



# IT Acceptable Use Policy for Students

**Updated**  
*April 2012*

**Adopted**  
*\_\_\_ 2012*

## Acceptable Use Computing Policy for Students

Subject: Acceptable Use Computing Policy

Effective: April 2012

Revision:

Brief Description: Provide guidance for using the computing facility in support of the institutional goals.

### 1.0 PURPOSE

This Acceptable Use Policy (AUP) applies to all users of Bermuda College computer resources. It is formulated to:

- Ensure availability and reliability of Bermuda College computer information resources and network services
- Preserve the privacy, security, and integrity of individual and Bermuda College data and information
- Avoid situations that may cause Bermuda College or the user to incur legal liability

#### General Statement

Bermuda College technology resources may be used for lawful purposes only. Users are prohibited from creating, storing, working with, or sending through any Bermuda College IT services, material that is unlawful, obscene, threatening, abusive, libelous, hateful, or encourages conduct that would constitute a criminal offense, give rise to civil liability, or violates any applicable local, national or international law. This includes, but is not limited to, material protected through international convention of copyright, trademark, and trade secret.

All users are subject at all times to all provisions of the Computer Misuse Act 1996, the Electronic Transactions Act 1999, the Telecommunications Act 1986, and the Copyright and Designs Act 2004. These laws may be viewed at <http://www.BermudaLaws.bm>.



### Network Access and Security

- ✓ All students are by default given a network account (user name, password, and email) which entitles them access to the Bermuda College network resources.
- ✓ Transient and occasional users of the College facilities must be sponsored by a College department / division in order to be issued with a computer account. Requests must include the name of the recipient, the length of time the account will be active and the sponsoring department / division.
- ✓ Users must not give their password(s) to anyone, including the Information Technology Services (ITS) personnel. There is no valid reason for anyone in ITS to ask for a user's password.
- ✓ Passwords must be between 7 and 22 characters, and must contain at least one uppercase letter, at least one lowercase letter, and at least a numeric. A good password should be "strong" but should also be easy to remember. Therefore, "21049lkfnaf083qFE:OIH#" may be a very STRONG password, but not a sensible one. One method, which produces strong, easy to remember passwords, is to take a phrase, which is easy to remember, and to take the first letter from each word to build a password. Example: "My son is 5 years old on Sunday" becomes "msi5YooS". Another method would be to take two random words and separate them with a symbol. Example: "Puppet!Under", "Tomato@Clown", etc.
- ✓ Students' accounts are disabled when they no longer have active enrollment. Students who are graduating at the end of the academic year are granted access one extra semester before they are removed from the system.



### Email usage

- ✓ E-mail facilities, including the contents of user mailboxes, are the property of the Bermuda College; not the personal property of the user. E-mail facilities are provided solely for communication purposes and Bermuda College reserves the right to inspect users' e-mail boxes if abuse is suspected. Permission for such inspection may only be granted by the College President.
- ✓ Internet Email is not secure. If the information you wish to send could be compromised by someone else reading it, then use another method of sending the information.
- ✓ Files sent to you via Email can contain viruses. The text of the mail is safe, but any files attached to the mail message could be infected. The E-mail system scans all incoming e-mail for certain attachment types, and known viruses.
- ✓ Users may not send non-BC e-mail to any person who does not wish to receive it. If a recipient asks to stop receiving e-mail, the user must not send that person any further e-mail.
- ✓ Users are explicitly prohibited from sending unsolicited bulk mail messages ("junk mail" or "spam") to the entire College community. This includes, but not limited to, bulk-mailing of commercial advertising, informational announcements, and political tracts. Such material may only be sent to those who have explicitly requested it. "Spam" should be cleared within a week.



### Virus Prevention

- ✓ If you receive a virus infection warning during your computing session on the Bermuda College computer/laptop, inform the Helpdesk Staff IMMEDIATELY. Do not use the workstation at all after this warning until it is certified for use by the Helpdesk. Also, do not cancel the virus check for any reason.
- ✓ If you have a PC at home, ensure that you have the most up-to-date Antivirus software on your PC.



