Appropriate Use Policy for Information Technology
Pacific University Faculty, Staff, Students, Friends and Guests
February 25, 2016

Pacific University reserves the right to amend or otherwise revise this document as may be necessary to reflect future changes made to the Information Technology (IT) environment. You are responsible for reviewing this Policy periodically to ensure your continued compliance with all Pacific University IT guidelines. In accepting a user account, the user agrees to this policy.

This document has been reviewed and endorsed by the University Technology Committee while enacted and enforced by the University's Vice President for Finance and Administration and its Chief Information Officer.

Part I: Introduction

Guiding Principles

This document establishes general guidelines that apply to all users of Information Technology resources owned or managed by Pacific University, including but not limited to, Pacific students, faculty, staff, external individuals (such as Pacific contractors) or organizations and individuals accessing external network services, such as the Internet, via Pacific's Information Technology facilities.

The policies described in this document apply to all information technology owned or managed by Pacific University and represent the minimum appropriate use policies for IT. Individual departments may have additional (and more restrictive) policies regarding IT resources held in those departments. Users should contact the specific departments for questions about each department's specific Acceptable Use Policy.

These policies and guidelines have been designed with two guiding principles in mind:

1. **Academic Freedom:** Pacific University endorses and honors the "1940 Statement of Principles and 1970 Interpretive Comments on Academic Freedom and Tenure." Please see chapter 4.1 of the University Handbook for more details.
2. **Primary and Secondary Use:** Information Technology resources are provided to support and enhance the mission of Pacific University. Pacific University encourages the use of information technology resources for this primary activity and supports such activity to the extent that resources permit. Other activities are considered to be secondary. As such they are not necessarily

prohibited or even discouraged. However should such secondary activities in any way interfere with primary activities, they may be terminated, whether or not such activities are explicitly detailed in the information technology policy statements.

Examples of primary uses:
1. Communication with others in support of teaching, scholarly, service, and administrative activities (professional email and associated applications, web page management, social networking applications, etc.)
2. Completion of coursework and course management activities
3. Preparation of academic papers and projects and conducting scholarly activities

Examples of secondary uses:
1. Non-academic activities such as personal electronic mail (email), web page creation, watching online content for entertainment purposes, and/or web browsing
2. Online gaming (including game consoles such as Microsoft® Xbox, Playstation®, etc)

Individual Rights

Pacific University respects and promotes individual rights to privacy, equitable and fair access to resources, intellectual property, real property, and civil rights. Activities which threaten these rights are prohibited and may be terminated, whether or not such activities are explicitly detailed in the information technology policy statements.

Information Technology Resources at Pacific University

Information Technology at Pacific University encompasses the use of all campus computing, telecommunications, document services, educational media, and management information systems technologies. These IT resources support the instructional, research, and administrative activities of the university. Examples of these resources include, but are not limited to, the central administrative, academic and library computing facilities; the campus-wide data, video and voice networks; electronic mail; video conferencing systems; access to the Internet; voice mail; the university switchboard; fax machines; photocopiers; classroom audio-video; departmental and general use computing facilities and related services.

Appropriate Use of IT Resources

Pacific University campus computing facilities and network are provided as a service to students, faculty, staff, administration, and other members of the university community to support the mission of the

university. The university strives to provide fair and distributed access to computing and network facilities for a large number of users. Proper use follows the same standards of common sense, courtesy, and restraint in the consumption of shared resources that govern the use of other campus facilities. Improper use violates those standards by preventing others from accessing shared facilities.

Part II: Guidelines for Appropriate Pacific IT Use

The following list, while not exhaustive, provides some specific guidelines for appropriate IT use:

1. **Authorization:** Use only the Information Technology facilities for which you have specific authorization. Do not use another individual's PUNet ID or account, or attempt to capture other users' passwords. Users are individually responsible for all use of resources assigned to them; therefore, sharing of PUNet accounts is prohibited.
2. **Facilities:** Observe established guidelines for any information technology facilities used both inside and outside the university. For example, individuals using Pacific's computer resource centers must adhere to the policies established for those centers; individuals accessing off-campus computers via external networks must abide by the policies established by the owners of those systems as well as policies governing use of those networks. Contact the Technology Information Center for more information about specific departmental IT policies.
3. **Alter, Delete or Destroy:** Do not attempt to inappropriately alter, delete or destroy any hardware or software on any Pacific IT system. This constitutes a violation of appropriate use of IT facilities no matter how weak the protection is on those products.
4. **Plagiarism:** Because electronic information is volatile and easily reproduced, respect for the work and personal expression of others is especially critical in computer environments. Violations of authorial integrity, including plagiarism, invasion of privacy, unauthorized access and trade secret and copyright violations, may be grounds for sanctions against members of the academic community.
5. **Illegal Downloading:** The official Pacific University position on peer-to-peer (P2P) file sharing utilities (e.g., Ares, BitTorrent, Transmission, uTorrent, etc.) is that the software itself is not illegal, nor banned by Pacific University. It is illegal, however, to download or share copyrighted material for which you do not hold the copyright. While Pacific University does not explicitly track the downloading of files, in the event the university receives notification of illegal downloading activity, appropriate investigation and disciplinary action to address the violator will be taken. See the university's statement on copyright for full details. Members of the Pacific community are encouraged to take advantage of the legitimate sources of digital content found on the EDUCAUSE web site at http://www.educause.edu/legalcontent.
6. **Appropriate Standards:** Use appropriate standards of civility and common sense when using IT

