## Appendix 2: Procedures and Policies

### Contents

**Service Level Documentation** ......................................................................................................................... 2  
  Purpose of the Service Level Document ........................................................................................................... 2  
  Information Technology Services – Defined ........................................................................................................ 2  
  Points of Contact .............................................................................................................................................. 3  
  Dispute Resolution .......................................................................................................................................... 4  
  Document Change Management ......................................................................................................................... 4  
  Priorities ......................................................................................................................................................... 7  
  On-Site Help .................................................................................................................................................. 8  
  Microsoft Campus Agreement Software .......................................................................................................... 9  
  Adobe Software Licenses ................................................................................................................................ 9  
  Seattle Central Faculty and Staff Members IT Related Responsibilities .......................................................... 10  
  District EIR Policy .......................................................................................................................................... 11  
  Software Purchasing, Receiving and Inventory Procedure ............................................................................... 14  
  Faculty Software Installation Rights Request .................................................................................................. 19  
  Web Guidelines .............................................................................................................................................. 20  
    I. General Statement ................................................................................................................................ 21  
    II. Legal Guidelines ..................................................................................................................................... 21  
    III. Website and Web Page Classifications .................................................................................................. 22  
    V. Development and Hosting ........................................................................................................................ 26  
    VII. Confidentiality of Data ............................................................................................................................ 27  
    VIII. Security ............................................................................................................................................... 28
Purpose of the Service Level Document
The purpose of this Service Level Document is to outline the relationship and responsibilities between Information Technology Services and Seattle Central Community College faculty/staff members and students. This agreement also specifies the services and commitments provided by campus user support staff as well as the expectations of our faculty/staff members and students. The Service Level Document is a standardization tool which helps reduce unrealistic expectations and allows Information Technology Services to better provide efficient, high quality information technology support.

Information Technology Services – Defined
Terms and titles pertaining to support will be used throughout this document. In order to eliminate confusion, this section is intended to assist in understanding the terminology used for the groups and individuals.

Information Technology Services is an official Seattle Central Community College division consisting of the I.T. Services director, network administrators, and information technology specialists and information technology technicians supporting the Student Computer center, the Technology Learning Center, Systems (network and desktop) services, the college website, and helpdesk staff. Titles include Director, Network Administrator, IT Specialist levels 1 through 5, IT Technician levels 1 and 2.

Student Computer Center: The Computer Center comprises the open labs in BE 3148 and the library and Computer Center Classrooms 3133, 3151, 3156, 3161, 3165, 3167, 3168, 3173, 3174, 3175. These facilities are managed and supported by the Computer Center staff. Doralinn Jung is the supervisor.

Systems Support: Networks, hardware and software for students, faculty and staff, are installed and maintained by the Systems Support Team. Larry Fenton and Kevin Riley are the supervisors. Dylan Martin is the admin for the Unix systems.

User support: Assistance with use of hardware and software and with computer related accounts is provided by helpdesk staff and by the Technology Learning Center staff. “User support” is designated on the appropriate helpdesk tickets.
**Technology Learning Center:** The Technology Learning Center, in room BE 3111 is available for drop-in help with use of Seattle Central hardware and software. The TLC also provides scheduled and informal training sessions. Judy Blair is the supervisor.

**Helpdesk:** Helpdesk (NEED) is the initial point of contact for computing assistance. NEED staff will enter helpdesk tickets and will provide emergency response. Maria Ales is the supervisor.

**I.T. Services office:** The I.T. Services division office, located in BE 3157 provides administration, purchasing, inventory, reporting, and business functions for the ITS division. Harriet Wasserman is the director. Forrest Schroeder-Einwiller is the administrative assistant.

**Distributed Support Specialists:** When funding is provided, I.T. specialists can be assigned responsibility for a specific division, or department. Distributed support requests are made through NEED, but the specialist may be also contacted directly and will assure that appropriate NEED tickets are placed. As of January 2012, Distributed Support is provided to BITCA Macintosh users, to Basic and Transitional Studies, and to International Programs.

**Website:** I.T. Services maintains and supports the college webservers and web accounts. The webmaster, Shelly Becker, reports to the V.P. for Administrative Services, a change implemented in 2010.

**Points of Contact**
The campus helpdesk specialists are the first point of contact for information and problems regarding all College computing resources. Through the helpdesk ("NEED") faculty and staff can receive telephone and on-site assistance with regard to all college computing issues. District-wide computing issues, such as e-mail account and HP account issues, can be addressed through the District helpdesk, located at the Siegal Center, 934-4128.

The Computer Center front desk is the point of contact for information concerning the Student Computer Center.

The Student Helpdesk is located in BE 2102 for the 2011-12 year and is expected to move to the current C-Store location along with “Information Central” in fall, 2012.

Drop-in help is available in the Technology Learning Center, room 3111 during weekday hours. Rooms and telephone numbers are listed below. For more information see the individual topics on the IT Services section of the college website [http://seattlecentral.edu/it-services/index.php](http://seattlecentral.edu/it-services/index.php)

**Information Technology Services Help Desk**, 206-934-NEED (6333) NEED@seattlecolleges.edu

**Seattle Community College District Helpdesk**, 206-934-4128 Help with HP-UX, e-mail and Hershey Imaging issues. SCCDHelpdesk@seattlecolleges.edu

**Technology Learning Center**, BE 3111 206-934-6332 JudyBlair@seattlecolleges.edu
Computer Center (student labs), BE 3148  206 934-4194  doralinn.jung@seattlecolleges.edu

Dispute Resolution
Should a dispute arise regarding the quality of service you receive from an Information Technology Services Specialist or Technician, persons listed below may be contacted to help resolve the matter. These points of contact will work with the appropriate supervisor or staff members to solve the dispute in a manner that meets this service level agreement’s mission.

Harriet Wasserman Director, IT Services  2BE 3157  (206) 934-4344  harriet.wasserman@seattlecolleges.edu

Doralinn Jung (student lab issues) Manager, Student Computer Center  2BE 3148  (206) 934-5521  Doralinn.Jung@seattlecolleges.edu

Document Change Management
This document, and the service levels it outlines, will change as new technologies emerge. Some service levels will benefit from increased levels of support while others may no longer be needed. Amendments will be published when service levels change. For the most current information on any of the covered topics, visit the IT Services website http://seattlecentral.edu/it-services/index.php

Information Technology Services staff members provide technology services to support faculty, staff and students in their learning, teaching, administrative, and community service endeavors as they pursue efforts to develop educated persons. The following service levels are provided to help meet this goal.

