email are outlined in the Advertising Policy located in the Student Handbook).

Inappropriate uses of Email:

- Offers to buy, sell, give away, or donate personal goods or services
- Originating or forwarding chain letters
- Discussion of political issues or candidates
- Solicitation of charitable donations, other than those endorsed by the University (United Way, Fine Arts Fund, etc.)
- Operating sports pools
- Copyright violations

4. INSTRUCTIONAL TECHNOLOGY/COMPUTER LABS GENERAL POLICIES

Malicious Activity: Actions such as deliberately spreading computer viruses, purposely corrupting hard disks, or moving computer equipment without appropriate authorization results in immediate disciplinary action as outlined in the Policy for Responsible Use of Information Technology at Mount St. Joseph University.

Copying Software: The University requires proof of license for each copy of software requested to be installed. All clients are responsible for compliance with the General Revision of Copyright Law (PL 94

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553), effective January 1, 1978. Copies of the University copyright policy, the guidelines for educational institutions, and the Official Fair Use Guidelines are available in the Library.

Saving Files: Each student at Mount St. Joseph University is responsible for securely saving and backing-up all of his/her personal files and data. Remember that all important files should be kept in at least two separate places to avoid losing data.

5. MEDIA EQUIPMENT

ISS provides permanently installed and temporary equipment for all Mount classrooms and meeting rooms. Faculty and staff can request equipment directly from the ISS Help Desk, or can enter a request online through the Media Request page in myMount. All requests through this form must be submitted at least 24 hours prior to the time the equipment is needed. Student organization representatives can request media through the club advisors. Students may check out equipment at the Help Desk for use in conjunction with classroom projects or University-sponsored programs. Media equipment is booked on a first-come, first-served basis. Failure to return equipment may result in loss of checkout privileges and/or incurrence of replacements cost to his/her student account.

6. MEDIA PRODUCTION SERVICES

Instructional Technology provides many types of production services for University-related projects. Some of the services available include:

- Basic audio and video recording/editing
- Analog to digital conversions (VHS to DVD, etc.)
- Conversion of media materials for online use
- CD/DVD authoring & duplication
- Other media production services are available by special request.

Please contact the Media Assistant at (513) 244-4635 or blackboard@msj.edu for more information. The time required to design and produce media depends on the particular requirements of each job. To ensure adequate response time for quality work, please initiate requests as soon as possible. Completed production jobs are available for pickup from the CLC on the ground floor.

7. RESPONSIBLE USE OF INFORMATION TECHNOLOGY

Access to Mount St. Joseph University's electronic mail (email), internet, electronic files, and any other information technology (IT) systems are provided by the University for the benefit of students, faculty, staff and the University. Access to such systems is a privilege and must be used responsibly. Although the University does not intend to monitor the content of electronic mail, internet use, or electronic files as a routine procedure, the University reserves the right to access, inspect, copy, transfer, store, or disclose the contents of electronic mail messages, internet data transmissions, and electronic files when appropriate. It may be appropriate to access, inspect, copy, transfer, store or disclose the contents of such information in a variety of circumstances, including, but not limited to: preventing or correcting improper use of University E-Mail or IT systems; performing routine maintenance or system upgrades; ensuring compliance with University policies, procedures, expectations or regulations; ensuring compliance with applicable local, state and federal laws or satisfying other obligations; or ensuring the proper operations of University email and IT systems. Students, faculty and staff understand they have no expectation of privacy in connection with their use, storage, or transmissions using the University's email or IT systems. Any MSJ administrator who believes such actions are necessary must first obtain the written approval of the appropriate administrative officer. This policy is subordinate to local, state and federal law. Violation of this policy may result in disciplinary action in accordance with University policy.

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The University employs various measures to protect the security of its computing resources and users' accounts. However, users should be aware that the University does not and cannot guarantee such security. Furthermore, students, faculty and staff are advised to exercise caution when sending sensitive or FERPA-protected student information via email. Mount community members are prohibited from sharing their Mount password(s) with any other individual and are prohibited from using their Mount user ID and password to provide access to the Mount's computer network for other individuals. At the time of resignation or termination, employees must either forward to their supervisors all University-related information that they have stored in electronic format or give supervisors access to the information.

