JACKSONVILLE STATE UNIVERSITY
Manual of Policies and Procedures

POLICY NUMBER: IV:08:01  DATE: May 1, 1987
SUBJECT: Computer Services
APPROVED: William A. Meehan, President

POLICY
I. GENERAL

Jacksonville State University has a wide range of computing facilities including microcomputers, midrange computers, a central mainframe computer system, and remote terminals with access to the mainframe via communication lines. These facilities are available for academic instruction in computer science, academic computing in related fields of study, administrative information processing, and for faculty and student research. The Department of Computer Services has the responsibility for extending these services on campus.

University Computer Services also provides computer support to local governmental agencies and public institutions. The objectives of the Computer Services policy and the administrative procedures prescribed are as follows:

1. To establish responsible parties for providing assistance to users in the selection, acquisition and use of computer resources.

2. To avoid redundant computer equipment, software and services.

3. To maximize the efficient and effective use of available hardware and software systems.

4. To insure maximum compatibility among hardware and software systems.

5. To improve communications between users of computer services and those who provide the services.

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6. To maintain the integrity of the information stored in University databases.

This policy establishes general guidelines and procedures for the acquisition of additional equipment and the utilization of the computer facilities of the University.

All University-purchased computer equipment, regardless of location or source of funding, is the property of the University and as such will be shared with approved users upon the agreement of the University. All University computer equipment, software, and data will be used for University business only. All revenue derived from the sale of computer services, (i.e., computer time, equipment, software, program development, documentation, etc.) shall be the property of Jacksonville State University and be receipted to the University. Any person or persons found to be in violation of this policy will be subject to disciplinary actions.

II. RESPONSIBILITY

A. The President has the ultimate responsibility for establishing general policies in the area of computer acquisitions and utilization at Jacksonville State University.

B. The Computer Policy and Coordinating Committee has the responsibility for policy guidance, review of and input to long-range planning and coordination of interdepartmental data. This Committee will, from time to time, receive and review such data and make recommendations to the President. The committee will work with the Executive Director, Data Systems Management Division (DSMD), in resolving any user disagreements on priorities for software development work schedules. The Committee will consist of the Vice Presidents and the Executive Director, DSMD.

C. The Computer Advisory Committee has the responsibility for providing broad-based advisory information from the university community in the form of recommendations to the Executive Director, DSMD, and the Computer Policy and Coordinating Committee in the following areas:

- The development of a five-year Information Technology plan for the university
• The establishment of computer-related standards
• The user procedures for obtaining computer support
• The planning for supercomputer usage and the prioritization of allotted time
• The selection of computer systems and languages

The Committee will be appointed by the President.

D. The Executive Director of DSMD has responsibility for the management of centralized computing resources and for the administration of computer-related activities as specified in this Policy. Included in those responsibilities are:

1. Academic Computer Services
2. Administrative Computer Services
3. Preparing the five-year plan
4. Developing the annual operational plan to include budgets
5. Establishing routine priorities for scheduled work. Consults with Computer Policy and Coordinating Committee as required to resolve user disagreements on priorities for major software development projects;
6. Computer support for externally funded projects
7. Computer support for other agencies
8. Computer hardware and software acquisitions
9. Microcomputer installation/maintenance/repair
10. Desk side assistance for microcomputer users
11. Security of computing facilities and information (with the exception of office terminals, office microcomputer systems, and departmental computer labs)
12. Control of access to central computing facilities
13. Release of information concerning computing facilities
14. Advising on assessment of needs for computer services
15. Advising on the hardware/software and methods for implementing a computer service
16. The Administration of systems and languages.

III. ACADEMIC COMPUTER SERVICES

A. Services Provided

The Academic Computer Services Group is responsible for providing centralized computing and data processing facilities (Mainframe networks, PC networks, computing labs, supporting instruction, etc.) to be used primarily for academic purposes at the University. A broad range of equipment and software representing up-to-date technology are available through a network of microcomputers distributed in labs across the Campus. The functions assigned to the Academic Computing Services Group include the following:

1. Establish remote computing labs for instruction and research.
2. Purchase, install and maintain all equipment and software used in the academic labs.
3. Provide personnel required for technical support of faculty and students and for the operation of the labs.
4. Control access to the labs.
5. Provide security of equipment, software and supplies.
6. Supply the needs for computer equipment to be used in classrooms outside the lab, following pre-approval through the departmental channels.
7. Provide reasonable usage levels of paper, toner and supplies required by classes for which University credit is given. (This does not include storage media such as tapes and diskettes. These items are available in the University Bookstore.)
8. Assign and administer Email accounts.