Facilities & Services

• Assistive Technology Support:

I.T. Services works with Disability Support Services to provide computer-based assistive technology accommodations. Disability Support Services provides assessment, training, and ongoing follow-up services to the involved individuals and departments. I.T. Services provides assistive technology support in classrooms and labs according to individual requirements as submitted by Disability Support Services.

For more information on assistive technology at Seattle Central, SMSU, visit the Disability Support Services web site: http://seattlecentral.edu/disability-support/index.php

Note: I.T. Services supports only those aspects of assistive technology that directly relate to equipment usage  The Seattle Central Disability Support Services department supports additional items and services relating to accommodations.

• Citrix accounts, access and support
Citrix accounts are created weekly for Seattle Central Exchange account holders. Emergency account requests should be sent to the helpdesk. (NEED) Details and instructions are on the college website.
Software applications are added to the Citrix system from helpdesk requests when technically possible and when licensing allows.

Support is provided weekdays from 8 a.m. to 6 p.m. The system is scheduled for 24 X 7 operation, except during scheduled or emergency downtimes; technical support is not available nights and weekends.

When a faculty or staff member terminates employment at Seattle Central the department head should notify NEED, identifying any replacement person or supervisor to whom the employee’s Citrix account should be transferred. Accounts are deactivated on automatic receipt of terminating ENSRC notices.

- **Computer Lab and Classroom Support**
  
  Campus computer labs and classrooms provide faculty, staff and students access to technology. Most of these facilities require a valid student network (EdNet) login to use the computers and equipment. All of these facilities re-image computers on a regular basis; therefore, data cannot be saved locally on these computers. All lab and classroom software is installed on network servers. Software is installed at faculty request prior to the start of each quarter. Requests during the quarter are met if time and technology permit. Software is purchased and installed according to the Seattle Central Community College Software Purchasing and Installation procedure. Verification of adequate licensing is required for any new software, or software upgrade, to be added to a facility’s configuration.

  Trial and beta versions of software will not be loaded in computer labs or classrooms.

  Classrooms are reserved by divisions at schedule planning time, through the normal college procedures. Computer Center multi-computer classrooms can be scheduled during the quarter by individual faculty members or by divisions, through the helpdesk (NEED).

- **College-wide Computer Labs**
  
  Information Technology Services operates a 175-station open computer lab in BE 3148. Library staff members operate a group of student-use computers in the library. These labs offer the full student network set of standardized software. The lab staff is intended to provide services and answer application questions pertaining to functionality and to assist with basic use of the hardware and software. They cannot act as tutors and are not intended to be used as instructors for software or software applications in lieu of classroom teaching.

  For more information on the open computer labs at Seattle Central visit the Computer Center web site under IT Services.

- **Email and Network Accounts**
  
  Seattle Community Colleges email systems are managed by district IT Staff at Siegal Center. Each college department has a designated person who can request account creations and deletions through [https://inside.seattlecolleges.com/adtool](https://inside.seattlecolleges.com/adtool)

  For help with accessing the Exchange system, Seattle Central employees should contact NEED.
All Seattle Central employees and students have EdNet logins which provide access to college WiFi and library reference systems, student networks, student web space, and Google education accounts. Details are on the college website under IT Services. EdNet login names are on the main college website front page under “get your login name”.

- **File Backup and Recovery**
  IT Services backs up the Citrix system nightly and restores the backup to a “hot spare” server. IT Services does not backup individual office desktops and recommends the use of the Citrix system. Users wanting individual backups of their desktops systems should obtain appropriate equipment. IT Services will help with the setups. Student “O: drives” and the classroom “H: drive” are not backed up and are provided as a convenience only.

  *Note:* District staff backs up the email system nightly, but only for system disaster recovery. Mailboxes are not backed up individually and can’t be restored individually. Also, individual workstations are not backed up. It is the end user’s responsibility to maintain backup copies. If you want to back up your email or workstation, copy your files to another location.

- **Hardware Repair and Installation**
  IT Services performs repairs or helps arrange outside repairs. Contact the helpdesk, NEED.

  IT Services staff do not troubleshoot, maintain, or repair student, faculty or staff owned equipment. Hardware must have CCS or SCS identification to be supported. Some instructional areas maintain equipment not supported by ITS. These items are designated by XCS numbers.

  When hardware needs to be moved to a new location, Facilities should be contacted for the actual move. NEED will arrange reconnection in the new location.

- **Helpdesk**
  Helpdesk (NEED) phones are answered from 7 a.m. to 6 p.m. Monday through Friday. During these hours the NEED staff will attempt to answer support questions. When possible, they will go to a classroom to assist with emergency needs. If a question cannot be resolved within 10 minutes, they will enter a ticket for technical staff to resolve. Messages can be left at other times. Staff is limited, so users may need to leave a message when they phone. E-mail to NEED, or using the helpdesk form on the website is recommended. Requests should include:

  1. Name, department and telephone number of the person needing support.
  2. The CCS or SCS number on the equipment
  3. A brief description of the problem.

  *Note:* The Help Desk cannot guarantee that a requested technician will be assigned to a specific service ticket, but do let us know if a specific technician is familiar with the area or with the problem and we will include the info in the request.

  Instructors with problems in demonstration rooms or labs, when NEED is not available may contact Computer Center staff in the open lab. Room 3148, 206 934-4194.
**Contacting Your Distributed User Support Specialist**

Faculty and staff supported by a Distributed User Support Specialist may request support in any of the following ways:

1. Call the NEED staff at (206) 934-6333. NEED will create a service ticket which will be assigned to the appropriate Distributed User Support Specialist.
2. Direct contact by means of telephone or personal visit. The support specialist will enter a helpdesk ticket or will assist the user in making the ticket.
3. Email a support request
4. Leave a voice mail message

**Priorities**

*In determining the priority of a request IT Services considers the severity, scope, impact and age of the request. Not all requests are handled first-come, first-served.*

1. **Emergency**
   Emergency calls are those situations where blocks of campus, departments servicing multiple customers or labs and classrooms dependent on technology are completely out of service. Helpdesk staff will contact technical staff by phone or in person for emergency requests.

2. **Urgent**
   Urgent calls receive attention within four working hours. Urgent calls are defined as individual computers that are out of service with no alternative accommodations. Urgent calls are determined by the Help Desk Supervisor or the Distributed User Support Specialist supervisor.

3. **Normal**
   Normal calls are defined as routine requests for technical service, including software and hardware installations, that affect daily productivity.

4. **Low**
   Low priority calls are defined as routine requests which have little impact on daily productivity. Examples include unnecessary software upgrades, hardware upgrades and installation of non-critical new computer systems.

