

Technical Infrastructure and Distance Education Plan

Personnel

The President shall appoint a staff person to oversee the Information Technology of TCAT Upper Cumberland. The Executive Vice President and the Vice President of Operations and Facilities have the primary responsibility for maintaining all equipment and software licenses for the College. TCAT Upper Cumberland Technology Departments consist of C.I.T. Instructors and their C.I.T. Students at respective campuses.

Equipment and Supplies

The Vice President of Operations and Facilities and Executive Vice President will be responsible to ensure that the TCAT Upper Cumberland provides a reliable, secure, and highly available network and technology infrastructure to support the needs of students. Equipment will be monitored and maintained in a manner that is consistent with industry practices and as recommended by the Tennessee Board of Regents Information Technology Department. Software updates and security patches to switches and firewalls will be performed on an as-needed basis dictated by security reports and bulletins from the Tennessee Board of Regents. Spare switches and connectors will be kept on hand to provide efficient replacement and restoration of network services in the event of failures.

Distance learning is accomplished by providing curriculum and access to a learner management system D2L that allows students to participate in distance education if needed in hybrid classes. Distance learning or hybrid learning will occur occasionally when students work from home. Students are encouraged to utilize their personal devices to access our D2L learning management system. In the event a student doesn't have a computer, the instructor can check a device out and return it to the instructor upon a return to in person instruction on campus.

State Laws and Federal Codes

Any and all state or federal laws or mandates will be implemented as required. The Executive Vice President and Vice President of Operations and Facilities will respond to TBR board office requests and mandates in a timely manner. Compliance with TBR Policies and guidelines will be always maintained.

Availability of Plan

The plan is made available to administration, faculty, and staff in TEAMS which is accessible to all school staff and is given to all staff annually with requests for review and suggestions. Students are provided with basic information about the plan during Student Orientation on campus.

Evaluation of Plan:

The President, Executive Vice President, and Vice President will make an evaluation of the effectiveness of the Technical Infrastructure and Distance Education Plan on an ongoing basis. This evaluation is also part of the annual COE review completed by staff each year and the student exit interview. Changes in the plan and assignments of personnel will be made if found to be needed in the process of these various types of evaluation.

TCAT- Upper Cumberland Computer and Network Policies

1. Acceptable Computer/Network Use Policy

Acceptable Use – The purpose of the Tennessee College of Applied Technology Upper Cumberland Internet access is to support education by providing access to unique resources and the opportunity for collaborative work. The use of your account must be in support of education and academic research and consistent with the educational objectives of the school. Use of other organization's networks or computing resources must comply with the rules appropriate for that network. Publication, ownership, or transmission of any material in violation of any U.S. or state regulation is prohibited. This includes, but is not limited to: copyrighted material, threatening or obscene material, or material protected by trade secret. All communications and information accessible via the network should be assumed to be private property. Use of the Tennessee College of Applied Technology Upper Cumberland network for product advertisement or political lobbying is not allowed. Illegal activities are strictly prohibited. All communication must be appropriate language and be polite. Do not swear, use profanity, vulgarities, or harass other users. Users are responsible for staying abreast of changes in the system by reading the announcements on the Tennessee College of Applied Technology Upper Cumberland web page, calendar or e-mail notifications regularly.

Your electronic mail (e-mail) on the Tennessee College of Applied Tech Upper Cumberland network is not guaranteed to be private. People who operate the system do have access to all e-mail and although e-mail is not read randomly, it can be accessed if a user is suspected of violating this contract. Messages relating to or in support of illegal activities may be reported to the proper authorities.

Internet activities that are permitted by the acceptable use policy:

- investigation of and communication about topics being studied in college;
- Investigation of and communication about opportunities outside of school related to community service, employment or further education.

Internet activities that are not permitted by the acceptable use policy:

- searching, viewing, or retrieving materials that are not related to schoolwork, community service, employment or further education (thus, searching or viewing sexually explicit,

- profane, or illegal materials is not permitted);
- copying, saving, or redistributing copyrighted material (users should assume that all material is copyrighted unless explicitly noted);
- subscription to any services or ordering of any goods or services;
- sharing of staff or student's home address, phone number, or other information;
- playing games or using other interactive sites, such as chats, unless specifically assigned by a teacher;
- using the network in such a way that you disrupt the use of the network by other users (e.g. downloading large files during prime time; sending mass e-mail messages; annoying other users using the talk or write functions);
- using your Tennessee College of Applied Technology Upper Cumberland account to telnet to other machines for purposes not allowed on the Tennessee College of Applied Technology Upper Cumberland network;
- any activity that violates a school rule or a local, state, or federal law.