Specific services available and procedures for obtaining services are defined in the “Guide to Academic Computing.” Copies of this Guide for academic users are available in the Office of the Manager of Academic Computing.
Services.

B. Procedures for Requesting Services

1. General

All requests for Computer Service must be submitted to the Executive Director, DSMD using Form CSR:01:R_ “Request for Computer Services”, except the requests for scheduling academic computing labs. The form contains space to identify the requester, describe the request, communicate a justification for the services requested, and obtain proper approval through administrative channels. **NOTE: Throughout this document, the electronic “Computer Services Request” function on JSU’s Intranet Server (jsuis.jsu.edu) may be submitted in lieu of referenced Form CSR:01:R_.**

2. Instructional

Department heads or other administrative personnel will coordinate the scheduling of academic courses that use the Academic Computing Labs with the Manager of Academic Computing. Form CAC:01:R1 “Request for Lab Reservation”, will be used to supply the information to the Manager of Academic Computing. If security codes are required, the Manager of Academic Computing will prepare the necessary security codes to authorize the faculty member and the students to access the system and give these to the faculty member.

Academic Computing Labs will be available on an Open Use basis to authorized users, except when specifically reserved in advance. All lab facility scheduling will be accomplished in a manner to insure the most effective use of the facilities. Priority for unscheduled resources will be given to regular academic programs.

3. Research and Special Projects
Requests for computer-related assistance from faculty members or students under faculty supervision for the use of computer facilities for research and special projects not externally funded will be submitted through normal academic channels to the Manager of Academic Computing using the Request for Computer Services Form (CSR:01:R). Each request will be evaluated to determine if costs to the project are appropriate. If applicable, estimated costs based on current rates will be provided by the Manager of Academic Computing upon receipt of the Request for Computer Services Form. Projects of more than one month’s duration will be charged monthly. For further information on externally funded projects see Section on Externally Funded Projects Requiring Computer Support.

4. Procedure for Approval

The Request for Computer Services Form (CSR:01:R) must be submitted through the appropriate academic channels to the Executive Director, DSMD. The request must have the approval at the appropriate level as described in Section IV.B.2. Each request will be reviewed by the Executive Director, DSMD to insure that the following requirements for approval have been met:

a. The request has been properly approved by the academic authorities.

b. The request will not generate redundant work (i.e. request for a report or service that already exists).

c. The request is feasible both procedurally and economically.

d. The resources are available to perform the request.

If the request meets all of the above requirements for approval, it will be given a priority to be scheduled for implementation. If the request fails to meet one of the requirements for approval, it will be noted on the request and returned to the requester.

The requester may appeal to the Computer Advisory Committee for a reconsideration regarding the decision from the approval process.

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5. **Software and Hardware Acquisition**

For information on the procedure for acquiring additional hardware or software see Section on **Acquisition of Computer Hardware and Software**.

6. **Obtaining an Email Account:**

To obtain an email account, complete **FORM CSN:01:R_** (Students), or **CSN:02:R_** (Faculty/Staff) "Application for Account and Terms and Conditions for Use of JSUNET", and forward to the Manager of Academic Computing.

IV. **ADMINISTRATIVE COMPUTER SERVICES**

A. **Services Provided**

The **Administrative Computer Services Group** provides a full range of services to the administrative community of the University. These services are extended through the use of the central mainframe computer, a complex network of interactive terminals supporting menu driven transactions, and through the use of microcomputers and a campus local area network.