**Computer Repair Status Forms**

A Computer Repair Status Form is a small “post-it” note identifying the technician and the status of a repair or installation. When a technician performs an on-site visit, he or she will leave this form on your computer.
**On-Site Help**
If a technician needs to perform an on-site visit, he or she will attempt to contact you to set up an appointment. If it is determined that a system needs to be rebuilt, the technician will attempt to back up work related files and applications. Ultimately, data stored on the hard drive is the users’ responsibility to back up.

- **Keycards**
IT Services receives many requests related to keycards and door readers. The keycard system is the responsibility of the Security division. Each department has a designated “keycard person”. Requests for keycards, or changes in access, should be submitted to SCCCKeycards@seattlecolleges.edu by the department head or the designated keycard person. Faculty access to computer labs and computer classrooms is added automatically to the faculty keycards at the start of each quarter. If faculty assignments change after the keycard date, the division keycard person must submit a request form.

- **Network Connection**
Only college owned computers can be connected to the wired networks. This is according to the security agreement and is not subject to any exceptions.

- **Notification of Planned Down Time**
When there is scheduled down time for any portion of the college or district networks, IT Services will attempt to give one weeks’ notice through the _Official distribution list. District wide network maintenance windows are listed on the district website.

- **Network Problems**
IT Services technical staff members are responsible for assistance with software configuration and problem determination of network connections for faculty and staff on campus. Repair times are estimated and vary based on workload and technical complexity.

- **Printing**
Seattle Central maintains an agreement with a vendor, QBSI, for HP laser printer maintenance, support, supplies, repairs and parts. Printer meters are read either locally or remotely each quarter. Divisions are billed on an Interdepartmental Charge form at 2 cents per page for black, and 10 cents per page for color prints. In student labs, costs are paid through a Pcounter system which maintains accounts for all students. Cost for student printing is 2 cents per black page and 10 cents per color page. IT Services provides paper for the student labs, but not for offices.
Most multifunction devices (copiers and copier-printers) are not managed or supported by IT services. Support is through the appropriate vendor.

- **Purchasing computer equipment and software**
All computer related purchases require approval by IT Services. Detailed procedures are on the IT Services website.
• **Scheduling and special “set ups”**
  For special events which will require college computer equipment, the event planner must contact NEED as far in advance as possible. Our equipment is set to operate during specific time periods and requires login accounts. Software installation must be through ITS technicians, so careful scheduling is necessary. IT Services will work with divisions/departments to accommodate special events whenever possible. Room reservations must be made with the instructional scheduler, or the events coordinator depending on the type of event.

• **Software Support**
  Software support is available only for college owned and installed applications. To see a list of software available to you please see the IT Services web page. Prior to adding new software packages or versions IT Services staff members test for compatibility and stability, then determine minimum configuration requirements. Software is not supported or available for general campus use until this evaluation has been completed. See the “Software Purchasing, Receiving, and Installation” procedure document on the IT Services website for requirements.

  **Microsoft Campus Agreement Software**
  Seattle Central’s Microsoft Campus Agreement applies to all computers owned by the college. This includes faculty and staff computers, computers in classrooms and labs.

  This license agreement is centrally funded by IT Services. There is no direct cost to any other College department. This agreement is an annual contract.

  **Copies for Home Use**
  The Microsoft Campus Agreement also provides an additional benefit to Seattle Central faculty and staff. If you are a “technology user” (someone who uses a computer as a regular part of their job), you are granted a license to use a single copy of each software application covered under the agreement on your home computer. Upon leaving college employment you agree to remove any software loaded on your home machine obtained through this agreement.

  Faculty, and staff members can download several Microsoft products for personal use. Students can purchase Microsoft software for personal use. Details are available through NEED or by visiting the IT Services office.

  **Note:** *IT Services does not support home installations of home-use software. Any needed technical support must be obtained from non-college sources.*

  **Adobe Software Licenses**
  Adobe software for IT Services supported systems is available at a discount through the CLP agreement. Contact NEED for Adobe requests.

  For home use, or use on systems not supported by IT Services, Adobe software is available on the Journey Ed agreement. Adobe Creative Suite 5.5 is available through the Citrix systems for both on and off campus use.
• **Training**
  IT Services offers training through Short Courses, general training sessions, and open-lab hours. Lynda.com training materials are available for checkout through the TLC. See the Technology Learning Center (TLC) site under IT Services for details.

• **TLC Open-Lab Hours**
The TLC lab is open from 8 a.m. to 4:30 p.m. Monday through Friday for informal training and immediate assistance. The TLC facility is open for all Seattle Central employees to use the equipment and software and receive individual help and instruction. **Note:** The TLC is not available to faculty or staff for the purpose of teaching courses to students.

• **Web Services**
  In addition to the Official sites designed and maintained by the webmaster, Seattle Central web sites include space for individual faculty accounts and supplemental sites for instructional programs and recognized student clubs. Specific guidelines apply to each type of website. Details can be found in the “Web Guidelines” document at
  \[https://blake.admin.seattlecentral.edu/lservice/web/OfficialCentralWebProcedures.pdf\]

  (IT Services site, then web accounts).

To request a website, employees should submit the request form
  \[https://blake.admin.seattlecentral.edu/lservice/web_account_request\]

Each department has a designated web maintenance person who submits updates for the Official sites. For assistance with creating or maintaining supplemental and individual sites employees may visit the TLC or contact NEED.

• **Wi-Fi**
  Wi-Fi service is available in the Broadway Edison, Student Leadership, Fine Arts, and Science/Math buildings. If areas in those buildings are found not to have adequate reception, contact NEED. Accounts are automatic for faculty, staff and students and are created weekly from employment and enrollment data. For guest accounts, contact NEED at least three days in advance.

  College owned laptops are not automatically set up for off campus Wi-Fi use. If such use is required for travel or a scheduled meeting, contact NEED. The access will be provided, and the computer will be re-imaged on its return to campus.

**Seattle Central Faculty and Staff Members IT Related Responsibilities**
Seattle Central Faculty and staff members can enable I.T. Services to provide the best possible support by agreeing to:

• Read and understand this document. Any questions should be directed to one of the points of contact listed in the Points of Contact section.

