

Executive Summary

Information Technology at McNeese State University is an evolving endeavor. This document is an attempt to institute a policy that maximizes the way MSU funds, acquires, utilizes and maintains its technology assets. We must take an institutional approach in using our resources to the fullest. This is especially important as new resources become available. We should consider all technology decisions from the perspective of how they fulfill our academic, educational and administrative needs. Moving forward in this logical fashion should help counter the notions that we are buying computers simply to have the latest technology, or that resources are so scarce that we must hoard technology in exclusive domains. In some cases maximization of resources may mean buying fewer pieces of equipment while providing greater access and more effective maintenance. In other cases the university may have to consider reallocating funding and providing for additional support personnel.

While appreciating that the university has made great strides in the area of Information Technology, and fully grateful for the leadership of Dr. Hebert and others, we also recognize our responsibility to be efficient stewards of our resources. One important way to accomplish this is to plan effectively. This document will outline our proposals to obtain the maximum efficiency of university expenditures and suggest ways in which we can grow technology on this campus. Specifically, this plan will provide detailed recommendations in three key areas: 1) Funding; 2) Support; and 3) Security.

Environmental Context

McNeese State University, a member of the University of Louisiana System, is an evolving comprehensive university offering undergraduate and graduate degree programs. As a public institution of higher learning, McNeese State University is committed to the principles of equal opportunity and nondiscrimination.

The primary educational mission of McNeese State University is to provide a wide range of baccalaureate and carefully selected graduate curricula, distinguished by academic excellence. Fundamental to this primary function is the faculty commitment to excellence in teaching, research, and creative scholarly activity.

McNeese is oriented both to the liberal arts and to professional programs. Core requirements for all students and degree programs in the humanities, fine arts, social science, natural sciences, and mathematics reflect the University's commitment as does emphasis on education, business, engineering, and nursing programs.

The University seeks to stimulate students to maximum intellectual growth and love of learning, to cultivate the skills necessary for critical thinking and effective expression, to foster understanding of the multicultural world community, and to develop a sense of opportunities, resources, and expertise to achieve academic, personal, and career goals within an atmosphere conducive to their total development.

McNeese has an important responsibility for education, research, and service in Southwest Louisiana. The University is committed to providing learning opportunities; enhancing intellectual, civic, and cultural well-being; influencing economic and technological development; and improving quality of life.

History of McNeese

In 1938, Louisiana founded McNeese State University, then known as the Lake Charles Junior College, as a division of Louisiana State University. The opening session of the college began on September 11, 1939. The following fall, the school changed its name to John McNeese Junior College to honor John McNeese, a renowned Southwest Louisiana educator and the first superintendent of schools in Imperial Calcasieu Parish. In 1950 McNeese became a four-year college in its own right and came under the authority of the Louisiana Board of Education. Finally, in 1970, McNeese State University became the official name of the school.

McNeese achieved Commission on Colleges/Southern Association of Colleges and Schools accreditation in 1954 and maintains its regional accreditation status as a Level IV institution authorized to award associate, bachelor, master, and specialist degrees. The University also provides opportunities for continuing education in support of its mission to value lifelong learning. As a member of the University of Louisiana System and a selective admissions institution, McNeese offers degrees through six academic colleges: Business, Education, Engineering and Technology, Liberal Arts, Nursing, and Science. McNeese's student body comprises over 8,500 students from throughout Louisiana, the United States, and approximately 50 countries. McNeese's athletic programs are NCAA-certified for competition at I-AA and I-A levels. The football team achieved national prominence when it advanced to the national playoffs in 1997 and 2002.

The McNeese State University campus in Lake Charles, Louisiana features 68 buildings on 500 acres dotted with live oak trees and azalea bushes. The McNeese community continues to use the three original structures - Kaufman Hall, Ralph O. Ward Memorial Gym (the Arena), and Francis G. Bulber Auditorium. Bulber Auditorium, a striking example of Art Deco architecture, is listed on the National Register of Historic Places.

McNeese State University upholds a long tradition of service to the Southwest Louisiana community and the nation. The University's motto of "Excellence with a Personal Touch" extends beyond the classroom to offering help to others in times of need. During World War II, the campus was the headquarters of the Louisiana Maneuvers, an extensive military exercise to prepare American soldiers for battle. In 1957, the McNeese community gave aid and comfort to the victims of Hurricane Audrey and served as the National Guard's base of rescue operations. Recently, McNeese provided shelter for New Orleans residents and university students fleeing Hurricane Katrina. McNeese faced one of its greatest challenges when Hurricane Rita struck in the fall of 2006. The storm caused devastating damage to campus facilities and infrastructure. The recovery effort after Hurricane Rita showed the community of Southwest Louisiana the high caliber of McNeese faculty, staff, and students in their commitment to complete the semester and move forward in support of the core values of academic excellence, student success, fiscal responsibility, and university/community alliances.

History of computing support at McNeese State University

The first computer system that McNeese State University used for administrative data processing was an IBM System 360 Model 20. It was housed in Smith Hall and controlled by the Administrative Data Processing department. In addition to the computer, there were a few disk drives, a sorter, a printer, and several keypunch machines. These machines were used to support accounting, payroll, and the punched card registration system.

In 1982, University Computing Services was established and an IBM 4341 computer system was purchased. The first application installed on this new system was the bookstore system. Following that, a student records and registration system called EIS was installed. The first online registration took place in the spring of 1985. Subsequent to that, administrative applications were installed to include financial records, payroll, purchasing, and property control. In 1989, the IBM 360 in Administrative Data Processing was abandoned. Telephone registration was implemented in the fall of 1990. The IBM 4341 was upgraded over the years, and in 1990, was replaced by a dual processor 4381. This was an interim solution and the 4381 was replaced in 1992 with a new, state-of-the-art, IBM ES-9000 computer system along with all of its associated peripherals.

In 1998, it was decided to replace all application software with SCT's Plus-2000 suite of application software. This decision was based on two reasons. First, it provided McNeese with an integrated database. Secondly, it was Y2K compliant. The University went live with Financial Records System (FRS) in July 1998, with Human Resources System (HRS) in April 1999, and with Student Information Systems (SIS) in June 1999. All application systems were converted and in production prior to January 1, 2000.

With the aging IBM ES-9000 system, performance became an issue. The IBM system was replaced in July 2000 with a Compaq ES-40. All systems were converted and put into production in October 2000. Web for Students was implemented in the spring of 2002 and Web for Faculty in the spring of 2003. McNeese is currently running this system but plans to move to IBM P-Series servers and SCT's Banner software suite.

Technology Advancement

End-user support was very limited until two significant developments: the creation of the Technological Advancement for Students Committee and the evolution of the Information Technology Department.

Formation of the Technology Advancement for Students Committee (TASC)

Seeing that technology needs were not being met on college campuses, a group of students from Louisiana State University-Baton Rouge took it upon themselves to make provisions for ensuring that their degrees would allow them to remain competitive in the workforce. Little did they know that their foresight would change the state of technology for students across Louisiana. With the passage of House Bill 2339, the Louisiana State Legislature gave every higher education institution the opportunity to advance into the 21st century.

Dr. Robert D. Hebert, McNeese State University President, formed a technology task force to review the technology needs that faced the McNeese campus. These findings were assembled into a report and presented to Vera LeBrun, Student Government President, and Anthony Eaves, Student Government Treasurer. They presented it to the Student Government Association Senate in the fall of 1997. Allen Joyner, Senate Chair, formed a technology committee to review the technology proposal presented by Dr. Hebert and his committee. The members of the Student Technology Committee included LeBrun, Eaves, Joyner, Senator Christopher Garrison, Senator Lorne Davison, Senator Eric Broussard, and Senator Chad Thibodeaux.

The newly formed Student Technology Committee formulated an additional proposal which was presented to Dr. Hebert and his committee. The final technology proposal was divided into four focus areas:

1. Student computing laboratories
2. Network access and electronic services
3. User support services
4. Instructional technology and curriculum support

According to the proposal, students would be assessed \$5 per credit hour, capped at 20 hours, and the monies collected from this fee will be held in a restricted account to be used solely for the purpose of improving student technology areas. Under this proposal, the students would make the ultimate decision for the implementation of the fees.

The written plan was agreed upon by the students, the University, and a two-thirds majority vote of the Student Government Association Senate and finalized with the signing of this agreement by the president of the university.

Formation of Information Technology (IT)

The Department of Network Services was created in December of 1999. The staff consisted of two full-time workers and was temporarily housed on the fourth floor of the Burton Business Center (BBC). The primary focus of Network Services was to provide support to all MSU faculty and staff and to maintain all aspects of the campus network.

The network, at that time, consisted of four Bay Networks Centillion 100 ATM switches. These switches were located in BBC, Kaufman Hall, Kirkman Hall, and Holbrook Computing Center. Most buildings were provided with access in the spring of 2000. Most buildings were provided with 100Mb fiber connections to these core switches. Desktop connectivity was provided by 10/100Mb Bay hubs. In spring of 2001, Network Services relocated from BBC to its current location in the old student union. Network Services has since increased in both size of the staff and scope of responsibility.

In November 2002, the four Bay ATM switches were replaced with Cisco Catalyst 6500 series switches. These switches provide a gigabit capable infrastructure. Many buildings have also been upgraded from hubs to a switched environment. This equipment provides increased reliability and throughput.

Recently, Network Services has:

1. Replaced a significant number of hubs on campus with switches-this process is on-going
2. Replaced the current router
3. Increased the bandwidth to the Internet

University Website

Until 1999, there was no single staff person in charge of the University website. The website was pieced together by many students over many years. The University server housing the website resided in the library, but the Director of Media Services was the University Webmaster, supervising students who maintained the website. This working situation continued until May 2001, when the student responsible for the website's upkeep graduated.

