

**Technology Standard Operational Procedures**

The intent of these procedures is to provide administrators, teachers, staff, and other users with procedures for utilizing the technology resources of the Cherokee County Board of Education ("CCBOE"). The procedures may be supplemented by more specific administrative procedures governing day-to-day management and operation of the technology. The term "technology" in this document, is intended as a broad interpretation referring to, but not limited to, computers, hardware, software, network devices, peripherals, the Internet, email, websites, online class management systems and other online environments. The term "network" refers to the collection of electronic devices including, but not limited to, computers, printers, scanners, cameras, copiers, connectivity, and other electronic and connectivity devices that may or may not have access to the Internet, networked resources, electronic mail and other devices available through the local network and the Network.

These procedures include examples of prohibited uses for illustration but do not attempt to state all required or prohibited activities by users. Individuals who have questions regarding whether a particular activity is unacceptable should seek approval from their supervisor.

**Technical Services Provided through District System**

**Network/Email Account:** CCBOE employees will be provided with a network account upon the request of their local school principal or supervisor. Accounts will be terminated when employment with the school district ends.

**Filtering/Monitoring Software:** The CCBOE will block access to certain sites and will monitor sites visited by users of the network.

**Server and Network Resources:** The Technology Office will provide management and monitoring of local school and district servers and network resources to ensure maximum operational time during normal school hours for the completion of school related functions that are dependent upon such resources. The resources of servers and the network are limited and will be prioritized for educational purposes. The Technology Office may, at their sole discretion, choose to allow storage of files on a server if sufficient space is found to be available. Based on capacity and planning requirements, the Technology Office will determine the amount of storage allocated per individual user on such a server. Any information that is placed on the district managed local school server is not guaranteed to be available or protected in any manner and is subject to removal at any time without notice or explanation of any type. No files of a personal nature are to be stored on a server. Any files stored on a server should be removed in an expeditious manner when they are no longer needed. The Technology Office can remove the ability to store files on a server at any time without notice of any type. The limiting of bandwidth across the network will be prioritized for educational use. The Technology Office may deny and/or limit particular types of traffic in order to ensure educational related traffic is prioritized. This may result in the unavailability of some resources.

**Access from Home:** The District does not provide for or support access from home in any way. If access from home is allowed for particular programs, the district will provide instructions for access to such resources and ensure that the district side of the connection meets reasonable requirements for virus protection, safety, and security. If access from home is allowed for particular programs, it is the responsibility of the individual to ensure that their home computer has connectivity, current virus protection, relevant patches, required components, and connects safely and securely to the district network. The district does not have the resources to ensure these components are in place and/or provide assistance in obtaining them for home computers. Access from home, if allowed, is a privilege and may be removed at any time without notice. The District makes no guarantee whatsoever that access from home will be secure, available, or functioning.

## **Web Publishing**

### **District and School Website**

- The District Website, developed and maintained by the District Network Administrator as the designated District Webmaster, will present information about the Cherokee County Board of Education. School Websites, managed by an individual designated by the principal as the school Webmaster, will present information about the school. Webpages may be established and maintained by individual teachers, coaches, club sponsors, and other staff to keep students, parents, and the community informed of academic and school organizational activities.
- Any web site established on the CCBOE web server must be authorized by the Network Administrator and noted as the "official" web site of a particular entity if it represents some aspect of the CCBOE. Web sites established for CCBOE entities on third party servers are NOT authorized and if established are NOT considered "official" or representative of the CCBOE.
- With the approval of the principal and school Web site coordinator, extracurricular organizations may establish web pages as a part of the local school Web site. The principal will establish a process and criteria for the establishment and posting of material, including links to other sites, on these pages. Material presented on the organization Web page must relate specifically to the organization.

### **Content Publishing**

Care should be taken when publishing student images, videos, works, or other digital media to the Internet. The following guidelines should be followed to ensure the safety and security of students in online environments.

#### **Student Web pages:**

- Individual student Web pages are only allowed for educational purposes on the Cherokee County School District computer network under the supervision of the classroom teacher.
- Hobby, interest, "about me", profile, individualized, and similar personal pages are not allowed.
- Students may develop curriculum based Web pages for the school web page and/or class projects.
- Students may not directly post any pages to the Internet. All student pages must be created/posted/maintained through a classroom and/or school Web site coordinator.