• Read and comply with the other policies and procedures of computing at Seattle Central and the Seattle Community College District, which are available on the IT Services website under
• Obtain the necessary accounts for access to systems prior to the requested support.
• Contact the Help Desk or your Distributed User Support Specialist to resolve any software, hardware, or peripheral problems.
• Make requests for service while in front of the affected computer, whenever possible.
• Be able to provide the following information when placing a request for support:
  o Contact information (first and last name, department, phone number and CCS or SCS number on equipment)
  o A clear and specific description of the problem or request
• Provide support technicians with access to equipment both electronically and physically during on-site service.
• Make backup copies of important files on a regular basis and be familiar with the computer’s file structure. **Data stored on the hard drive is the users’ responsibility to back up.**
• Notify Computer Services when members leave the department and need their account accesses removed or transferred.
• Turn off data projectors and secure the room when finished utilizing college/departmental computing facilities.

**District EIR Policy**

**SEATTLE COMMUNITY COLLEGE DISTRICT PROCEDURE**

**NUMBER: 259.10-40 TITLE: SCCD ELECTRONIC INFORMATION RESOURCES**

259.10 Definitions:

• 259.10.01 Electronic Information Resources (EIRs). All electronic hardware, software and associated data that support or include the following: administrative information systems; desktop computing; library automation; multi-media, data, video and voice networks, including Washington State Department of Information Services (DIS) SCAN network; phone terminals; voice mail; electronic mail (E-mail); Internet access; scanners; electronic publications, including video; or any similar electronic based medium. The use of these resources is a privilege, not a right. It is the user’s responsibility to use these resources in a manner that is efficient, ethical and legal.
• 259.10.02 User. Any SCCD student, employee (including a District officer), contractor, visitor, volunteer or other person who uses the District's electronic information resources. Users as defined, may use District EIRs only for authorized purposes. It is the obligation of College employees to be aware of the governing law, rules, and guidelines set forth in Chapter 42.52 RCW, Ethics in Public Service act; WAC 292-110-010, Use of state resources (Both located at URL: http://ethics.wa.gov/rules.html); District policies, and these procedures.
• 259.10.03 Authorized Account. A user account established by District staff with appropriate password protection that authorizes use of District EIRs.

259.20 Acceptable Use:

• 259.20.01 SCCD’s EIRs are to be used for legitimate District business, and for facilitating the exchange of information to further the District’s educational, research, administrative and community service purposes. Such uses shall at all times be consistent with state law and the
stated purposes and objectives of the District. In accordance with RCW 42.52.160, no employee may use District EIRs that are in his/her custody or control for the private benefit or gain of that employee or of any other person, unless such use (a) is part of the employee's official duties or (b) is consistent with applicable ethics rules. These rules include, without limitation, WAC 292-110-010, Use of State Resources, which can be viewed at http://ethics.wa.gov/rules.html.

- 259.20.02 Employees may make occasional but limited uses of the District's EIRs to send personal messages when there is little or no cost to the District; such use does not interfere with employee’s official duties; the use is brief in duration, occurs infrequently and is not disruptive to conducting District business; such use does not compromise the security and integrity of District property, information or software; and provided that employee complies with all other requirements of state law, the EIR policy, and these procedures. Examples of such permissible incidental personal use includes (but is not limited to):
  a. Notice of public interest and public service events, such as lectures, Combined Fund Drives, blood drives, etc.
  b. Notice of office social gatherings (lunches, birthdays, receptions, etc.)
  c. District-wide notifications which are used for communicating good will among employees (holiday greetings, birth announcements, congratulatory messages, etc.)
  d. Making a local telephone call or sending an e-mail message to make sure that the employee's child has arrived safely home from school.

- 259.20.03 Employees may not make private use of the District's computers or other equipment to access networks, databases, electronic bulletin boards, or the Internet, for purposes that are personal to the employee and unrelated to the employee's District work, except under the following conditions. Employees may make occasional but limited uses of District EIRs to access networks, databases, electronic bulletin boards and internet using same criteria as in 259.20.02 above.

- 259.20.04 District EIRs shall be used in compliance with this procedure, with all collective bargaining agreements, with district regulations and with local, state and federal laws and regulations.

- 259.20.05 EIR users shall not share their authorized accounts or account passwords with others.

- 259.20.06 Users of SCCD electronic information resources must not intentionally seek information about, browse, obtain or retain copies of, or modify personal or private files, records, messages, or passwords belonging to other people, whether at any of the campuses or facilities of the SCCD or elsewhere, unless specifically authorized in advance to do so by those individuals.

- 259.20.07 Users shall not interfere with the performance of any EIR, or block access to any EIR for purposes allowable under these guidelines.

- 259.20.08 No user shall introduce invasive computer software such as viruses into any EIR. Furthermore, all EIR users are encouraged to utilize any anti-virus software provided by the District to protect electronic information.

- 259.20.09 All use of data and software on District EIRs must comply with related licensing agreements and with copyright laws.

- 259.20.10 Users shall be responsible for information they transmit through the District's EIRs and shall comply with the acceptable use policies of the Internet and any rules of discussion forums in which they participate. Furthermore, all such data transmissions shall conform with all local, state and federal laws and regulations.

- 259.20.11 Users shall not conceal or falsify their identity (spoofing, using anonymous re-mailers, providing false identifications, etc.) when using the District's EIRs.

- 259.20.12 EIRs of the District shall not be used for transmission or storage of information that constitutes or promotes:
  a. Discrimination on the basis of race, creed, color, age, sex or gender, religion, disability, or sexual orientation;
  b. Sexual harassment;
  c. Copyright infringement;
  d. Any use for the purpose of supporting, promoting the interests of, or soliciting for an outside organization or group, including, but not limited to: A private business, a nonprofit
organization, or a political party (unless provided for by law, authorized by an agency head or designee, or as provided in 259.20.01 or 259.20.02 above);

e. Any use for the purpose of assisting a campaign for election of a person to an office or for the promotion of or opposition to a ballot proposition. Such a use of state resources is specifically prohibited by RCW 42.52.180, subject to the exceptions in RCW 42.52.180(2);

f. Any use for the purpose of participating in or assisting in an effort to lobby the state legislature, or a state agency head. Such a use of state resources is specifically prohibited by RCW 42.17.190, subject to the exceptions in RCW 42.17.190(3);

g. Solicitation of political financial contributions;

h. Personal business interests; or

i. Any use related to conduct that is prohibited by a federal or state law or rule, or a state agency policy; and

j. Any private use of any district or state property that has been removed from district or state facilities or other official duty stations, even if there is no cost to the state.

- 259.20.13 Employees can use EIRs to communicate with a member of the legislature at the request of that member; or communicate to the legislature, through the proper official channels, requests for legislative action or appropriations necessary for the efficient conduct of their professional duties. Employees can also provide information or communicate on matters pertaining to official business to any elected official or officer or employee of any agency. Employees may also advocate the official position or interests of the agency to any elected official or officer or employee of any agency.

