Computer Information

Computing Services Helpdesk
The Campbell University Computing Services Help Desk is a technical support team that provides prompt, knowledgeable, courteous computing support services over the phone, in person, and via email to the Campbell community. The Help Desk aims to resolve 80% of all interactions on the first call. If this is not possible, the inquiry is escalated to another staff member or staff provides alternative referrals or resources. If the problem or request concerns an unsupported operating system, hardware, software application or service, staff will do their best, given call volume, to suggest other avenues of support.

Student Responsibilities
When students contact the Help Desk, they should be prepared to spend the time required to resolve the issue, have their Campbell ID and phone number available, be at the computer needing attention, and abide by the Help Desk policies as stated by the Help Desk Specialist.

Helpdesk Contact Information
The Help Desk may be contacted by calling 910-893-1208 (or extension 1208 on campus), sending e-mail to helpdesk@Campbell.edu or stopping by our office in the basement of Britt Hall. The Help Desk web page is available at: http://helpdesk.campbell.edu. Live chat is also available on the web page.

Helpdesk Staff Availability and Response Time
The Help Desk is staffed from 8:30 AM to 5:00 PM from Monday through Friday. If a Help Desk Specialist is not immediately available via telephone, the customer may leave a voice mail message or access the Help Desk via email. Voice mail received during normal business hours are generally answered within 4 hours. At times, there are University-wide issues that cause heavy call volumes and may prevent staff from responding to a caller within the standard timeframe. During these times, the Help Desk welcome message will be modified to reflect the current condition, alerting customers to potential longer wait times. Responses to email requests will be made within 1 business day, if received during normal business hours.

Email and the Internet
Campbell University provides email and Internet access for faculty, staff and students for educational and research purposes. The use of the system for commercial (for-profit) activities; the unauthorized acquisition, reproduction or use of computer software; to disrupt or interfere with network operations; or to gain unauthorized access to network segments through “hacking” is strictly prohibited. Attempting to engage in software piracy, copyright infringement, email abuse or profit ventures may be investigated by law enforcement officials.

The University monitors traffic on its email and Internet system and, at random, searches the Internet for references to Campbell University. The University employs programs to block the reception of sexually explicit and inflammatory material over the campus network. Vulgarity, obscenity and lewdness, profanity and threatening or abusive language are all matters of concern. Students should avoid representing themselves in any way as agents of the University or using the University’s name in a manner that would imply an endorsement of the personal views or activities by the University.

Campbell University does not assume responsibility for data loss or equipment damage pursuant to the use of system data ports.

CamelNet Connection Privilege Agreement
The Internet connection in University Housing is provided as a privilege, not a right. It is the student’s responsibility to adhere to all University policies. The network facilities are for the use of Campbell University students and faculty/staff and are only for educational, academic, research and business purposes of the University. Campbell University reserves the right to alter access, availability of access, and the terms of this agreement at any time for any reason.
Students may not use any software or hardware designed to disrupt the security of the campus network or any devices attached to the network. Likewise, students may not engage in any activities designed to interrupt or intercept the network traffic of other users.

Students may not:

- Use University resources to support personal business interest(s).
- Sell or provide access to Campbell University networks to outside sources.
  - Use University connections to engage in software piracy, copyright infringement, e--- mail abuse, other illegal activities and/or profit ventures. Any known abuse may be investigated by law enforcement officials.
  - Activate any type of shared file service or access to their personal computer by anyone other than themselves.

Students must respect the priority of academic use of the University network. Students are personally responsible for any activities originating from his/her network connection.

Students are responsible for their personal computer's hardware and software. Students must maintain updated virus protection. Students are encouraged to contact the helpdesk if they need help choosing and/or installing a subscription based antivirus program.

Students running Vista/Windows 7/Windows 8 must enable the windows firewall. All computers, regardless of OS must be set to receive Automatic Updates from the OS manufacturer.

Campbell University assumes no liability for data loss or equipment damage pursuant to a student’s use of a University data port. Precautions for natural disasters are the student’s responsibility.

The use of the University information resources on campus is governed by the policies and regulations as outlined in this document and those regarding student conduct found in the Student Handbook. Violations of these regulations will be reported to the appropriate dean and/or department with appropriate disciplinary action to be taken.

If a student has reason to believe another user or group of users is interfering with access to the University network, he/she must report the problem to the Dean of Students’ Office. Campbell University administrators will investigate and, if necessary, take corrective action.

Campbell University reserves the right to monitor traffic through any data connection for the purpose of checking compliance with this agreement.

Wireless broadcasting devices of any kind may not be used in any Campbell University building. Such devices including but not limited to wireless routers and access points will be confiscated and the student may lose his/her network privileges if found in violation of this policy.

By connecting a computer to the CamNet network, students agree to abide by the terms and conditions set forth above. Students must signify that they have read and will abide by the terms of the Campbell University Acceptable Network Usage Policy and must accept this policy to use the Campbell University network.