#### **Identifying Students on Web Published Material and Digital Media:**

- Only the first name and the first letter of the last name should be used to reference students on a web page.
- It is strongly recommended that pseudo names be used instead of actual names when applicable and appropriate.
- The teacher is responsible for the supervision of and the content on the page.
- No electronic images and/or works may be used on a student page without parental permission (obtained as needed by the teacher). Pictures with more than one student (group pictures) must have a permission form for every student in the picture to be displayed on the Web page.
- A permission form is available on the Technology Office Web page.
- Permission forms must be kept by the teacher and made available upon request.
- A parent may limit or revoke permission to publish Internet material for their student by notifying the school principal in writing.

#### **Responsibility for Student Information:**

- The final decision resides with the local school Website coordinator and local school principal concerning the posting of information as related to students in any format whatsoever.
- It is the responsibility of the teacher to obtain and maintain electronic usage forms for pictures and/or work located on their teacher web site.
- It is the responsibility of the local school principal and local school web site coordinator to collect and maintain electronic usage forms for pictures and/or work located on the school Web site.
- It is the Technology Coordinator's responsibility to maintain electronic usage forms for pictures and/or work located on the district Web site.

**Technology Equipment and Software**

- **CCBOE Technology:** Authorized equipment is identifiable by the assignment of a Technology Office "T" number and has been purchased with the approval of the Technology Coordinator and/or his/her designee through authorized channels (bids, state contracts, etc.). Any equipment/software/technology purchased without the authorization of the Technology Coordinator and/or through inappropriate channels may be denied access to the CCBOE network and support from the Technology Office.
- **Personal Equipment:** No individually owned personal or home computer (including, but not limited to laptop computers) may be attached to the network. All equipment attached to the network must be owned by the CCBOE or local school and be authorized by the Technology Office. Certified components are those listed on the computer bid or authorized on an individual case as needed by the Technology Office. The CCBOE assumes NO responsibility or liability for any personal technology equipment brought to any school facility. Personal equipment may only may be used stand-alone without any support or liability whatsoever by the CCBOE.
- **Data and Student Information:** Information that is the property of the CCBOE and intended solely for the use of its employees in completing school administrative functions, such as access to student records, manipulation of database programs, installation of software applications, access to files stored on county owned servers, etc., may not be accessed or downloaded by an individually owned computer or other electronic device. No student information data, such as, but not limited to, STI, Renaissance Place, CompassLearning Odyssey, etc., is authorized to be stored on personally owned technology equipment. Because some of these type databases are web-based, no student information should be downloaded and stored on a personally owned computer or storage device.

**Software:**

- **District Software:** Network and District software is managed and maintained by the Technology Office and should not be installed without permission or authorization.
- **Personal Software:** Privately owned personal software that an employee of the Cherokee County Board of Education desires to install on a computer that is owned by the school district must meet the following criteria before being permitted to be installed.
  - Individual stand-alone applications that are independent of network functionality are the responsibility of the individual computer owner. The individual owner is responsible for providing proof of license upon request for such software to the Technology Office or designee. The software that is to be installed must NOT adversely affect either the individual computer or network in performance, resources, or efficiency. The software must have an educational intent and purpose and directly support the educational mission statement of the district and school.
  - It is understood that neither the technology staff of the school or the Technology Office will provide any support for the software through guidance or assistance in its use. It is further understood that the school district assumes no responsibility for data generated by personally owned software and reserves the right to restrict any distribution of data.
  - No game software of any kind may be installed without a demonstration of its educational value directly related to the Alabama Course of Study.
  - The Technology Office retains the right to remove any software, and any data generated by the software, if it is found to not be in compliance with the above guidelines or found to cause disruptive behavior to the resources of the Cherokee County School District network and/or computers.

**Management of Technology Equipment**

**Technology Inventory**

- The local school principal is responsible for the accuracy of the Technology Inventory. This inventory only contains technology items and is currently separate from the fixed asset inventory and any other inventories.
- Teachers must maintain an accurate inventory of technology items in their rooms.
- An annual inventory audit is required by every school and individual.

**Software License**

- Any software installed on a computer must have proof of a license.

- The Technology Office retains the right to remove any software found to be illegal and/or does not have a valid license.

