



MANHATTAN SCHOOL OF MUSIC

ACADEMIC COMPUTING POLICIES AND PROCEDURES

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A. ACADEMIC COMPUTING: DEFINITION

Manhattan School of Music defines “academic computing” as all computing activity conducted by registered students on the School’s premises—using School or privately owned hardware, software, or other computer peripherals or technologies—for academic research and productivity, musical-creativity, communication, career-related, or incidental personal use.

B. RESOURCES

Students are encouraged to own and use personal computers, as these are increasingly invaluable tools for academic and artistic endeavors. To enhance student computing capabilities, the School also provides resources of physical space, hardware, software and network infrastructure for student use. These resources are enumerated and described below in this part “B.” In order to ensure the integrity, safety, and appropriate, equitable

use of these resources, students are required to abide by specific School policies concerning their use, described below in Part “C.” In certain School facilities, students are expected to observe specific procedures, described below in Part “D.” Violation of the policies or procedures may be punishable as described below in Part “E.” (Technology and equipment used in electronic music studios or classroom instruction are not treated in this document and not necessarily subject to the policies and procedures stated herein.)

The School’s academic computing resources (the “Resources”) include an Internet and Computing Center, Library computers, a wireless network within the Library, and Internet connectivity from Residence Hall rooms. The School’s Department of Information Technology (“I.T.”) or its contracted agents maintain these Resources, often in collaboration with other administrative departments.

On-Campus Computing Resources

1. Internet and Computing Center

The Internet and Computing Center (the “Center”) is located in the Main Building on the ground floor, room 011. This facility is designed to address the basic computing, Internet research, and communications needs of students. The Center is equipped at any given time with between 5 and 10 PCs comprised of a CPU tower, monitor, keyboard, and mouse. Common tasks such as document creation, word processing, electronic communications, and Internet searching can be performed using the software applications available on these systems. A high bandwidth connection enables users to use the Internet efficiently.

The Center is equipped with at least one laser printer to which users may print documents at will. Users should exercise discretion when printing materials of a personal or proprietary nature, and be considerate of the needs of other users during times of heavy use.

Software

The following software applications are installed on the Center’s PCs:

Microsoft Windows 2000
Microsoft Word 2000
Microsoft Excel 2000
Internet Explorer
Microsoft PowerPoint 2000
Adobe Acrobat Reader

Contact information

Questions and problems related to the Computer Center are addressed Monday through Friday during business hours and should be directed to the I.T. office

(room 007) in person, by phone (x4420 or 4539), or by email (sjanifer@msmny.edu or lmorel@msmny.edu).

2. Libraries

The Music Library has a variable number of PCs that students may use for searching the School's Library catalogue and Internet research. Catalogue searches are given priority over other uses.

Library users who operate laptop computers or hand-held devices equipped for wireless access can take advantage of the Library's wireless network, which provides high-bandwidth Internet access, including access to the Library catalogue.

Contact information

Questions and problems related to the computing resources of the Library should be directed to the Reference Librarian or other available Library staff.

Residence Hall Computing Resources

3. Ethernet/Internet Connectivity from Residence Hall Private Rooms

The Residence Hall is provided with a fiber-optic network backbone propagated across a 100Base-T Ethernet network (the "Network") on each floor occupied by Manhattan School of Music administrators or students. I.T. maintains and monitors the Network and oversees, either itself or with third-party assistance, the configuration and maintenance of the Network's hardware equipment, wiring, and Internet connectivity.

Contact information

A special telephone message box has been established at extension 7938 to facilitate reporting of Internet connectivity problems in the Residence Hall. To ensure efficient communications and handling of incidents, residents are asked not to contact the Office of the Resident Life Director or the Office of Information Technology directly.

Response times will vary, but every effort is made to address incidents within 24 hours (Saturday and Sunday excepted). Students will be notified if more information is required and when the problem is resolved.

Off-campus Computing

I.T. neither offers nor warrants technical support to students who operate computer equipment off-campus. The School and its representatives assume no responsibility of any kind for student computing activities off-campus.