At that point, realizing that there would not be any qualified students in place to continue maintaining the website and that the website was an integral part of the university, the decision was made to maintain the website with a permanent employee. The decision was also made to move the website from Media Services to Information Technology Services. In addition to maintaining the website, the webmaster was charged with supporting the Blackboard course management system for the University.

Distance Learning

The Office of Distance Learning has been in existence since April 1999 when the position of Distance Learning Coordinator was created. Prior to the creation of the department, distance learning operations were coordinated by the Continuing Education Department. Telecourses were the first means of electronic learning at McNeese and consisted of courses licensed from and broadcast over the Louisiana Public Broadcast station. The program continues to this day. The courses involve the requirement of

students to watch or record the broadcasts weekly. The telecourses additionally require short amounts of on-campus time, ranging from one hour per week to only five or six meetings per semester. College-by-cassette courses also became an option for these kinds of courses.

During the fall of 1998, the first compressed video classroom was installed on campus in Burton Business Building, Room 118. The Louisiana Board of Regents Distance Learning Initiative provided funds to establish at least one compressed video site at each of the universities in Louisiana. Primarily, graduate Nursing courses and graduate Library Science courses were taught or received in this classroom. In July 1999, a small video classroom was installed in Drew Hall with equipment purchased by the College of Nursing. The second large video classroom was installed in August 2000 in room Farrar Hall, room 221. At the time of this installation, McNeese set up two off-campus sites at DeRidder High School in DeRidder, Louisiana and at the Jefferson Davis Technology Center in Jennings, Louisiana. These sites were designed to receive credit courses taught from the on-campus video site. Following the installation of those two sites, another site was installed in room Farrar Hall, room 327 in July 2001. The two Farrar Hall sites were used primarily by the Educational Leadership and Instructional Technology (ELIT) Department for transmission of graduate courses in Educational Leadership and in Educational Technology to the off-campus sites. The Teacher Education Department also began teaching graduate courses via compressed video. A third off-campus classroom was installed at Oakdale High School in Oakdale, Louisiana, in spring 2002, and the small classroom in Drew Hall was updated to a full compressed video site.

Web-based courses made their premier on the McNeese campus in 1998, but it was not until the advent of the Blackboard licensing in July 2001 that faculty began more serious use of the Internet for courses.

The university has encouraged faculty to participate in distance learning by offering incentives such as course reductions, stipends, off-campus week-long training, various workshops, one-on-one training, and other mini-training sessions.

Information Technology

Today, Information Technology at McNeese State University has evolved and expanded to include a variety of support organizations. Currently, Information Technology consists of Network Services/IT, TASC, the MSU website, Distance Learning, and University Computing Services.

Network Services/IT

Currently, the Network Services staff consists of four full-time staff devoted to campus-wide initiatives. They are charged with a wide variety of technology support areas including:

- Academic Computing
- Network Services
- Electronic Maintenance, (PC repair)

Also working with the Information Technology support area are several colleges with their own support personnel. Two colleges, Nursing and Engineering, have staff members that report to the central IT group, but work out of the college. There is also a shared position which supports the Department of Mass Communication and IT needs as well. The College of Science, which offers an ABET accredited BS in Computer Science, has its own support staff which reports to the dean of the college but regularly communicates with the central IT group. More information on IT can be found at <http://ns.mcneese.edu>

TASC (Technological Advancement for Students Committee)

Established at McNeese State University in 1997, TASC is dedicated to implementing technology on campus for the improvement of the technology environment for students. This autonomous body generally recommends yearly focus expenditures in three areas:

- Student Computing Laboratories
- Network Access and Electronic Services
- Instructional Technology and Curriculum Support

TASC currently pays for two full-time employees, the Administrative Assistant to the Chief Information Officer and the Coordinator of TASC Operations, and a number of student assistants. The student assistants currently support two open student labs on campus, Holbrook Computing Center, and the Library, as well as TASC purchases throughout campus. More information related to TASC, can be found at <http://www.mcneese.edu/tasc/>.

McNeese State University Webmaster

The Webmaster is responsible for the development, management, and maintenance of McNeese State University's website and the server-which utilizes Microsoft Windows Server 2000. This position supports a number of priority initiatives:

- Assists in student recruitment
- Originates design to enhance communications with prospective and current students
- Sets and meets long term goals for website in support of the University's mission
- Leads the architectural design of the University's website and coordinates all aspects of the production and maintenance of the University's web site
- Works with a variety of content providers and departments, staff, and faculty, and provide both support and training
- Available as a resource for faculty and staff members
- Assesses new standards, technologies, and trends and formulates strategies and plans for enhancing the site
- Produces a consistent visual image on the site by promoting uniform fonts, formatting, icons, images, layout techniques, and modularization, including maintenance of template and image archives
- Oversees the evaluation and adoption of new web technology

- Provides and maintain shared resources and web tools, such as templates and scripts
- Ensures that all webmaster e-mail receives timely responses
- Maintains cross-platform and cross-browser compatibility so that the web site is accessible from a variety of different environments
- Coordinates the work of student web team responsible for maintenance and other site developments
- Ensures that links are functional and information correct
- Check bugs and problems, diagnoses and corrects them

University Computing Services (UCS)

This department maintains and operates a Compaq Alpha ES-40 computer system. This system features 4 gigabytes of online memory and approximately 200 gigabytes of direct access storage. The system operates under the Open VMS operating system. It is connected to the campus wide network through the campus fiber backbone and to the Internet via dual T-1 telephone lines. Applications installed on this system include the Student Information System (SIS), the Financial Records System (FRS), and the Human Resources System (HRS). The Student Information System is accessible via the Web for registration and for access to student records. University Computing Services, consisting of eleven employees, is a service organization providing computing resources to the entire campus.

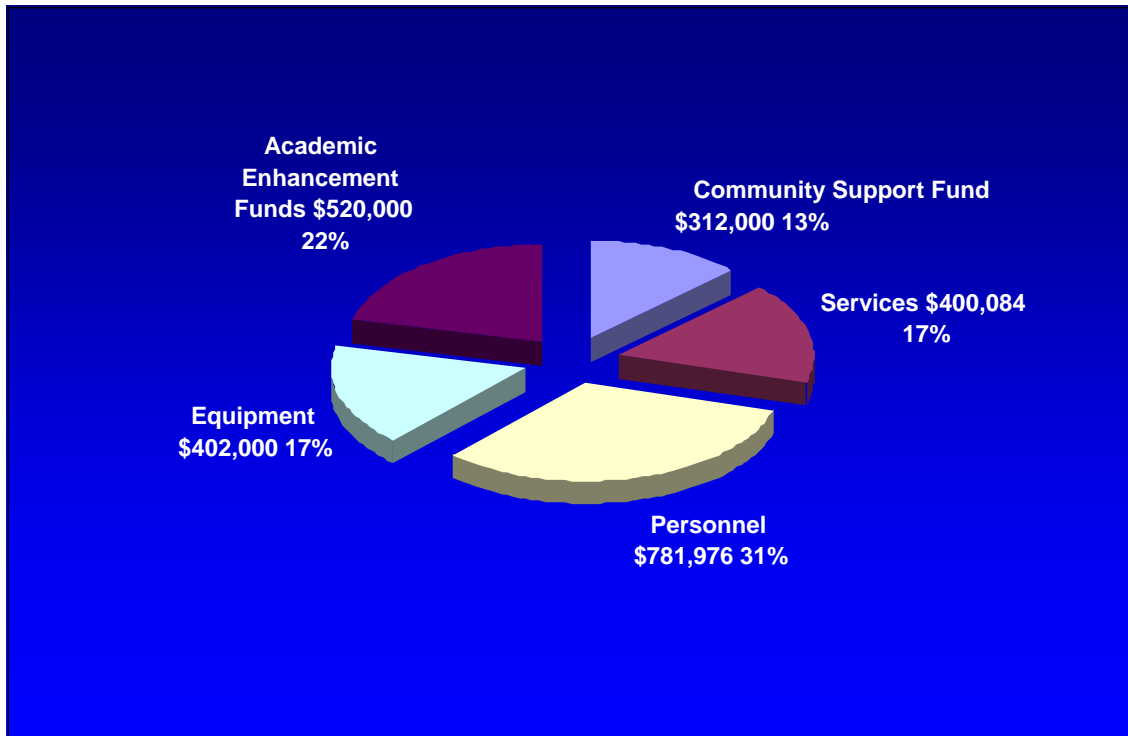
Distance Learning

Distance Learning is a growing endeavor on campus providing support in traditional videoconferencing as well as support for Blackboard courses. Distance learning allows McNeese to reach a wider student audience thus making learning more accessible. With compressed video, McNeese is both a teaching and receiving site for distance learning and interactive classrooms. The university began broadcasting and receiving courses to and from other state universities in spring 1999, and, currently, McNeese has distance learning classrooms located in the Burton Business Center, Drew Hall, Hardtner Hall, and Farrar Hall.

Not only can McNeese credit be earned through compressed video courses, but through McNeese's distance learning network, students are also able to receive credit from other state universities by attending class at one of McNeese's on-campus sites or at one of the off-campus sites in Jeff Davis or Beauregard parishes. Currently, two full-time employees support the distance learning endeavor.