This Group, in practice, develops and maintains a variety of systems that support the information processing requirements of the University. The systems accommodate a wide range of transactions that store, maintain, and retrieve information that is necessary for effective administrative processes. Software systems are designed to protect the integrity of the data. Individual administrative offices have access to transactions that are pertinent to their function. Other offices with a justifiable need may view the data for information only, but are prohibited from changing the data belonging to another functional area of the University. The administrative system by design encourages standardization of data campus wide, provides a timely means of storing and retrieving data, performs extensive edits of input data to keep erroneous data out of the databases, and provides many standard reports and documents required for the successful operation of the administrative functions of the University.
Software systems for most administrative functions have been developed over time according to a definite plan with extensive user participation in its design. Each item of application software is made user friendly by the documentation of procedures in the form of “User’s Guides” which are distributed to each user.

Administrative application software functions are in a constant state of change. Changing policies, procedures, regulations and advancements in technology result in the need for changes in administrative software. A major function of the Administrative Computer Services Department is to interact with the administrative users to identify the need for change in application software, as well as the need for new software, and to develop procedures and programs to meet those needs.

The functions assigned to the Administrative Computer Services Group include the following:

1. Maintain integrity of University data through a common data dictionary (data administration)
2. Consult with end users concerning their needs for automation
3. Develop and maintain efficient application software that is responsive to user needs
4. Develop and maintain user guides for the users of computer services
5. Conduct training for end users on the hardware and software available for their support
6. Provide University-wide technical assistance in automation targeted toward improving user productivity
7. Develop and maintain databases of University activity
8. Develop and maintain security systems (physical hardware and software) to safeguard University information and its use
9. Maintain the Campus Network software, hardware, and communication lines
10. Maintain the Central Computer and vendor software in a manner which minimizes downtime

11. Manage and operate the Central Computer Systems, maintain computer supplies, etc.

12. Distribute hard copy reports to authorized representatives of the various administrative offices

13. Design and maintain the Campus PC network

14. Diagnose problems and repair computer hardware and peripherals throughout the campus.

B. Procedures for Requesting Services

1. General

The administrative computer services described above are available for use by the administrative user community. All requests for additional administrative computer service must be submitted through the normal channels using Form CSR:01:R_, “Request for Computer Services”. The growing requirements for services and the limitation of available resources demand that procedures be followed for the approval of requests for computer services. NOTE: Throughout this document, the electronic “Computer Services Request” function on JSU’s Intranet Server (jsuis.jsu.edu) may be submitted in lieu of referenced Form CSR:02:R_.

2. How to Request Computer Services

a. Request for new application

A request for the development of a new application will be submitted through the normal administrative channels to the Executive Director, DSMD. Approval at the level of Vice President (of Information Technology?) will be required. Computer Services personnel will provide assistance to users in the feasibility study, justification for the new applications, and the preparation of the request.

b. Request for new program
A request for the development of a new program will be submitted through the normal administrative channels to the Executive Director, DSMD. **Approval at the level of Director or Dean is required.**

c. **Request for a change to a program**
A request for the implementation of a change to an existing program will be submitted through the normal administrative channels to the Executive Director, DSMD. **Approval of office supervisor or department head is required.**

d. **Request for information**
A request for a report or information will be submitted through normal administrative channels to the Executive Director, DSMD. The original request will require **approval of a vice president.** Subsequent requests for the same report or information by the same user office will require **approval by a Dean or Director.** Approval by the head of the office responsible for the information is also required.

**Example:**

*A request for information on student financial aid would require the approval of the Director of Financial Aid; A request for faculty/staff mailing labels would require approval of the Director of Personnel Services.*

e. **Request for microcomputer training**
Requests for training on microcomputer hardware or software will be submitted through the normal administrative channels to the Executive Director, DSMD. **Approval by a Director or Dean is required.** Training may be made available in the form of seminars or individual instruction as the situation requires.

f. **Request for consultant in area of automation**
Requests for consultant services in the area of automation will be submitted through the normal administrative channels to the Executive Director, DSMD.
Approval by a Director of Dean is required. Consultant services on a broad range of topics in automation may be arranged through this service. Typical topics would include: (1) How can automation help solve this problem; (2) What type of automation is required for this job; and (3) What would it cost to automate this job and is it economically feasible?

g. Request for instructions on how to use the on-line administrative network

The procedures for use of the on-line terminal network are described in the User’s Guide for each transaction. User’s Guides are issued only to those offices which have a functional need for access to given transactions. User’s Guides may be obtained from the Department of Computer Services.

h. Request for Computer Installation, Maintenance, and Repair Service

The Department of Computer Services will provide for the installation and maintenance of campus computer network telecommunication lines and approved computer hardware and software. This service will be provided through Computer Services personnel or maintenance contracts, and the cost of materials will be charged to the user.

