

WELCOME TO SOUTHERN OREGON UNIVERSITY (SOU) RES-NET INTERNET SERVICES

WHAT SERVICES ARE PROVIDED?

SOU contracts with the Network for Education and Research in Oregon (NERO) and Prime Time Ventures LLC, d.b.a. InfoStructure Inc. (InfoStructure), a local Internet Service Provider to provide an Internet access system to the SOU Residence Halls (RES-NET). NERO supplies bandwidth, and InfoStructure provides hardware and software installation and support services to assist student residents in connecting to RES-NET.

RES-NET provides student residents with Internet access as well as access to on-campus network services like SOU student email, personal network storage (F: drive access via NetStorage), Blackboard (e-Learning system), SISWeb (Student Information System Web services), and the Library Catalog system. RES-NET does not provide access to software programs used in the student computer labs.

Student computers connect to RES-NET using a standard Ethernet port and Category 5 cable. The network infrastructure is 100BaseT switched at the desktop with backward compatibility for 10BaseT equipment. Each residence hall room is equipped with one network connection per student.

WHAT HAS TO HAPPEN BEFORE I CAN CONNECT TO RES-NET?

For trouble free installation follow these steps in the order listed below:

- 1. Sign your Network Use Agreement. For details read the “WILL I BE REQUIRED TO SIGN A NETWORK USE AGREEMENT” section that follows.**
- 2. Get your computer ready to connect to RES-NET. For details read the “GETTING YOUR COMPUTER READY TO CONNECT TO RES-NET” section that follows.**
- 3. If your computer does not have an Ethernet port and you need help with installation or configuration, call InfoStructure to schedule an installation appointment. For details read the “HOW DO I GET CONNECTED TO RES-NET” section that follows.**

WILL I BE REQUIRED TO SIGN A NETWORK USE AGREEMENT?

Yes, all SOU residence hall students will be required to sign a Residence Hall Network Use Agreement before connecting to RES-NET. Signing the agreement indicates the student has read, understands, and agrees to the policies stated therein, to the SOU Computing Resources Acceptable Use Policy, and Prime Time Ventures LLC, d.b.a. InfoStructure Inc.’s Computer Service Waiver.

GETTING YOUR COMPUTER READY TO CONNECT TO RES-NET

COMPUTER REQUIREMENTS

Minimum computer requirements to connect to RES-NET are:

Windows

Windows 2000, XP SP1/SP2 or Vista
patches
Ethernet port

Macintosh

System 10 (OS X) with latest
Ethernet port

IS THERE ANYTHING ELSE I'LL NEED TO CONNECT MY COMPUTER TO RES-NET?

Ethernet Port and Patch Cable

You will need a computer with an Ethernet port and a Category 5 Ethernet patch cable. Most computers come with built in Ethernet. If not, Ethernet adapters are available for purchase in the SOU Bookstore. InfoStructure will assist student residents in configuring Ethernet adapters for RES-NET use. However, student residents are responsible for providing the appropriate driver software for the Ethernet adapter and in some cases their operating system installation CD. Ethernet patch cables are available for purchase in the SOU Bookstore.

Virus and Spyware Protection & Security Management Software

Computer viruses, spyware, and security threats are a serious problem in today's computing environment. If infected, your computer could spread a virus to other computers on the SOU network or interfere with other users' ability to use the SOU network. To ensure you protect your own computer and to prevent spreading a virus or causing other problems on the SOU network, you are required to:

1. Have anti-virus and anti-spyware software running on your computer. If you do not have this software for your computer, SOU will provide you with a copy of McAfee Anti-virus and Anti-spyware software for Windows or Virex for Macintosh. You can obtain this software and instructions for installing the software during residence hall check-in. You may use the McAfee software as long as you are enrolled at SOU, and SOU has a license agreement in place with McAfee. There is no charge to use the McAfee software.