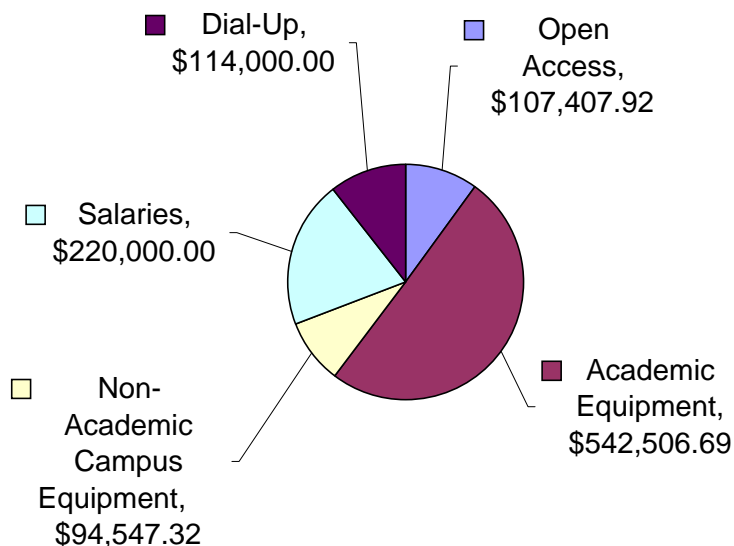
Technology Expenditures

Below is a breakdown of non-TASC related technology expenditures for a typical Academic Year:



TASC Major Expenditures

Revenue Generated: Over \$1,000,000 per year; an example of typical expenditures. Recurring Expenses, (salary, dial-up, open access) total nearly \$500,000 per year.



Defining Technology at McNeese State University

Simply put, technology is a tool, no different than a hammer, or a telephone. As you begin to read this, possibly with a pen in hand, you must remember that at one point in time the ballpoint pen was a remarkable piece of technology. There was nothing like it in the past, and it amazed the user who grasped it. Today a pen is nothing more than a common implement used with no thought given to it. Technology must be viewed in this light, as a tool, nothing more. Technology in and of itself is a neutral apparatus, neither good nor bad. It is a device to improve our everyday lives. It cannot and must not be assumed that technology will make a bad teacher better. What it can do is take a good instructor and allow that person to reach students in ways not available in the past.

The technological tool is a great enabler. A wider variety of learners can often be supported through technology. One example is the student who sits in the back of a classroom appearing indifferent to the lecturer at the front of the room. This student can be out of touch for several reasons; they may be ahead of the instructor, they may be behind the instructor, or they may be afraid to speak out. Whatever the reason, technology can often help these students. By placing materials in a digital format, students can work at their own pace and have materials accessible when they need and want them. Technology allows instructors to be learner centered, the lecture is not the essential element; the learning is. Technology allows all types of learners to use the styles most comfortable to them.

Although technology is a wonderful tool, it is not a panacea. Placing technology without support and some level of “buy-in” can often result in misuse, misunderstanding, loathing, and often abandonment. Many elements must be in place to successfully support any technological implementation and avoid the conditions mentioned above. Planning, staffing, training, budgeting, assessing, coordinating, and the ability to maintain a sense of calm are all key elements in successfully bringing technology to a large organization.

Technology, properly used, is a wonderful resource in an educational environment. There are many advantages and disadvantages in bringing technology to campus, and all elements, both good and bad, must be evaluated before implementing any technological change. Technology is a powerful resource because it brings previously unavailable ideas and information to students; however, one thing is clear. It is most useful when we are as comfortable using technology as the pen in your hand.

Defining the Relationship between IT and the academic community

The core value of this institution is its academic endeavor. Because this is such a critical component of the university’s mission, it is essential that the relationship between Information Technology and the academic sector be clearly defined. To that end...

1. Technology should never be implemented for its own sake. There needs to be clearly defined reasoning behind any implementation. Some factors to analyze include:
 - a. The existence of staff capable of utilizing the technology.
 - b. The way(s) in which the technology will be used.
 - c. Resources available to support the implementation.
 - d. A realistic assessment of the potential outcomes, (both positive and negative) of this usage.
 - e. The value added to the learning environment and curricula.
2. Colleges which have articulated a desire for ubiquitous computing should hire faculty and staff capable of working in this environment.
 - a. Every new hire must prove that they can use a standard level of technology as defined by the department, in consultation with IT, which is hiring the individual.
 - b. The colleges should institute a training program to bring those with lesser technical competence up to a minimal level. An effective means of strongly encouraging attendance at training sessions by all college employees needs to be established.
 - c. The use of information technology must be integrated into instructional and administrative duties
3. Develop a means to share existing technologies. Shared resources (projectors, digital cameras, and in many cases computer labs) should no longer be housed by faculty members in individual offices or in some cases in departments but should be housed and controlled in an area designated by the college. An effective system of usage should be created.
4. Communicate decisions both vertically and horizontally throughout the college.
 - a. Request college list serv from IT.
 - b. Encourage all faculty and staff to own and use a McNeese email address.
5. To enable central IT to focus on network and university-wide issues as much as possible each of the colleges should strive to become more self-sustaining in terms of technology basics. Campus IT personnel should be used for complex technology issues, not ink cartridge replacement.

6. Invest in current, proven technologies. Avoid cutting or bleeding edge technology investments.
7. Realize that:
 - a. The rights and needs of the each college are absolute.
 - b. These needs take precedence over the needs of the Information Technology department, but:
 - i. Those needs are only absolute within the purview of the college. In terms of McNeese State University those needs are relative to the overall mission and goals of the university, and therefore cannot be viewed in a vacuum. IT must support all university constituents equally.
 - ii. College decisions which go in opposition to IT recommendations and requests will result in a lost opportunity to maximize the quality of support which can be expected. This may result in poorly functioning and broken equipment on a regular basis. This loss of support represents a failed opportunity to provide a quality environment for the students, faculty and staff of the college. The college must realize that while it is free to stand alone, it must also then assume the costs of that decision.
8. In most instances, it is better to forego the use of technology than to try and use older, less reliable technology. Unreliable or misused technology is a detriment to the goals and objectives of every college within the university. Prompt removal of old/outdated equipment is essential to maintaining a climate which IT can support and the colleges can count on to work regularly and effectively.
9. Our goal should be to use existing resources to their maximum potential. This strategy of “maxing out” should generate additional support from the administration by providing evidence that limited resources are used effectively, and that additional resources given to the college will also be used in the most efficient manner possible. A means to identify/monitor maximum usage of college resources needs to be established.
10. Support only college based “needs”. Funding is not sufficient to support wants. Establish a means to analyze requests in terms of wants versus needs.
11. A planned, systematic approach to the utilization of technology creates an environment where it is possible to succeed. A systematic approach includes identification of goals to be accomplished, an implementation of those goals, and an analysis of the success or failure of the plan. Changes should not be made without careful analysis. Changes which occur without proper analysis/communication can often result in misuse and failure. Avoiding these kinds of pitfalls will help to ensure maximum support from Information Technology.
12. Use technologies in the way which you have planned. Differentiate the types and purposes of the college labs.
 - a. Every lab should not and cannot be all things to all people. Convenience is not an essential reason for implementing policy. Word processing and spreadsheets are not essential in every lab. Specialty labs should be regarded as such.
 - b. If security is paramount, then make it so. Restrict access and usage in these labs.
 - c. Lab printing costs can almost be eliminated by moving many generic software (Office) lab functions to Holbrook and Frazer Library. Student printing is unlimited in these facilities.
 - d. Generic labs should be kept to a minimum with the goal of encouraging a movement of this type of computing to the TASC open labs.

13. Realize that TASC is a relationship which has conditions. The students view these dollars as their responsibility and will set conditions which may not be acceptable to the individual colleges. The colleges must decide if it is in their own interest to request funding from TASC. If it is not in the best interest of the colleges, funds should not be requested.

Vision Statement

There is an adage which has permeated the educational environment of many colleges that states “curriculum should drive the technology, rather than technology driving the curriculum”. While this phrase is entirely true, it is but one part of a complete picture. Decisions regarding technology, which are made in a vacuum, will often lead to misuse and failure. All parties must have a voice in this plan, both the end-users and those charged with implementing the plan.

This document, as well as the plan that will be put in place as a result of this document, will involve all campus constituencies. The word plan will be viewed as a verb, rather than a noun. This is intended to be a living guide which will continue to grow and evolve over the years. It is not a monolithic object which will sit on a shelf. If properly used, it will become an active part of the campus’ future.

The goal of the University is to implement proven technology in order to provide quality technology services to the campus community. Any “new” technologies may be new to Louisiana, but should have a proven history among other leading universities. Limited resource streams make cutting edge implementations unrealistic. We should find what works elsewhere, find out why it works, replicate it, and if necessary customize it for McNeese’s particular needs and desires. To that end we should:

1. *Be evolutionary not revolutionary.*
2. *Determine between wants and needs.*
3. *Ensure that academic freedom is guaranteed, but safeguard our administrative integrity.*

Mission Statement

The University will provide the campus with the best possible support within available resources. To that end, this plan must fit within the guidelines established by the McNeese State University Master Plan. There are also a number of guidelines from the state, Board of Regents, and University of Louisiana System which help to direct this campus document. These controlling documents include:

- *VISION 2020*
- *THE MASTER PLAN FOR POSTSECONDARY EDUCATION*
- *LACONNECTIONS*
- *ACT 772*
- *THE STATEWIDE IT MASTER PLAN*
- *CURRENT STATEWIDE IT REGULATION GUIDELINES*

The goal of the Technology Committee is to draft and implement a workable strategic plan for the campus community. This will be accomplished by designing a workable set of policies and procedures based upon this strategic plan to guide

implementation of the plan. To that end, the Strategic Planning Committee has reviewed all existing Information Technology policies and has recommended minor changes.

Goals of the Committee

- Enhance the expenditures for technology purchases on campus to support the university mission
- Maximize the support for technology realizing that a limited amount of staffing will exist for the foreseeable future
- Protect the resource investment by effectively enacting and supporting policies already in place
- Ensure the security of the data

Within these areas there are a variety of issues that must be addressed.

1. Enhanced Expenditures

McNeese State University has a sense of poverty which does not reflect reality. While there are not enough funds to pursue every technological advance available, there are resources that positively impact the campus. Over the past two years, computer purchases alone have exceeded \$500,000 per year. Yet even with these expenditures, most people have not come to the realization that there are means by which technology can be acquired.

