

# **STUDENT TECHNOLOGY CHECKOUT & MOBILE DEVICE USAGE PROCEDURE**

## **Purpose**

Volunteer State Community College (VSCC) seeks to prepare students with skills that will be of value in the workplace. Some of those skills include the appropriate use of technological tools. To assist students in gaining appropriate technological knowledge, VSCC may authorize a limited availability of student technology checkout and/or mobile device(s) by the College.

Technology resources are provided for the purpose of supporting the educational mission of VSCC. The College's goal in providing the student technology checkout and/or mobile device(s) is to promote communication, increased productivity, and mobile learning. VSCC embraces the opportunities that student technology checkout and/or mobile devices presents us with, and authorizes the use of student technology checkout and/or mobile devices in a manner consistent with the established teaching and learning objectives of our College.

This procedure applies to all student users of mobile hardware and software technology at the College, as well as to all mobile devices and student technology checkout device(s) including, but not limited to Chromebooks, laptops, tablets, webcams, headsets, etc. that are used by our students, wherever they are physically located, on or off campus.

Due to the nature of information and communications technology, this procedure will undergo periodic review. VSCC reserves the right to amend any sections or wording at any time.

Whenever student technology checkout and/or mobile device(s) are provided as a checkout option to students, they will be subleased at no additional expense to eligible students unless the student equipment checkout is lost or stolen.

## **Definition**

Volunteer State students must have paid fees for requested term or have Financial Aid approved by the beginning of the requested term.

For the purposes of this procedure, the term "student technology checkout device(s)" or "mobile device(s)" or "device" or "device(s)" includes the device(s) and all accessories distributed (including, but not limited to Chromebooks, laptops, tablets, webcams, headsets, etc. in addition to case(s), charger(s), cable(s), etc.)

## **Procedure & Process**

The device(s) will be issued to students according to the guidelines set forth in this document.

VSCC retains the right to collect and/or inspect the device(s) at any time, and to alter, add, or delete installed software or hardware. Students will be required to present or show their device(s) to a member of the faculty or staff, if, but not exclusively:

1. There is suspicion that the student checkout and/or mobile device(s) has unsuitable material stored on it, or
2. A student has disrupted a class through improper use of a device.

Students must verify that the faculty or staff member(s) properly present identification. Passwords to unlock the device must be provided if requested.

The following details define the proper use of the student technology checkout and/or mobile device(s) both on and off campus:

## **1. Student Technology Checkout and/or Mobile Device(s) Check-In Process**

### *1.1 Receiving the Student Technology Checkout and/or Mobile Device(s)*

Student technology checkout and/or mobile device(s) will be distributed as students' submit student technology checkout requests in the IT ticket system. Students must sign the Volunteer State Community College student technology checkout agreement and attach the form to the student technology checkout request ticket before the student technology checkout and/or mobile device(s) can be issued.

### *1.2 Student Technology Checkout and/or Mobile Device(s) Return*

Student technology checkout and/or mobile device(s) must be returned to Information Technology. Students who graduate early, withdraw, are suspended or expelled, or terminate enrollment at VSCC for any other reason must return their student technology checkout and/or mobile device(s) on the date of termination.

If the student does not return the device(s) within five (5) business days of the date of enrollment termination they subject themselves to possible criminal prosecution.

If students fail to return the student device(s) at the end of the requested term or upon termination of enrollment, they are subject to financial liability until the student technology checkout and/or mobile device(s) is returned or associated fees are received.

### *1.3 Fees for a Damaged Student Technology Checkout and/or Mobile Device(s)*

The student will pay a designated \$50 fee if the student technology device is damaged. The student will be charged a fee for any needed repairs, not to exceed the current market replacement cost of the student technology checkout and/or mobile device.

## **2. Student Technology Checkout and/or Mobile Device(s) Usage**

Students are responsible for the general care of the device(s) issued to them by VSCC.

Device(s) that are broken or fail to work properly must be immediately taken to the Vol State IT Help Desk for an evaluation of the equipment.

### *2.1 General Precautions*

All users will follow Section 5 – Acceptable Use of this policy and the [VSCC Use of Information Technology Resources; Policy # VII:01:01](#)

### *2.2 Passwords*

Applicable student technology checkout and/or mobile device(s) should be password protected by the user.

