Memo

ICT regulations for students

Artesis Plantijn University College offers students a broad range of ICT facilities. That requires the university college to make clear agreements on the use of those facilities, which are documented in these regulations.

1 What ICT facilities does Artesis Plantijn University College offer to students?

1.1 Definition

The concept of 'ICT facilities' is understood in the broadest sense of the word: these include - without the following being an exhaustive list - each PC, server, the software offered, the data offered in/through/under the responsibility of Artesis Plantijn University College, the e-mail facilities, the disk space etc.

ICT facilities allow students to search for and save information, to carry out their tasks in an efficient way, to communicate and to exchange information with fellow students and lecturers. As a result, students use ICT facilities chiefly in the context of their assignments for the university college.

1.2 Access to the network

Every student at Artesis Plantijn University College has their own account with a username and password in order to gain access to the network and the electronic learning environment, and in particular to the data and/or programs for which they are granted access rights. The account is strictly personal: the password may never be provided to third parties.

The access to the network is valid for the period of enrolment. In case of withdrawal, access rights will be revoked the day after withdrawal. Upon transition from one academic year to the next, students retain their access rights insofar as they are enrolled for the next academic year at the latest on the 20th of October (students at the departments) or on the 31st of October (students at the Schools of Arts). If not, access to the network will be made temporarily unavailable.

Accounts of students who did not re-enrol at the 1st of December, will be deleted permanently by the university college.

1.3 ICT facilities and operating system

A large part of the ICT facilities are offered independent of the used operating system, in particular for recent versions of Windows, Mac OS and Linux. It is, however, possible that certain ICT facilities will not function or will not function completely on non-Windows-based systems.

1.4 E-mail facilities

Every student receives an e-mail address upon enrolment. That e-mail address is structured as follows: 'callname.lastname@student.ap.be'. It is an indispensable instrument during the student's studies. Lecturers, the secretariat and the different services at Artesis Plantijn University College use

that address to correspond with the students. The university college therefore expects each student to consult his or her e-mail daily.

Artesis Plantijn University College advises students not to freely give their e-mail address to third parties, as this often leads to abuses such as spam.

Every student has a right to a mailbox of a limited size. Exceeding this limit means that the student cannot send any more e-mails.

As soon as the mailbox exceeds a certain limit, students can no longer receive any e-mails. Students are responsible for the size of the mailbox and it is therefore their duty to clean out their personal mailbox regularly, to avoid they cannot receive any more e-mails.

The current quota can be found on *http://ictpedia.ap.be/index.php/Quota*.

1.5 Personal storage space ('My documents')

Each student has a right to a personal folder of limited size. Exceeding this limit is not possible. Students who have reached the limit cannot save any additional files in the personal folder.

The current quota can be found on *http://ictpedia.ap.be/index.php/Quota*.

1.6 Virtual desktop

Every student at AP University College has the possibility to work on a virtual desktop "e-campus", which can be reached via *https://e-campus.ap.be*. Within this environment, students can make use of e-mail, all programs for which they are granted access rights, and the personal storage space.

The e-campus environment is accessible from any computer with an internet connection, both inside and outside the university college. For smooth access to the e-campus environment, broadband internet is advisable.

Another link to the personal storage space is: *https://vpn.ap.be*.

1.7 FAQ (Frequently Asked Questions)

Artesis Plantijn University College puts a FAQ at the disposal of their ICT users. In the FAQ, general information about the function of certain ICT facilities can be found, as well as answers to the most frequently asked questions.

More information can be found on: *http://ictpedia.ap.be.*

1.8 Maintenance

In order to guarantee all ICT facilities remain in optimal condition, the ICT department must be able to do maintenance work on a regular basis. Therefore, a part or all of the ICT facilities can be temporarily unavailable. Those maintenance windows will always be announced in advance and will take into account as much as possible the examination periods, project weeks and related matters.

For daily maintenance, ICT infrastructure may not be available between 03:00 and 05:00 am.

1.9 Holidays

Outside office hours, the ICT infrastructure will be maintained on a stand-by basis. That means that problems on Saturdays, Sundays, public holidays, the 11th of July, the 2nd of November and days on which the whole university college is closed (as specified in the general academic calendar of the university college) can persist longer before being solved. The ICT department will make any effort to resolve any problems as quickly as possible.

