Getting Along on the Net

Rules of the Road on the Information Superhighway

When you got your driver’s license, you not only had to learn how to handle an automobile, but you had to study traffic laws to be sure that you could along on the roads with other drivers.

The Internet has been called “The Information Superhighway.” Just like our interstates and turnpikes there are rules of the road on the virtual roadways as well. The purpose of this workshop is to take a closer look at these rules and assure your success in electronic communications.
Press <ENTER> for Point #1

First we’ll test your driving skills with a brief quiz.

Press <ENTER> for Point #2

Next we’ll review the university’s acceptable usage policy, the campus code of conduct and some of the relevant state and federal laws. Then we’ll look at some common sense suggestions and guidelines for network courtesy – also called netiquette.

Press <ENTER> for Point #3, Press <ENTER> for Point #4

Finally, we’ll grade your quizzes and answer any questions you might have.

Distribute copies of Quiz
Acceptable Use Standards

When you applied for your computer account, you filled out an account request form like the (Hold up form). On this form you signed a statement saying “I have read, understand, and will abide by the rules set forth in the ‘Standards concerning acceptable usage of Stockton University’s computing facilities.’”

Let’s quickly review each one of these standards.

**Distribute copies of Standards of Acceptable Use**
Press <ENTER> for Standard #1

Standard #1 Appropriate Use of Computing Facilities. Authorized use and access of the University’s computing facilities is intended and permitted solely to support the legitimate educational, administrative and mission-centered programs of the institution.

Let’s look at a few of the critical phrases in this standard:

Authorized use – Any use of the Stockton computing facilities that is not authorized via an official username and password issued to the individual using the facilities is unacceptable. Any use of the account that is not university- related is unacceptable.

Computing facilities – this includes all equipment used for electronic communication, not just computers. This included equipment like hubs, cabling, and software.

Educational – related to coursework

Administrative – related to the running of the university

Mission-centered Programs – All officially recognized programs related to the function and purpose of the university

Press <ENTER> for Standard #2
Standard #2 Appropriate Use of Computer Accounts

Computer accounts or other identifiers used to gain access to computer systems or data can be used only by the individual authorized to use the account or identifier and only for the purposes for which the account was granted.

Accounts are only issued to members of the Stockton community (currently registered students, faculty, staff, and members of officially affiliated agencies). This does not include family members, friends, employers, etc. Account passwords are to be kept confidential.

Press <ENTER> for Standard #3

Standard #3 Appropriate use of Accessible Materials

Users shall observe discretion when viewing materials using the University’s computing and communication facilities.

Although the university does not block access to Internet sites, image and sound files available on some sites may be offensive to others. Examples might include sites promoting the denigration of particular ethnic or religious groups or sites containing sexually explicit images University facilities are open to a wide variety of individuals with a wide variety of backgrounds and world views.
In shared spaces, all users need to be sensitive to the comfort levels of the individuals around them.

Press <ENTER> for Standard #4

Standard #4 Reliability and Integrity of Computing Facilities
Computer and communication facility users shall not knowingly develop, use or transmit through the University's facilities programs or data that interfere with, infiltrate or damage facilities.

This covers a wide range of concerns. Any defects in the operating system must be reported to Computer and Telecommunication Services. Electronic communications may not be used to send “fraudulent, harassing, obscene, indecent, profane, intimidating, or unlawful messages.” Unsolicited mail such as spamming and chain letters also fall into this category.

Press <ENTER> for Standard #5

Standard #5 Rules and Regulations
Users shall respect the rules and regulations governing the use of facilities and equipment. Procedures for using the labs are posted on the wall. No food or drink, no smoking, no games playing. No
abuse of equipment or facilities. These concerns are also addressed in the student handbook “Black and White”.

**Press <ENTER> for Standard #6**

Standard #6 Proprietary Rights
Users shall respect the proprietary rights of software and documentation. This means that you may not duplicate and copyrighted materials including software, manuals, images and sound files.

**Press <ENTER> for Standard #7**

Standard #6 Privacy
Users shall respect the privacy of other users.

You may not attempt view, use, modify any information stored in the university systems or grant access to anyone else for this purpose. This includes official university information and information stored in individual accounts, such as e-mail or class assignments.

**Press <ENTER> for Standard #8**

Standard #8 System safeguards
Computing facilities will be safeguarded to maintain the overall integrity and insure reliability to all computer users.
The purpose of this standard is to protect the campus community. In the event that a user had violated one or more of the previous six standards, it may be necessary for Computer Services to take immediate action to protect the integrity of the system. These actions include re-booting systems, logging off users, deleting files, and disabling accounts.

Campus Conduct Code

[Note – If time is a problem or student interest is waning, cut back on this section. Note the appropriate standards and urge them to read the handbook on their own time]

In addition to the usage policy which is printed in the student handbook, Black and White, the Campus Conduct Code contains provisions which also address many of the same of issues.

**Press <ENTER> for Standard #2**

2. Forgery, alteration, or misuse of university documents, records, or identification, including unauthorized access to and/or misuse of the university’s computerized systems or other official databases/files.
Press <ENTER> for Standard #3

3. Obstruction or disruption of teaching, research, administration, disciplinary procedures, public service functions, or other university activities on university premises.

Press <ENTER> for Standard #7

7. Behavior which is of a harassing nature, including behavior that constitutes an invasion or violation of an individual’s rights. Examples of behaviors which might be found to violate this provision are stalking, restraint, obscene verbal or written communications, exhibitionism, or other actions.