### *2.3 Photographs, Sounds, Music, Games, or Programs*

All media held on the student technology checkout and/or mobile device(s) must meet the requirements of the [VSCC Use of Information Technology Resources; Policy # VII:01:01](#). Searching for and/or downloading unsuitable content is strictly prohibited.

In classrooms, sound must be muted at all times unless permission is obtained from the instructor for educational purposes. Students are responsible for providing a personal earphones for use in class. Internet/computer games are prohibited in class unless permission is obtained for the supervising instructor.

Programs and apps on student technology checkout and/or mobile device(s) must not violate any terms of this procedure or the [VSCC Use of Information Technology Resources; Policy # VII:01:01](#).

### *2.4 Home Internet Access*

Students are allowed to connect to wireless networks on their student technology checkout and/or mobile device(s), which will assist them with student technology checkout and/or mobile device(s) usage while at home. The policies outlined in this document are applicable to home use of a VSCC provided device. Any violation of this procedure will result in the student's home use privilege being suspended.

Students experiencing internet issues at home should contact their Internet Service Provider (ISP) for support.

## **3. Managing Files and Saving Work**

### *3.1 Saving to the student technology checkout and/or mobile device Home Directory*

Students should save work to the Microsoft 365 OneDrive from their device. Students may also email documents to themselves for storage on a flash drive or personal computer. Storage space will be available on the student technology checkout and/or mobile device(s), but it will not be backed up in case of re-imaging. It is the student's responsibility to ensure that work is not lost due to mechanical failure or accidental deletion. Device malfunctions are not acceptable excuses for failure to submit required class assignments.

### *3.2 Network Connectivity*

VSCC makes no guarantee that the network will be accessible 100 percent of the time. In the rare case that the network is down, the College will not be responsible for lost or missing data.

### *3.3 Student Conduct*

Pursuant to [TBR Rule 0240-02-03-01, Institution Policy Statement](#) and TBR 0240-02-03-03. Hereafter, all VSCC students are responsible for the appropriate use of student technology checkout and/or mobile device(s). VSCC students are to be cognizant and utilize mobile devices under the Academic and Classroom misconduct policy Part II and III of the [Student Handbook](#) (see 37-38 in the student handbook).

## **4. Software**

### *4.1 Originally Installed Software*

The software applications originally installed by VSCC must remain on the student technology checkout and/or mobile device(s) in usable condition and be easily accessible at all times. From time to time, VSCC may add software applications for use in a particular course. The licenses for this software require that the software be deleted from the student technology checkout and/or mobile device(s) at the completion of the course. Periodic checks of student technology checkout and/or mobile device(s) may be made to ensure that students have not removed required applications.

### *4.2 Additional Software*

Students are allowed to download extra software/applications on the student technology checkout and/or mobile device(s) at their own expense. Downloaded applications/software must not violate any terms of this procedure or the [VSCC Use of Information Technology Resources; Policy # VII:01:01](#). Students will not synchronize student technology checkout and/or mobile device(s) to home syncing accounts.

### *4.3 Jailbreaking*

Jailbreaking is the process that removes any limitations placed on the student technology checkout and/or mobile device(s) by the manufacturer. Jailbreaking results in a less secure device and is strictly prohibited.

### *4.4 Procedure for Reloading Software*

If technical difficulties occur, the student technology checkout and/or mobile device(s) may be restored from backup and should be taken to the Vol State IT Help Desk. The College does not accept responsibility for the loss of any software or documents due to a restoration.

### *4.5 Software Upgrades*

Upgraded versions of licensed software/applications are available from time to time. Students will be expected to download all updated software/applications prompted by the vendor.

## **5. Acceptable Use**

The use of VSCC technology resources is a privilege, not a right. The privilege of using the technology resources provided by VSCC is not transferrable or extendable by students to people or groups outside the College and terminates when a student is no longer enrolled.

This procedure is provided to make all users aware of the responsibilities associated with efficient, ethical, and lawful use of technology resources. If a person violates any of the terms and conditions

named in the procedure, privileges may be terminated, access to the College's technology resources may be denied, and the appropriate disciplinary policies found in the [Student Handbook](#) Academic and Classroom Misconduct Policy (Parts II-IV) shall be applied to student infractions. When applicable, law enforcement may be involved. Every effort should be made to NOT login to an unsecured network.