New security threats are unleashed daily on the Internet. To be effective virus and spyware protection software must be regularly updated. The only way to ensure your computer is always protected from these threats is to subscribe to your software publisher's update service. SOU requires you subscribe to an update service. If you request a copy of the University provided McAfee software, you will receive instructions for how to setup the update service. There is no charge for the McAfee update service.

2. Microsoft provides security patches for current versions of Windows at <http://www.update.microsoft.com>. Windows users are required to configure Microsoft Update Service so updates are downloaded and installed automatically.

If you need any assistance installing anti-virus or anti-spyware software or Microsoft Update Services, InfoStructure can assist you. Do not contact McAfee for services or support in the use of the McAfee products, InfoStructure will provide these services.

If SOU IT personnel determine your computer has contracted a dangerous virus or security problem that is or has the potential to infect the SOU network, your Ethernet port will be disabled until you have remedied the problem. If your port is disabled SOU will attempt to notify you by phone or your SOU campus mail box. You will be asked to contact InfoStructure for assistance in cleaning the virus or security problem and properly configuring software protection on your computer. Depending on the extent of the problem InfoStructure may charge you for these services.

Connecting Multiple Computers

The network port assigned to you is registered to a single computer. If you have multiple computers you would like to connect to RES-NET we require you use an Ethernet switch to connect the computers to RES-NET. InfoStructure can provide you with assistance installing an Ethernet switch. Depending on the extent of assistance you require, InfoStructure may charge you a fee for this service. Inexpensive Ethernet switches are available for purchase at the SOU Bookstore.

OTHER WAYS TO PROTECT YOUR COMPUTER

Firewalls:

RES-NET is behind a firewall and therefore protected from most hacking and cracking attempts by malicious Internet users. However it is still a good idea to install a personal firewall product to fully protect your computer.

Other Security Tips:

There are a number of other best practices you can follow to properly secure your computer on the Internet. You can find information on this by visiting the Network Security site at: <http://www.sou.edu/it/security/>

Protection from Power Problems:

You should also consider purchasing a UPS (Uninterruptible Power Supply) for your computer equipment. Computers and printers are vulnerable to damage from power highs (spikes) and lows (insufficient power resulting from overloaded circuits or power black-outs). People often buy power strips or inexpensive surge protectors, which advertise they protect your computer from power hits. Most of these inexpensive surge protectors (in the \$15-30 range) will not protect your computer from some kinds of power spikes, and they most definitely will not protect the computer from a low (circuits overload or black-out).

There are small, affordable personal computer UPS's available today that will help save your computer from these interruptions in power. UPS's are available in many different models depending on the configuration of your computer equipment. For more information on how to select the appropriate UPS model for your computer, checkout the APC web site at: <http://www.apcc.com/sizing/>. The SOU Bookstore stocks a few of the more popular APC models. If you cannot afford a UPS, we recommend a good quality surge protector. If it costs less than \$40 it is probably not a very good surge protector. We recommend the Isobar brand which you can find in the SOU Bookstore. **SOU is not responsible for any damage to your equipment resulting from power problems in the residence halls.**

HOW DO I GET CONNECTED TO RES-NET?

All computers connected to RES-NET must be registered, verified that anti-virus and anti-spyware software is installed, and for windows PCs, that Microsoft Automatic Updates are turned on. SOU uses the Bradford Networks Campus Manager product to provide self-service computer registration and minimum requirements verification. The registration and verification process will begin automatically when you first connect your computer to RES-NET and launch your web browser. Simply follow the instructions which will include logging on with your campus network account and password and downloading and running the Client Security Agent (CSA).

If your computer does not meet the minimum Operating System requirements the SOU Bookstore sells up-to-date versions at a reduced, academic pricing level. If you have the opportunity, before you come to campus you should make sure your computer meets the minimum requirements and perform any installations/upgrades before attempting to connect to RES-NET.