A request for repair may be reported by phone to the Department of Computer Services. Sometimes the problem can be diagnosed and resolved without dispatching service personnel.

Requests for installation, maintenance, or repairs that cannot be resolved by phone will be submitted through the normal channels to the Executive Director, DSMD. Approval by a Director or Dean is required.

3. Procedure for Approval

The Request for Computer Services Form (CSR:01:R_) must be submitted through the appropriate administrative channels. Each request will be
reviewed by the Executive Director, DSMD to insure that the following requirements for approval have been met:

a. The request has been properly approved by the administrative authorities
b. The request will not generate redundant work (example: request for report or service that already exists)
c. The request is feasible, procedurally and economically
d. The resources are available to perform the request

If the request meets all of the above requirements for approval, it will be given a priority to be scheduled for implementation.

If the request fails to meet one of the requirements for approval, it will be noted on the request and returned to the requester.

The requester may appeal to the Computer Advisory Committee for reconsideration regarding the decision from the approval process.

4. **Software and Hardware Acquisition**

   For information on the procedure for acquiring additional hardware or software see Section on Acquisition of Computer Hardware and Software.

V. **SECURITY OF COMPUTING FACILITIES AND INFORMATION:**

The Executive Director, DMSD has the responsibility for establishing and maintaining the physical security of all central computing facilities. All Central Academic Computing Labs, during operating hours, fall under the jurisdiction of the Manager of Academic Computing, even though it is acknowledged that the Building Custodian has, by JSU policy, overall responsibility for all facilities in the entire building. Student lab assistants working in all central academic computing labs report to the Manager of Academic Computing.

The Vice Presidents, Deans, Directors, Department Heads and their staff who have on-line access through terminals or microcomputers are responsible for
the security of the data, equipment, microcomputer software, documentation and the prevention of unauthorized use of their terminals and microcomputers. The Executive Director, DSMD will take the necessary steps to insure that data stored in the mainframe computer files is available only to users who supply valid sign on and operator identifications.

The Executive Director, DSMD is responsible for maintaining a file backup system of all files stored on the mainframe computer. Department heads and directors are responsible for maintaining a backup of microcomputer files used by their offices.

VI. RELEASE OF INFORMATION CONCERNING COMPUTING FACILITIES

No party shall release technical specifications of software or computer-based systems at Jacksonville State University without prior approval. Anyone who wishes to release information concerning systems, to make presentations that require release of data or systems procedures in part or in whole, or to entertain visitors with the intent of viewing computing procedures, will submit a Request for Computer Services Form (CSR:01:R_) to the Executive Director, DSMD one week prior to the event. Upon approval, Computer Services will provide support staff, if deemed necessary, to the requesting party.

VII. RESPONSIBLE USE OF UNIVERSITY COMPUTING RESOURCES

A. General Statement

As a part of the physical and social learning infrastructure and to further the educational purposes of the University, Jacksonville State University often acquires, develops, and maintains computers, computer systems, and networks. These computing resources are the property of Jacksonville State University intended for University-related purposes, including direct and indirect support of the University’s instruction, research, and service missions; of University administrative functions; of campus activities; and of the
exchange of ideas among members of the University community and between the University community and broader academic communities.

Generally, academic freedoms apply to the use of University computing resources. So too, however, do the responsibilities and limitations associated with those privileges. The use of University computing resources, like the use of any other University-provided resource and like any other University-related activity, is subject to the requirements of legal and ethical behavior within the University community.

Thus, legitimate use of a computer, computer system, “e-mail” or network does not extend to whatever is technically possible. Although some limitations are built into computer operating systems and networks, those limitations are not the sole restrictions on what is permissible. Users must abide by all applicable restrictions, whether or not they are built into the operating system or network and whether or not they can be circumvented by technical means.