In addition, all users of the University's email and IT systems must also comply with the following:

- Intentionally accessing, uploading, downloading, posting, emailing or otherwise transmitting unlawful and/or inappropriate information, profane, vulgar, threatening, defamatory, abusive, discriminatory, harassing or otherwise objectionable or criminal language in a public or private message is prohibited. Racially or ethnically offensive material is prohibited.
- Materials that are obscene or sexually explicit including images, messages, cartoons, jokes, and audio or video files is prohibited.
- Material to be plagiarized is prohibited.
- Any computer code files or programs or repetitive requests for information designed to interrupt, destroy or limit the functionality of any technology equipment or the University network is prohibited.
- Using the network or internet in a way that would violate any federal or state law, or the University's policy, including but not limited to the following is prohibited:
 - Uploading and downloading copyrighted material or threatening material;
 - Installing or using file sharing software;
 - Spreading computer viruses;
 - Attempting to gain authorized access to system programs or computer equipment and files, including attempts to override any fire walls or other security techniques on the network, including the use of proxy server;
 - Using University technology for commercial purposes or financial gain;
 - Vandalizing equipment, including but not limited to defacing, disassembling or destroying equipment, computers or network
 - Attempting to obtain and/or using any administrative passwords is expressly forbidden and will result in termination of privileges and disciplinary actions.

Irresponsible use of Mount St. Joseph's information technology may result in loss of your network privileges and may lead to disciplinary action up to and including suspension or dismissal as defined in the University's Student and Employee Handbooks.

8. STUDENT OPEN LAB

The Student Open Lab provides 24-hour access to most of the capabilities of the library and the computer labs. Most online library resources will be available via the computer workstations in the Student Open Lab. The majority of the computer applications available in the general computer labs are also available in the Student Open Lab. In addition, the workstations in the Student Open Lab provide access to the University computer network, the Internet and to e-mail. The Student Open Lab is located on the ground floor of the Seton Center, in the Computer Learning Center (CLC).

Student Open Lab Use Policy: We strive to provide a 24-hour/7 day a week environment that is pleasant and conducive to study, completion of assignment requiring computer technology and online research. With this intent in mind, the following policies have been established for all lab users.

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- a. Be respectful of other lab users as you are using the lab. Group study or discussion sessions should be moved to other study areas on campus more suited for this form of study. The Commuter Lounge located outside the CLC and the Theatre Gallery near the Classroom Building are two examples.
- b. Audio presentations must be reviewed with headphones. Audio volume must be kept at a level as to not to disturb or distract others using the lab.
- c. Viewing of inappropriate web sites is not permitted in the Student Open Lab. Inappropriate web sites are sites that are pornographic or obscene in nature and/or would be offensive to other users in the Student Open Lab. Viewing of such web content is in violation of the Policy for Responsible Use of Information Technology at Mount St. Joseph University.
- d. Children under 15 who are accompanied by a parent or responsible adult are permitted in the Student Open Lab providing that their behavior is appropriate for an academic study area. Parents or the responsible adult will be held responsible for their children's behavior. Loud or disruptive children and their responsible adult may be asked to leave the Student Open Lab until other arrangements can be made to resolve the issue.

Notification of occurring issues that are in violation of these policies or other inappropriate action should be taken to the Help Desk located on the ground floor of the Library building (Lib 30) during normal hours or to the Seton Lobby Information Desk/Campus Police office. Non-compliance with the above stated policies will be addressed following the Standards and Disciplinary Policy and Procedure as outlined in the Mount's Student Handbook. The Student Open Lab is monitored & recorded 24 hours a day/7 days a week by Campus Police.

9. PEER-TO-PEER (P2P) FILE SHARING POLICY

Introduction

H.R 4137, the Higher Education Opportunity Act (HEOA), is a reauthorization of the Higher Education Act. It includes provisions that are designed to reduce the illegal uploading and downloading of copyrighted works through peer-to-peer (P2P) file sharing. This section outlines Mount St. Joseph University's plan to comply with these requirements.

ANNUAL DISCLOSURE

We view education as the most important element in combating illegal sharing of copyrighted materials at Mount St. Joseph University. We use a wide variety of methods to inform our community about the law and the University's response to copyright infringement claims. In order to use University computing resources, all members of Mount Community endorse a Responsible Use Agreement.

A Policy on Copyright Compliance is included on several pages of the institution's website. Included on this page is a summary of possible penalties for violation of federal copyright laws. Every fall the library offers to all sections of CORE 115, a required course for freshmen, a presentation on copyright and plagiarism. A DVD that specifically addresses illegal peer-to-peer music file sharing is shown as part of the presentation.

Plans to "Effectively Combat" the Unauthorized Distribution of Copyrighted Material The University currently utilizes a bandwidth management tool. We limit the amount of bandwidth available to certain P2P protocols for the University as a whole. Annually, during the week following spring break, a message to students will go out from the ISS department informing students about University policy related to the use of copyrighted material and the steps the University will take to enforce its policies.

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10. PROCEDURE FOR PERIODIC REVIEW

The Associate Provost for Campus Technology and Director of Library Services will annually review the effectiveness of the Mount's efforts to combat unauthorized distribution of copyrighted materials. If necessary, the Mount's efforts and policies will be revised to remain in compliance.