Detailed instructions for this registration and verification process can be found in the Student Guide to Technology Services publication which is available in the Housing office located in Cox Hall, at the Student Help Desk in the Main Computer Lab and online at the Student Computing Web Site <http://www.sou.edu/studentcomputing>.

To make this easy for you, and to ensure your computer is setup correctly, installation services to configure the software, install an Ethernet adapter in your computer, assist you in using RES-NET for the first time, install the McAfee anti-virus and anti-spyware software, and Windows update services are provided by InfoStructure. To determine if you need assistance with the installation review the “**WHAT WILL INFOSTRUCTURE DO DURING THE INSTALLATION?**” section that follows. If you do not know how to complete these tasks, we encourage you to use the InfoStructure installation service.

To schedule an installation appointment contact InfoStructure Technical Support at 541-552-0911. Identify yourself as a SOU Student using the Residence Hall Network.

Technical Support Hours of operation are:

8:00 a.m. - 6:00 p.m., Monday through Friday

There is no support on weekends and legal holidays recognized by InfoStructure.

Installations can be scheduled to occur within a two-hour time window on the appointed day. At the beginning of each term, there will be a heavy volume of installation requests so please be patient. Installations will be scheduled to occur Monday – Friday between 9:00 a.m. – 5:00 p.m.

You **MUST** be present at the time of installation. **If the Student is not present at the scheduled time of the appointment, the Student will be billed a \$50 installation charge for the missed appointment.** The Student will also need to contact InfoStructure to reschedule the appointment. InfoStructure policy requires the Student have the room door open during the installation. You will also be asked to show the installer your student ID card.

If you are ever uncomfortable with an Installer you have the right to ask them to leave.

WHAT WILL INFOSTRUCTURE DO DURING THE INSTALLATION?

Before beginning the installation, the InfoStructure Installer will ask you to provide your Operating System disk or CD (Windows 2000, XP, Macintosh OS etc.). Programs on the operating system disk are sometimes needed during the installation. Also, having the disk proves you have a legally licensed version of the operating system for your computer. InfoStructure will be installing programs that come with the operating system license, and thus they must ensure they and you are not violating copyright law when performing the installation. If you do not have a legal copy of the operating system InfoStructure may still be able to assist you if you have a key code and serial number for your software. Be sure to discuss your situation with InfoStructure when scheduling your appointment. If InfoStructure arrives to perform the installation and you do not have the appropriate disk or information you will be charged a \$50 installation fee.

The InfoStructure Installer will do the following:

- Install or enable the Ethernet adapter in your computer.
- Connect the patch cable to the wall jack in your room.
- Install browser software if necessary. Only Firefox, Safari, and Internet Explorer are supported. Versions used must conform to standards required for the SOU Student E-mail system Netmail, Blackboard and SISWeb.
- Configure software for connection to RES-NET.
- Configure software for access to SOU Student Email system.
- Install McAfee anti-virus and anti-spyware software if your computer doesn't already have virus or spyware protection software.
- Configure your computer for Windows Update Services.
- Assist you with the registration process and show you how to get connected to the system.

If student's computer equipment is not fully assembled or has been highly modified, the InfoStructure Installer may refuse to perform installation or service on the equipment or may ask student to assist with some or all of the installation.

HOW DO I GET HELP IF THINGS AREN'T WORKING?

InfoStructure technical support representatives are available to assist you with problems you may have connecting to RES-NET. To get assistance call InfoStructure Technical Support at 541-552-0911. Identify yourself as a SOU Student using the Residence Hall Network.

Technical Support Hours of operation are:

8:00 a.m. - 6:00 p.m., Monday through Friday

There is no support on weekends and legal holidays recognized by InfoStructure.

InfoStructure will make every effort to fix the problem, if resolvable by phone, on the same day the call is placed. The resolution of some problems may require the assistance of SOU Information Technology, or other InfoStructure support staff. When this is necessary, an InfoStructure technical support representative will be responsible for ensuring the problem is escalated to the appropriate person and the technical support representative will keep you informed about the resolution of your problem.