There are several recommendations that the committee makes:

- A. The Executive Staff should undertake a study to determine the viability of creating a technology life-cycle on campus. There is a great disparity among the colleges. In some cases there are faculty with multiple machines less than two years old while in other colleges, there are faculty who have machines which are older than six years. “Catch as catch can” has been the operation in the past. While that is understandable because of the nature of Louisiana’s budgeting for higher education, we must look at another solution to try and provide an adequate resource to all faculty and staff. Building a life-cycle for desktop computing on campus, using a model with a four year rotation is certainly within the budget. Of course, the committee realizes that much of this funding is not guaranteed, and if the resource disappears, then so does the plan. That being said, we must try and build this rotation so that we do not continue in some quarters to be a campus of haves and have-nots. This study should look at current expenditures, current funding sources, and possible cost implications of a life-cycle.
 1. Interim steps can be taken to effectively utilize our revenue streams until a full developed life cycle is in place.
 - i. Close coordination of resources between those with the funding and the Information Technology group must be established and maintained. There are several, generally recurring, revenue streams that are currently being used to support technology purchases throughout the campus. Because IT works most closely on a daily

basis with the equipment across the entire campus, they are keenly aware of what constituencies have the greatest need for replacement/upgrade. By allowing IT this voice, money which is available is spent as efficiently as possible, without locking the university into life-cycle purchases until such time as the funding can be assumed to be reliable from year to year.

- ii.* Maximize the university purchasing power by buying in bulk. The revenue savings have been sufficient enough to warrant consideration of moving computing purchases from a random cycle to a monthly purchasing cycle for desktop computing.
 - iii.* Outsource where possible. Several support issues can be moved to temporary labor, which allows the IT group to focus on critical campus issues which must be put aside to deal with mundane tasks. Network installation, bulk computer set-up can be performed by relatively unskilled labor, which frees campus IT personnel to work on issues such as network security, a significantly more complex and important focus for the campus.
 - iv.* Create a student labor pool to help deal with routine issues. Again many of the significant technology issues are often left undone because routine support issues must be performed by our most skilled IT personnel. Student labor is not a complete solution, but it will offset some of the problem. The Executive Staff should be encouraged to provide for hiring qualified students at more than minimum wage to begin to help support the campus.
- B. All technology purchases should be reviewed by the Chief Information Technology Officer. Purchases which do not meet the criterion of maximizing support will not be approved. One such example is hardware purchases-all machines must meet a minimum level of quality to be approved. Machines which do not fit this level will not be approved.
- C. Continue work on implementing current level technology classrooms. The colleges of Nursing and Education have already acquired technology-rich classrooms. If state funding for technology continues, each of the colleges should acquire at least one classroom which has enhanced capabilities. Each college should also begin to look at usage of these rooms and of the faculty using those rooms. The campus goal should not be a projector in every room. The goal should be to maximize the resources we have and to make sure that projectors and computers are in the places where faculty are utilizing that equipment on a regular basis.
- D. Additional Funding Expenditures (long-term). There are also some additional long-term goals which the campus should begin to investigate to ensure that technology evolves on campus, rather than progressions through stalls and jump-starts.

Some of these recommendations include:

- Consider funding reallocation for increases to the Information Technology area. One reason that McNeese State University has survived the current assault of viruses/worms is that we now possess current tools needed to block these problems before they get to the end-users. These tools have been purchased on an irregular basis, and no funding exists for planned changes/upgrades to these networking tools. Consideration should be given to reallocating some funds to allow for maintenance and upgrades to keep the infrastructure current. The network should be a particular concern as the campus becomes increasingly dependent on this resource and attacks are not going to stop for the foreseeable future.
- Efforts should be made to increase the awareness and acceptance of open source software as a viable alternative. First, free product alternatives like Star Office provide most functionality of the software we purchase, i.e. Microsoft Office. Secondly, open source is gaining momentum. There is a potential, albeit small, that Microsoft will not continue to maintain the dominance it currently holds because we must be prepared for the future.
- While the Executive Staff has done an excellent job of increasing staffing levels for Information Technology, the campus needs continue to increase. The quantity of support demanded and the complexity of IT support continues to grow. We, as a campus, must decide how to face this problem. We are faced with several choices:
 1. Limiting growth by limiting the amount of technology.
 2. Deciding to require more technical abilities of our end-users.
 3. Continuing to find ways to grow the IT staff.

IT work orders (work orders generated from supporting end-user machines) have risen more than 700% since the inception of Information Technology in the spring of 2000 and continues to rise yearly. While one would expect the amount of work orders to rise from any starting point, this growth has been very significant. The equivalent increase in staff size does not match the increase in the number of work orders performed. Furthermore, work which is not tracked by work orders has also increased significantly in terms of its complexity. This work falls primarily in the realm of campus networking. The campus network has become a very complex system which requires extended amounts of time to keep things operational. A new router, firewall blades, and intrusion detection modules are all items which help keep the campus network safe, but are also extremely complicated items. They are not plug and play devices. This increased complexity has paid off. McNeese has survived a very difficult technological period without missing a beat. While other school, state government, and private networks have crashed because of viruses/worms/hackers, McNeese has remained viable and functional. This was not an accident. It was the result of increases in network complexity and proactive responses by the IT staff. There is a cost to the campus for this success. Work order response time has slowed, human interaction time with IT

staff has increasingly diminished, and innovators working to bring new technology to campus are often left with no support. This has happened because IT does not have the resources to invest critical “think-time” to study how to best support these innovators. The result is that even though we have never been stronger in terms of what is happening with our technological infrastructure, many campus constituencies sense less overall support. If the staff begins to focus more on end-user support, we do not have sufficient time to protect the network. We must begin to look at options to address this problem.

1. Decrease Technology

This is the least appealing of the choices. Technology continues to change the way we do business. Fighting these changes is not an option, nor is it usually desirable. Continually, more and more of what we do as a campus requires technology in terms of reporting, in terms of communicating, and in even in terms of teaching. We cannot control much of what is on this front, and all evidence suggests that we will continue to see development well into the future. One thing we must do is to increase our focus on identifying **needs**, not wants.

2. Require more technical abilities of our end-users

This is certainly a much more practical choice, but one which still presents a significant problem for the campus. The problem is how and what do we mandate of our users. While training classes are currently offered, there is limited attendance to these programs. Increasing the amount of training which is offered will not necessarily increase the amount of attendees. Compulsory training will meet stiff resistance on several fronts and can present a very tricky situation. Even after mandating training, how do you force learning? We can force people to sit in the seats, but not to absorb the knowledge. Clearly this is an option, but many hurdles have to be overcome to be successful. It may be more desirable to use this goal in conjunction with Item #3.

3. Increase the staffing level for IT

If the decision is to provide more support, then we need to focus on two initiatives. The campus must continue to build staffing levels that provide for end-user support, but it must also provide personnel with time to remain proactive in dealing with network and security issues. The issue of network security will not disappear; the attacks will only get more complex and difficult to defeat. As the campus continues to increase its reliance on both the amount and complexity of the technology, providing appropriate staff to protect this equipment will become increasingly important. As the campus relies more on a variety of technologies, end-user support must also increase. Nearly every endeavor on campus now utilizes technology in some way. We must find a way to continue to increase the support available to all campus constituencies. The committee recommends a formula for establishing a system to request additional staff positions. Realizing that the state budget is limited, enrollment with the 2005 Board of Regents mandates is uncertain, and the needs of the entire campus must be addressed this formula will be established to promote a

needs-based request. It will not be designed to create unrealistic staffing levels. Growth will not be requested for growth's sake, but in an effort to provide maximum support with as small a cost as possible. While the formula has not been completed, the committee has identified the following items as some of the criterion for building the formula:

- a. Number of campus machines per support position
- b. Number of work orders per support position
- c. National surveys of staffing at comparable institutions
- d. ULS Survey of IT staff levels
- e. Changes in quantity of machines/Complexity of IT systems on campus
- f. Average response time to technology support work orders

Some additional notes on staffing:

- Outsourcing on selected projects can help alleviate some staffing issues. The physical construction of the network, (wire pulls), has already been successfully outsourced. This has provided some relief on staffing issues. A second item which could be outsourced is large volume computer set-up. Several times during the year, large numbers of computers are ordered at the same time. Outsourcing these set-ups would provide tremendous relief to the staff and would allow end-users to get access to new computers much more quickly.
- An additional potential source of increased support levels could be provided through student labor and possibly internships. The extent to which this support mechanism can be tapped will remain limited to more basic support functions, i.e. routine desktop troubleshooting. This will allow experienced full-time personnel to focus more on complex issues, networking and security. There will be issues of quality as students learning can often make large mistakes which will cause longer delays in repair of desktop systems.
- An additional issue is a trend on campus which is not limited to IT. It is, however, a realistic concern. That concern is staff compensation for the work that they do. This issue may decrease our ability to find and maintain quality staff. As our campus equipment becomes increasingly complex, the skill level of those charged with supporting this environment will also become so. The campus needs to look at trying to find ways to increase the salaries of those working on this equipment. By being more competitive, we can begin to keep skilled employees who will be around to protect our infrastructure.
- The committee did discuss the use of increased compensatory time. Compensatory time with such a small staff becomes a negative factor. If the employees are using too much comp time, their regular jobs are lacking because no-one is available to work during the campus peak usage times.
- TASC should be encouraged to plan for providing one optimized lab per college. This would accomplish two things. First, TASC would provide quality technology to students in each of the colleges. Secondly, providing one college-based lab

would encourage greater cooperation among departments and begin the process of reducing the number of labs on campus.

- Distance Learning is a resource that should be encouraged to grow. One of the first programs that could be established is a system whereby returning/non-traditional students could take their first two years of college via the web. The program is currently being hampered by several factors including bandwidth, equipment capacity, staffing, training, and the lack of available faculty to teach in a traditional classroom setting.