### Disk Storage Management

- ✓ Disk quotas for students on H:\ drive are limited to 500 megabytes. Students are advised to periodically transfer their personal files from H:\ drive to flash drives. The **Documents** folder may be used for occasionally for small documents because of its limited size.
- ✓ The mailbox size quotas for students' emails are limited 100 megabytes.
- ✓ **Contents of the Deleted Items and Junk E-mail that are more than one year old will be deleted automatically from the system.**
- ✓ To mitigate against data loss, students must save their files and documents on H:\ drive which is backed up. The College is not responsible for any data saved on C:\ drive or flash drive.



### Data Backup and Recovery

- ✓ Our disaster recovery plan includes scheduled data replications between the primary data center (College Centre) and the secondary data center in Tech Hall. Also, data is backed up to tapes and sent off site for safe keeping. These measures are put in place to mitigate against data loss and improve data recovery in the event of a disaster. To benefit from the backup facility, students must save their documents and files on their H:\ drive.
- ✓ For accidental document deletion by the user, ITS **may** be able to recover the deleted file up to three months since the deletion.



### Internet Usage

- ✓ The ITS staff reserves the right to prioritize the use of the Internet facility to allow the most critical functions to have a higher priority than the recreational use of the Internet. Functions, such as e-mail and course/classroom management functions, will be given a higher priority than browsing the web.
- ✓ With consideration to network security, copyright issues, and social acceptability, it may be necessary to regulate the size and types of downloads from the Internet.
- ✓ The ITS staff reserves the right to block access to websites that have been generally identified as unacceptable due to its social content.
- ✓ ITS will continuously monitor and filter websites that are pornographic in nature or are deemed inappropriate for the Bermuda College community.
- ✓ Unauthorized exchange of copyrighted materials over any medium, including file sharing applications, is prohibited.



### Helpdesk Facility

- ✓ All requests to the Helpdesk are logged and tracked until resolved. Please call the Helpdesk (ext 4357) or 239-4357 or send an email to helpdesk@college.bm.
- ✓ Sometimes, resolving an issue takes time due to additional research required and communication with a vendor.



### BC Laptop rental

- ✓ Only active students with valid Bermuda College IDs are allowed to rent a laptop.
- ✓ Laptop rental is done on a first come, first served basis.
- ✓ The current rental charge is \$250 per semester.
- ✓ Renters must return the laptops at the end of the semester or extend the rental fee if enrolled in the next semester. Failure to honor the deadline will incur additional charges.



### Personal Devices

- ✓ BC students, faculty and staff are allowed to access the BC network through Virtual Desktop Infrastructure (VDI) using their personal devices.
- ✓ However, personal devices are not supported or maintained by the Helpdesk except for reasonable assistance to access VDI.
- ✓ It is the responsibility of the user to ensure that their personal device meets the minimum requirements as indicated in the portal under the **Services and Resources** dropdown menu and **Campus Computing** page.



### Personal Software Installation

- ✓ The user is legally responsible for any software they choose to install on the laptop issued to them.
- ✓ Any user-installed software that renders the BC laptop unusable may result in a complete re-imaging of the laptop with potential loss of user data on the laptop.



### Network Maintenance

- ✓ Non-critical monthly maintenance work on the College network will take place between the hours of 5:30 pm on Friday and 12 noon the following day. Users will be reminded via e-mail at least 24 hours before the scheduled times maintenance begins.
- ✓ Occasionally, systems might require unscheduled maintenance work. At these times, ITS may, at their own discretion, take whatever action is necessary, including temporary shutdown, to work on the system. ITS staff will send out a notice to all students, faculty, and staff informing them of the problem and the estimated time before restoration occurs. A notice will be posted when the work has been completed.
- ✓ To minimize disruption of services, major system updates will be scheduled on weekends and during public holidays, such as Cup-Match and Christmas.



### Violation

- ✓ Violation of the IT policies may result in suspension of the user's network access, network account, or e-mail account. Upon suspending the user's access, ITS will notify both the user and their Department/Division Head. The notice will state which policies were violated and the next course of action. The user must respond to the letter within 24 hours. Suggested disciplinary actions include one or more of the following:
  1. Notification to parents, authorities, or head of academic department
  2. Counseling
  3. Fines or restitution equal to technician's time
  4. Criminal or civil prosecution
  5. Dismissal from the College