Users who have any questions or doubts about whether a specific activity is permissible should consult a teacher, administrator, or the Tennessee College of Applied Tech Upper Cumberland network personnel.

1. Privileges – The use of the Tennessee College of Applied Technology Upper Cumberland network is a privilege, not a right, and inappropriate use can result in a cancellation of those privileges. Based upon the acceptable use guidelines outlined in this document, the system administrators and technology committee will deem what is inappropriate use of the network and take appropriate action. The system administrators or Director may suspend or close an account at any time as required. The administration, faculty, and staff of the college may also request the system administrator or President to deny, revoke, or suspend specific student's access. Students whose accounts are denied, suspended or revoked do have the right to submit a written appeal to the President and as a follow up to this letter to have a meeting with the President and any other involved or interested staff. Students who are under 18 must have a parent or guardian present at the meeting.
2. Security – Security on any computer system is a high priority, especially when the system involves many users. If you feel you can identify a security problem on the college network, you must notify a system administrator or send e-mail to stacy.johnson@tcacrossville.edu or jeffrey.slagle@tcatlivingston.edu. Do not demonstrate the problem to other users. Users may not, under any circumstances, use another individual's account. Do not give your password to any other individual. Attempts to log-in to the system as any other user may result in suspension or cancellation of user privileges. Attempts to log-in to the college network as a system administrator will result in cancellation of user privileges. Any user identified as a security risk or having a history of problems with other computer systems may be denied access to the Tennessee College of Applied Technology Upper Cumberland network.
3. Vandalism – Vandalism may result in cancellation of privileges. Vandalism is defined as any attempt to obtain, harm, or destroy data of another user, the college network, or any state agencies or other networks that are connected to the Internet backbone. This includes, but is not limited to, the uploading or creation of computer viruses.
4. Updating Your User Information – the college network may occasionally require new

registration and account information from you to continue the service. You must notify the Tennessee College of Applied Technology Upper Cumberland network of any changes in your account information (address, etc.).

5. Reliability – Tennessee College of Applied Technology Upper Cumberland makes no warranties of any kind, whether expressed or implied, for the service it is providing. The college will not be responsible for any damage you suffer. This includes loss of data resulting from delays, non-deliveries, misdeliveries, or service interruptions caused by its own negligence or your errors or omissions. Use of any information obtained via the network is at your own risk. TCAT Upper Cumberland specifically denies any responsibility for the accuracy or quality of information obtained through its services.
6. Exception of Terms and Conditions – All terms and conditions as stated in this document are applicable to TCAT Upper Cumberland. These terms and conditions reflect the entire agreement of the parties and supersede all prior oral or written agreements and understandings of the parties. These terms and conditions shall be governed and interpreted in accordance with the laws of the State of Tennessee, United States of America.

In review, applicants are advised that the network is provided for the specific purpose of supporting the educational mission of the Tennessee College of Applied Tech Upper Cumberland. All users are expected to abide by the terms and conditions above. If the perspective user cannot abide by all of the terms and conditions set forth in this document, she or he is advised to acquire Internet access through a commercial Internet Access Provider as an alternative to using the Tennessee College of Applied Technology Crossville network.

2. Copyright and Digital Millennium Act

Materials published by the Tennessee College of Applied Technology Upper Cumberland are protected by the Digital Millennium Copyright Act. The DMCA also requires that the institution inform all computer and network users that downloading of copyrighted material is prohibited. In addition, Tennessee Code Annotated §49-7-1(c) specifies that the institution ensure that no copyrighted digital music or videos be downloaded using institutional resources. Any attempts to do so will result in appropriate actions.

Violations:

Violations of the policy will result in action by the appropriate institution office. Students who violate this policy will be referred to the Executive Vice President or Vice President of Operations and Facilities for appropriate action. Employees who violate this policy may be subject to disciplinary measures imposed by their supervisor in conjunction with the institution's administration. Violations of local, state or federal laws regarding unlawful access or use may be referred to the appropriate law enforcement officials for investigation and/or prosecution.