2. Support

We do not currently have enough staff to support every technology that exists. While one of the goals is to increase the size of the IT staff, it is unrealistic to expect that this will happen overnight. That means we must make some hard decisions. Support cannot be provided for all technologies and every generation of technology. We need to find effective ways of maximizing the support that is available. The first step recommended by the committee is to create a mechanism whereby we define what we are capable of supporting as a University. To do this we will divide equipment, both hardware and software, into three categories

- **Fully Supported**

Fully supported is defined as equipment for which McNeese State University will commit fully available resources (material and staff) to support. The Information Technology Services area also has some expertise, or can acquire expertise, through training to support fully the installation of the equipment and also its operation and usage.

- **Partially Supported**

Partially supported is defined as equipment for which McNeese State University will commit partially available resources (material and staff) to attempt to support. Generally speaking, support for this area will be maintained at installation and interoperability of the computer or software. The end-user will be responsible for actual usage of the program including identifying and correcting errors which may occur.

- **Unsupported/Obsolete**

Unsupported is defined as equipment/software which has not been recommended as part of the campus technology plan and may be considered detrimental to the efficient working of the technological environment at McNeese State University. Hardware and software on this list will be supported only when all other needs of the campus community in both the fully and partially supported categories have been supported. Human resources (staff time) will be made available only on this basis. Hardware/software under this category will not be purchased from the central computing resource.

Hardware- A plan of standardizing on machines of quality has been implemented to maximize the life expectancy of university computers. Because campus constituencies

have the budget to purchase cheap machines does not mean the institution has the budget to support the cheap machines. By purchasing machines of greater quality, we lessen the need for support in the future.

- One of the most important/critical decisions this campus must face is to begin phasing out machines which are out of date. While everyone wants to utilize equipment fully we are spending an inordinate amount of time repairing machines which are no longer technically viable. We must begin to prioritize our support. Departments wishing to keep outdated equipment will be sent a form notifying them that this equipment is at retirement age. There will also be a sticker placed on the machine identifying it as no longer supported. Support personnel will no longer be made available to work on this equipment. The machine will be tagged, and its McNeese ID will be recorded and put in a database which will be maintained until the machine is retired.

Software- Microsoft licensing has been purchased. This licensing encourages more uniform and consistent support and additional licenses should be researched and considered. While not mandating which office software can or cannot be used, the University should not provide central resources for the purchase non-standard software. One such example would be recommending to the Executive Staff that resources from the Community Support Fund not be used to purchase WordPerfect software. The reason for this is simple. As each computer is purchased from those funds, \$60 is already being charged to pay for Microsoft Campus agreement. Departments would still be free to purchase WordPerfect out of their own budgets.

- Only legally licensed software will be supported. (Please see copyright policy.)
- Partially supported software must be a current version of the software. As machines continue to evolve, older software will often disrupt functions of new equipment-software currency must be maintained. Older software will be unsupported and will not be loaded. In the event that the use of outdated software destroys a machine, the IT staff will notify the user that any further attempt to utilize the software will result in the machine being designated “unsupported”.
- ALL calls must come to the help desk. These calls will be sorted to provide all users with equal access to a limited resource.
- All technology support areas should come under the Information Technology umbrella. In order to implement new plans and procedures, it is essential that the technology personnel become part of the central IT area. This will ensure that all support and expenditures are comprehensive in nature and planning can be done more effectively.
- Only mission critical applications can currently be supported, games and other non-essential software will not be supported.

Prioritization of end-user support

Because there is significantly limited staffing for support, it is the recommendation of the committee that we also prioritize the support of campus end-users. While the work that everyone on campus does is important, we must realistically support those areas which

have the greatest impact on the entire campus. The committee would recommend the following system of support for the campus.

First Priority Full-Time Faculty and Staff

Second Priority VL's and Part-Time Staff

Third Priority Graduate Assistants

Full-Time Faculty and Staff receive the first level of support for the campus. In most instances, these people have the greatest impact on the campus and should have the highest priority in receiving support.

VL's and Part-Time Staff receive the second level of support. Again, while their work is important, their impact to the entire institution is not, generally speaking, as great as the personnel that are here consistently.

Graduate Assistants receive the third level of support. Again, their work is important to the institution, but must be addressed only after other needs of the entire campus have been fulfilled. This prioritization includes full-time staff members placing requests for support on behalf of GA's. Requests placed in this fashion will not speed up support for this priority category. It is not in the interest of the university to have individuals try to circumvent this plan, and it will not be supported.

Labs Any discussion of support must include looking at how McNeese State University utilizes labs. Even a cursory examination reveals a significant number of labs on campus; currently, there are well over 60 labs on campus-see appendices. We do not have the resources to support an unlimited number of labs. The committee makes the following recommendations:

- Each college needs to begin looking at closing a number of labs with outdated equipment and no planned means of upgrading the labs. Colleges with a large number of labs should begin to move away from small department-specific labs and maximize the resources of the college. Each department must begin to work toward sharing resources rather than trying to acquire and hoard resources for an individual department. Centralized university funding should be encouraged to pursue this goal by allocating more resources to colleges which share, and withholding resources from colleges who are not attempting to maximize their resources.
- TASC should be encouraged to provide at least one high quality lab to each college, with the provision that the college maximizes the usage of that lab before it adds additional labs for teaching/learning. These labs should be put on a regular cycle similar to the current lifecycle for Holbrook and the Library labs. Furthermore, TASC will provide college specific software in the Holbrook expansion.

Website

Probably one of the most visible technologies on campus is the McNeese State University website. There will always be many opinions on the website and what role it should play and what look our website should have. To that end, many of the decisions regarding the website have been made without significant input from the campus. The

committee recommends that a steering committee begin to meet with the University webmaster to begin offering guidance. The one element that the committee must be charged with is in designing an effective way of keeping the site current, as the most important part of a website is currency.

McNeese State University does a relatively good job in maintaining information on the site, but the webmaster can only change the information he is aware of. The committee's first and most important priority is to design a mechanism for relaying information to those who need the information.

Training

It is essential that end-users have the ability to properly utilize the equipment which they have been given. While it should strongly be encouraged for all members of the campus, the old adage, "you can lead a horse to water" will still apply. Therefore, training should be readily available and strongly encouraged for all members of the campus. A training program which is being implemented in the Fall of 2003 should be enhanced. The initial program focuses upon building basic skills among the campus community. Eventually, the program should break into two focus areas, the "how-to" basics and the enhancement of pedagogical use of technology in the classroom. Furthermore, resources should be made available to create a center for teaching enhancement. This center will provide faculty with a development laboratory, allowing them to experiment with different classroom technologies.

Network

- Perhaps the most valuable technical resource on campus
- Affects all parties that use technology
- Must make it one device per network port, no hubs
- Must continue to invest in this device
- Must implement firewall for campus
- Must implement intrusion detection for campus
- Must increase capacity of internet connection
- Future plans should investigate wireless "hot-spots", DHCP (dynamic IP's)
- Must plan outage time to do work
- Must identify and control significant security threats or holes, such as chat programs

3. Security

Security must be addressed. There are some measures that the community of users needs to begin practicing. In relation to the discussion about the network, we all need to realize that a network is a series of interconnected computers. If one computer is vulnerable, all computers are vulnerable even if all other computers are not compromised. This can be seen in the recent outbreak of viruses/worms on the Internet. Furthermore, MSU now comes under the purview of the Gramm-Leach-Bliley Act which requires financial institutions to closely guard data. MSU is now considered in the same category as a bank. This means that a significant plan must be put in place to protect these resources.

McNeese State University provides extensive computing facilities and information resources for the use of its authorized users. In order to ensure that these resources are used in an effective and productive manner, it is important that owners, operators, and users of these resources have a clear understanding of acceptable standards of use. This Information Security Policy provides rules and principles that should guide the University in its processes and usage of its computer and information resources.

DISCLAIMERS

Computing facilities consisting of hardware, software, and documentation are made available to University personnel and students. The use and operation of these facilities is subject to the following disclaimers:

- All equipment is owned by the state it is not personal property. All equipment is subject to inspection without prior notice to the users. Users should expect no privacy, and should house no materials which are of a personal, confidential nature on state machines.
- The University accepts no responsibility for any damage or loss of data arising directly or indirectly from the use of these facilities or for any consequential loss or damage.
- Backups are performed to protect data in the event of a hardware or software failure. However, the University makes no warranty that all data can or will be restored and accepts no responsibility for any damage or loss of data arising directly or indirectly from the failure of the hardware or software, or from human error.
- Because the goals of the University are primarily educational in nature, computer systems are generally open to perusal and investigation by users, and security controls may be less restrictive than they would be in other environments. Although every effort is made to maintain adequate system security, the University accepts no responsibility for any loss of privacy, theft of information, damage or loss of data arising directly or indirectly from the absence or failure of system security protection mechanisms.
- The University makes no warranty, express or implied, regarding the computing services offered, or their fitness for any particular purpose.

RIGHTS AND RESPONSIBILITIES

This section defines the rights and responsibilities of:

- Users of the University's computer facilities
- Managers and supervisors
- System administrators

User Rights and Responsibilities

A user of the University Computer Network has the following rights and responsibilities:

- To enable the University to accurately maintain information about the user of each account, each user is responsible for supplying current information to the University including faculty or school affiliation, degree program (undergraduate or postgraduate), expected graduation or termination date, University position

(academic staff, general staff, student).

- To provide false or misleading information for the purpose of obtaining access to university facilities is a violation of university policy.
- To accept responsibility for any and all activity initiated in or on university facilities by his or her account.
- Users are responsible for selecting a secure password for their account and for keeping that password secure at all times. Passwords should not be written down, stored on-line, or given to others.
- Users are responsible for protecting their own files and data from reading and/or writing by other users, using whatever protection mechanisms are provided by the operating system in use. Most printers and plotters are located in public areas; users are responsible for collecting their output in a timely manner to avoid theft or disposal.
- Users are responsible for immediately reporting any system security violations, or suspected system security violation to the University.
- It is the responsibility of the user to act in such a manner so as to not cause damage to physical equipment. Accidental damage, or damage caused by other parties, should be reported to the appropriate university personnel (i.e. Police, IT staff) as soon as possible so that corrective action can be taken.
- Users are responsible for obeying all posted signs in computer laboratories connected to the university network and those displayed in logon screens.
- Users have the right not to be harassed while using University facilities, whether it be physical, verbal, electronic, or any other form of abuse. Harassment should be reported to university officials.
- Above all, users are responsible at all times for using the university facilities in a manner that is ethical, legal and not detrimental to others or the University.