B. Applicability

This policy applies to all users of University computing resources, whether affiliated with the University or not, and to all uses of those resources, whether on campus or from remote locations. Additional policies may apply to specific computers, computer systems, or networks provided or operated by specific units of the University or to uses within specific units. Consult the operators or managers of the specific computer, computer system, or network in which you are interested or the management of the unit for further information.

C. General Policy

All users of university computing resources must do the following:

Comply with all federal, Alabama, and other applicable laws; all generally applicable university rules and polices; and all applicable
contracts and licenses. Examples of such laws, rules, policies, contracts, and licenses include the laws of libel, privacy copyright, trademark, obscenity, and child pornography; the Electronic Communications Privacy Act and the computer Fraud and Abuse Act, which prohibit “hacking”, “cracking”, obscenity and similar activities; the University’s code of student conduct; the University’s sexual harassment policy; and all applicable software licenses. Users who engage in electronic communications with persons in other states or countries or on other systems or networks should be aware that they may also be subject to the laws of those other states and countries and the rules and policies of those other systems and networks. Users are responsible for ascertaining, understanding, and complying with the laws, rules, policies, contracts, and licenses applicable to their particular uses.

Use only those computing resources that they are authorized to use and use them only in the manner and to the extent authorized. The computer resources are the property of Jacksonville State University. The ability to access computing resources does not, by itself, imply authorization to do so. Users are responsible for ascertaining what authorizations are necessary and for obtaining them before proceeding. Accounts and passwords may not, under any circumstances, be shared with, or used by, persons other that those to whom they have been assigned by the University.

Respect the privacy of other users and their accounts, regardless of whether those accounts are securely protected. Again, ability to access other persons’ accounts does not, by itself, imply authorization to do so. Users are responsible for ascertaining what authorizations are necessary and for obtaining them before proceeding.

Respect the finite capacity of those resources and limit use so as not to consume an unreasonable amount of those resources or to interfere unreasonably with the activity of other users. Although there is no set bandwidth, disk space, CPU time, or other limit applicable to all uses of
University computing resources, the University may require users of those resources to limit or refrain from specific uses in accordance with this principle. The reasonableness and appropriateness of any particular use will be judged in the context of all the relevant circumstances.

**Refrain from using those resources for personal use, commercial purposes or for personal, financial or other gain.** Personal use of University computing resources for other purposes may be permitted when it does not consume a significant amount of those resources, does not interfere with the performance of the user’s job or other University responsibilities, and is otherwise in compliance with this policy and other University policies. Further limits may be imposed upon personal use in accordance with general supervisory procedures.

**Refrain from stating or implying that they speak on behalf of the university and from using university trademarks and logos without authorization to do so.** Affiliation with the University does not, by itself, imply authorization to speak on behalf of the University. Authorization to use University trademarks and logos on University computing resources may be granted only by Jacksonville State University.

**D. Enforcement**

Users who violate this policy may be denied access to University computing resources and may be subject to other penalties and disciplinary action, both within and outside of the University. Violations will normally be handled through the University disciplinary procedures applicable to the relevant user. For example, alleged violations by students will normally be investigated, and any penalties or other discipline will normally be imposed, by Student Affairs. Violation by faculty will be addressed by Academic Affairs. The University may suspend or block access to an account, prior to the initiation or completion of such procedures, when it appears necessary to do so in order
to protect the integrity, security, or functionality of University or other computing resources or to protect the University from liability. The University may also refer suspected violations of law to appropriate law enforcement agencies.

E. Security and Privacy

The University employs various measures to protect the security of its computing resources and of their users’ accounts. Users should be aware, however, that the University cannot guarantee such security. Users should therefore engage in “safe computing” practices by establishing appropriate access restrictions.