### **Equipment Changes**

- When technology equipment is transferred, the local school technology contact must be notified. The T# of the item and all other relevant information must be reported. The local school technology contact will report the transfer to the Technology Office and update the inventory.
- Any other required documentation, such as a fixed asset transfer sheet, must also be completed.
- It will be the responsibility of the individual user to backup or copy any personal or educational data stored on a machine prior to the machine being moved/transferred/etc.
- It will be the responsibility of the users to recopy any stored data to a new machine.

### **Donated Computers**

- No school in the Cherokee County School District should accept donated computers without an evaluation and approval by the Technology Office.

### **Disposal of Technology Equipment**

- Any technology equipment that is no longer needed or used by a school should be delivered to the Technology Office. The school should make an appointment to bring the equipment to the Technology Office. The Technology Office will make a determination if the equipment is able to be used at another location. If so, the Technology Office will transfer the equipment and complete a fixed asset transfer form and update the Technology Inventory. If not, the Technology Office will assign the equipment a recycling number and keep the equipment until the next recycling pickup can be completed. The Technology Office will complete and turn in a list of recycled equipment to bookkeeping to be used for updating the fixed asset inventory. The Technology Office will update the Technology Inventory.

### **Accessing Online Resources**

- **Unblocking Denied Sites/Resources:** A site that does not serve an educational purpose will not be unblocked. Unblocking requests are evaluated on a case-by-case basis. Requests for the "unblocking" of a web site **must be made using the request form on the Technology Office web page.**
- **Educational Purpose:** Obviously erroneously blocked sites will be allowed if the site serves an educational purpose. The Technology Office will review all requests. The decision will be made within 24-48 hours so valid resources are allowed in a timely manner.
- **Downloads:** Educationally related downloads will be classified into two categories: (1) District-wide software use and (2) individual software use. *District-wide software use* - Any software that is or has the potential to be used district-wide may be unblocked district-wide for download on individual computers or may be downloaded by the Technology Office and distributed via local school servers. *Individual software use* - Any software that is for a one-time use for a specific individual or small group of individuals will not be unblocked district-wide. This software will be downloaded by the Technology Office, scanned for viruses, and distributed to the individual(s) requesting the software. The method of distribution will be determined by the Technology Office and coordinated with the requestor. The determination of software use selection is made by the Technology Office based on the method that results in the least disruption for network services.
- **Unblocking Downloads** -- Downloads that do not serve an educational purpose will not be unblocked. Downloads that have the potential to cause disruption of network services will not be unblocked. Downloads are evaluated on a case-by-case basis. Although there are many beneficial downloads available, downloads have the potential to cause catastrophic disruptions of network service. Downloads can be harmful for the following reasons: (1) they can carry a payload (a "Trojan-horse") virus that can infect the network, (2) they can create extreme demands on the bandwidth capacities of the network, (3) they can cause problems on the computers that they are installed/used on, (4) their functionality can cause excessive consumption of network resources. Because of these concerns, discretion is given to the Technology Office in determining the appropriateness of a download to ensure a balance between downloads for educational purposes and overall stability of network resources. Requests for the

"unblocking" of a download must be made in writing and sent to the Technology Office with the subject of "Unblock Download Request". The request MUST include, but is not limited to, the following information:

- o *Person making the request* - Name, school, and email address.
  - o *Site requested* - The URL of the download to be unblocked.
  - o *Denied reason* - Why is the download currently denied?
  - o *Educational objective* - How will unblocking this download assist/improve student education?
  - o *Copyright* - What type of download is this? (shareware, freeware, commercial, etc.) If it is not free software, what are your intentions for evaluation and removal of the software?
  - o *Use* - What specific machine will this software be loaded? (The T#)
- **Request for Site Blocking:** Any site that is unblocked and available to both teachers and students may be blocked upon request by principals, teachers, technologists, or other persons concerned with the educational validity of a specific site. Requests for site blocking may be accomplished by written request through memo, web form or email. To request that a site be blocked the user must send either a memo or e-mail with the following information to the Technology Office: (1) URL of the site, (2) site name, and (3) a brief description of the site and reason the site is not considered valid for educational purposes.