University Rights and Responsibilities

In general, the University has the right to do whatever is necessary to carry out its responsibility to keep the computing resources operating and available.

- The networked computer environment provided by the University is a facility provided to staff and students to enable them to accomplish certain tasks required by their roles within the University. There is an acknowledged tradeoff between the absolute right of privacy of a user and the need of the University to gather necessary information to ensure the continued functioning of this resource.
- At all times, the University has an obligation to maintain the privacy of a user's files, electronic mail and printer listings to the best of its ability.
- In the normal course of system administration, the University may examine files, electronic mail and printer listings in order to gather sufficient information to diagnose and correct problems with system software, or, with reasonable cause for suspicion, to determine if a user is acting in violation of the policies set forth in this document.
- In order to protect against hardware and software failures, backups of data stored on University facilities are made on a regular basis. The University has the right to examine the contents of these backups to gather sufficient information to diagnose and correct problems with system software or, with reasonable cause for suspicion, to determine if a user is acting in violation of the policies set forth in this document.

- With reasonable cause for suspicion the University has the right to monitor any and all aspects of a system, including individual login sessions, to determine if a user is acting in violation of the policies set forth in this document, subject to the items above.
- The University has the right to alter the priority or terminate the execution of any process that is consuming excessive resources or objectionably degrading system response, with or without prior notification.
- The University has the right to remove or compress disk files that are not related to the University's missions and which are consuming large amounts of disk space, with or without prior notification.
- The University has the right to terminate login sessions that have been idle for long periods of time in order to free resources. The definition of a "long period" of time may vary from system to system, depending on resource availability.
- The University has the responsibility to provide advance notice of system shutdowns, maintenance, upgrades, or changes, so that users may plan around periods of system unavailability. However, in the event of an emergency, the University has the right to shut down a system with little or no advance warning. Every effort will be made to give users a chance to save their work before the system is taken out of service.
- The University has the responsibility to report any violations of university policy, state law, or federal law pertaining to the use of university computer facilities to the appropriate authorities.
- The University has the right to refuse access to any person who has violated the policies set forth in this document. *Please refer to the Faculty/Staff handbook regarding the use of state property*

Managers and Supervisors - Rights and Responsibilities

- Each member of the Executive Staff is responsible for working with Information Technology to ensure the security of information resources and for implementing information security requirements for all areas under their jurisdiction.
- Each Dean and Director is responsible for overseeing the security of information resources and implementation of information security requirements, in all areas under their jurisdiction.
- Each Manager and Supervisor is responsible for the security of information resources and for implementing information security requirements, in all areas under their jurisdiction.

System Administrator - Rights and Responsibilities

- The scope of the system administrator's responsibilities is wide. Users rely upon the advice, planning, maintenance, and repair tasks performed, whether proactively or reactively performed. System administrators are expected to have a good understanding of what is available in the vendor world and what the user community may require in the foreseeable future. With such responsibilities it is important that all computer users and system administrators understand the norms and principles to be applied to the task. A code of ethics supplies these norms and principles as canons of general concepts. Such a code must be applied by individuals, guided by their professional judgment, within the confines of the

environment and situation in which they exist. The code sets forth commitments, responsibilities and requirements of members of the system administration profession within the computing community. *[Please refer to appendices for the System Administrator code of conduct]*

McNeese State University Computing Facilities - Conditions of Use

The University respects and values academic freedom, the academic ethos, and the rights of students and staff who make up the university community. The University must comply with laws and other legal obligations regarding the use of its communications and information technology infrastructure, within the jurisdiction in which it operates. The University has decided upon the following conditions of use for University computing facilities.

The University

Use of university computing facilities is for the purpose of university-related teaching, learning, research, university administration, and other university-related activities. Use of the facilities is subject to conditions which are designed to keep the computing equipment operating and the accommodation in good order and to generate an academic environment that is productive, ethical, legal, secure and effective. In order to ensure that the facilities function in a secure, efficient and effective manner, the University reserves the right to examine any computer software on its facilities and to monitor usage.

Under normal circumstances no person within the university is authorized to access another person's email or data. However, this can be over-ruled with the permission of the owner of the data or a designated authority. These conditions apply to computers and systems, computer laboratories, computer facilities, networks, peripherals, software, and data.

Authorized Users

- Persons authorized to use computing resources are students enrolled in the University, staff employed by the University, and other persons having special authorization to access systems.

Proof of Status

- A current, personal, identification card is proof of identity for use of computing facilities.
- An identification card should be carried at all times when using on campus computer facilities.
- Failure to produce the card when requested by police and/or staff may result in a request to leave the facility.

Authentication

- Authentication is an identity and permissions check performed with a user ID and password when a user logs on to a computer system.

- No attempt should be made to avoid authentication.

Use of Facilities

- A user may use only those facilities for which they are authorized.
- Facilities must not be wasted or consumed by inappropriate or irresponsible use.
- No attempt should be made to tamper in any way with any facility which might alter or impede its use by others.
- Personal equipment may not be attached to university networks or equipment unless permission is obtained from the Chief Information Technology Officer
- Users must not harass others, including using computing facilities to send obscene, abusive, fraudulent, threatening or unnecessarily repetitive messages.
- Users must not involve themselves in any action that is unethical, illegal, of malicious intent, is in breach of any state or federal law, is in breach of any university statute, rule or by-law, or brings the University into disrepute.
- The authority to use computing facilities normally expires at the end of each semester but may be extended.
- The University reserves the right to withdraw or modify authorization or access to facilities without notice.

Data Security and Privacy

- Computer accounts are for the exclusive use of the person to whom they are allocated and must not be used by anyone else.
- Passwords must not be divulged to any other person.
- Every reasonable precaution must be taken to ensure that passwords, accounts and data are adequately secured.
- No attempt should be made to find out another user's password, nor to gain access to another user's account.
- Regardless of the prevailing level of security access granted to a user, users must not:
 - Attempt to examine, disclose, copy, rename, delete or modify another person's data without authorization
 - Attempt to recover deleted data belonging to someone else
 - Attempt to subvert any restrictions imposed on the use of any facility
 - Access any data or software except that which belongs to, or has been provided for the use of that user.

Software Copyright Regulations

- Only legally obtained software is to be used on university computing equipment. The penalties for breaching copyright are high. All users of University equipment are warned that any such breach is the liability of the user. The University will not be liable for any breaches made by users.
- No unauthorized software may be used on any university facility.
- Software provided for use in laboratories must not be copied from computers without prior authorization.

Breaches of Conditions

- Failure to adhere to the above conditions may be considered an act of misconduct and appropriate action may be taken according to university statutes and by-laws. Certain breaches which involve security and/or access violations may require that the University report them to the proper university or legal authorities

Because there are a variety of reasons that computer security must be maintained, the committee feels that certain guidelines be established for dealing with computing violations. Because the circumstances surrounding each incident may be unique, each situation must be analyzed. These recommendations should be seen only as a general guideline. The only exception to this will be in relation to criminal offenses. On all occasions activities which are suspected of criminal activity will be reported to the proper authority for investigation.

These guidelines are provided for all employees, both faculty and staff in an attempt to establish a systematic way of dealing with computer-use violation. These guidelines are intended to be used for significant computer violations, not minor infractions. Significant violations include, but are not limited to:

- Identity theft
- Hardware/Software misuse
- Breach of security policies

First violation-may result in a verbal warning from the Chief Information Technology Officer. The CITO will explain the violation, why the violation is detrimental to the campus, and what future actions can result from continuing to violate computing policy.

Second violation-written warning which is issued by the Chief Information Technology Officer and the Executive Staff member for the person violating the policy. Again, this written warning will define the consequences of further abuse of computing policy.

Third Violation-disciplinary action will be taken. Discipline can include suspension or termination from employment with McNeese State University. This discipline will occur after meeting to ensure that all guidelines have been followed, and will include a meeting of the Chief Information Technology Officer, the Director of Human Resources, the Executive Staff member for the person violating the policy, and a representative appointed by the EEO officer. This committee will meet to determine what actions should be taken in reference to the employee who has been violating university policy.

Summary

In short, these recommendations and goals do not represent a significant change in the way that McNeese State University does business. This plan is designed to allow everyone at McNeese State University to maximize the resources available. Individuals

may have a more difficult time in some instances, but the campus technology environment can improve. Some final objectives for the campus:

1. Each college should form a technology committee and develop a workable strategic plan based upon the guidelines set forth in this document.
2. The University must continue to realize technology is an endeavor which is not going to cost less, ever. That being said, it is imperative to maximize the resources available in an intelligent, purposeful manner, insuring support for most endeavors.
3. The University must continue to consider all aspects of its academic and professional missions in technological decisions.

Appendix

McNeese State University Computing Policy

I. Purpose

McNeese State University provides access to computing, networking, telecommunications, and other information technology (IT) resources in support of its vision, mission, and philosophy and its responsibility for education, research, and service in Southwest Louisiana. Accordingly, the University encourages and promotes the use of these resources by the university community, within institutional priorities and financial capabilities. Access to and use of these resources and services are privileges (not rights) which must be accepted in strict compliance with all applicable laws and with the highest standards of ethical behavior. This document defines the requirements for maintaining this compliance.