**Information Access and User Privacy**

**Private Machines Connected to the University Network**

Electronic mail and other information passing over the University network, including information stored in user accounts and computers, are considered to be private and confidential. Although this type of information must be accessed by system personnel for the purpose of backups, network management,
etc., the content of user files and network transmissions will not be viewed, monitored, or altered without the express permission of the user except in the following circumstances:

1. The University has reason to believe that an account or system has been breached and is being used by someone other than the authorized user.
2. The University has received a complaint that an account or system is being used to gain unauthorized access or to attempt to gain unauthorized access to another network site.
3. The University has reason to believe than an account or system is being used in violation of University policy or the Federal or State Law.

Under these circumstances the Vice President for Business may authorize system support personnel to monitor the activities of a specified account or computer system and to search electronic information stored in that account. The authority for this search must be requested on an account---by---account basis, and monitoring will be restricted to the specified account. If this search provides evidence of violation, the account will be disabled and action taken with appropriate authorities.

It will become increasingly possible for computer systems owned by students, staff, or faculty to be attached directly to the CAMPBELL Network via on---campus attachment or off---campus VPN services. Of course, the owner of a personal machine may use that machine at his or her discretion; however, the use of the University network is subject to all of the policies stated in this document.

1. The owner of a machine connected to the CAMPBELL network is responsible for the behavior of all USERS of that machine and for all network traffic to and from the machine. CAMPBELL maintains no responsibility or liability for loss of data or hardware corruption on personal computer systems.
2. A private machine connected to the University network may not be used to provide network access to individuals who would not otherwise have access through official CAMPBELL channels. The private machine may not be used to redirect data to other networks, nor may it serve in any way as an electronic gateway to non---University affiliated systems.
3. Private machines may not use the University network for commercial gain or profit.
4. Neither Campbell owned nor private computers may be used to serve files through any protocol (http, ftp, email, file---sharing, IM, etc.) without application to Computing Services for an exception for scholarly use unless the computers are designated servers by Computing Services. Unless otherwise approved in writing, provisions for interactive login services for non---University affiliated USERS is prohibited.
5. Should the University have reason to believe that a privately owned system is using the network inappropriately, network traffic to and from that system will be monitored and, if justified, the system will be disconnected, and appropriate punitive action will be taken.

**Technology Usage**

Computer systems and networks allow for a free exchange of scholarly ideas and information. This exchange serves to enhance learning, teaching, critical thinking, and research, as well as to promote the sharing of moral standards. While the constitutional right of free speech applies to communication in all forms, the Christian atmosphere of Campbell University prescribes only civil and respectful discourse.

Campbell University computer and network services are available as a privilege to all full---time and adjunct faculty, staff, and students at the main and extended campuses. The number of people in the Campbell Community dependent upon the University's computer and network services is sizable. Therefore, a respect for the needs of others is expected among users. To ensure access and service for all, eligible users must refrain from any action that interferes with normal system operation, such as:

- Using computer or network services for commercial purposes or personal profit.
Sending excessive email locally or over the network such as chain letters, advertisements, or solicitations.

- Knowingly installing or running a program that will damage or place an undue burden on the system.
- Knowingly acting in a manner that will disrupt normal operations of computers or the network.
- Using computer or network services in a way that violates copyrights, patent protections or license agreements.
- Gaining unauthorized access to information that is private or protected, or attempting to do so.
- Attempting to gain system and/or network privileges to which you are not entitled.
- Using the University computer system to disseminate materials that are not in keeping with the purposes of the institution.

The University reserves the right to monitor the use of institutionally owned resources. Alleged inappropriate use of technology resources will be investigated. In instances of misuse, appropriate disciplinary actions, to include legal action, will be taken.

Copies of the Acceptable Use Policy are included in official University publications including, but not limited to, the graduate and undergraduate catalogs, staff/faculty/student handbooks, and selected course syllabi.

**Eligible Users**

Only the following properly authorized persons may access Campbell University computing facilities:

- Undergraduate and graduate students currently enrolled in Campbell University courses
- Non-degree seeking and special students currently enrolled in Campbell University courses
- Campbell University faculty (full and adjunct), staff, and administration
- Designated alumni
- Official guests of the President and the University
- Individuals formally associated with the University, upon verification of the appropriate dean and/or administrator

**Original work by students using University technology resources**

Original works created by students using Campbell University technological resources are the property of the creator. With the notable exceptions of the processes normally associated with grading, critique, assessment, and lecture or classroom illustrations, no other student, faculty, and/or staff member may make any use of another’s work without the expressed consent of the creator. However, the Department and the University retain the right to display, copy, replicate, and/or distribute any work created through the use of the Department’s production facilities for the purposes of promotion, representation, artistic display, publication, illustration, and recruiting, on the condition that the creator is given full, appropriately disclosed credit. No one, including the creator, may use the Department’s production facilities for any commercial purpose.

**Pornographic or Obscene Material**

Users are encouraged to use institutional resources in a responsible and respectful manner. Pornographic, obscene, and/or offensive material is prohibited on the Campbell University computer and network system.

The Office of Computing Services is to be notified of the transmission of questionable or offensive materials via the institutional computer and network system. Treated as inappropriate use, these allegations will be investigated, and if warranted, appropriate disciplinary actions taken.
Electronic Communications
The University provides Internet access to all eligible users through campus computing facilities. Electronic mail (email) is also provided to all eligible users. These services are provided only for University-related purposes.