Inspection of Electronic Records:

Electronic records sent, received, or stored on computers owned, leased, or administered by the Tennessee College of Applied Technology Upper Cumberland are the property of the College and the Tennessee Board of Regents. As the property of Tennessee College

of Applied Technology Upper Cumberland and Tennessee Board of Regents, the content of such records, including electronic mail, are subject to inspection by TCAT Upper Cumberland personnel. Users should have no reasonable expectation of privacy in the use of these resources.

Backup of Information

Backups of data on the Azure Directory are done every 24 hours through a redundant backup. Only the folders that contain user data are backed up. In the event of a system failure, data would be available from TBR via Azure Active Directory. All network shares are stored in SharePoint and or one drive via the cloud. Student Information is not backed up locally on campus. It is the responsibility of the software company used for classroom coursework to protect and backup up digital records of student grades. No data is saved on student computers and therefore are not backed up locally.

Firewalls

The TCAT Upper Cumberland computer network is protected from the outside world by utilizing a system comprised of multi-level firewalls. The student network is segregated from the faculty network by the switches. Software services are kept up to date to ensure that each system remains protected as recommended by the TBR Information Technology Department.

Protection of the Institution's Technical Infrastructure

TCAT Upper Cumberland's network and computers are maintained by the Computer Information Technology (C.I.T) Instructors and C.I.T. Students. C.I.T. Students maintain all computers in classrooms and shops. Firewalls and anti-virus software are checked by the TCAT Upper Cumberland C.I.T. Instructors and TBR for security issues as needed.

Privacy, Safety, and Security of Data within Institutional Networks:

TCAT Upper Cumberland utilizes Tennessee Board of Regents (TBR) personnel and the campus C.I.T. Instructor's, to oversee and manage all technology hardware and software for technical infrastructure needs dealing with privacy, safety, and security of data. Usernames and Passwords for Staff / Student computers ensure user levels and password security to devices. Access to the school's network is granted by using a secure password. The campus Technology Department ensures computer systems and network reliability.

User Access

Access to information must be specifically authorized in accordance with TCAT-Crossville's Access Control policy. Access to information will be controlled on the basis of business and security requirements, and access control rules defined for each information system. All TCAT-Crossville users should be allowed to access only those critical business information assets and

processes which are required for performing their job duties. Access to critical business information assets and activation of user accounts for contractors, consultants, temporary workers, or vendor personnel must only be in effect when the individual is actively performing service for TCAT-Crossville. Access for contractors, consultants, or vendor personnel to TCAT-Crossville critical business information assets will be provided only on the basis of a contractual agreement.

Disaster Recovery

On all TCAT Upper Cumberland Faculty and Staff desktop PC's and laptops the user data is backed up on One Drive. The login is Azure Active Directory using the employee or student S# or (Portal ID) and secure multifactor authentication password. Banner student information system is housed on the TBR servers at various locations. Email is housed on Microsoft servers at various locations and is protected by S# or Portal Login with Multifactor Authentication.

Office 365 Account Administration

Account privileges are assigned by the TBR Information Technology Department as recommended by TCAT Upper Cumberland Administration and Human Resources. The TBR Information Technology Administrators can create new users on the system and reset passwords for users and create Office 365 accounts. No students are allowed access to the administrator portal or given elevated rights of any kind.

Server Administration

Local Servers are managed by the Executive Vice President and the Vice President of Operations and Facilities and Institutional Support and designees. No students are allowed access of any kind to the faculty network, devices, or servers.

Local Information Technology Domain Server is managed by the Information Technology Program students as a project-based learning initiative. Only those students who have exhibited competency and proficiency of server management engage in the maintenance of equipment and services of the student network. The Information Technology Instructors maintain supervision over any student while performing maintenance or management.

Student Information Management System (Banner)

The Student Information Management System utilized is Banner. The Banner Student Information System is cloud based and maintained by the Tennessee Board of Regents Information Technology Department. TBR maintains the hardware, operating system, and the Banner software for all technical colleges. The Executive Vice President and the Vice President of Operations and

Facilities is the point of contact with TBR technical issues, updates, and equipment recommendations.

Additional information regarding the TCAT Upper Cumberland computer network may be obtained from the Executive Vice President and Vice President of Operations and Facilities.

Communication for IT Infrastructure:

Any staff or faculty member needing or identifying an improvement, repair of problem with the IT infrastructure or equipment shall contact the Executive Vice President or Vice President of Operations and Facilities.

Operation and Maintenance:

The Vice President of Operations and Facilities is responsible for this plan and will manage and delegate responsibilities to the in-house staff or use independent contractors and service companies to implement plan.