

The goal of the New Mexico Highlands University (NMHU) Computer & Networking Services (CNS) Group is to support the University in the pursuit of its Mission Statement¹. These policies, guidelines, and procedures are needed to assure the availability of high quality services to all clients. The rules below are not an attempt to be limiting or controlling, but to help us all achieve the most effective use of our limited resources.

Telephone and Network connections

NMHU policy includes providing telephone connections in all offices, and network and telephone connections in all classrooms. If you need a connection, contact CNS. Note that the detailed policy does define acceptable devices for connection to the NMHU networks, and specifies protocols allowed.

GENERAL SUPPORT POLICIES

All computer, network, and telephone purchases and support must be coordinated with CNS. The point of contact is the Help Desk, via web or phone.

CNS will support all NMHU departments regardless of location. However, the requesting department is responsible to provide travel funds.

Notification of scheduled outages

Whenever possible, CNS will inform the University community of planned outages in service. This will be done by e-mail and voice mail to designated persons within each department, and will be posted on a CNS web page.

Computer support

Basic support is provided free of charge for all NMHU departments using standard² hardware and software. Repair of computer hardware within the warranty period is provided free of charge for equipment specified and installed by CNS. Part of the definition of "standard" is that the equipment has been purchased via a CNS quote sheet.

Charges for work on computer equipment will occur under three circumstances:

1) an upgrade of equipment on the supported list will be done at no cost, except that the requesting department must purchase the parts required; 2) in the case where the equipment is out of warranty and/or not on the support list, the requesting department will need to purchase parts needed, as well as pay a labor fee; and, 3) when needed, travel costs.

Computer training

Prior to gaining access to certain services, training may be required. Required training is provided free of charge by CNS³. CNS classes are intended to provide specific information for users accessing University services.

¹ <http://www.nmhu.edu/about/mission.htm>

² ('standard' hardware and software url)

³ (required/offered classes url)

Equipment to loan

CNS is not funded for spare equipment, and thus can not normally provide equipment for loan⁴.

Software

CNS is responsible for software installed on NMHU computers. CNS will not install software that does not have a valid license. Installation of unlicensed software is prohibited. CNS must remove any unlicensed software discovered. CNS maintains a list of supported software as well as site-licensed software⁵.

Any software or documentation provided by or downloaded from CNS may be subject to copyright, and may not be distributed. This includes, but is not limited to, e-mail directories or mailing lists in part or whole, any software obtained via the web, e-mail, physical copy, or any other method.

Using software

NMHU follows the "EDUCOM Code" concerning the legal and ethical use of software. The full text appears in appendix 1, and may be seen at http://www.educause.edu/educom_code.html

E-mail

NMHU provides electronic mail (e-mail) accounts to all employees at the University. Employees are assigned e-mail accounts, user ID's and are given space for a reasonable volume of mail. University e-mail distribution lists are to be used for University-related communications only.

E-mail is an inexpensive, efficient, and widely used technology for communications. NMHU has designated e-mail as an official form of communication; therefore, you are expected to read your e-mail in a timely manner. Email accounts are accessible on-campus by various e-mail clients⁶, and off-campus via the web.

Viruses - Users should never open e-mail and in particular, attachments, from unknown senders. Even attachments from known senders should not be opened unless you have verified that the communication is genuine and uninfected. E-mail can contain dangerous viruses. CNS will keep information relating to viruses, and anti-virus software, on its website⁷.

The use of E-Mail is a privilege which may be revoked at any time for abusive conduct, such as the following:

1. that which infringes upon the rights of another person
2. that which may injure someone else and/or lead to a lawsuit or criminal charges (examples are: pirated software, destructive software, pornographic materials, and harassing, threatening, defamatory, or libelous statements)
3. that which consists of any advertisements for commercial enterprises

⁴ (equipment to loan url)

⁵ (site software url)

⁶ (mail client url)

⁷ (antivirus info url)

4. that which disrupts another person's ability to use their e-mail or computer account (examples are: sending excessive or repetitious e-mail, and attempts to contact another user via e-mail or other electronic means after being told that such contact is not desired)
5. that which degrades network performance and/or wastes e-mail storage space (examples are: "chain letters", spamming, and e-mail with large attachments such as video or music)

Due to the nature of the Internet and networks, e-mail cannot be relied upon as confidential. CNS explicitly does not guarantee the confidentiality of e-mail. It is the practice of CNS to respect the confidential nature of user e-mail, but may monitor communications when necessary.

Archiving messages

The University e-mail system is a communication system, not a storage system. Messages in the system are of a temporary nature and the University does not archive them. It is your responsibility to archive any messages that you wish to keep by printing or exporting.

Due to storage constraints; users have been given a fixed amount of space for e-mail messages. To continue to send and receive e-mail, you must manage your mail box space by removing old messages. The system will warn you if your mail box approaches the space limits.

When affiliation with NMHU ends, so will access to your e-mail account. Faculty and staff may arrange for CNS to forward your e-mail to another account for a brief period.