This policy applies to all faculty, staff and students accessing and using computing, networking, telecommunications, and other IT resources through any facility of McNeese State University. Such resources include, but are not limited to, computer and network systems, hardware, software, databases, support personnel and services, physical facilities, and data communications systems and services. In addition, the University recognizes that users are also bound by local, state, and federal laws relating to copyrights, licenses, security, and other statutes relating to IT resources.

II. Policy

All users of the University's IT resources must act in a responsible, ethical, professional, and legal manner.

Users and system administrators must all guard against abuses that disrupt or threaten the viability of all systems, including those at the University and those on networks to which the University's systems are connected.

Any use of the IT resources of McNeese State University that interferes with the educational, scholarly, research, service, operational or management activities of the University is strictly prohibited. University computing facilities and accounts are to be used for the University-related activities for which they are assigned. The University reserves the right to suspend, limit, restrict, or extend computing privileges and access to its IT resources.

All users must use resources responsibly, refrain from actions and conduct that waste the University's limited resources and/or prevent others from using these resources (such as chain letters, junk e-mail, etc.), including engaging in conduct that is reasonably calculated to obstruct or disrupt the use of any system or network by others. Every user is responsible for the integrity of university IT resources. All users must respect the rights of other computer users, respect the integrity of the physical facilities and controls, and respect all pertinent license and contractual agreements.

Individual units within the University may define additional conditions for acceptable use of facilities and resources under their control which are consistent with this policy statement, and which may provide additional detail, guidelines and restrictions. The disregard of any aspect of this policy, whether intentional or unintentional, may result in

removal or denial of access privileges. In circumstances in which the integrity or security of facilities may be compromised, this removal or denial may be immediate. Alleged violations of any aspect of this policy will be processed in accordance with the appropriate process outlined in University rules, personnel policies and procedures, and applicable collective bargaining agreements. Violations may also be referred for civil and/or criminal prosecution under applicable state and federal laws.

It is the policy of the McNeese State University that all members of its community act in accordance with these responsibilities and with the highest standard of ethics.

III. User Responsibilities

If you use the University's computing resources or facilities, you have the following responsibilities:

- To use the university's computing facilities and information resources responsibly and appropriately. This includes responsible use of hardware, software, networks, and computer accounts, respecting the rights of other computer users, and respecting all contractual and license agreements.
- To use only those computers and computer accounts for which you have authorization.
- To use computer accounts only for the purpose(s) for which they have been issued. Use university-owned microcomputers for university-related projects only.
- To protect the integrity of passwords. Computer accounts, passwords, access codes, and other authorizations are assigned to individual users. It is a violation of this policy to use another's account, password, access code, or to misrepresent one's identity in accessing or using any IT resource at the University. If someone else learns your password, you must change it. Users may not share computer accounts. Users are responsible for ALL activity on their computer accounts. Should abuse occur by an unauthorized user, the owner of accounts may be held responsible.
- To understand that the requirement and use of a password should not give the user an expectation of privacy as to any information on a university system or facility. Although a reasonable and conscientious effort is made to provide a secure environment, no guarantee of absolute privacy is made. Any data (including e-mail) on university facilities may be subject to examination at any time in the course of routine systems administration, or investigations of possible misuse.
- To understand that e-mail messages are confidential because the university does not monitor use of e-mail. You should be aware, however that e-mail messages are written records that could be subject to review with just cause. E-mail messages may be preserved as computer files on centrally administered disks so it is possible for people other than yourself to see them. In this sense, they are not private. University policy allows system administrators to view any files, including e-mail messages, in the course of troubleshooting system problems. System administrators have as part of their jobs the authorization to do this.
- To report unauthorized use of your accounts to your director, instructor, supervisor, system administrator, or other appropriate University authority.
- To cooperate with system administrator requests for information about computing activities. A system administrator is authorized to access your computer files (including e-mail).

- To take reasonable and appropriate steps to see that all hardware and software license agreements are faithfully executed on any system, network, or server that you operate. Students may not install software on University computing equipment in order to maintain the integrity of license agreements.
- To understand that each user is ultimately responsible for backing up his/her own data. This includes files and programs on local personal computers, in home directories on multi-user host computer systems and electronic mail.

IV. Misuse of Computing Resources

The University characterizes misuse of computing and information resources and privileges as unethical and unacceptable and as just cause for taking disciplinary action. Misuse of computing and information resources and privileges includes, but is not restricted to, the following:

- Attempting to modify or remove computer equipment, software, or peripherals without proper authorization.
- Accessing computers, computer software, computer data or information, or networks without proper authorization, regardless of whether the computer, software, data, information, or network in question is owned by the University. (If you abuse networks to which the University belongs or is connected to, the University will treat this as an abuse of your McNeese computing privileges.)
- Circumventing or attempting to circumvent normal resource limits, logon procedures, and security regulations.
- Using computing facilities, computer accounts, or computer data for purposes other than those for which they were intended or authorized.
- Using university owned IT resources for commercial or political purposes without authorization.
- Sending fraudulent computer mail, breaking into another user's electronic mailbox, or reading someone else's electronic mail without his or her permission.
- Sending any fraudulent electronic transmission, including but not limited to fraudulent requests for confidential information, fraudulent submission of electronic purchase requisitions or journal vouchers, and fraudulent electronic authorization of purchase requisitions or journal vouchers.
- Violating any software license agreement or copyright, including copying or redistributing copyrighted computer software, data, or reports without proper, recorded authorization.
- Violating the property rights of copyright holders who are in possession of computer-generated data, reports, or software.
- Using computing resources to harass or threaten other users.
- Taking advantage of another user's naïveté or negligence to gain access to any computer account, data, software, or file that is not your own and for which you have not received explicit authorization to access.
- Physically interfering with other users' access to the University's computing facilities.
- Encroaching on others use of the University's computers (e.g., disrupting others' computer use by game playing; chatting; sending excessive messages, either locally or off-campus [including but not limited to electronic chain letters]; printing excessive copies of documents, files, data, or programs; modifying system facilities,

operating systems, or disk partitions; attempting to crash or tie up a university computer; damaging or vandalizing university computing facilities, equipment, software, or computer files).

- Disclosing or removing proprietary information, software printed output or magnetic media without the explicit permission of the owner.
- Reading other users data, information, files or programs on a display screen, as printed output, or via electronic means, without the owner's explicit permission.

V. User Confidentiality and System Integrity

If a system administrator is an eyewitness to a computing abuse; notices an unusual degradation of service or other aberrant behavior on the system, network, or server for which he or she is responsible; or receives a complaint of computing abuse or degradation of service, he or she should investigate and take steps to maintain the integrity of the system(s). If a system administrator has evidence that leads to a user's computing activity as the probable source of a problem or abuse under investigation, he or she must weigh the potential danger to the system and its users against the confidentiality of that user's information.

A system administrator may find it necessary to suspend or restrict a user's computing privileges during the investigation of a problem. A user may appeal such a suspension or restriction and petition for reinstatement of computing privileges through the University's judicial system or by petition to the Chief Technology Officer.

If system administrators have a preponderance of evidence that intentional or malicious misuse of computing resources has occurred, and if that evidence points to the computing activities or the computer files of an individual, they have the obligation to pursue any or all of the following steps to protect the user community:

- Take action to protect the system(s), user jobs, and user files from damage.
- Notify the alleged abuser's project director, instructor, academic advisor, or dean.
- Refer the matter for process through the appropriate university judicial system.
- Suspend or restrict the alleged abuser's computing privileges during the investigation and judicial processing.
- Inspect the alleged abuser's files, diskettes, and/or tapes.

VI. Disciplinary Action for Abuse of Computing

Abuse of computing privileges is subject to disciplinary action. Disciplinary action may include the loss of computing privileges and other disciplinary sanctions. An abuser of computing resources may also be liable for civil or criminal prosecution.

It should be understood that nothing in these guidelines precludes enforcement under the laws and regulation of the State of Louisiana, any municipality or parish therein, and/or the United States of America.

VII. Web Page Policy and Guidelines

The Internet and the explosion of electronic communication through the World Wide Web now enable McNeese State University to extend its message to a larger audience than any

other form of communication presently available.

McNeese State University's Home Page on the World Wide Web is considered a "publication," and as such, it should present a unified presence in both design and content, and all information on the Home Page must be accurate, maintained, and updated.

To ensure consistency and accuracy, the MSU Home Page will be administered through the MSU Office of Media Services, as are other university publications that are designed for and distributed to external audiences, and Media Services will have primary responsibility for the Home Page.

Academic, non-academic, administrative, and athletic units, as well as other official MSU organizations, are eligible for inclusion in the MSU Home Page. Only approved university information will be posted on the Home Page. The MSU Home Page and links are not intended for commercial use.

The main menu categories and subcategories will be developed and approved by Media Services. Home pages for all academic and non-academic units will be located on the official server and must adhere to the official MSU Web Page Policy. There will be no links to other McNeese servers from the official Home Page.

Individual faculty, staff, and student home pages will be located on a central server as designated by the Chief Information Technology Officer. These sites will be referenced through a separate Uniform Resource Locator (URL) <http://www.faculty.mcneese.edu/> and <http://www.students.mcneese.edu/> and the official MSU Web Page Policy will not apply to these sites. A disclaimer will be placed on the site stating that these are not official MSU web pages.

Additionally, each individual faculty, staff, or student web site must contain the following statement: "The content of this page is the sole responsibility of {the author's name}. McNeese State University assumes no responsibility for any content of this page and the views expressed therein are those of {the author's name} and do not necessarily represent the views of McNeese State University."

A stylesheet and graphics for the Home Page, main menu, and secondary pages will be created by Media Services. The Office of Media Services will provide assistance and support with text, graphics, and photographs. Statistical information must be verified by the appropriate dean or vice president before it will be included on a page.

Page Design and Content

Individual units are responsible for developing their own pages. Faculty and staff who create their own department's official page must have the approval of their dean, department head, or director. Once the page is completed and approved by the Office of Media Services, it will be added to the server in the appropriate category. Changes to these pages, other than informational updates, must be submitted to the Office of Media Services for review.

