FACULTY/STAFF ABUSE OF TECHNOLOGY

SLT 11.8

Date of Last Update:
April 19, 2015

Approved By:

- Senior Leadership Team

Responsible Office:
Information Technology

POLICY STATEMENT

Information Technology has two primary policies in place that deal with technology resources:

Conditions of Use: As members of the Grand Valley State University community, all users have the responsibility to use the university's information technology resources in an effective, ethical, and legal manner. This document outlines these responsibilities.

E-Mail Policy: This Policy clarifies the applicability of law and of other University policies to electronic mail. It also defines new policy and procedures where existing policies do not specifically address issues particular to the use of electronic mail.

The policies and procedures to deal with abuse of technology resources for faculty and staff are outlined below.

- Level I - Complaint
  - Complaints may be received from an internal or external GVSU constituent
  - Upon verification of abuse by an Information Technology staff member, the information is communicated to either the Vice Provost and Dean of Academic Services or the Director of Information Technology
  - Upon review from the Vice Provost and Dean of Academic Services and/or the Director of Information Technology, the complaint is further acted upon or discarded.

- Level II - Contact/Action for First Offenders
  - The individual who has abused the technology privileges is contacted by phone by a designated IT staff member under the direction of the Vice Provost and Dean of

Academic Services and/or the Director of Information Technology
    - If the individual cannot be reached, an attempt to reach them via the secretary, Chair or Dean is pursued until the individual is contacted.
  - The individual is apprised of their abuse and asked to refrain from continuing the infringement. If email related, the individual will be required to retract the offending message.
  - The individual will be sent a notification from IT via email of the abuse infraction and asked to return the email with their understanding and intent to comply via the policy.
  - The email notification/compliance will be kept on file.
- Level III - Contact/Action for Second Offenders
  - The individual account will be suspended immediately (disable ability to send/receive messages).
  - The individual who has abused the technology privileges is contacted by phone by a designated IT staff member under the direction of the Vice Provost and Dean of Academic Services and/or the Director of Information Technology
    - If the individual cannot be reached, an attempt to reach them via the secretary, Chair or Dean is pursued until the individual is contacted.
  - The individual Dean or manager is contacted concerning the repeated abuse.
  - The individual is apprised of their abuse and asked to refrain from continuing the infringement.
  - The individual account will be re-activated upon contact and compliance of the policy.
  - If email abuse, the individual will be required to retract the offending message.
  - The individual will be sent a notification via email of the abuse infraction and asked to return the email with their understanding and intent to comply via the policy and that they will lose account privileges completely upon the third offense.
  - The individuals Dean or manager will be sent a notification via email of the abuse infraction and asked to return the email with their understanding that the individual will lose account privileges completely upon the third offense.
  - The email notification/compliance will be kept on file from both the individual and the Dean or manager.

- Level IV - Contact/Action for Third Offenders
  - The individual account privileges will be suspended immediately, which consist of email and network privileges.
  - The individual who has abused the technology privileges is contacted by phone by

a designated IT staff member under the direction of the Vice Provost and Dean of Academic Services and/or the Director of Information Technology
        - If the individual cannot be reached, an attempt to reach them via the secretary, Chair or Dean is pursued until the individual is contacted. The individual Dean or manager is contacted concerning the repeated abuse.
    - The HRO office is contacted concerning the repeated abuse.
    - The individual is apprised of their abuse and told that their privileges have been revoked.
    - The individual Dean or manager must contact the Vice Provost and Dean of Academic Services or the Director of Information Technology to discuss possible reinstatement of privileges.
    - Upon further review with the Provost (for faculty issues) and the HRO office (for staff issues), the determination to re-instate the technology privileges will be determined.
    - The decision will be kept on file.

- Overriding Issues
    - If at any time, the technology resources that have been abused are in jeopardy of causing mass problems for GVSU constituents or the network/files have been compromised, the Vice Provost and Dean of Academic Services or the Director of Information Technology may choose to immediately suspend the individual account to ensure the integrity and continuation of services for the rest of the constituents.
    - Upon a decision of this nature, the situation will be brought to the Provost, HRO, appropriate Dean or manager as quickly as possible to remedy the issue at hand.

PROCEDURES