systems to communicate with other individuals. Do not use email to transmit confidential information relative to personnel matters, internal investigations and litigation.   Intentionally misrepresenting yourself while using IT systems is prohibited. If necessary, you are required to identify your true identity. Anonymous postings are allowed, as long as they follow the established rules and standards of the hosting site. Using Pacific's IT resources to harass, threaten, slur, embarrass, libel, or demean other individuals is explicitly prohibited.

7. **Volume Usage:** Moderate use of public IT resources. Pacific University has a large and growing body of faculty, staff, students, and alumni, all of whom need access to IT resources. There may be times when these resources are in high demand, and as such, you should limit use of public IT resources to primary purposes only.

8. **Electronic Image Usage:** Faculty, staff and students must obtain written consent for the right to reproduce, use, exhibit, display, broadcast, distribute and/or create derivative works of university-related photographs or other recorded images of individuals for use in connection with the activities of the university or for promoting, publicizing or explaining the university or its activities. In addition, the publication and dissemination of images and photographs of Pacific University students through Pacific's IT equipment and resources must comply with the Family Educational Rights and Privacy Act (FERPA). FERPA Privacy Guidelines may be found at http://www.pacificu.edu/about-us/offices/registrar/privacy-confidentiality.

Pacific University reserves the right to use any photographs or other recorded images of public events on or off campus for publication and promotional purposes. This grant includes, without limitation, the right to publish such images in the university's student newspaper, alumni magazine, on the university's Web site, and public relations/promotional materials, such as marketing and admissions publication. These images may appear in any of the wide variety of formats and media now available to the university and that may be available in the future, including but not limited to print, broadcast, videotape, CD-ROM and electronic/online media.

Persons in attendance at university events are likely to be photographed or otherwise recorded; while reasonable efforts will be made by the University to avoid publication and promotional use of images of individuals who have submitted a Notice of Revocation of Promotional Release, the University cannot guarantee that their image will not be used.

Appropriate release forms are available upon request from University Advancement. http://www.pacificu.edu/about-us/offices/marketing-communications/photography-multimedia.

Part III: Users' Rights

1. Access to Information Technology (IT) Resources

Central IT Resources

Undergraduate and graduate students, faculty, administrators, staff and recognized student organizations may obtain IDs for use with the central IT activities related to instruction, research or university administration.

In the event that any faculty, administrator or staff person leaves, resigns or in any way concludes his or her relationship with Pacific University for whatever reason:

1. Access to all IT resources, including voice mail and email services, will be terminated within 45 days or immediately (if requested by the appropriate parties).
2. All electronic storage will be deleted when access is removed.
3. Faculty and staff may be able to arrange to have subsequent electronic communications forwarded to an off campus account until the account is terminated.

Graduates and previous students (not graduating from Pacific University) are entitled to life-long myAccount, PUNet ID, PUNet Password and BoxerOnline access. Graduates are also entitled to retain a Pacific email address. Access to other campus resources, such as library databases, post-graduation is not granted.

Other IT Resources

Most of Pacific's IT facilities and services—such as the computer-equipped classrooms, video conferencing rooms, consulting services, voice mail, and training—are available only to members of the university community and authorized guests. UIS is responsible for planning and budgeting for central IT services. For more detailed information about access to any facility or service, visit the UIS home page at http://www.pacificu.edu/uis/, email help@pacificu.edu, phone UIS Helpdesk at 503-352-1500 or UIS Hillsboro at 503-352-7243, or visit the Technology Helpdesk on the Forest Grove campus (Marsh Hall LL6) or the University Information Services at the Hillsboro Campus (Creighton Hall 211).

Departmental IT Resources

For information concerning access to departmental IT resources, contact your department chair.

Remote Access to IT Resources

Secure access to University information from off campus locations using Virtual Private Network (VPN) connections to the Pacific University internal network are allowed when browser based access is not available. For more detailed information about VPN Policy and access, contact University Information Services at help @ pacificu.edu.

Residence Hall IT Resources

For many undergraduate students, campus residence halls represent their primary living quarters during part or all of their time at Pacific University. While it is important to address recreational needs of Internet usage, such as online computer gaming, networked game consoles, and other social activities, these are secondary to the academic needs of the university. UIS will work to maintain these resources to the best of their ability; however academic needs, including bandwidth usage, will take priority. For questions, please contact the Technology Information Center or Student Life.