- 259.20.14 No user shall transmit unsolicited and unwanted messages to any recipient except in the normal and appropriate execution of her/his official duties. Examples of such inappropriate transmissions include, but are not limited to, phone calls, faxes or e-mails that are both unsolicited and unwanted, e-mail mass mailing (spamming), and the transmission of invasive computer software.

- 259.20.15 E-mail messages will be kept in employees e-mail account according to the Second Quarter Rule (SQR). The SQR is:
  
  a. Since we are based on the Quarter System, employees will have at least two quarters of e-mail messages. On the Saturday after the 10th day of each quarter, e-mails older than two quarters will be deleted from the e-mail account.
  
  b. E-mails include anything in the “Drafts”, “Inbox”, “Sent Items” and any folders created (other than Personal .pst files) within Exchange/Outlook.
  
  c. Tools or means available to ensure necessary e-mails are not deleted include:
     - Setup Personal Folders on work station and either establish rules to move messages to folders or move messages manually;
     - Forward messages to home e-mail;
     - Save messages to work station hard drive or write to floppy;
     - Save messages as text files to CD and read as Word documents.

259.30 Violations and monitoring:

- 259.30.01 Violation of any of these procedures may result in the temporary or permanent denial of access to SCCD's EIRs, the imposition of appropriate disciplinary action (i.e., discipline of a student or employee), and/or civil and/or criminal sanctions.
- 259.30.02 SCCD EIR technical support personnel may monitor user activities or examine personal or private files, records, messages, or passwords when there is a system or network problem requiring maintenance or corrective action or when a user requests technical support staff assistance with an EIR problem which may involve those records. EIR technical support personnel are not authorized to routinely conduct monitoring or examination of user records for the purpose of seeking evidence of user violations of either SCCD policies or state or federal law.
- 259.30.03 The District reserves the right to monitor the use of any EIR under certain conditions. The SCCD administration may specifically authorize and direct appropriate EIR technical support personnel to monitor user activities or examine personal or private files, records, messages, or
passwords for evidence of violations of applicable laws, regulations, policies, or procedures, upon
determining that reasonable basis exists for such monitoring or examination. Users are advised
that if such authorized monitoring reveals possible evidence of violation of any District policy or
procedure or any other applicable law or regulation, or any other EIR misuse, the SCCD and its
administration may use or provide such evidence in appropriate investigations and sanctions.

- **259.30.04** SCAN monthly report monitoring is conducted by a designated campus or department
  administrator who visually reviews the report. If a charge appears excessively high or unusual,
  the responsible administrator will contact the department or the individual who placed the call to
  confirm whether or not the call is business related, and therefore allowable. If it determined not to
  be an allowable SCAN call, the caller will reimburse the college.

- **259.30.05** DIS provides a SCAN authorization code audit every six months, listing all SCAN
  authorization codes that have had no usage within that six month period. These reports are
  reviewed by the responsible system administrator, and SCAN Authorizations Codes for
  individuals no longer with Seattle Community Colleges are deleted. If appropriate, the report is
  also forwarded to the department administrators, who are asked to identify any other SCAN
  codes that can be deleted. The administrator reviewing this audit must provide appropriate
  protection for the data being analyzed, as it is extraordinarily sensitive.

### 259.40 Privacy and Access:

- **259.40.01** District EIR's are not generally provided for sending or receiving confidential
  messages. EIR systems may not be secure from unauthorized access, and the District cannot
  guarantee that messages are private or secure. The District will, however, make reasonable
  efforts to maintain the confidentiality of communications. Authorized personnel shall have access
to data under users’ control, as provided elsewhere in this Procedure. Electronic messages
ordinarily will be backed up and retained under retention schedules. Electronic messages
ordinarily will be backed up and retained under retention schedules approved by the appropriate
records committee in accordance with state law. Users should assume that all electronic
messages may be stored for a period of at least six months on disk or tape.

- **259.40.02** Users shall respect the privacy of others in accordance with PRO 259.20.06. Users
  should assume, however, that their own files, records, messages or passwords may be seen by
  others, in accordance with PRO 259.30.02 and PRO 259.30.03, or when recipients or others
  choose to forward or disclose items that have been sent.

- **259.40.03** Files, records, messages, and passwords also may be disclosed when required by
  law. Electronic messages created or placed on the District's EIRs may be considered writings,
  and all writings are public records subject to disclosure to any requester in accordance with
  Washington's Public Disclosure Act, chapter 42.17 RCW. Electronic messages also may be
  legally required to be disclosed to third parties in other circumstances, such as in discovery
  conducted during litigation.

*Adopted: December 1, 1998 : Presented to Board of Trustees as an Information Item 12/01/98
Amended: November 1999; November 2005

### Software Purchasing, Receiving and Inventory Procedure

**SUBJECT:**
Software Purchasing, Receiving, Transferring, and Installation

**INFORMATION CONTACT:**
Harriet Wasserman, Associate Dean/Director IT Services
(206) 344-4344, FAX: (206) 587-4088
hwasse@sccd.ctc.edu
**Purpose:**
To ensure that the Seattle Central Community College is compliant with Seattle Community College District EIR Policy and Procedure 259.20.09 “All use of data and software on District EIRs must comply with related licensing agreements and with copyright laws.”

**General Provisions:**
Seattle Central users are authorized to use only appropriately acquired and licensed software. Users may not duplicate any licensed software or related documentation for use either on Seattle Central Community College premises or elsewhere unless Seattle Central Community College is expressly authorized to do so by agreement with the licensor. Users may not give software to any outsiders, including clients, contractors, customers, students or others. Seattle Central Community College users may use software on networks or on multiple machines only in accordance with applicable license agreements. All departments at Seattle Central shall comply with these procedures for ordering, transferring and/or installing software.

**Penalties for Violations:**
Unauthorized duplication of software may subject users, Seattle Central Community College, and the Seattle Community College District to both civil and criminal penalties under the United States Copyright Act. Under the Copyright Act, anyone who engages in illegal reproduction of software is subject to civil damages up to $150,000 per title infringement as well as criminal penalties, including fines up to $25,000 per title infringement and imprisonment of up to five years. Individuals may also be subject to college disciplinary actions up to and including initiation of termination proceedings.

**Procedure for Ordering Software:**
For orders of $1500 or more the requestor will fill out a normal Seattle Community Colleges Purchase Requisition. The PR will be delivered to IT Services accompanied by a statement containing the following information:

- Date Software is needed
- End user of the software
If maintenance is being purchased with the software and if so how long

CCS or SCS # of the Equipment software is to be loaded on, or labs where software will be used.