2 What does the university college expect from students?

2.1 Respect for the law and for etiquette

Students respect the law and have a general sense of etiquette, respect and courtesy using ICT facilities. It is the responsibility of each student, regarding to his fellow students, the university college and the society.

2.2 Keeping data free of viruses

Students are responsible for keeping data free of viruses. Software and information obtained through external networks or provided on portable media (e.g. USB flash drives, CD-ROMs) must be checked for hacking software and viruses that can endanger the proper function of the network of Artesis Plantijn University College.

It is prohibited to switch off the virus scanner installed on the systems of Artesis Plantijn University College.

When students are confronted with a virus, a suspicious e-mail or document, they must stop working on the electronic device and remove the e-mail or document in question immediately. In this case, students have to contact the ICT helpdesk: *http://ictpedia.ap.be/index.php/Contact*.

2.3 Reporting problems and incidents

Students must report technical problems, incidents, improper use of the ICT facilities and any weaknesses in the security of the computer system immediately to the ICT helpdesk. This enables the university college to resolve any problems as soon as possible.

2.4 Making back-ups

Files in 'My documents' and the educational file structure will be backed up daily. In case of accidental deletion of files, students can ask the ICT helpdesk to restore the file to the last version. The university college, however, does not guarantee anything regarding the time this will take nor the success of this operation.

Students are responsible for making their own backups. The college cannot be held responsible for loss of personal data.

3 What are the rights and duties of students?

It is prohibited:
- to provide usernames and passwords to third parties. Each user remains responsible for all actions connected with his username;
- to use the ICT facilities in a way prohibited by law, in particular in the field of copyrights and installing software without a valid license;
- to use the ICT facilities in a way that is in conflict with a general sense of etiquette, respect and courtesy;
- to use the ICT facilities to store, to view or to produce offensive materials, such as pornographic or racist content;
- to use e-mail for unauthorized purposes, such as to engage in commercial activities;
- to decrease/increase/change the performance of the computer system, e.g. by loading the bandwidth;
- to change, bypass, and/or cause damage to security measures;
- to eat and/or drink in computer rooms or at other places where computers are installed;
- to gain improper access to ICT facilities to which no access is granted in advance;
- to attempt to acquire rights above and beyond the granted rights;
- to bother other students in their use of ICT facilities;
- to take on someone else's identity, to try to hack or learn other passwords;
- to check someone else's e-mail and/or to send e-mail with someone else's e-mail account;
- to install software without written permission from the ICT helpdesk;
- to copy data, except to make backup copies of the student's own work;
- to use the network of AP to download and/or to save copyright-protected files (e.g. audio, video);
- to send e-mail to large groups of users, except under strict conditions (see below).

Sending e-mails to large groups of students or staff (outside the student's own class) is allowed on following conditions:
- The head of programme or the Dean of department agrees with it; and
- The student has a clear and responsible reason for addressing so many people at once; and
- The e-mail has an educational character in the context of the study;
- The student uses the "bcc" field. Using the classic "to" field is not permitted.

Sending e-mail to large groups of students or staff is not permitted, e.g.:
- messages about/advertising for activities, events, festivities etc. Not even if it has to do with a student society;
- asking a general question when students have lost something ("Has someone seen my …?");
- "Reply to all' on non-permitted e-mails.

4 Surveillance and monitoring, possible measures

4.1 Surveillance and monitoring

Within the legal limits, Artesis Plantijn University College can monitor the use of the ICT facilities and the stored data, sent or received through the network of Artesis Plantijn University College. All students must be aware of the existence of this monitoring capability and of the fact that all communications that are exchanged through the network can be subjected to it.

4.2 Possible measures

If students endanger the security or the proper function of the ICT systems, the university college is entitled to contact them in order to resolve the problems. Also, temporary measures can be taken to stop the problem. Therefore, students can be denied access to the ICT facilities of the university college.

As provided in art. 23.3 of the Education and Examination Regulations, students must comply with the instructions of the staff. Those who violate the regulations and do not follow the instructions of the staff, may have sanctions imposed on them through a disciplinary procedure as described in art. 23.5 of the Education and Examination Regulations.

4.3 Liability of the college

Artesis Plantijn University College can in no case be held responsible for any material nor immaterial damage resulting from non-permitted use of the ICT facilities, for the loss of data or for the unavailability of e-campus.