

## Academic Computing

### A. Academic Computing: Definition

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

### B. Academic Computing Resources

Students are encouraged to own and use personal computers, as these are increasingly important tools for academic and artistic endeavors. To enhance student computing capabilities, the school also provides resources of physical space, hardware, software, and network infrastructure for student use. These resources are enumerated and described below. In order to ensure the integrity, safety, and appropriate, equitable use of these resources, students are required to abide by specific school policies concerning their use, described below in Part C.

In certain school facilities, students are expected to observe specific procedures, described below in Part D. Violation of the policies or procedures may be punishable as described below in Part E. (Technology and equipment used in electronic music studios or classroom instruction are not treated in this document and are not necessarily subject to the policies and procedures stated herein.)

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

## On-Campus Computing Resources

### 1. Internet and Computing Center

The Internet and Computing Center (the “Center”) is located in the library. The center is devoted primarily to serving the basic computing, Internet research, and communication needs of students. It is open during regular school semesters Monday through Thursday from 9:00am to 9:00pm, Friday 9:00am to 6:00pm, Saturday 9:00am to 5:00pm, and Sunday 2:00pm to 8:00pm.

The Center is equipped with computers that can be used for document creation, word processing, access to the school’s library catalogue, e-mail, and Internet browsing. A high-bandwidth connection enables users to access the Internet efficiently. Information Technology personnel are available to assist students during some of the hours of operation. The center is also used occasionally for presentations and training events for administration and staff.

Common tasks such as document creation, word processing, electronic communications, and Internet searching can be performed using the software applications available on these systems. The Center is equipped with at least one laser printer to which users may print documents at will for a nominal per-page fee

to reduce frivolous printing and waste. Users should exercise discretion when printing materials of a personal or proprietary nature and should be considerate of the needs of other users during times of heavy use.

## Software

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

Microsoft Windows XP or Mac

Microsoft Office 2003 (on Windows PCs)

Open Office (on Macs)

Internet Explorer, Firefox, Safari

Finale and Sibelius

Adobe Acrobat Reader

## Contact information

Questions and problems related to the Computer Center are addressed Monday through Friday during business hours and should be directed to the I.T. office (Room 001) in person, by phone (ext. 4717), or by e-mail (<mailto:infotech@lists.msmnyc.edu>).

## **2. Libraries**

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

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

## Contact information

Questions and problems related to the computing resources of the library should be directed to the reference librarian or other available library staff.

## **3. Residence Hall Computing Resources: Ethernet/Internet Connectivity from Residence Hall Private Rooms**

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

Password protected Wifi is available in Andersen Hall. The SSID and password are posted in the hallways of the residence hall. The public wifi is provided for convenience and guest access and should not be considered

a primary internet connection. For primary internet connection via wifi residents are permitted to connect a wifi router to the Ethernet jack in their room for personal use. The resident is responsible for the proper configuration and use of the wifi router – the IT Department does not provide support.

### Contact information

To report any network, computer or printing issue, students and residents should use the "report an issue" URL on the student website, which is available even when the Internet is not functional, as this form gathers vital troubleshooting information students will not think to give us otherwise. We do not have the staff to offer general helpdesk services to the students or residents. To ensure efficient communications and handling of incidents, residents are asked not to contact the Office of the Resident Life Director or the Office of Information Technology directly.

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

## **Off-campus Computing**

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

### Contact information

Questions about policies regarding off-campus computing should be directed to the Director of I.T. by e-mail ([sobrien@msmny.edu](mailto:sobrien@msmny.edu)).

## **C. Academic Computing Policies**

### **1. Ownership and Licensing**

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

### **2. Privacy and Safety**

The school implements basic security and privacy measures as part of routine operations to help protect, to the extent possible, both the school and its students from service degradation and from the effects of illegal activities such as computer attacks. These measures may include, but are not limited to: routine testing of services and facilities, monitoring for activity patterns commonly indicating misuse, and placing temporary or permanent limits on bandwidth use consistent with maintaining stable and reliable services.

The school does not guarantee the security or privacy of students' electronic data, including but not limited to documents and e-mail communications, whether produced on equipment owned or provided by the school or privately owned. The school is not liable for loss or damage of students' electronic data incurred while

using the school's technology Resources, nor is it obligated to recover or restore such lost or damaged data. Moreover, the school reserves the right to access and inspect its technology Resources, and in so doing may obtain information stored or otherwise contained in them without the permission of, or notice to any user.

The school will at its discretion impose usage quotas, filters, or other controls on network traffic as needed to provide an adequate level of service to all students and to prevent violation of the Terms of Service agreements the school has with upstream Internet providers.

### **3. I.T. and Academic Computing**

- a. I.T. purchases, deploys, and maintains all computer hardware and software.
- b. I.T. will investigate and endeavor to correct or eliminate network problems and threats, which include, but are not limited to (1) complete loss of Internet connectivity, (2) slow or otherwise impaired Internet connectivity, (3) virus propagation, and (4) malicious or inadvertently destructive computing activity. I.T. reserves the right to deny network access to individuals or to all residents collectively whenever I.T. believes circumstances may warrant such action. In such an event, I.T. will endeavor to restore network access to students individually or collectively once it is judged safe and advisable to do so.
- c. I.T. will contact service providers and monitor repair efforts in situations where Internet connectivity failures appear to have causes external to the school's networks and network devices.
- d. I.T. addresses Andersen Hall residents' questions about Internet connectivity and connection problems and describes in written form the hardware, software, and steps necessary to prepare residents' personal computers for connection to the network. These steps, as well as recommended service and supply vendors, are given in the I.T. document, "Residence Hall Ethernet and Wireless Network Access Configuration Guide."
- e. During business hours, I.T. staff, if available, may provide on-demand instructions and advice to students concerning the school's technology Resources.