Credit cards can be used for orders under $1500 or if the vendor does not accept purchase orders, or when credit card is required for electronically delivered software. The ordering department must complete an “IT Credit Card” form.

IT Services will ensure that all required information is present and will review the request for compliance with campus standards and suitability for campus installation. The director, or designee, will initial, showing technical approval and will forward the PR or credit card form appropriately, or will communicate any problems to the originating department. The purchase will be recorded in “IPR” (Inventory/Purchasing/Receiving) database.

**Software on contracts or educational quantity agreements**
Requests to install Adobe software on Seattle Central Community College networked computer should be sent to NEED. A budget number is required. IT Services will install and charge the indicated budget. Microsoft Office, Visio, Project and Visual Studio.NET are included in our campus agreement. A NEED request is all that is required.

**Software for the library circulating collection**
Orders will be placed as for other library collection materials. A copy of the order will be sent to IT Services.

**Procedures for Receiving Software**
Software received on physical media will be delivered to IT Services. Software manager will open the package. ITS will copy the License Agreement. The original will be filed with the purchase order. A copy will be provided to the requestor. A helpdesk request will be generated for installation. Media will be kept in the software library.

Software delivered electronically will be sent to an IT Services email address. IT Services will be print out the license agreement (if available prior to installation) and hard copy of the email as proof of receiving. A helpdesk request will be generated. Email containing the software, or the download information, will be forwarded to the technician assigned. If License Agreement is not available for print-out from the email, the technician unit will provide a hard copy of the license agreement to ITS and to the requestor upon installation of the software. IT Services will record the license and purchase information and the equipment on which the software is to be installed.

Software received for the library collection will have a copy of license info (from printed or electronic source)) delivered to IT Services before the software is placed on the shelves for distribution.

**Procedure for Software Installation**
All software for any Seattle Central workstation must be owned by the College. All physical software media purchased for Seattle Central workstations will be stored in the IT Services Software Library and will be managed by IT Services regardless of the program purchasing them. All installations will be by IT Services staff, unless a Faculty Software Installation form is on file, signed by the instructor, the instructor’s department head and the IT Services director.
Any individual who acquires software which does not require an actual purchase, including demonstration software, free downloaded software from the Internet, software bundled with books, textbooks, workbooks or hardware will provide IT Services with a copy of the license prior to requesting the software be installed on any Seattle Central Community College computer. Such software is subject to the same policies as software purchased through the regular process and will be subject to audits.

**Physical Software Media**
After media disk(s) are received by IT Services and checked in, IT Services will notify the end user that the disk(s) were received and will create an installation request. The software manager will checkout the media disk(s) to the technician for installing. IT Services technician will install the software.

**Electronically Delivered Software**
Employees will not download unauthorized software over the Internet. E-mailed software will be sent to an IT Services email address. IT Services will notify the user that the software was received and will create an installation request. IT Services will forward the email containing the software or containing the download instructions to the technician assigned the installation request. Technician will then load the software onto the user’s machine.

**Free software and Shareware**
It is the policy of the College to pay the requested cost for all shareware. Shareware is not considered free software and must be purchased using normal procedures. Freeware from the Internet should not be loaded on any computer unless it is specifically used for classroom/instruction purposes and day-to-day staff work. Acquisition, registration and installation of freeware products will be handled the same way as for commercial software products.

**Free Plugins and free updates/patches**
Current versions will be installed by IT Services with new computers and during major updates. Users needing a new release at other times should submit a normal request to the helpdesk (NEED). A copy of any relevant license information will be filed in the software library.

**Demo/evaluation versions**
Users wanting to use demo or evaluation versions should submit a normal helpdesk request (NEED). IT Services will download the software and file a copy of any relevant license information. Demo software must not be used beyond its time limit and must not be downloaded again. If the user wants to continue using the software, the department must purchase a copy.

**Bundled software packages in conjunction with textbook purchases:**
Installation, licensing, documentation and copyright enforcement procedures apply to this purchasing approach. Textbook software may only be used for evaluation (as specified by the vendor) or in conjunction with adopted textbooks. Additional licensing may be necessary if textbook software is to be installed on the student network.
Manuals and Documentation
Most current software provides documentation as “help” files. When paper documentation is received for single user software, the documentation will be provided to the user. For multiple-user purchases ITS will provide departments with information on purchasing additional copies of documentation.

Procedure for Transfer of Software Rights between Departments and/or Users
Software licenses can be transferred between departments/programs and/or users with the approval of the administrator of the program/department that originally purchased the software and the administrator of the program/department receiving the software. To help ensure that the software agreement is not violated, IT Services will transfer software and rights between departments and/or users.

Procedure for Employees Leaving Seattle Central Community College
It is the responsibility of the user’s department/program office to inform IT Services, via e-mail, of an employee’s leaving service. ITS will conduct a software audit to obtain a list of software that is currently on the employee’s workstation, send a copy of the list to the software manager for license verification and reassignment, sign off on Seattle Central Community College Exit Checklist and prepare workstation for a new user, or keep for future reassignment.

Procedure for Unlicensed or Harmful Software
College computers may be monitored, using Track-it or similar software, in compliance with the district EIR procedure: 2.59.30 The District reserves the right to monitor the use of all EIRs...... Users are advised that if authorized monitoring of user activities or the examination of personal or private files, records, messages, or passwords reveals possible evidence of violation of any District policy or procedure or any other applicable law or regulation, or any other EIR misuse, the SCCD and its administration may use or provide such evidence for use in appropriate investigations and sanctions.

In the event the IT Services Director, Computer Services Manager, or Network Administrator determines that installed software may harm computer equipment, is improperly licensed or is infected by a computer virus, he/she may direct IT Services staff to remove the software from College computer equipment.

When unlicensed software is found:
All IT Services Staff’s Responsibility: Contact the software manager to verify that a license has not been purchased or transferred. Notify the user’s management that the user has software that is unlicensed.
User’s Management Responsibility: Upon notification that software has been detected without a valid license decide
   If license is to be purchased, follow normal purchasing procedures
   If license is not to be purchased, request IT Services to immediately remove software.
Faculty Software Installation

In order to prepare for, and teach, my classes at Seattle Central it is necessary for me to install software on my Seattle Central desktop computer. I plan to do the following types of installations:

Updates to free plugins
Free software downloads.
Evaluation of instructional software
Software for a personally owned FDA
Installation of commercial software purchased by the College.