Press <ENTER> for Standard #11

11. Disorderly, lewd, indecent, or obscene conduct/expression or exhibitionism on the university property or at a university-sponsored or supervised function.
Press <ENTER> for Standard #12

12. Unauthorized use of the university’s name, finances, materials and supplies (including stationary bearing the university’s letterhead), or facilities (including computer facilities) for commercial, political, or unauthorized purposes.

Press <ENTER> for Standard #13

13. Unauthorized entry into and/or use of university facilities/equipment to include gallery, classroom, or university center television/video equipment.

Press <ENTER> twice for Standard #17

17. Violation of established university policies or regulations and any other procedures or regulations officially promulgated by the university and/or the State of New Jersey.
State and Federal Law

Press <ENTER>

NJ Title 2A:38A-3 – Damage to electronic resources
Provides for civil prosecution. Entitles individuals to sue for punitive damages in the event that his/her electronic resources have been damaged.

Press <ENTER>

NJ Title 2C:20-8 – Theft of service
Provides for criminal prosecution of individuals stealing electronic services or disrupting the availability of service to others. Includes confiscation of equipment used to generate disruption.

Press <ENTER>

USC Title 18, section 2252 – Prohibits the distribution of pornography to minors.

Press <ENTER>

USC Title 18, section 1302 – Scams and pyramid schemes. This section of the code addresses fraudulent solicitation of funds (e.g., chain letters)
**Press <ENTER>**

USC Title 18, section 1030 – Theft of information, unauthorized use, trafficking in stolen passwords, threats to damage computer systems, and damage to electronic resources.

**Press <ENTER>**

USC Title 17 Copyrights – Covers all copyright issues including duplication and distribution in electronic and tangible mediums. This can also include the use of copyrighted material by use of electronic pointers.

NJ Statutes: [http://www.njleg.state.nj.us/](http://www.njleg.state.nj.us/)  Click on “Statutes”

US Code: [www.law.cornell.edu/uscode](http://www.law.cornell.edu/uscode)
Common Sense

Press <ENTER>

Human beings use computer.

A keyboard, CPU, and monitor can seem pretty impersonal. When you sit down to type or read there’s no interaction. You don’t get any feedback from the person you’re communicating with. There’s no body language or tone of voice – none of the non-verbal cues that let you know if your message is received as intended. Be careful about how you word your messages – words meant as a joke could be seen as insults. Don’t write when you’re angry or upset. Or if you do, wait until you cool off and re-read your message before you send it. You can’t get it back later.

Press <ENTER>

E-mail is not necessarily confidential

E-mail is not governed by the same regulations as hard copy mail that is handled by the US Postal service. An e-mail message may pass through several different computer systems before arriving at its final destination. Every computer system is run under its own policies.
The contents of the University’s e-mail system may be subject to disclosure under a subpoena in connection with a criminal investigation or other authorized procedures including requests made pursuant to the Open Public Records Act (OPRA).

Even though common courtesy would dictate otherwise, some computer users might quote your messages or forward them to others without your knowledge or permission. Even at Stockton, e-mail may be examined if violations of the Acceptable Use Policy are observed or suspected.

As a general rule of thumb, you should never write anything in an e-mail message that you would be ashamed to see printed on the front page of your local newspaper. To be on the safe, make sure to get permission before forwarding a message written by someone else.
**Press <ENTER>**

You are not the center of the universe

Because electronic communication is so fast and easy, it’s tempting to expect an immediate response from the person you’ve written to. Remember to respect the time and schedules of other people, especially if you are asking for help or information.

**Press <ENTER>**

You are what you write

Because you are communication via the written word, every word counts. People will judge you by the way you express yourself. Proofread for spelling and grammatical errors. Avoid words or phrases that may cause strong negative reactions. Be clear (to avoid misunderstandings) and be brief.

**Press <ENTER>**

When in doubt, assume the best

When you receive a message, read it carefully. Many e-mail misunderstandings come from misinterpreting messages that have been skimmed or misread. Even if you re-read a message and are still upset by what you’ve, give the sender a break. Not everyone is
careful about how they write messages. Don’t attack; ask the sender to clarify.

Press <ENTER>

Avoid flame wars

Flame wars are ongoing, negative, e-mail discussions that may become very heated. These can go on for a long time and can cause unnecessary hurt feelings. Don’t add fuel to the fire. The best thing to do if a flame war erupts on a mailing list is to ignore it. If you are personally attacked, politely ask the message sender to desist. If he or she does not, forward copies of the offending messages to the postmaster at the appropriate site. At Stockton, you can contact Student Services and bring the matter to the Campus Hearing Board.

Press <ENTER>

Respect the opinions of others

In this country, we’re lucky to have freedom of speech. Even if you disagree with someone, that person is entitled to his or her opinion.
Local Customs

**Press <ENTER>**

Read and keep welcome messages

Most discussion lists or newsgroups have a welcome document that explains the purpose of the group. In the case of a mailing list, this document will also include information about how to unsubscribe from the list. Read this document thoroughly and keep it for future reference.

**Press <ENTER>**

Lurk before you leap

Read posting for two or three weeks before jumping into a discussion. This will give you an opportunity to get to know the electronic community you’ve joined and get a sense of what is acceptable communication with in the group. You’ll also avoid looking like a “newbie” by bringing up points for discussion that the group has already exhausted.
Stay on point

Keep your contributions relevant to the topic that the group is discussing. One sure way to spark a flame war is by introducing irrelevant topics.

Share the floor

Don’t race to reply to every message you receive. Everyone likes a chance directly with each other rather than sharing the discussion with the whole list. When the discussion concludes, summarize the major pointes and share them with others on the list or newsgroup.
Grading the quiz

Each question has three slides. The first contains the question, the second contains the correct response, and the third contains the specific standard in the usage policy that applies. Encourage discussion, but keep an eye on the clock.

QUESTIONS