### *5.1 Student Responsibilities*

- Read, understand, and follow the [VSCC Use of Information Technology Resources; Policy # VII:01:01](#) and the VSCC [Student Handbook](#) Academic and Classroom misconduct policy (Parts II – IV).
- Use computers/devices in a responsible and ethical manner.
- Obey general rules concerning behavior and communication that applies to student technology checkout and/or mobile device(s) usage.
- Technology resources shall be used in an appropriate manner that does not result in the informational damage of equipment. This damage includes, but is not limited to: the loss of data resulting from delays, non-deliveries, mis-deliveries, or service interruptions caused by the student's own negligence, errors or omissions.
- Physical damage to student technology checkout and/or mobile device(s) should be reported immediately to the Information Technology department.
- Students are encourage to help VSCC protect computer systems/devices by contacting an administrator about any security problems they may encounter.
- Monitor all activity on their accounts.
- Students should always secure their device after they are done working to protect their work and information. Securing the device includes storing the device out of sight and in a restricted access location.
- Return their device to VSCC at the end of the assigned term. Students who graduate early, withdraw, are suspended or expelled, or terminate enrollment for any reason must return their device on the date of termination to the Information Technology department.

### *5.2 Prohibited Activities*

- Illegal installation or transmission of copyrighted materials.
- Any action that violates existing VSCC policy or public law.
- Jailbreaking of device(s).
- Attempt to modify, upgrade or repair device(s) issued under this procedure.
- Sending, accessing, uploading, downloading, or distributing offensive, profane, threatening, pornographic, obscene, or sexually explicit materials.
- Use of chat rooms or sites selling term papers, book reports, and other forms of student work. Refer to the College's Student Conduct and Discipline policy found in the [Student Handbook](#).
- Internet/computer games when class is in session.
- Changing of device settings. (Exceptions include personal settings such as font size, brightness, etc.)
- Spamming/sending mass or inappropriate emails.
- Gaining access to other students' accounts, files and/or data.
- Use of VSCC's internet/email accounts for financial or commercial gain or for any illegal activity.

- Use of anonymous and/or false communications to mislead, harm, bully, or harass another person is strictly prohibited.
- Participation in credit card fraud, electronic forgery, or other forms of illegal behavior.
- Vandalism (any malicious attempt to harm or destroy hardware, software, or data, including, but not limited to: the uploading or creation of computer viruses or computer programs that can infiltrate computer systems and/or damage software components) of equipment will not be allowed.
- Transmission or accessing materials that are obscene, offensive, threatening, or otherwise intended to harass or demean participants.
- Use of the device camera to take and/or distribute inappropriate or unethical material.
- Bypassing the VSCC web filter through a web proxy, phone tethering, and any other means.
- If using the device on non-VSCC provided internet, use of explicit websites and information is prohibited.

### 5.3 *User Responsibilities*

- Students will be held responsible for maintaining their individual device and keeping it in good working order.
- Device(s) must be kept in a protective case (if provided) at all times.
- Device cases (if provided) must be returned with only normal wear and no alterations to avoid paying a case replacement fee.
- Devices that malfunction or are damaged must be reported to the Vol State IT Help Desk. The College will be responsible for repairing devices that malfunction.
- Devices that have been damaged from student misuse, neglect or are accidentally damaged will be repaired. Students may be responsible for a \$50.00 repair fee due at the time of repair. Students will be provided a temporary device while their assigned device is being repaired if one is available. There may be a delay in getting a device should the College not have enough devices in stock available to loan.
- Devices that are stolen must be reported immediately to the Volunteer State Campus Police department and the Vol State IT Help Desk. Police reports should not be filed if the student technology checkout and/or mobile device is misplaced or left unintentionally. If a device is stolen from a non-VSCC location, it is the responsibility of the student to also report the device stolen to the appropriate local law enforcement agency.
- Devices that are lost must be immediately reported to the Vol State IT Help Desk for tracking and locating.
- Cords and cables must be inserted and disconnected carefully to prevent damage to the student technology checkout and/or mobile device(s).
- Student technology checkout and/or mobile device(s) must never be left in a car or any unsupervised area.

### 5.4 *Screen Care*

The student technology checkout and/or mobile device(s) screens can be damaged if subjected to rough treatment. The screens are particularly sensitive to damage from excessive pressure.

- Students are not to lean on the top of the device when it is closed.

- Students are not to place anything near the device that could put pressure on the screen.
- Students are not to place anything in a carrying case that will press against the screen.
- Clean the screen with a soft, dry cloth or anti-static cloth. Use of harsh chemicals will damage the screen.
- Students are not to bump the mobile device against walls, car doors, floors, etc. as it will eventually break the screen.