I understand the difference between shareware and public domain software, and I will arrange payment of the requested fee for any shareware I install.
I will observe limitations on demo and evaluation versions and will not re-install or exceed the free time period for such software.
If I evaluate textbook software and do not adopt the text, I will immediately remove the software.
I am aware that all campus software, except synchronization software for an FDA, must be college-owned or college-licensed. (PDA software may be personally owned, but a copy of the license must be on file.)
I understand that IT Services cannot maintain or support software installed by the user. If software I install causes the computer to malfunction, IT Services’ responsibility is limited to restoring the system to the current campus default setup.

If software I install on my computer is found not to be properly licensed I understand that it will be removed and that future installations on this computer will be done by IT Services under normal procedures.
I have read, and agree to comply with, the campus software procedures. I accept responsibility for installing software on my computer, CCS ____________________________

(signed) ____________________________ Date ______________

NAME (print) ____________________________ DIVISION ____________________________
Office ____________________________ Phone ____________________________

(Dean or Division Head)

Received by IT Services ______________ Date ______________

Proposed form sent for review to all faculty at Central Feb 12, 2003. Comments received and modifications made.
Reviewed by faculty senate on Feb 13. Suggestions reported and modifications made.
Web Guidelines

Note: These guidelines are in use while a formal approval is in process.

SEATTLE CENTRAL COMMUNITY COLLEGE

WEB PROCEDURES

Document Overview:

Section I ........................................................ General Statement
Section II ....................................................... Legal Guidelines
Section III ...................................................... Website and Page Classifications
Section IV ...................................................... Web Accounts and Access to College Servers
Section V ...................................................... Development and Hosting
Section VI ..................................................... Social Media Accounts and Procedures
Section VII ..................................................... Confidentiality of Data
Section VIII .................................................... Security
I. General Statement

A) The Seattle Community College District and Seattle Central Community College maintain Internet connections to provide an atmosphere that facilitates the access of knowledge and the sharing of information for the Seattle Central community.

B) This document is based on and aligned with District-wide Web Standards and is subject to change. These changes will reflect changes in District-wide web standards and evolving web technology.

II. Legal Guidelines

A. Information resources will be used by members of the Seattle Central community with respect for the public trust and in accordance with policies and regulations established by federal, state, and local laws, CIS, the K-20 consortium, and the Seattle Community College District.

B. Pages housed on Seattle Community College District servers may not be used to promote outside commercial enterprises or violate community standards and statutes concerning discrimination.

- Advertising - Selling space on a web page for profit is strictly prohibited.
- Use of SCCC Web Account for Personal Gain - At no time shall anyone use their campus web account to promote their own business or any other form of personal gain such as the Amazon affiliates program.

C. Copyright

- Individuals may not place materials owned by others, i.e., copyrighted works, on a personal or official WWW home page without the expressed permission of the copyright owner. Examples are cartoons, articles, photographs, songs, software, and graphics scanned in from published works or other WWW pages.
- Assume materials found on the WWW are copyrighted unless a disclaimer or waiver is expressly stated. Quotations of a few words may be included provided the author and the work from which the quotations are taken are identified.
- It is best to link to another WWW page rather than copy from it.

D. Existing Policies for use of computers and networks

- District Policy - Use of Electronic Messaging Systems
- CIS "Policy on Acceptable Use"
- K-20
- SCCD Policy #400.10.80 - "Ethical Conduct/Conflict of Interest Standards"
III. Website and Web Page Classifications

OFFICIAL COLLEGE WEB PAGES

Official Page Properties

- Created and updated by the PIO and Web Team
- Look and feel is consistent between pages and is aligned with current college branding
- Are integrated into the menus, navigation system and structure of the official College site
- Are hosted on the campus web server (seattlecentral.edu)
- All major instructional programs and all major departments offering college-wide services must have an official page
- Departments/Divisions are responsible for the ownership and upkeep of the information and specifics of their official page content
- PIO is responsible for wording, tone and voice of official page content (to be consistent with college branding)

Creation of New Page(s)

- Request must be sent to the Web Team asking for a new official page
- Content for new page will be jointly created by the requestor of the page and PIO
- New page is built by the Web Team
- Review and approval cycle between page requestor and Web Team – iterative until page is deemed ready to go live
- Web Team will move the new page(s) to the production server and integrate into navigation of college site

Routine Updates of Official Pages

- Requests for routine updates must be sent to scccwebupdates.seattlecolleges.edu
- It is the responsibility of every academic division, department and program to routinely check their web content and request updates as needed
- The Web Team will decide if an update is simple or complex

  Simple Updates
  - Simple Updates will be made quickly (normally within 24hrs) and confirmation email will be sent notifying when update(s) have been completed

  Complex Updates
  - Will require more time (to be determined on a case by case basis)
• Will be made on the development server and will be reviewed by requestor before being made live
• Updates that involve a major overhaul of content and/or contain a large amount of new content will follow the development and review process for new content

SUPPLEMENTAL WEBSITES

Supplemental Website Properties

• A supplement website is a small self-contained site that provides additional/supplemental NON-DUPLICATED information to be used in conjunction with an official college page or site
• Only instructional programs can have a supplemental website
• Approval from the Web Manager MUST be obtained PRIOR to creating a new supplemental site
• Supplemental websites will have their own unique design so as to better showcase the instructional program it is supporting but still must adhere to Seattle Central Branding Guidelines as directed by the Public Information Office

Supplemental Website Rules

• Supplemental websites must have their own look and feel — rewrite to say must be college branded but not a duplicate of the official site
• Supplemental websites may NOT copy/duplicate images and navigation from the official college site
• Supplemental websites may NOT contain duplicate information that can be found on an official college page
• Supplemental websites are created and maintained by the department
• The web team is NOT responsible for site design, creating and/or updating content, fixing problems or debugging code.
• The navigation framework for supplemental websites will include a link back to the Official department page and the Official Seattle Central homepage from every page in the site
• Supplemental websites must be hosted on the campus web server (seattlecentral.edu)
• Supplemental websites must be kept current by the department/division. Content that has been identified as outdated is subject to removal by the College Web Manager

Supplemental Website Review Process

1. All content for the supplemental website must be finalized and have had prior approval from the Dean or Director of the division/department that is creating the site
2. The College Web Manager is then notified by the Dean/Director and asked to review the site
3. The supplemental website will be reviewed by the College Web Manager for adherence to rules
4. The supplemental website will be reviewed by the Public Information Office for adherence to college branding

Supplemental Website Deployment Process

Seattle Central security policy does not permit access to college webservers to anyone except college employees or students

