

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 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.

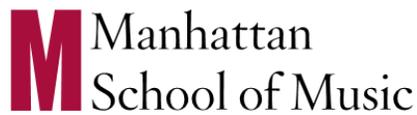
In certain school facilities, students are expected to observe specific procedures, described below in Part D. Violation of the policies or procedures may be punishable as described below in Part E. (Technology and equipment used in electronic music studios or classroom instruction are not treated in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

The school’s academic computing resources (the “Resources”) include computer kiosks throughout the Library, a site-wide wireless network, 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. 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 Wi-Fi 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.



The public Wi-Fi is provided for convenience and guest access and should not be considered a primary internet connection. For primary internet connection via Wi-Fi residents are permitted to connect a Wi-Fi router to the Ethernet jack in their room for personal use. The resident is responsible for the proper configuration and use of the Wi-Fi router – the I.T. Department does not provide support. See Part B, Section 3 below for more information on the School’s wireless network.

Contact information

To report any network, computer or printing issue, students and residents should send an email to the Help Desk at helpdesk@msmny.edu. We do not offer general helpdesk services to 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, Sunday and Summer Fridays 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 Chief Information Officer, Ray Morales, by e-mail (rmorales@msmny.edu).

2. Wireless Internet Access Computing Resources

Wireless Internet Access (“Wi-Fi”) is available in almost all areas of the School, and is provided as a convenience service. The School’s Wi-Fi network is publicly accessible by any individual inside the School building, and materials or information of a sensitive nature should not be accessed while connected. Users are responsible for antivirus and security protections for their devices. Wi-Fi services are provided on a “first-come-first serve” basis, and services may become temporarily unavailable in areas with high usage or an excessive number of connected devices. While the I.T. Department works constantly to maintain and improve the quality of wireless access, these services are not guaranteed.

C. Academic Computing Policies

1. Ownership and Licensing

All computer hardware, software, peripherals, network infrastructure, and associated, 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 takes measures to provide a secure computing environment for its community. It cannot guarantee the security of 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 if appropriate use measures are circumvented. The school is not liable for theft, 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, stolen, 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

I.T. purchases, deploys, and maintains all computer hardware, software, and network infrastructure.

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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) excessively 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 any individual or to all users 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.

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.

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.

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

Internet and Ethernet connectivity is provided for 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 increased costs or excess bandwidth utilization, or interfere with student employment, status, or other obligations to the school.

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. Three recommended vendors of high-quality antivirus software are McAfee, Symantec (Norton), and Avast.

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Each student must ensure that their 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 all forms of digital communication: no communication should be created, sent, forwarded, or received that contains intimidating, hostile, or offensive content pertaining to sex, race, religion, color, national origin, sexual orientation, gender identity, age, marital status, disability, or any other classification protected by law.

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:

Permitting or abetting the use of technology Resources intended for student-only use by any individual who is not a currently registered student of the school.

Tampering with, reconfiguring, moving, stealing, or performing any other unauthorized action on the school's network devices, including but not limited to wireless access points, switches, and cabling.

Using file sharing software to share copyrighted materials, including but not limited to: audio files, video files, or software.

Using a computer, computer account, or system in a potentially harmful manner, (e.g. scanning systems for security loopholes, user accounts, passwords, etc.) without authorization.

Using the school's Ethernet to gain unauthorized access to any device.

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 malware.

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Attempting to monitor or tamper with another entity's electronic communications, including scans and probes of the main building, residence halls, and other networks.

Attempting to circumvent data protection or security mechanisms.

Misrepresenting your identity to avoid accountability (e.g. falsifying your e-mail address or using another student's identification card to gain access to any system).

Using another's computer account identity for any purpose.

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.

Taking any action that invades the privacy of individuals or entities that are creators, authors, users, or subjects of information resources.

Violating any federal, state, or local law or regulation, or school codes of conduct.

Using the network for commercial purposes or charging for any service provided across the Network.

Facilitating access to the Network from off-campus.

Using an unauthorized or static IP address without the express written permission of the I.T. department.

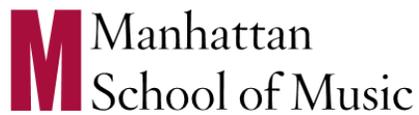
Using electronic mail, services, or facilities to harass others by any means including, but not limited to sending unsolicited mass mailings (spam) over the network (chain mail, solicitations, etc.).

(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 Library.

Students should conduct conversation only as needed and quietly in deference to others. Cell phones should not be used.



Consumption of food or beverages is not permitted.

Computer equipment, furnishings, or accessories may not be removed from the Library without the authorization of I.T.

The use of peripheral devices not provided in the Library, including but not limited to digital cameras, audio recording devices, printers, 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 Library is permitted but files transferred to the kiosk computers will be deleted when you log off.

Users must comply with written and verbal instructions given by the I.T. staff and its student employees.

Users may not install software of any kind on any kiosk computer without prior, written 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.

Antivirus and any other security software must run at all times, and students must not attempt to disable them.

D. 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. A student may also have their access to the school's technology Resources temporarily or permanently revoked.