Users should be also be aware that their uses of University computing resources are not completely private. While the University does not routinely specifically monitor individual usage of its computing resources, the normal operation and maintenance of the University’s computing resources require the backup and caching of data and communications, the logging of activity, the monitoring of general usage patterns, and other such activities that are necessary for the rendition of service. The University may also specifically monitor the activity and accounts of individual users of University computing resources, including individual login sessions and communications, without notice. Such monitoring generally occurs when (a) the user has voluntarily made them accessible to the public, as by posting to the Internet or a web page; (b) it reasonably appears necessary to do so to protect the integrity, security, or functionality of University or other computing resources or to protect the University from liability or the user is engaged in appropriate activity or computer use; (c) there is reasonable cause to believe that the user has violated, or is violating, this policy, (d) an account appears to be engaged in unusual or unusually excessive activity, as indicated by the monitoring of general activity and usage patterns; or (e) it is otherwise required or permitted by law.
Jacksonville State University, in its discretion, may disclose the results of any such general or individual monitoring, including the contents and records of individual communications, to appropriate University personnel, the University legal counsel or law enforcement agencies and my use those results in appropriate University disciplinary proceedings. Communications made by means of University computing resources may also generally be subject to relevant Public Records Disclosure Laws to the same extent as they would be if made on paper.

VIII. COMPUTER STORAGE MEDIA AND SUPPLIES

Computer storage media and supplies may be purchased from the University Bookstore. Computer Services will not issue storage media or supplies to individual users. Computer Services will provide reasonable quantities of computer supplies required by the remote computing labs.

Custom forms to be printed on mainframe attached printers must be approved by Computer Services prior to placing the order to the vendor. This is necessary to insure compatibility with the hardware and software specifications. Computer Services will provide assistance in the design of forms. Requests for assistance in form design should be submitted on Form CSR:01:R_ “Request for Computer Services”. Major critical application forms will be supplied by Computer Services.

IX. EXTERNALLY FUNDED PROJECTS REQUIRING COMPUTER SUPPORT

Requests for computer support for externally funded projects will be submitted through the normal organizational channels to the Executive Director, DSMD. The request will be submitted on Form CSR:01:R_ “Request for Computer Services”. Upon receipt of the request bearing the approval of each level of authority, through the appropriate vice president, an estimate of the cost for providing the service will be made and given to the requester for approval. The project will then be scheduled for production.
External funded projects are defined below:

1. Any Federal Grant or Contract;
2. Any State Grant or Contract;
3. Any line item appropriation other than the State appropriation for operations and maintenance;
4. Any privately funded grant or contract.

X. ACQUISITION OF COMPUTER HARDWARE AND SOFTWARE:

The explosion in the technology of computers and software has led to the availability of a host of hardware and software for automation. Innovations in the use of computers for the support of information processing in routine office administration have created a high demand for terminals, microcomputers, peripherals, and printers. Jacksonville State University has experienced this rise in the use of computers for office administration. Being an institution of higher learning, the requirement for computers to be used in academic programs has also increased significantly.

While the actual cost per instruction executed is actually declining, the total cost for automation at the University remains a significant portion of the budget. The proliferation of computers in virtually all phases of University operations necessitates implementation of a policy regarding the acquisition of computer hardware and software. The policy must have the objectives of (1) minimizing the total cost for products of automation while maximizing the efficiency of their use; (2) providing a method for requesting computer equipment that will flow easily through the necessary channels for approval; and (3) providing a degree of control on the diversity of computer equipment and software purchased to minimize the cost of training and the maintenance of the equipment.

The Department of Computer Services has been given the responsibility for administering the acquisition, use, control, training and maintenance as related to automation at the University. The Committee for Academic
Computing and the Committee for Administrative Computing will serve in an advisory capacity as required to administer the acquisition of computers, peripherals and software in their respective areas.