### *5.5 Student Conduct and Discipline*

If a student violates any part of this procedure, they will be subject to the disciplinary policies and sanctions outlined in the College's Student Conduct and Discipline policy found in the [Student Handbook](#) and in the [VSCC Use of Information Technology Resources; Policy # VII:01:01](#).

## **6. Protecting and Storing the Student Technology Checkout and/or Mobile Device**

### *6.1 Student Technology Checkout and/or Mobile Device Identification*

VSCC has determined unique ways to identify each student technology checkout and/or mobile device. These identifies are to remain intact and not to be tampered with by the user. An identification tag will be placed on the device.

### *6.2 Storing the Student Technology Checkout and/or Mobile Device*

When students are not using their devices, they should be stored safely. Nothing should be placed on top of the device. The device should not be stored in a student's vehicle. Students are not to leave the device in a place that is experiencing extreme hot or cold conditions (i.e. a car in summer or winter). Extreme heat will damage the unit itself, and extreme cold may cause severe screen or other damage.

### *6.3 Student Technology Checkout and/or Mobile Device(s) Left in Unsupervised Areas*

Under no circumstances should devices be left in unsupervised areas. Unsupervised areas include any VSCC grounds and/or campuses, computer labs, library or learning resource centers, unlocked classrooms, hallways, clinical sites, internship sites or other designated areas in which students are required to work or study. Any student technology checkout and/or mobile device(s) left in these areas is in danger of being stolen. If a student technology checkout and/or mobile device is found in an unsupervised area, it should be taken immediately to the Vol State IT Help Desk. Violations may result in loss of student technology checkout and/or mobile device privileges and/or other sanctions.

### *6.4 Student Technology Checkout and/or Mobile Device(s) Replacement*

Student technology checkout and/or mobile device(s) may be loaned to students should their issued device(s) require repair or replacement.

## **7. Replacing the Student Technology Checkout and/or Mobile Device**

## *7.1 Claims*

All repairs/replacement claims must be reported to the Vol State IT Help Desk. In the event of theft, students must file a police report, using the device's serial number and the College's asset tag number, and email or bring a copy to the Vol State IT Help Desk immediately. To obtain the serial number and asset tag number, students should contact the Vol State IT Help Desk at 615-230-3302 or for expedited service, commenting on the original student technology checkout ticket.

## *7.2 Damage*

Students are responsible for the fees associated with any repairs or replacements necessary. Lost items such as cases and cables will be charged the actual replacement cost.

If a device is damaged, the student may owe \$50.00 to VSCC. Students will be issued a temporary device to use for class while their assigned device is repaired; if one is available.

If a device is lost or stolen and there is no verifiable proof of theft (forced entry), the student will owe current market replacement cost of the student technology checkout and/or mobile device on loan or as a replacement. There may be a delay in getting a replacement device should the College not have enough devices in stock available. If students lose their assigned device a second time, they may lose the privilege to use the student technology checkout and/or mobile device service.

If a device is stolen, it is the responsibility of the student to report the device as stolen to the Vol State Campus Police department, the appropriate local law enforcement agent and to the Vol State IT Help Desk. To file a police report, the student will need the device's serial number and the College's asset tag number. The theft of a student technology checkout and/or mobile device is a misdemeanor offense and the College has the right to prosecute individuals possessing a stolen student technology checkout and/or mobile device.

For all theft claims, the student is required to provide a copy of the police report to the Vol State IT Help Desk. The police report, and the specific details of the theft, will determine what coverage may be available to replace the student technology checkout and/or mobile device.

In order for VSCC to cover the theft, there must be evidence that proves a break-in occurred. For example, proof can consist of a broken window, a pried open door, or a cut lock. If the theft meets this requirement, there may be a \$50.00 deductible charged to the student. If the student experiences more than two (2) covered losses per semester, the third replacement device may be charged at the current market replacement cost.

If there is no proof that a break-in occurred, the loss will not be covered by VSCC. As an example, this type of loss occurs when a device goes missing or is accidentally left somewhere, but there is no proof the device was stolen. In this situation, the student may be responsible for the current market replacement cost of a new device.

Until a police report is filed and a copy is provided to the Vol State IT Help Desk, all thefts will be considered not covered.