If the problem can be best resolved by an on-site service visit the InfoStructure Technical Support Representative will schedule an appointment with the SOU Student.

The SOU Student **MUST** be present at the time of service. If the student is not present at the scheduled time of the appointment, the Student will be billed a \$50 service charge for the missed appointment. The student will also need to contact InfoStructure to reschedule the appointment. InfoStructure policy requires the student have the room door open during the service appointment. You will also be asked to show the installer your student ID card.

Once InfoStructure has configured your computer, do not modify the networking, McAfee software, Windows update services, or email client software settings on your computer. Service calls or on-site visits resulting from SOU Student making configuration changes or otherwise modifying the software settings put in place by the InfoStructure service personnel are subject to \$13 service call or \$50 on-site visit fees. Student will be billed for these fees when service calls or on-site visits have resulted from repeated student negligence.

BEING A GOOD NETWORK CITIZEN

Several policies are in place defining the laws, rules, and guidelines you must follow when using RES-NET. Before signing your RES-NET Use Agreement, you must carefully review the Southern Oregon University Computing Resources Acceptable Use Policy.

SOU complies with all United States copyright laws. Many peer to peer file sharing activities violate copyright law. You should be aware, the Recording Industry Association of America (RIAA) and Motion Picture Association of America (MPAA) continue to file subpoenas requesting information from colleges and universities about the identities of students engaged in illegal sharing of music and video online. Students engaging in the unauthorized download, reproduction, or distribution of any copyrighted material including music, video, live performance, text, or images may be personally sued, liable for large settlements, and possible criminal prosecution. Be advised if served, SOU must comply with such requests, and will not accept any financial liability, nor provide legal representation for violators. Changes in rulings of recent court cases, the Digital Millennium Copyright Act, and recent subpoenas and lawsuits are all evidence copyright owners intend to actively pursue violators. For your own protection do not put yourself at risk by engaging in unauthorized file sharing of copyrighted works!

Software programs are typically used to enable unauthorized distribution of copyrighted works include but are not limited to Ares, Kazaa, Gnutella, Audiogalaxy, Bittorrent, Edonkey, Kontiki, PeerEnabler, LimeWire, Directconnect and WinMX. Since it is possible to use these file sharing products to perform legal downloads of digital material, how do you know if the material is unauthorized? Simple rule of thumb, if you haven't paid for the material, and the artist has not authorized the material for free downloading, it is not legal to download or share it.

In addition to abiding by the law and all SOU policies, students must exercise good judgment about the kinds of activities engaged in on RES-NET. Bandwidth is not an unlimited resource. Bandwidth for RES-NET is more than adequate to allow for personal Internet use. However, downloading MP3 or other audio video files, gaming, web and FTP serving are activities that potentially consume large amounts of bandwidth. RES-NET has been setup to give priority to Internet research over these other high bandwidth activities. Students are advised that abuse of bandwidth use as described above will degrade network performance. Students responsible for such abuse may have their service turned off, and may be subject to disciplinary action through the Dean of Students Office.

Wireless networking is available in Cascade dining and the main GreenSprings lounge area. Wireless networking is also available in many other locations on campus. For more information on the wireless network visit our website at: <http://www.sou.edu/it>.

Never pull on or yank the cables connecting the computer to the wall jack in your room. Over the years many wall jacks have been damaged by carelessness and abuse. You will be charged \$65 for any damage you cause to the wall jack.

How do I use the SOU E-mail System, and learn about other on campus computing resources for Students?

Information about how to use the SOU student e-mail system, campus computer labs and much more is contained on the student computing web site at <http://www.sou.edu/studentcomputing>. It is important that you familiarize yourself with this information. For assistance in using technology services at SOU you may also visit the Main Computer Lab or contact the Student Help Desk at 541-552-6963.