### **4. Acceptable Use**

- a. Internet and Ethernet connectivity is provided for student educational, research, and incidental personal use, provided such use does not interfere with the school's business, academic, artistic, and information technology operations, or burden the school with incremental costs or excess bandwidth utilization, or interfere with student employment, status, or other obligations to the school.
- b. Each student must take reasonable security and privacy precautions to protect against computer viruses and other computer attacks which may result in loss of data, unintentional release of personal information, or a negative impact on services and equipment. The school requires specifically that all residence hall inhabitants install and maintain antivirus software on any personally owned computer they operate in school facilities or premises. Four recommended vendors of high-quality antivirus software are McAfee, Symantec (Norton), F-Prot, and Grisoft AGV. Antivirus software can be purchased at retail outlets such as those listed in the school's "Orientation General Information Guide." The Office of Student Engagement can provide students with information about vendors as well.

c. Each student must ensure that his or her Internet practices (e.g., site browsing) and e-mail communications conducted using the school's resources do not violate any of the standards and protocols of Manhattan School of Music or statutory law. Violators may be subject to disciplinary, civil, or criminal penalties. The school's policies against sexual or other harassment apply fully to e-mail: no e-mail communication should be created, sent, forwarded, or received that contains intimidating, hostile, or offensive content pertaining to gender, race, religion, color, national origin, sexual orientation, age, marital status, disability, or any other classification protected by law.

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

## 5. Prohibited Activities

Students are prohibited from engaging in the following activities:

- a. Permitting or abetting the use of the school's technology Resources by any individual who is not a currently registered student of the school.
- b. Using file sharing software to share copyrighted materials such as music or video files.
- c. Using a computer, computer account, or system (including scanning systems for security loopholes, user accounts, passwords, etc.) without authorization.
- d. Using the school's Ethernet to gain unauthorized access to any computer.
- e. Knowingly performing an act that will interfere with, damage, or otherwise degrade the normal operation of other systems and/or networks, including but not limited to, running, installing or distributing programs such as computer viruses, Trojan horses, and worms.
- f. Attempting to monitor or tamper with another entity's electronic communications, including scans and probes of the main building, residence halls, and other networks.
- g. Attempting to circumvent data protection or security mechanisms.
- h. Misrepresenting your identity to avoid accountability (e.g. falsifying your e-mail address).
- i. Using another's computer account identity for any purpose.
- j. Violating applicable software licensing agreements or copyright protection laws, including the making available of materials such as music, videos, text, or software without appropriate permission.
- k. Taking any action that invades the privacy of individuals or entities that are creators, authors, users, or subjects of information resources.

- l. Violating any federal, state, or local law or regulation, or school codes of conduct.
- m. Using the network for commercial purposes or charging for any service provided across the network.
- n. Facilitating access to the Network from off-campus.
- o. Using an unauthorized or static IP address without the explicit permission of I.T.
- p. Using electronic mail, services, or facilities to harass others by means including, but not limited to sending unsolicited mass mailings (spam) over the network (chain mail, solicitations, etc.).

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

## **6. Conduct**

The following guidelines specifically concern student conduct in the Center.

- a. Students should conduct conversation only as needed and quietly in deference to others. Cell phones should not be used.
- b. Consumption of food or beverages is not permitted.
- c. Computer equipment, furnishings, or accessories may not be removed from the Center without the authorization of I.T.
- d. The use of peripheral devices not provided in the Center, including but not limited to laptops, digital cameras, and scanners, is prohibited without the prior, explicit authorization of I.T. Use of USB storage for transferring files onto and off of computers in the lab permitted but files transferred to the computer will be deleted when you log off.
- e. Users must comply with written and verbal instructions given by the I.T. staff and its student employees.
- f. Users may not install software of any kind on any PC in the Center without prior, explicit authorization from I.T. Requests for permission or assistance to install new software must be made to the I.T. in writing. Such requests may be approved only in very exceptional circumstances and as a rule will be denied to protect the interests of other users.
- g. Antivirus and any other security software must run at all times, and students must not attempt to disable them.

## **D. Academic Computing Procedures**

The following procedures apply to the Center.

1. Students may use PCs in the Center for one continuous hour, but may extend this time indefinitely if no students are waiting for a PC. Whenever students are waiting to use PCs, anyone who has occupied a PC for one hour or longer should yield a workstation to a waiting colleague.
2. Equipment failures in the Center should be reported to I.T. staff using the online form on the student website ([students.msmnyc.edu](http://students.msmnyc.edu)) so that repairs can be made. Repairs will be made at the earliest opportunity during business hours.
3. On leaving the Center, users should (1) save and close all of their files, quit applications, and leave the PC running; (2) remove personal USB keys and/or personal media storage from the PC; (3) dispose of all rubbish in the trash receptacles provided; and (4) position chairs neatly under the work surface.

## **E. Academic Computing Sanctions**

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