

Computers and Internet Policy and Procedure

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Modification history

Date	Modification	Person responsible
18/01/12	Modification of existing policy	Roger Stevens & Dr Ian Whyte

Definitions

Preamble

The use of computers and the internet is integral to the establishment and continuous development of a successful teaching and learning environment in the ICHM Bachelor degree programs. Individuals are responsible to ensure that this successful teaching and learning environment is enhanced by the proper and considerate use of computing and internet resources.

Policy

Computer Use

All staff and eligible, enrolled ICHM students at TAFESA Adelaide North will be supplied with a network login for access to email and the Internet, for educational or work related purposes only.

By accepting a login to the TAFE SA Adelaide North computing facilities, ICHM students accept the responsibility to use those facilities according to specific institute policies established for computer operations on and off campus. ICHM students will be required to read and acknowledge the *User Agreement* when logging on to the TAFE network for the first time each semester.

A copy of the *TAFE SA User Agreement* is found at *Appendix A*

Personal Computers supplied by ICHM Pty Ltd to students resident in Regency International House (RIH)

Students of ICHM residing in RIH will be provided with the use of a personal computer and **limited access** (2 Gb per month, not cumulative) to the internet through a private network from their bedrooms. Primarily provided for study purposes, students may exploit a wide range of activities on this network, including for personal use, social networking and entertainment. Additional access to the internet may be purchased at cost from RIH Reception.

Students must accept personal responsibility for the valuable asset entrusted to them and agree to be bound by the "User Declaration"; the provisions of which are incorporated into this policy. Inappropriate use of the ICHM network and/or the internet may result in the imposition of restrictions or termination of access.

Users will be issued a unique user name and password for the computer and for access to the internet which may not be shared with others.

The *ICHM User Declaration* for the use of computers and access to the internet in Regency International House is attached at *Appendix B*.

Email and Personal File Storage

Students will be provided with a personal email address, webmail account, a generous personal file storage facility (SkyDrive) through Microsoft Exchange. Access to email and personal folders is available from anywhere in the world 24 hours a day.

Microsoft Outlook Live is the primary communication vehicle between administration and lecturing staff and students, whether on or off campus. Students of ICHM, therefore, are required to read their incoming messages daily, or more often, during the semester and examination period. Official messages sent to students' Outlook Live accounts will be deemed to have been received and read within 24 hours of their having been sent.

Those on Internship are encouraged to check their webmail daily but must do so at a minimum, weekly.

Official communications from ICHM administration or lecturing staff will only be via Microsoft Live. Students are discouraged from redirecting their email to other personal email accounts but may do so if they wish. ICHM will take no responsibility for messages not forwarded to personal accounts as a result of technological failure or omission.

Support

Problems with hardware (the computer, display or peripherals) or the software (programs or settings) should be reported to RIH Reception where a Maintenance Request Form should be completed. Please be specific and provide as much information as possible. A service technician will be available weekly to attend to these reports.

While every effort will be made to ensure a stable network, it is your responsibility to take proper precautions to protect your personal files by backing up regularly in your SkyDrive folder.

Privacy

You should be aware that the following data is recorded:

- Date and time of log-in
- One or both signed User Agreements
- The computer name and number
- Your unique identification number

Appendix A

USER DECLARATION

I undertake to ensure that my PASSWORD is kept confidential, and acknowledge that unauthorised use of my personal USER - ID may result in the integrity of the system being compromised. I further accept that I am responsible for ensuring my personal USER - ID is not shared and is only used for proper and authorised activities.

I have read and understand the Policies for use of computing facilities and I will observe and be bound by the conditions of the policy at all times. I undertake that if there is access to any services associated with my account for which charges are payable in addition to the basic Internet access charge, I will pay the Department all such charges, unless specifically authorised to incur this cost.

1. Access is for official or designated duties and not for private, business or political purposes.
2. All data stored on any machine or network remains the property of the Institute and can be accessed, and / or removed at any time.
3. Not intentionally or by negligence, must you divulge to any person the password(s) associated with your login, or allow others to use that login.
4. Always logout of the system when leaving a workstation. You are liable for the use of the computing facilities at all times when you are logged in.
5. No software or applications are to be loaded/downloaded, used or stored on the computers unless licensed to TAFE SA Adelaide North (or the previous institutes) and its campuses, and then only following agreement from the Manager of Information Communication Technology Services.
6. Unless specifically authorised, do not intercept, download or attempt to electronically read another user's files, transmissions or electronic mail.
7. The principles of conduct apply to all employees when using e-mail, the Internet or engaging in any other related activity.
8. Specifically, the access, transmission, retrieval, storage or display of:
 - sexually explicit material
 - hate speech or offensive material
 - material regarding illicit drugs or violence
 - material regarding criminal skills and/or illegal activities
 - material of a defamatory, discriminatory or harassing nature

is strictly forbidden if that material does not form part of a legitimate educational inquiry.

This includes accessing any sites or forums that deal with these materials. Any such material stored on network file servers or on departmental computers will be removed. Non-compliance with these directives may give rise to a charge of improper conduct and any such material may be used as evidence in misconduct/disciplinary proceedings against an employee. If found guilty of disgraceful or improper conduct, the user could be liable to disciplinary action under the imposed by the Chief Executive. Furthermore, any material found that may be related to child pornography or paedophilia will be referred to the SA Police and may lead to a criminal charge.

