

Maine Maritime Academy Information Technology Department Student Computing Policy

Purpose

This Policy Statement applies to all students of the Maine Maritime Academy (known also as “MMA”). Expressly, this policy applies to any student who connects to and/or uses any MMA provided *computing resources* and/or *data*. This Policy Statement establishes important guidelines and restrictions regarding any use of these resources at MMA. *Computing resources* are tools provided to assist in the accomplishment of the MMA's daily academic, educational, public service, and research initiatives.

Definitions

For the purposes of this Policy Statement, the following definitions shall apply:

“*Computing resources*” shall be defined as all devices and services (including, but not limited to, personal computers, laptops, tablets, smart phones, software and services) owned or provided by MMA, the user or otherwise, which are part of or are used to access (1) the MMA network, peripherals, and related equipment and software; (2) *data* communications infrastructure, peripherals, and related equipment and software; (3) voice communications infrastructure, peripherals, and related equipment and software; (4) and all other associated tools, instruments, facilities, and the services that make use of any technology resources owned, operated, or controlled by MMA. *Computing resources* or components thereof may be individually assigned or shared, single-user or multi-user, stand-alone or networked, and/or mobile or stationary.

“*Data*” shall include all information that is used by or belongs to MMA or that is processed, stored, maintained, transmitted, copied on, or copied from MMA *computing resources*.

“*Smartdesk*” shall be defined as a fixed computer attached to an array of audio visual equipment, located in a large meeting room, to facilitate presentations.

“*Protected information*” shall be defined as *data* that has been designated as private, protected, or confidential by law or by MMA. *Protected information* includes, but is not limited to, employment records, medical records, student records, education records, personal financial records (or other individually identifiable information), research *data*, trade secrets, and classified government information. *Protected information* shall not include public records that by law must be made available to the general public. To the extent there is any uncertainty as to whether any *data* constitutes *protected information*, the *data* in question shall be treated as *protected information* until a determination is made by MMA or other legal authority.

General Policy

Wireless and wired network connections are available throughout the campus (including the Training Ship State of Maine). Network privileges are granted through the process of registering with the Campus Access Control system. In order to maintain network privileges users must:

- Register their computers and other devices with MMA’s access control system
- Install, keep installed, and keep updated, an Anti-Virus program
- Keep their computer up to date with patches provided by the manufacturer of the Operating System used by the computer (i.e. using Microsoft Automatic Updates)

- Regularly check their email and mymma.mma.edu as they are official forms of communication.

All students are provided with an e-mail account. The naming convention for e-mail accounts is firstname.lastname@mma.edu. Students should activate their account and change their password using the MMA Account Activation and Maintenance link found at <https://mymma.mma.edu>. The Outlook client may be installed and is found at <https://mainemaritime.edu/it-department/mma-email/>.

The Campus Portal is an online tool provided to all students. Students will use this to register for courses, receive important announcements, participate in courses hosted online with Canvas, view and pay their bill, view their grades, and access many other important resources. The Campus Portal is found at <https://mymma.mma.edu>.

Laptop Requirement for Students

Students attending Maine Maritime Academy are required to bring a laptop computer with them. While MMA does not specifically endorse any one vendor or product, the following considerations should be a factor in determining what type of computer to purchase:

- The laptop must be able to run the most recent Windows operating system. MacIntosh computers are acceptable but must be capable of running both Apple O/S and Windows.
- More RAM is always better.
- A wireless and wired Ethernet connection is required.
- Some type of removable media for backup is very desirable.
- Warranty service (up to 4 years if available) is strongly recommended.

In addition, Maine Maritime Academy offers a laptop purchasing program which is handled exclusively by the vendor. This is a completely optional program offered for the convenience of our students and their families.

Since computer specifications change rapidly, please check the computer specifications web site located at <https://mainemaritime.edu/it-department/laptop-requirements-and-faq/> for the most up to date specifications.

Computer Assistance

Technical support for students is available from the IT department which is located in the basement of Leavitt Hall. In addition, students may submit a Help Desk ticket by logging in to the Help Desk support portal found at <http://helpdesk.mma.edu>. The Help Desk is generally staffed from 8:00 a.m. to 7:00 p.m. Monday – Friday. Students will first be seen by student technicians who will provide first tier support. If a student technician is unable to resolve the problem, it will be escalated to a staff technician.

In-house repairs and loaners are generally available only to those students who purchase a laptop through the MMA sponsored laptop program. While a best faith effort will be made to attempt repairs on other machines, MMA student and staff technicians will not perform any work that will endanger the unit's existing warranty with the manufacturer, and may have to refer the student to that vendor for assistance, depending on the issue.

Students who request technician services must complete a Computer Repair Request Form. MMA student and staff technicians assume no liability for damages to the computer, and may refuse to provide assistance on equipment they deem to be unserviceable. MMA student and staff workers assume no liability for damages that may be incurred in the process of attempting repairs.

A \$50 bench fee may be charged for services if, in the judgment of the User Support Manager, a student is using an inordinate amount of IT professional staff resources for computing repairs and service.

The MMA IT department staff and student technicians will not assist with the installation or repair of any pirated or illegal software, hardware or systems under any circumstance.

Students are required to comply with federal and state law, MMA policies, and standards of professional and personal ethics. All *data* contained on MMA owned resources shall be consistent with applicable administrative policies, are subject to discovery, and remain the property of MMA.

Students may be held liable for damages to MMA *computing resources* incurred to these resources due to negligence or unwarranted abuse.

Computer Software for Students

Maine Maritime Academy's agreement with Microsoft allows us to provide Microsoft Office 365, Project and Visio to all students for no additional cost. Once a student graduates, the Office 365 license provided by MMA terminate.

Students must have an anti-virus program. An anti-malware program is also highly recommended.

Students may have other software required for various courses. Typically software related to a specific course is available through the campus bookstore, is provided by the instructor as a part of the course fee, and/or available on campus through the use of a license server.

Maine Maritime Academy reserves the right to restrict the use of computer software that is illegal, in conflict with the existing Network Acceptable Use Policy, or in any other way impedes the functionality of any campus *computing resources*.

Data Backup, Retention and Archive

In general, students are responsible for backing up and archiving their own data. The MMA IT department does not back up data residing on individual student machines.

Students are allocated 1 GB of storage space on the e-mail server, and may store various documents and files in their mailbox until their limit is exceeded. The data on the e-mail server is backed up and archived through normal IT departmental procedures. In addition, student e-mail messages are held on the mail server for 30 days, and all inbound email message from outside of MMA are held in the SPAM filtering appliance for 45 days.

Eligibility

The use of MMA's *computing resources* is a privilege granted by MMA, in its sole discretion, to facilitate MMA's mission.

Student accounts remain active while they are enrolled in classes at MMA. Graduating students will be given a grace period of six months to obtain a new email address, during which time they may still access and use their MMA accounts. Requests for exceptions to this policy may be made and will be evaluated on a case by case basis by the Chief Technology Officer. Requests must be submitted via e-mail to the Chief Technology Officer, accompanied by the reason for exception and proposed time frame of exception.