2. Data Security and Integrity

UIS-Maintained Equipment

UIS provides reasonable security against intrusion and damage to files stored on the central IT facilities. Neither the university nor any IT staff member can guarantee protection against media failure, fire, floods, etc. Neither can UIS guarantee protection from unauthorized access of personal data on University IT facilities. Users should use all available methods to protect their files, including the frequent changing of their passwords and storing back-up copies of information. In the event that data have been corrupted as a result of intrusion, UIS should be notified immediately. Every reasonable attempt will be made to restore files to their status prior to intrusion; however, UIS cannot guarantee restoration.

Department IT Equipment

Upon request, the IT staff will assist in implementing procedures to maximize individual user security. Although UIS backs up some departmental servers at departmental requests and makes reasonable attempts to protect those servers from intrusion, it does not provide the same level of protection or offer

restoration of files stored on all departmental servers. Therefore, it is especially important that each department has a back-up strategy and security plan for their IT resources. UIS will consult on those plans upon request.

University Bandwidth Management

University Information Services reserves the right to manage the University's voice, data and video bandwidth allocation as they see fit. Criteria for bandwidth management involves the integrity and robustness of University-owned equipment, data, and services as well as the appropriateness of bandwidth use when compared to the University's academic goals, administrative missions, and appropriate use policy for information technology.

3. Privacy

Access by IT Staff on Behalf of the University

The University respects the privacy of all users. Members of the UIS organization are forbidden to log on to another user's account or to access a user's files unless the user gives explicit permission (for example, by setting file access privileges). Exceptions to this privacy policy are made, however, under specific conditions. Such conditions include investigation of computer programs suspected of causing disruption to the network or other shared services; investigation of suspected violations of state or federal law or university policies; and investigations to avoid liability or in connection with internal hearings or litigation. In these instances, the Chief Information Officer (CIO), upon consultation with The Vice President for Finance and Administration, must be convinced that there is sufficient cause to review files before those files can be searched without the user's permission.

Before logging onto a user's account or accessing a user's private files, a reasonable attempt will be made to contact the user to inform him or her that UIS will access the files. If that is not possible, the CIO will view the files for the suspected violation and will inform the user afterward that the files have been reviewed. The CIO will retain a fully documented report of the violation and the process of searching these suspected files. Information obtained in this manner is admissible in legal proceedings or in a University hearing.

Access by Administrators of Departmental IT Systems

Individual departments must have guidelines consistent with university policy and federal law which deal with access issues of their IT resources.

Users should not expect privacy of any electronic communications

IT systems' administrators may see the contents of electronic communications due to serious addressing errors or as a result of maintaining the communications system. In those cases where administrators do see the contents of private electronic communications, they are required to keep the contents confidential. Users should be aware that the current design of the networks is such that the privacy of electronic communications cannot be guaranteed.

4. Ownership of Copyright for Materials Developed with Pacific's Resources

Pacific University has established guidelines related to ownership of copyright property. The exact policies and procedures relating to copyrights may be obtained from the Office of Academic Affairs. http://www.pacificu.edu/faculty-staff/documentation-and-forms/copyright-basics/copyright-usage-guidelines

5. Responsibility for Errors in Software, Hardware, and Consulting

UIS, in conjunction with department points of contact, makes its best effort to maintain an error-free IT environment for users and to ensure that the IT staff is properly trained. Nevertheless, it is impossible to ensure that IT system errors will not occur or that IT staff will always give correct advice. Pacific University presents no warranty, either expressly stated or implied, for the services provided. Damages resulting directly and indirectly from the use of campus resources are the responsibility of the user. However, at the request of the user, when errors are determined to have occurred on IT facilities, members of the IT staff will make a reasonable attempt to restore lost information to its state prior to the failure, at no cost to the user. As part of maintaining the IT environment, the IT staff applies vendor-supplied or locally developed fixes as appropriate when problems are identified. Given that vendors may be involved and that staff resources are finite, no guarantee can be made as to how long it may take to fix an error once it has been identified.

When software errors are considered major problems or could produce inaccurate results, users will be notified as soon as possible using appropriate electronic and/or other media

6. Changes in the Pacific IT Environment

When significant changes in hardware, software or procedures are planned, UIS will notify the affected departments/business units. The affected departments/business units will then notify their departmental user community through email and other media to ensure that all users have enough time to prepare for the changes and to voice any concerns that they might have.

7. Policy Violations

Material violations of the Appropriate Use Policy for Information Technology including, but not limited to violations of the Appropriate Standards provided in this Section, will subject Faculty, Staff and Students to disciplinary action which, in addition to termination of access to IT resources, could lead to dismissal or termination of employment. For further reference, see:

- [University Handbook](#) Chapter 4;

- [Student Code of Conduct](#);

- [Staff Code of Conduct, Confidentiality of Records Agreement & Acknowledgment of Pacific University Policies and Procedures](#); and

- [Staff Handbook](#) Section A.37

8. Comments, Suggestions, Corrections, etc.

Questions concerning this or any other Information Technology policy can be directed to cio @ pacificu.edu.

9. Revision History

Original policy created March 4, 2009.
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Direct comments or questions to help@ pacificu.edu.