10. The Department of Further Education, Employment, Science and Technology reserves the right to monitor e-mail and Internet activity undertaken, using resources provided by the department. This will also apply to situations where access to the Internet or e-mail at home or elsewhere using departmental equipment and/or Internet service. Systematic audits of Internet and e-mail usage will be conducted.
11. Do not breach State and Commonwealth laws or regulations on Equal Opportunity, Sexual Harassment, Copyright, Electronic Access or Privacy in your use of Departmental computer systems
12. Software and/or applications in operation are licensed only for Institute use. They may not be copied for further distribution.
13. Users are not to use software or applications that are not part of those specified for their respective enrolment group. This includes network commands.
14. Users must not attempt to rectify equipment or network errors by connecting or disconnecting cables or changing configuration files.
15. Users of the computing facilities must not in any way, attempt to modify any software or hardware settings that may alter the integrity of the computer. Attempting to set illegal passwords on files, BIOS set-up or any other configuration will result in instant revoking of your network login.

Please Note:

Users are advised not to store any data on the Hard Disk drive of the computer in use as this data is not backed up and cannot generally be retrieved if the hard drive fails. Users that do store data on the computer / laptop hard drive are recommended to also store a copy on the network so it can be backed up and restored following a disaster such as a hard drive failure. Further it is suggested that users also keep a backup copy of such data, e.g. on a CD-ROM or possibly a USB pen drive.

The consequences of not following the Policies regarding the use of Institute computing facilities could result in down time of the system - at a great cost of time and money to the Institute and other users.

User behaviour and practices are constantly monitored by the system and by the staff of the Institute.

Disciplinary action will be taken against any user found to be in breach of this policy for use of the computing facilities.

A breach of policy may require staff or students to meet with the Educational Manager, Equal Opportunity Officer or the Director, to discuss the details of the breach. Ignorance of the policies will not be accepted as an excuse for violation of the agreement.

Appendix B

USER DECLARATION (ICHM Computers in bedrooms at RIH)

In consideration of my being granted exclusive use of a personal, desktop computer while living in Regency International House (RIH), I acknowledge the considerable investment this represents to the College and, therefore, agree to be bound by the following rules and conditions. I understand that these rules and conditions are supplementary, and do not replace, any other ICHM Rules and Conditions, Policies or Procedures or those related to the use of computers and access to the internet on the TAFE SA network.

1. I acknowledge receipt of a personal, desktop computer (Acer Veriton S460), monitor (Acer LCD, 19"), USB keyboard and optical mouse, security locking cable, network cable and power board. The computer is in good working order.
2. I agree to keep all passwords and log-in details strictly confidential and that I will not divulge them intentionally or by negligence to anyone else. I acknowledge that I will be solely responsible for any activity engaged in through the computer or the internet log-in assigned to me.
3. I agree that I will not tamper with the security locking mechanism or access, in any way, the internal hardware of the CPU. I understand that any attempt to tamper with, substitute or otherwise alter the internal or peripheral components of the computer is strictly forbidden.
4. I agree to take all reasonable care of the equipment entrusted to my care and will report all hardware or software problems to RIH Reception staff but only after following fault correction procedures given to me.
5. I agree to take all reasonable care to prevent theft or damage to the equipment and that, in particular, I will ensure my room is locked at all times when unattended. In the event of loss or damage through neglect or wilful misconduct, I agree to repay for the loss or damage as assessed up to the full replacement cost and that any bond monies held by RIH may be used for this purpose. All matters of neglect and misconduct are also subject to review under the general provisions of the *ICHM Policies and Procedures*.
6. I agree not to install any software that is unlicensed or unauthorised such as may be used for "hacking". I also understand that only licensed software may be loaded and that if I am unable to produce an original purchase receipt and a current user license immediately upon demand, I may be subject to serious disciplinary action and/or the removal of the equipment.
7. I agree not to use the internet and computer to access or store illegal or unlicensed material. This includes accessing banned websites or sharing unlicensed copies of music or movies. I understand that my usage will be monitored and logged and that I will be held personally responsible for my actions in the event licensing enforcement authorities or the police choose to investigate illegal or unlawful activity. Further, I agree not to engage in any electronic bullying, harassing or offensive activity.
8. I agree to return imaging and other CD-ROMs or DVDs containing back up software to RIH Reception in a timely manner and immediately upon request. I acknowledge that all software applications provided are licensed for College use and may not be copied for further distribution.
9. I agree to facilitate an inspection as reasonably requested by RIH staff from time to time and upon departure at the end of the semester to confirm that the computer is complete, clean and functional.
10. I understand that the computer and standard usage of internet access are provided to me to support my academic studies and for reasonable personal use while living on campus during the academic semester. I understand that I may purchase additional capacity for downloading content from the internet at a cost to be determined from time to time. Additional usage of 20gb per month can be purchased at RIH reception. Cost is \$50 per semester.
11. I understand that ICHM reserves the right to monitor internet activity undertaken and that systematic audits of Internet Usage will be conducted.

Log in Details for Personal Computer: User ID: **student** Password: **ichm**

Log in Details for Internet: User ID **Room** ___ Password: _____

Signature

Name (Please Print)

Date