Contact information

Questions about policies regarding off-campus computing should be directed to the Director of I.T. (room 001) in person, by phone (x4571), or by email. (abarone@msmny.edu).

C. POLICIES

1. Ownership and Licensing

All computer hardware, software, peripherals, and network infrastructure, and licenses for their use, deployed among the facilities described in this document are the exclusive property of Manhattan School of Music.

2. Privacy and Safety

The School implements basic security and privacy measures as part of routine operations to help protect, to the extent possible, both the School and its students from service degradation and from the effects of illegal activities such as computer attacks. These measures may include, but are not limited to: routine testing of services and facilities, monitoring for activity patterns commonly indicating misuse, and placing temporary or permanent limits on bandwidth use consistent with maintaining stable and reliable services. The School does not guarantee the security or privacy of students' electronic data, including but not limited to documents and email communications, whether produced on equipment owned or provided by the School or privately owned. Moreover, the School reserves the right to access and inspect its technology Resources, and in so doing may obtain information stored or otherwise contained in them without the permission of, or notice to any user.

3. I.T. and Academic Computing

- (a) I.T. purchases, deploys, and maintains all computer hardware and software.
- (b) I.T. will investigate and endeavor to correct or eliminate Network problems and threats, which include, but are not limited to (1) complete loss of Internet connectivity, (2) slow or otherwise impaired Internet connectivity, (3) virus propagation, and (4) malicious or inadvertently destructive computing activity. I.T. reserves the right to deny Network access to individuals or to all residents collectively whenever I.T. believes circumstances may warrant such action. In the event, I.T. will endeavor to restore Network access to individuals individually or collectively once it is judged safe and advisable to do so.

- (c) I.T. will contact service providers and monitor repair efforts in situations where Internet connectivity failures appear to have causes external to the School's networks and network devices.
- (d) I.T. addresses Andersen Hall residents' questions about Internet connectivity and connection problems and describes in written form the hardware, software and steps necessary to prepare residents' personal computers for connection to the Network. These steps, as well as recommended service and supply vendors, are given in the I.T. document "Residence Hall Ethernet and Wireless Network Access Configuration Guide."
- (e) During business hours I.T. staff, if available, may provide on-demand instructions and advice to students concerning the School's technology Resources.

4. Acceptable Use

- (a) Internet and Ethernet connectivity is provided for student educational, research, and incidental personal use, provided such use does not interfere with the School's business, academic, artistic, and information technology operations, or burden the School with incremental costs or excess bandwidth utilization, or interfere with student employment, status, or other obligations to the School.
- (b) Each student must take reasonable security and privacy precautions to protect against computer viruses and other computer attacks which may result in loss of data, unintentional release of personal information, or a negative impact on services and equipment. The School requires specifically that all Residence Hall inhabitants install and maintain anti-virus software on any personally owned computer they operate in School facilities or premises. Four recommended vendors of high-quality anti-virus software are McAfee, Symantec (Norton), F-Prot, and Grisoft AGV. Anti-virus software can be purchased at retail outlets such as those listed in the School's "Orientation General Information Guide." The Office of Student Life can provide students with information about vendors as well.
- (c) Each student must ensure that his or her Internet practices (e.g., site browsing) and e-mail communications conducted using the School's Resources do not violate any of the standards and protocols of Manhattan School of Music or statutory law. Violators may be subject to disciplinary, civil, or criminal penalties. The School's policies against sexual or other harassment apply fully to email: no email communication should be created, sent, forwarded, or received that contains intimidating, hostile or offensive content pertaining to gender, race, religion, color, national origin, sexual orientation, age, marital status, disability or any other classification protected by law.

- (d) Students must comply with all pertinent laws and regulations concerning the copying, downloading, and uploading of copyright material when using technology Resources. Students may not copy, transfer, download, upload, send or receive copyrighted information, documents, or software without the copyright holder's permission.