Southern Oregon University Computing Resources Acceptable Use Policy

Updated August 2004

In support of the Southern Oregon University's educational mission, Information Technology Services provides computing, networking, and information resources to the University community of students, faculty, and staff.

Rights and Responsibilities

Computers and networks can provide access to resources on and off campus, as well as the ability to communicate with other users worldwide. Such open access is a privilege, and requires that individual users act responsibly. Users must respect the rights of other users, respect the integrity of the systems and related physical resources, and observe all relevant laws, regulations, and contractual obligations. This includes complying with policies and obligations of organizations with whom SOU contracts for computing, networking, and information products and services used by students, and employees of Southern Oregon University.

Electronic Privacy

Users have a responsibility to respect the privacy of others. Violations of this responsibility include, but are not limited to:

- Using a computer account that you are not authorized to use. Obtaining a password for a computer account other than your own, or giving your password to someone else.
- Using the Campus Network to gain unauthorized access to any computer system.
- Attempting to circumvent data protection schemes or uncover security loopholes.
- Masking or forging the identity of an account, individual, or machine.
- Attempting to monitor or tamper with another user's electronic communications, or reading, copying, changing, or deleting another user's files or software without the explicit agreement of the owner.
- Accessing clearly confidential files that may be inadvertently publicly readable.
- Accessing confidential information about a person (such as their educational records) without their consent or other authorization.

Interpersonal Conduct

Users are expected to follow acceptable standards of ethics and conduct in their electronic interactions with others. Inappropriate conduct includes:

- Using electronic mail to harass or threaten others, or to send inappropriate mass mailings. This includes sending repeated, unwanted E-mail to another user; initiating or propagating electronic chain letters; sending multiple mailings to news groups, mailing lists, or individuals (e.g., "spamming," "flooding," or "bombing").

- Posting materials on electronic bulletin boards, or otherwise transmitting or reproducing materials that are slanderous or defamatory in nature, or that otherwise violate existing laws or the University's codes of conduct.
- Displaying obscene, lewd, or sexually harassing images or text in a public computer facility or location that can be in view of others, or the unsolicited distribution of these materials.

Interference with Computer Use or Operations

Efforts to interfere with the use or operation of University computing resources are prohibited. These include, but are not limited to:

- Knowingly performing an act which will result in the denial of service to other users by rendering equipment or systems unusable or otherwise interfering with the normal operation of computers, terminals, peripherals, or networks.
- Knowingly running or installing on any computer system or network, or giving to another user, a program intended to damage or to place excessive load on a computer system or network. This includes but is not limited to programs known as computer viruses, Trojan horses, and worms.
- Wasting or overloading computing resources. This includes printing too many copies of a document or other unnecessary output; using networked resources for recreational participation in online/network chats and computer games; and high-bandwidth activities such as uploading, downloading, or sharing software, music, video, and other media files — whether through FTP, a centralized service (such as Napster), through peer-to-peer sharing (such as Gnutella), or other arrangement — for personal or recreational use.
- Unauthorized interception or diversion of network transmissions.

Recognition of Other Laws and Policies

Southern Oregon University complies with all United States copyright laws. Users are responsible for understanding and obeying both the policies set forth in this document and the laws and policies of other entities and organizations. Special attention should be paid to avoid:

- Violating terms of applicable software licensing agreements or copyright laws. Specifically, computer software protected by copyright is not to be copied from, into, or by using campus computing resources, except as permitted by law or as consistent with software licensing.
- Violating copyright laws and their fair use provisions through inappropriate reproduction, dissemination, or use of peer to peer technologies to obtain or disseminate copyrighted text, images, music, video, or other copyrighted material.
- Using university resources for commercial activity such as creating products or services for sale.
- Giving or selling access for an account or services to someone who would not normally be able to access that account or receive such services (this includes giving access to your own account as well as to someone else's).