SATELLITE WEBSITES

Satellite Website Properties

- A satellite website is a small standalone website that has a small amount of self-contained content of interest to a narrow audience.
- Satellite websites are not “add-on” sites for an official page but can be linked to from the official site
- Satellite websites are designed, built and updated by the Web Team and will have a look and feel that is consistent with college branding
- Approval from the Web Manager MUST be obtained PRIOR to creating a new satellite site

Satellite Website Rules

- All content for must be finalized and have had prior approval from the Dean or Director of the division/department before handing over to the Web Team for creation of the site
- Satellite websites must be hosted at the college

Satellite Website Development, Review and Deployment Process

1. Finalized, approved content is give to the Web Team
2. The Web Team creates a very quick/rough sketch of site layout and organization to be reviewed/approved by the requesting department
3. The Web Team build the site using an official college template and uploads to development area for review by requesting department
4. Final site is reviewed/approved by requesting department
5. Web Team deploys site to production server and creates links from the official college site to the new satellite site

FACULTY WEBSITES

- Faculty pages are for providing class information. They usually include a syllabus, assignments and links to other relevant sites.
• Faculty Pages are NOT to be used for personal use
• Faculty members are responsible for creating and maintaining their own page
• There is no formal approval process for faculty pages, faculty members are responsible for all content on their pages
• Faculty pages should have a link to the Seattle Central official home page and a link to their division official home page
• Divisions must notify the Web Manager when a faculty member is no longer at the college so their web account can be archived

STUDENT CLUBS PAGES/SITES

• Student Club pages are for providing details and activities for recognized Seattle Central Community College Student Clubs
• All student clubs that have a website hosted on our campus server must be recognized by the Division of Student Leadership.
• Student club pages must be built using student account web space
• The Student Club / Organization must approve all content for their pages

Student Club Website Approval Process
1. The site will be reviewed and approved by the Division of Student Leadership
2. A NEED request will be made by the Division of Student Leadership to request for a non-student (permanent) web account on the college server.

Student Club Website Deployment
Student Club websites must follow the same deployment rules as Supplemental websites

CLASS PROJECT PAGES
(collaboratively developed pages)

ALL class project websites MUST have the prior approval of the campus webmaster

Seattle Central security policy does not permit accounts and passwords to be shared nor does it provide shared accounts for class projects or other collaborative web development.

Websites that are built as a class project will be developed using individual student accounts on the student web server

Class Project Website Rules
Class project websites must follow the same rules for content and navigation as Supplemental Websites.

Class Project Website Review Process

1. All content for the supplemental website must be finalized and have had prior approval from the Dean or Director of the division/department that is creating the site.
2. The College Web Manager is then notified by the Dean/Director and asked to review the site.
3. The supplemental website will be reviewed by the College Web Manager for adherence to rules.

Class Project Website Deployment

- Completed approved class project websites will be handed over to IT Services to be transferred to a permanent account.

IV. Web Accounts and Access to College Servers

Who can have a web account?

All employees of Seattle Central Community College and all enrolled students who have paid either a Computer Lab (CL) fee or Universal Technology (UT) fee are entitled to a college hosted web account.

- For information and specifics of faculty web accounts, please refer to the Faculty Web Account section of the college website.
- For information and specifics of staff/employee web accounts, please refer to the Employee Web Account section of the college website.
- For information and specifics of student web accounts, please refer to the Student Web Account section of the college website.

Who can have access to a college server?

Only Employees and students of the Seattle Community Colleges are allowed to be given access to any of the servers on campus or at Siegal Center. This means any and all access, including a login to a site developed in a content management system such as WordPress.

V. Development and Hosting

Development

All pages on the official college website will be developed and maintained by the College Web Team in compliance with Seattle Central current security standards.

It is the responsibility of the department/division to ensure that their non-official web pages/sites are in compliance with Seattle Central current security standards.

Hosting
All official and supplemental pages MUST be hosted on a webserver at Seattle Central or at Siegal Center. Any site that needs to be hosted at Siegal Center must get prior approval by the Web Manager.

Redirects

Redirects on the college webserver can only go to a site within the seattlecentral.edu domain. There will be no redirects on seattlecentral.edu to any outside site.

VI. Social Media Marketing and Procedures

- The college has official college accounts with all major social media and all official college social media marketing is handled by the Public Information Office
- Departments MAY NOT duplicate official college efforts in social media marketing. If a department wishes to have their own social media account to provide SUPPLEMENTAL information it must get prior approval from the PIO.
- The Seattle Central name and any variance of that name (i.e. seattle_central) are strictly reserved by the PIO for use in emerging and future social medial platforms.

**Google Places:**

Google Places accounts will be created by the PIO, since Google Places are location based, no department can have their own Google Place

VII. Confidentiality of Data

Sensitive Information / Sensitive Data

Any web application that requires the transmission and/or storage of sensitive information MUST be developed and maintained by IT Services or by an authorized 3’rd party that has been approved by IT Services.

**Sensitive Information Includes the Following:**

- Social Security Number (SSN)
- Bank Account Number(s)
- Credit Card Number(s)
- Drivers License Number
-Personally Identifiable Student Information

**Use of any College Data**

Any web application that requires the use of College Data whether it is of a sensitive nature or not MUST be developed and maintained by IT Services. College Data is defined as any data that is stored on the HP system.
Confidentiality of Student Data

As a Seattle Central Community College employee, you may receive inquiries of a personal nature regarding students or prospective students. Before you release any information, be sure that you apply the following guidelines:

1. First, check to see if student has requested a hold of Directory Information. Registration can confirm this information if you don’t have access to SMS.

2. If a hold is in place, no information can be provided.

3. If no hold exists, you may release only the following information, known as Student Directory Information:
   - Student’s name
   - Email Address
   - Enrollment status in the college (i.e., student is registered this quarter).
   - Dates of enrollment
   - Area of study (i.e., College Transfer, Nursing, etc.).
   - Awards granted by the college.
   - Participation in official sports activities and
   - Weight/height of athletic team members

Release of any other student information is not allowed without signed consent submitted to the Registrar’s office. This includes but is not limited to the following:

- Phone numbers
- Address
- Grades, test results, counseling records, medical history, etc.
- Social security number
- Race/ethnicity, nationality or gender
- Class schedule or classroom location

Access to information contained in students' records and folders is limited to the following:

- College record-keeping personnel specifically assigned to the Registrar’s office
- Emergency requests for information should be referred to the Registrar.

VIII. Security

Please refer to the Seattle Central Security Policy for in-depth information of Seattle Central's security standards and how they apply to web page development.