5. Prohibited Activities

Students are prohibited from engaging in the following activities:

- (a) Permitting or abetting the use of the School's technology Resources by any individual who is not a currently registered student of the School.
- (b) Using a computer, computer account or system (including scanning systems for security loopholes, user accounts, passwords, etc.) without authorization.
- (c) Using the School's Ethernet to gain unauthorized access to any computer.
- (d) Knowingly performing an act that will interfere with, damage or otherwise degrade the normal operation of other systems and/or networks, including but not limited to, running, installing or distributing programs such as computer viruses, Trojan Horses and worms.
- (e) Attempting to monitor or tamper with another entity's electronic communications, including scans and probes of the Main Building, Residence Halls, and other networks.
- (f) Attempting to circumvent data protection or security mechanisms.
- (g) Misrepresenting your identity to avoid accountability (e.g. falsifying your e-mail address).
- (h) Using another's computer account identity for any purpose.
- (i) Violating applicable software licensing agreements or copyright protection laws, including making available of materials such as music, videos, text or software without appropriate permission.
- (j) Taking any action that invades the privacy of individuals or entities that are creators, authors, users, or subjects of information resources.
- (k) Violating any federal, state, or local law or regulation, or School codes of conduct.
- (l) Using the network for commercial purposes or charging for any service provided across the network.
- (m) Facilitating access to the Network from off-campus.

(n) Using an unauthorized or static IP address without the explicit permission of I.T.

(o) Using electronic mail, services, or facilities to harass others by means including, but not limited to sending unsolicited mass mailings (SPAM) over the network (chain mail, solicitations, etc.).

(Certain of these activities will not be considered misuses when explicitly authorized by I.T. for the purposes of security or performance testing.)

6. Conduct

The following guidelines specifically concern student conduct in the Center.

(a) Students should conduct conversation only as needed and quietly in deference to others. Cell phones should not be used.

(b) Consumption of food or beverages is not permitted.

(c) Computer equipment, furnishings, or accessories may not be removed from the Center without the authorization of I.T.

(d) The use of peripheral devices not provided in the Center, including but not limited to laptops, digital cameras and scanners, is prohibited without the prior, explicit authorization of I.T.

(e) Users must comply with written and verbal instructions given by the I.T. staff and its student employees.

(f) Users may not install software of any kind on any PC in the Center without prior explicit authorization from I.T. Requests for permission or assistance to install new software must be made to the I.T. in writing. Such requests may be approved only in very exceptional circumstances, and as a rule will be denied to protect the interests of other users.

(g) Anti-virus and any other security software must run at all times, and students must not attempt to disable them.

7. Urgent Recommendations

To ensure uninterrupted, efficient Internet connectivity in the Residence Hall, students are asked to observe the following recommendations:

(a) Do not use file-sharing software (e.g., Napster, Kazaa).

- (b) If you choose to use file-sharing software, run it only when you are actively using your computer. Close file-sharing software when you leave your computer for any length of time (going to class, to sleep, etc.).
- (c) Restrict computer gaming to off-peak hours. Peak hours are approximately 6:00 PM to 12:00 AM.
- (d) Do not play Internet radio.
- (e) Limit your viewing of streaming videos.

D. PROCEDURES

The following procedures apply to the Center.

- (a) Students may use PCs in the Center for *one continuous hour*, but may extend this time indefinitely if no students are waiting for a PC. Whenever students are waiting to use PCs, anyone who has occupied a PC for one hour or longer should yield a workstation to a waiting colleague.
- (b) Equipment failures in the Center should be reported to I.T. staff (ext. 4420 or 4539) so that repairs can be made. Repairs will be made at the earliest opportunity during business hours.
- (c) Paper for the Center's laser printer can be replenished during business hours from the Supply Room on the main floor of the Main Building. Students may request paper directly from the Supply Room and do not need to consult I.T. staff.
- (d) On leaving the Center, users should (1) save and close all their files, quit applications, and leave the PC running; (2) remove personal diskettes from the PC; (3) dispose of all rubbish in the trash receptacles provided; and (4) position chairs neatly under the work surface.

E. SANCTIONS

Violations of the policies, rules, and procedures set forth in this document, as well as other illegal or inappropriate conduct, are prohibited by Manhattan School of Music and are subject to disciplinary actions to be determined by the School's Administration at its discretion. A student may be liable for any and all damages he or she causes to equipment, network infrastructure, or furnishings belonging to or provided by the School.