### **District and School Responsibilities**

- The Superintendent and District Technology Coordinator will oversee the District system and will work with the district Technology Coordinator and his/her staff to accomplish the educational mission of the CCBOE.
- Principals will serve as the building-level coordinator for the District system, will approve building-level activities, ensure teachers and students receive proper training in the use of the system and the requirements of employee, student, and board policies, establish a system to ensure adequate supervision of students using the system, establish a system to ensure adequate parental permission for student access, maintain executed user agreements, and be responsible for interpreting the CCBOE Responsible Use Policy at the building level.
- The Network Administrator of the Technology Office of the CCBOE will establish a process for establishing individual and class accounts, setting quotas for disk usage on the system, establish a retention schedule, establish a District virus protection process, and serve as the point of contact for technical advisement to all other employees.
- The Technology Office will establish account access privileges for district level programs such as student data information and management system, network access, and e-mail. The Attendance Coordinator, Special Education Coordinator, and CNP Coordinator will assist in providing verification of required access levels for employees at the district level for programs that allow access to data pertaining to each coordinator.
- The local school principal is responsible for establishing procedures and policies for granting and limiting access to local school based programs such as, but not limited to, STI, Renaissance Place and CompassLearning Odyssey.
- It is the responsibility of the local school principal and/or designee to notify the Technology Office of personnel changes in the school that affect network account and e-mail information (new hires, leaves, transfers, name changes, etc.). This notification should be done in a timely manner so that accounts can be established and removed effectively.
- The local school principal and/or the designee will review no less than annually all account and permissions assigned to their school. Erroneous information will be corrected and/or reported to the District Technology Coordinator as appropriate. User account information is available from the Technology Office and may be provided to administrators for annual review.

### **Internet Safety**

Internet safety education is vital in today's society. The following guidelines are recommended for educating students, parents, and staff about Internet safety, security, and responsibility. It is the responsibility of every employee to model and encourage safe Internet practices.

- Internet safety resources are available on the District Website for educating students, parents, and employees about personal safety, security, and responsibility. It includes Internet safety age-level curriculum to use in all classrooms.
- Teachers should create age-appropriate activities for students.
- Internet safety education should be a part of everyday use of Internet resources.
- Never give out personal information without permission from an adult.
- Recognize various forms of “cyberbullying” and know what steps to take if confronted with that behavior.
- Teachers should maintain open communication with parents about student's academic Internet use – in guided classroom settings and independently.
- Internet filters are not fool-proof. Teachers and other school staff must watch where students go on the Internet – just as they would keep an eye on them during a field trip.
- Students should not be allowed to wander aimlessly on the Internet. Teachers must provide an educational purpose before allowing students to go online. Teachers should preview sites used for lessons and activities, whenever possible, to assure students are using appropriate resources.
- Teachers should establish and post rules for computer and Internet use. There should be consequences for purposefully accessing inappropriate material or disobeying computer use rules. Students should be reminded regularly of these rules and that they are intended to ensure their safety.
- Schools should be consistent and fair in enforcing classroom and computer lab rules concerning the responsible use of technology.
- Students should be taught about acceptable sites to visit and what to do if an unacceptable site is accessed accidentally. Internet education should include understanding of various types of Web advertising techniques (such as pop ups) and realize that not all sites provide truthful information.
- Teachers should know and enforce school policies on exchanging or downloading, storing, and exchanging files from the Internet.
- Internet safety education should include acceptable social networking and communication methods and appropriate steps to take when encountering a problem.
- Students should learn about the potential dangers of e-mailing, gaming, downloading files, and peer-to-peer computing (legal issues, harassment, predators, identity theft).
- In addition to student education of Internet safety issues, the education process should include parents, grandparents, caregivers, and other community members.

### **Student Email**

- A service such as gaggles.net or google.com should be used to assist teachers in monitoring and managing student email and teaching students proper email communication skills.
- Teachers should request a student account from the Technology Office and attend training to understand how to implement email with students.
- Teachers may request a classroom account for educational purposes for student email through the Technology Office.
- Teachers should inform parents of any planned classroom email communication activities.