Resource usage

NMHU technology resources such as computers, networking, and e-mail, are provided to assist students, faculty, and staff in fulfilling the goals of the University. Incidental personal use is permitted as long as it has no adverse effect on legitimate University use, and is not in violation of any law or University policy. Every user is responsible to use the University resources in a lawful, professional, and ethical manner. Use of University resources in an unlawful or inappropriate manner will result in revocation of privileges and may lead to other disciplinary action. CNS will keep a list of examples of inappropriate use⁸.

Users are responsible for resource access via password. Be certain to safeguard your password, and do not allow others to use it. CNS will maintain a web page that provides answers to questions and examples relating to this policy⁹.

CNS is not responsible for any personal data stored on University computers. Furthermore, the privacy of personal files is not guaranteed. Please keep personal use to a minimum.

⁸ (inappropriate use guidelines url)

⁹ (password guidelines url)

Using Software: A Guide to the Ethical and Legal Use of Software for Members of the Academic Community

Software enables us to accomplish many different tasks with computers. Unfortunately, in order to get their work done quickly and conveniently, some people justify making and using unauthorized copies of software. They may not understand the implications of their actions or the restrictions of U.S. copyright law.

Here are some relevant facts:

- Unauthorized copying of software is illegal. Copyright law protects software authors and publishers, just as patent law protects inventors.
- Unauthorized copying of software by individuals can harm the entire academic community. If unauthorized copying proliferates on a campus, the institution may incur a legal liability. Also, the institution may find it more difficult to negotiate agreements that would make software more widely and less expensively available to members of the academic community.
- Unauthorized copying of software can deprive developers of a fair return for their work, increase prices, reduce the level of future support and enhancement, and inhibit the development of new software products.

Respect for the intellectual work and property of others has traditionally been essential to the mission of colleges and universities. As members of the academic community, we value the free exchange of ideas. Just as we do not tolerate plagiarism, we do not condone the unauthorized copying of software, including programs, applications, databases, and code. Therefore, we offer the following statement of principle about intellectual property and the legal and ethical use of software.

Software and Intellectual Rights

Respect for intellectual labor and creativity is vital to academic discourse and enterprise. This principle applies to works of all authors and publishers in all media. It encompasses respect for the right to acknowledgment, right to privacy, and right to determine the form, manner, and terms of publication and distribution.

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.

Questions You May Have About Using Software:

- What do I need to know about software and the U.S. Copyright Act?

Unless it has been placed in the public domain, software is protected by copyright law. The owner of a copyright holds exclusive right to the reproduction and distribution of his or her work. Therefore, it is illegal to duplicate or distribute software or its documentation without the permission of the copyright owner. If you have purchased your copy, however, you may make a back-up for your own use in case the original is destroyed or fails to work.

- Can I loan software I have purchased myself?

If your software came with a clearly visible license agreement, or if you signed a registration card, read the licence carefully before you use the software. Some licenses may restrict use to a specific computer. Copyright law does not permit you to run your software on two or more computers simultaneously unless the license agreement specifically allows it. It may, however, be legal to loan your software to a friend temporarily as long as you do not keep a copy.

- If software is not copy-protected, do I have the right to copy it?

Lack of copy protection does not constitute permission to copy software in order to share or sell it. "Non-copy-protected" software enables you to protect your investment by making a backup copy. In offering non-copy-protected software to you, the developer or publisher has demonstrated significant trust in your integrity.

- May I copy software that is available through facilities on my campus so that I can use it more conveniently in my own room?

Software acquired by colleges and universities is usually licensed. The licenses restrict how and where the software may be legally used by members of the community. This applies to software installed on hard disks in microcomputer clusters, software distributed on disks by a campus lending library, and software available on a campus mainframe or network. Some institutional licenses permit copying for certain purposes. Consult your campus authorities if you are unsure about the use of a particular software product.

- Isn't it legally "fair use" to copy software if the purpose in sharing it is purely educational?

No. It is illegal for a faculty member or student to copy software for distribution among the members of a class without permission of the author or publisher.

Alternatives to Explore

Software can be expensive. You may think that you cannot afford to purchase certain programs that you need, but there are legal alternatives to unauthorized copying:

Site-Licensed and Bulk-Purchased Software

Your institution may have negotiated agreements that make software available either to use or to purchase at special prices. Consult your campus computing office for information. Software available through institutional site licenses or bulk purchases is subject to copyright and license restrictions, and you may not make or distribute copies without authorization.

Shareware

Shareware, or "user-supported" software, is copyrighted software that the developer encourages you to copy and distribute to others. This permission is explicitly stated in the documentation or displayed on the computer screen. The developer of shareware generally asks for a small donation or registration fee if you like the software and plan to use it. By registering, you may receive further documentation, updates, and enhancements. You are also supporting future software development.

Public Domain Software

Sometimes authors dedicate their software to the public domain, which means that the software is not subject to any copyright restrictions. It can be copied and shared freely. Software without copyright notice is often, but not necessarily, in the public domain. Before

you copy or distribute software that is not explicitly in the public domain, check with your campus computing office.

A Final Note

Restrictions on the use of software are far from uniform. You should carefully check each piece of software and the accompanying documentation yourself. In general, you do not have the right to receive and use unauthorized copies of software, or to make unauthorized copies of software for others.

If you have questions not answered by this brochure about the proper use and distribution of a software product, seek help from your computing office, the software developer, or the publisher.