A. Procedure for Preparing Request for Purchase of Hardware/Software

The policy will apply to any purchase or lease of computer equipment or software, with an accumulated cost which exceeds $500.00 and will be administered according to the procedures outlined below:

1. If not sure of the equipment or software needed, request consultant service from the Department of Computer Services using Form CSR:01:R_;

2. Determine if terminal equipment connected to the mainframe computer will be required or if a microcomputer system will be required;

3. Determine if the desired equipment and/or software is on the standard purchase list of computers and software supported by the Department of Computer Services;

4. Prepare a Request for Approval to Purchase Computer Hardware and Software Form, CAQ:01:R_. Fully explain the requirement and how the requested items will be used to satisfy the requirement. Justification will be required. If the requested items are not on the standard purchase list, state the reason a substitute is required;

5. Submit the Request (Form CAQ:01:R_) to the Executive Director, DSMD through the appropriate channels for approval.

B. Process for Approval:

Form CAQ:01:R_ must be approved at all levels up to the vice president prior to submission to the Executive Director, DSMD;

The Executive Director, DSMD will review the request, and consult with the appropriate advisory committee in cases where further review is considered appropriate. If the recommendation is for approval, the request will be forwarded to the President. The President, being the final authority, will return the request to the requester with the decision for the request indicated as approved or disapproved.
If the request is approved, the requester is authorized to prepare a purchase requisition for the purchase. A copy of Form CAQ:01:R must be attached to the purchase requisition. (Any purchase which exceeds $7,500 must be bid.)

If the recommendation of the Executive Director, DSMD is for disapproval, the request will be returned to the requester. The requester may submit an appeal to the Computer Advisory Committee. The Appeal will consist of a memorandum of justification for the appeal and an attached copy of the disapproved request. The Computer Advisory Committee will make a recommendation to approve or disapprove the appeal and forward the request to the President for final decision.

XI. WORLD WIDE WEB PAGES

A. Purpose

The design and implementation of JSU's World Wide Web Site is a highly collaborative, cross-disciplinary activity.

The following guidelines are designed to promote a consistent look and feel to the collective teamwork of those departments and individuals at JSU involved in creating, publishing and maintaining JSU's official web documents. JSU's Official Web site includes all Colleges, Departments, and Academic Programs.

These guidelines will help ensure that JSU's Web Site is easy to navigate and maintains a professional appearance while leaving ample room for individual creativity and original design.

B. Definitions:

1. Department: Any administrative unit of the University, or an activity/organization officially sponsored by the University.

2. Guideline: A feature of a web page which, while not deemed required, is suggested for the page to be consistent with University practice.

3. Home Page: The primary web site for a department.
4. Page Master: Person responsible for the content, design, and maintenance of a department’s web site. This person also ensures that the requirements for a JSU web site are met.

5. Requirement: A feature of a web page that is required for placement on JSU’s official WWW Server.

6. Web Site: A document or page on a web server that can be accessed over the Internet.

7. Web Site Requester: University official requesting account for creation of web site. This person is responsible for ensuring the content, design, and maintenance of a web site is carried out by the designated Page Master.

C. Procedure for Obtaining a Web Site

FORM CSW:01:R_ "Request for Establishment of a Web Site" must be approved at the vice-presidential level and forwarded to the Executive Director, DSMD.

An account (ID and password) for creation of WWW pages on the JSU WWW server will be issued upon approval to the Web Site Requester. The Web Site Requester will designate the page master for the department. The page master accepts full responsibility for the department’s web site including content, design, and maintenance. Only one account will be issued for each web site. This account will allow full access to the department’s web site. The account information will be sent to the web site requester’s designated page master.

D. Page Requirements

Page requirements are defined at JSU’s Web site: http://www.jsu.edu/depart/acsv/webpolicy.html

E. Page Recommendations

Page recommendations are defined at JSU’s web site: http://www.jsu.edu/depart/acsv/webpolicy.html

F. Compliance
Pages must be reviewed monthly. When the page is reviewed, the Date Updated should be changed to reflect the review date. Academic Computer Services will e-mail a standard reminder notice to page masters who have pages that have not been updated during the past sixty (60) days. These pages will be removed from the JSU WWW server if they have not been updated within thirty (30) days from the time of the reminder. Any request for exception to this requirement must be submitted in writing by the appropriate vice president to the Executive Director, DSMD.

The Executive Director of Data Systems Management Division (DSMD) is authorized to direct the deletion of any page on the JSU WWW server that may adversely affect the University’s image or network performance or does not comply with these requirements or any other University Policy.

**RESPONSIBILITY**

The Vice President for Information Technology is responsible for this policy.

**EVALUATION**

This policy will be reviewed