- Participating in any activities that violate:
 - Existing federal and state laws.
 - University regulations and policies (e.g. Student Computer Lab rules).
 - Terms and conditions for specific electronic services, databases, etc. accessible through the Southern Oregon University or Oregon University System networks.

Enforcement

The University reserves the right to monitor and record on an exception basis, the usage of all computing resources if prohibited, threatening, or abusive behavior has been observed or reported, whether observed by another user or through normal system maintenance. The University may use information gained in this way in disciplinary or criminal proceedings. An individual's access to computer resources may be suspended immediately upon the discovery of a possible violation of these policies. Violation of these policies will be reported to the appropriate area for possible disciplinary action. Penalties may be imposed under one or more of the following: Southern Oregon University regulations, Oregon University System regulations, Oregon law, or the laws of the United States. Offenses which are in violation of local, state, or federal laws will result in the immediate loss of computing privileges, and will be reported to the appropriate University and law enforcement authorities.

PRIME TIME VENTURES LLC, d.b.a. INFOSTRUCTURE INC. COMPUTER SERVICE WAIVER

Student understands that as a result of servicing their computer there may be data loss. To ensure the integrity and security of your data and software you certify that you have made your own backup of the operating system, software and all important data stored on your computer. Student understands that Prime Time Ventures LLC, d.b.a. InfoStructure Inc. provides no warranty for its services and disclaims any and all liability for consequential damages.

InfoStructure reserves the right to refuse to perform installation or service on equipment that is not fully assembled or has been highly customized or modified.

InfoStructure policy requires that the student have the room door open during installation and service appointments.

Student must show Student ID Card to InfoStructure Installer at time of service or installation appointment.

SOU Student must be present at the time of installation or service. **If the Student is not present at the scheduled time of the appointment, the student will be billed a \$50 service charge for the missed appointment.**

Service calls or on-site visits resulting from SOU Student making configuration changes or otherwise modifying the software settings put in place by the InfoStructure service personnel are subject to \$13 service call or \$50 on-site visit fees. Student will be billed for these fees when service calls or on-site visits have resulted from repeated student negligence.

SOU Student must provide master operating system disk or CD to InfoStructure Installer at time of service or installation appointment. **If the operating system disk is not available, InfoStructure will not complete the installation and Student will be billed a \$50 service charge.**

Student gives permission to share student information with InfoStructure for informational purposes only.

LOSS OR DAMAGE TO COMPUTER EQUIPMENT

SOU is not responsible for loss or damage to Student’s computer equipment resulting from power failures, power service interruptions or insufficient power. SOU is not responsible for loss of data or damage to equipment resulting from computer viruses, spyware, Internet hacking and cracking activities, RES-NET software installation, or connecting to RES-NET.

ADMINISTRATION OF COMPUTING RESOURCES

Student is required to have anti-virus and anti-spyware software and update services enabled on all personal computers connected to RES-NET.

SOU reserves the right to monitor and record all usage of Residence Hall and SOU facilities, especially if threatening, abusive, excessive bandwidth utilization or illegal behavior has been reported. SOU has the right to use information gained in this way in disciplinary proceedings.

Violations of this Acceptable Use Policy are violations of the SOU Student Rights and Responsibilities Policy and subject to its jurisdiction. This code of ethics and acceptable use policy establishes general guidelines for the use of computing and information resources. Failure to observe the code may lead to disciplinary action. Offenses that involve academic dishonesty will be dealt with through Residential Life and SOU disciplinary procedures.

By signing this agreement, student agrees to abide by all of the policies stated herein, the SOU Acceptable Use Policy, the Ashland Fiber Network Acceptable Use Policy, and Prime Time Ventures LLC, d.b.a. InfoStructure Inc., Computer Service Waiver, and code of conduct provisions provided in this agreement.

_____ SOU Student Signature	_____ Date
_____ SOU Student Name (printed)	_____ SOU Student ID Number
_____ SOU Student Hall and Room #	_____ SOU Student Phone #
_____ Authorized SOU Representative	_____ Date