Departments or organizations will be notified of any problems in content or design that are discovered through random checks of pages by the Office of Media Services. If the

problem is not corrected, the page will be removed from the server.

The same copyright regulations that apply to written materials will also apply to the Home Page and secondary pages. Copyrighted text, photographs, and graphics must not be placed on a page without permission of the author, photographer, or artist. A copy of this permission must be filed in the Office of Media Services.

Departmental Home Pages

Each department (academic and non-academic) is encouraged to develop a home page and to provide updated information for the page. The page should include information that would be of interest to the public and to potential students. Department heads should designate one person to maintain the page and that person's name and MSU e-mail address must be included on the page as well as the date of the last update. The department liaisons are responsible for:

- Gathering information for the page
- Obtaining permission for copyrighted materials
- Sending a copy of the page information to Media Services
- Maintaining consistency with the stylesheet provided by Media Services
- Ensuring that the information is kept up-to-date
- Answering all questions concerning the department's page

All of the information included on the department's home page should be coordinated through the Office of Media Services. For assistance in setting up the page (format, text, graphics, or photography) contact the Office of Media Services. All pages maintained by individual departments must include a disclaimer statement and the following elements:

- This page is designed and maintained by *DEPARTMENT*.
- Direct comments or questions to: *LIAISON ID AND MSU E-MAIL ADDRESS*.
- Statement of copyright and/or permissions granted if applicable.
- Revision: *DATE*
- *http://Uniform Resource Locator (URL)*

Organization Home Pages

Student organizations approved through the office of the vice president for administration and student affairs (or any other MSU organizations that obtain the appropriate approvals from the MSU administration) will be listed on the MSU Home Page and can request a link from the official MSU Home Page to the organization's page. Each organization is encouraged to develop a home page. The expected content for organizational pages includes basic information about the organization such as mission, bylaws, officers, meeting times and events, and qualifications for membership. Other information such as, but not limited to, advertising, political campaigning, on-line fund raising, or any unusual networking or server requirements will require an off-campus service provider.

All material on an organization's home page must comply with all applicable federal, state, and local laws and with the policies of the University.

The faculty/staff advisor or one member of the organization appointed by the advisor, must be designated to maintain and update the page, and that person's name and MSU e-mail address must be included on the page as well as the date of the last update. The faculty/staff advisor is ultimately responsible for all information on the organization's home page. The organization liaisons are responsible for:

- Gathering information for the page
- Obtaining permission for copyrighted materials
- Sending a copy of the page information to Media Services
- Designing the page consistent with the Media Services stylesheet
- Ensuring that the information is kept up-to-date
- Answering all questions concerning the organization's page

All of the information included on the organization's home page should be coordinated through the Office of Media Services. For assistance in setting up the page (format, text, graphics, or photography) contact the Office of Media Services.

Pages maintained by organizations must include a disclaimer statement and the following elements:

- This page is designed and maintained by *ORGANIZATION*.
- Direct comments or questions to: *LIAISON/MSU E-MAIL ADDRESS*.
- Statement of copyright and/or permissions granted if applicable.
- Revision: *DATE*
- *http://Uniform Resource Locator (URL)*

Calendar of Events

The Office of Media Services will produce and maintain a monthly calendar of campus events for the Home Page. Departments and organizations should submit information for the calendar to Media Services.

Policy Updates

This policy is subject to change and the University reserves the right to make any technical changes on the server as necessary. Users will be notified of changes or revisions in advance if possible. This policy is available at <http://www.mcneese.edu/policy/computing.htm>. Users should periodically review this statement and watch <http://www.mcneese.edu/information/updates.htm> to learn of policy changes.

If you have any questions concerning these guidelines or the McNeese State University Home Page, contact Candace V. Townsend, Director of Media Services, at (337) 475-5636 or e-mail ctownsen@mail.mcneese.edu

VIII. Disclaimers

By using University computing and network resources, each user implicitly accepts all stipulations in this policy and accepts full responsibility for his/her use and/or misuse of these resources. The University considers each user to be ultimately responsible for his/her

actions, and does not accept liability for the individual. Each user should include appropriate notices as necessary in all personal correspondence and publications, adequate to separate a personal opinion, bias, etc. from an official representation of the University.

Although a reasonable and conscientious effort is made to backup critical data on university resources for disaster recover purposes, each user is ultimately responsible for backing up his/her own personal data. This includes files and programs on local personal computers, in home directories on multi-user host computer systems, and electronic mail, regardless of the nature or content of this data.

IX. Acknowledgements

We wish to gratefully acknowledge the University of Delaware and their publications *Responsible Computing: A Manual for Staff* and *Responsible Computing: A Student Manual* for providing a template for the formulation of this booklet. We wish to commend them for their graciousness and willingness to share these resources with other computing organizations in higher education.

We would also like to acknowledge Louisiana State University, the University of North Florida and the University of Virginia whose policies on responsible computing provided additional insights and "food for thought" for this document.

ETHICAL AND LEGAL USE OF COMPUTER SOFTWARE FOR MEMBERS OF THE ACADEMIC/UNIVERSITY COMMUNITY

Unless software, including data, has been placed in the public domain, software is protected by the U.S. Copyright Act. This means that it is illegal to duplicate or distribute software or its documentation without the permission of the copyright owner. Software not copy-protected is not necessarily public domain; it may not be copy-protected so that legal back-up copies may be made. The software license agreement must be referenced concerning legal restrictions as to use of the software and copying of the software.

Just as the academic community cannot tolerate plagiarism, the academic community cannot tolerate the unauthorized copying of computer software and data. McNeese State University has adopted the EDUCAUSE statement of principle about intellectual property and the legal and ethical use of computer software and data.

Because electronic information is volatile and easily produced, 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. Violators of copyright law may also be held personally liable for any infractions.

List of Current Labs across the campus of McNeese State University

BLDG	RM	MAC/PC	Dsktp/Laptop	Dept	Notes
ARM	103A	PC	DSK	FAID	FINANCIAL AID USE ONLY
BBC	202	PC	LAP	UNK	
BBC	203	PC	DSK	OSBC	
BBC	205	PC	DSK	EDTC	
BBC	206	HYBRID	DSK	ELIT	
BBC	306	PC	DSK	BUS	
CLB		PC	DSK	AMBL	AMBLING LAB IN CLUBHOUSE
DRW	102	PC	DSK	ENGR	
DRW	104	PC	DSK	ENGR	
DRW	109	PC	DSK	ENGR	
DRW	111	PC	DSK	ENGR	
DRW	123	PC	DSK	ENGR	
DRW	129	PC	DSK	HOCO	
DRW	229	PC	DSK	ENGR	
DRW	234	PC	DSK	ATHL	
DRW	303	PC	DSK	UNKN	
DRW	305	PC	DSK	UNKN	
DRW	328	PC	DSK	UNKN	
FAR	205	MAC	DSK	EDUC	
FAR	228	PC	DSK	EDUC	
FAR	231	PC	DSK	PSYC	INCOMPLETE AT THIS TIME
FAR	322	PC	DSK	EDUC	
FAR	323	PC	DSK	EDUC	MODEL CLASSROOM/PRES CTR
FAR	332	PC	DSK	EDUC	
GYL	125	PC	DSK	FACS	
GYL	104	PC	DSK	UPBD	UPWARD BOUND
HRT	101	PC	DSK	NURS	
HRT	122	MAC	DSK	MCOM	WRITING LAB
HRT	124	MAC	DSK	MCOM	NEWSROOM
HRT	202	PC	DSK	NURS	
HRT	213	PC	DSK	NURS	
HRT	215	PC	DSK	NURS	
HRT	222	MAC	DSK	MCOM	CONTROL ROOM
HRT	223	MAC	DSK	MCOM	EDIT BAYS
HRT	221A	MAC	DSK	MCOM	AD LAB
KAU	123	HYBRID	DSK	LANG	
KAU	221	PC	DSK	UNK	TUTOR CENTER
KAU	313	PC	DSK	LANG	
KAU	314	PC	DSK	LANG	LANGUAGE LAB
KAU	315	PC	DSK	LANG	
BLDG	RM	MAC/PC	Dsktp/Laptop	Dept	Notes
KAU	329	MAC	DSK	UNK	
KRK	117	PC	DSK	ACC	
KRK	123	PC	DSK	CSCI	
KRK	124	PC	DSK	CSCI	
LIB	1FL	PC	DSK	LIBR	LIBRARY COMMUNITY ACCESS
LIB	1FL	PC	DSK	LIBR	RESEARCH COMPUTERS
LIB	1FL	PC	DSK	LIBR	CATALOG ACCESS
LIB	2FL	PC	DSK	TASC	TASC LAB
LIB	2FL	PC	DSK	LIBR	CATALOG ACCESS
LIB	2FL	PC	LAP	LIBR	CLASSROOM

LIB	3FL	PC	DSK	LIBR	CATALOG ACCESS
RCH	101	PC	DSK	TASC	TASC OFFICE
RCH		PC	DSK	TASC	HOLBROOK LAB
RCH		MAC	DSK	YRBK	LOG OFFICE
RCH		MAC	DSK	CONT	CONTRABAND OFFICE
SFA	121	MAC	DSK	ART	
SFA	129	MAC	DSK	ART	
SFA	201	HYBRID	DSK	MUTH	INCOMPLETE AT THIS TIME

BUILDING CODES:

ARM ARMORY- FINANCIAL AID
 BBC BURTON BUSINESS CENTER
 CLB AMBLING CLUBHOUSE
 DRW DREW HALL
 FAR FARRAR HALL
 GYL GAYLE HALL
 HRT HARDTNER HALL
 KAU KAUFMAN HALL
 KRK KIRKMAN HALL
 LIB LIBRARY
 RCH OLD RANCH
 SFA SHEARMAN FINE ARTS CENTER