### **Social Media in the Classroom**

The use of social media to encourage collaboration, enhance writing skills, share information, foster discussion, report research, and provide feedback relating to classroom instruction is encouraged within CCBOE schools. Social Media integrates technology, social interaction, and content creation using the “wisdom of crowds” to collaboratively connect online information. Through social media, people or groups can create, organize, edit, comment on, combine, and share content. Social Media includes forms of electronic communication through which users create online communities to share information, ideas, personal messages, and other content (such as videos). Some examples of social media for educational purposes are blogs, wikis, podcasts, social bookmarking, video sharing, photo sharing, microblogging, and other forms of online communities. There will be some social media sites that are not available on the CCBOE network due to the nature of such sites and network security issues. Social media must be approved through the Technology Office.

Guidelines:

- All teachers in Cherokee County interested in using social media for educational use must attend training offered by the Technology Office and be familiar with these guidelines.
- Social networking for educational use within the Cherokee County School System must be created in goggle.net or a similar site that has been approved by the Technology Office.
- Remember that blogs, wikis, videos, podcasts, and other posted materials are an extension of your classroom. What is inappropriate in your classroom should be deemed inappropriate online.
- When contributing online, do not post confidential student information. Refer to the Web publishing guidelines for more details on student images, videos, works, and other digital media.
- Teachers must manage all posts and comments to their class blogs and other social sites. As administrator of your site, approve all posts and comments before they are published. Use a filter or site setting to manage and monitor comments and posts. Hold all comments/posts containing hyperlinks until you have approved all sites. Delete any posts or comments that are inappropriate.
- Teachers must create a unique and secure password for their account and change it periodically.
- Teachers should request permission from parents/guardians of the instructional use of social media before students are allowed to participate.
- Teachers should provide all students with a copy of the "Social Media Guidelines and Permission Form" prior to using these technologies in the classroom and retain the signed and dated agreement on file. This agreement will give teachers the opportunity to review social media rules and guidelines prior to using this type of technology. It will also give parents the opportunity to become familiar with the educational purpose of these activities.

*Disclaimer:* Teachers should include the following disclaimer in their site either as the first post or in the "about" section: **"This is a classroom site managed by an employee of the Cherokee County Board of Education. As such, it should be treated as any other classroom space. All posting and comments to this site will be moderated before publication. The postings on this space represent the personal views and opinions of the individuals who post and do not necessarily represent the positions, strategies, or opinions of the Cherokee County Board of Education."**

### **Rules for Students:**

The following simple rules should be used to educate students in the proper etiquette of posting comments in an online forum:

- Be nice.
- If you disagree, do so without attacking another person's character.
- If you wouldn't say it in person, don't type it online.
- Be respectful. Remember, there are actual human beings on the other end.
- Post intelligently and considerately.
- Do not SHOUT with uppercase text or use excessive numbers of emoticons, punctuation, and sized or color text.
- Respect copyrights of the material, sites, media, etc.

### **Copyright and Fair Use Guidelines**

- It is the responsibility of all employees to uphold the copyright protection of all material used for educational purposes.
- It is recommended that teachers assume that ALL resources found online and offline is copyright protected.
- Only originally produced works are free to use in any manner proposed by the creator. "A work is under copyright protection the moment it is created and fixed in a tangible form that it is perceptible either directly or with the aid of a machine or device."<sup>1</sup>
- Respect copyright and fair use guidelines. Refer to the guidelines in the following document: <http://www.eou.edu/copysvc/copyright.pdf>

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<sup>1</sup> <http://www.copyright.gov>

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- Take care when reproducing copyrighted material. Reproduction of copyrighted works guidelines: <http://www.copyright.gov/circs/circ21.pdf>
- Properly cite sources.
- Do not plagiarize. All of the following are considered plagiarism:
  - turning in someone else's work as your own
  - copying words or ideas from someone else without giving credit
  - failing to put a quotation in quotation marks
  - giving incorrect information about the source of a quotation
  - changing words but copying the sentence structure of a source without giving credit
  - copying so many words or ideas from a source that it makes up the majority of your work, whether you give credit or not (consider "fair use" rules)
- Plagiarism can be avoided, simply, by citing sources. Acknowledge that certain material has been borrowed and provide enough information to others to find that source.
- When creating multi-media projects for classroom use, keep in mind the types of copyrighted media that can be applied: images, audio recordings, video clips, music, etc. Copyrighted resources should be used only under the Fair Use guidelines. Permission should be obtained with written permission from the owner.
- It is recommended that school-related works published online be licensed under a Creative commons Attribution 3.0 License (<http://creativecommons.org/licenses/by/3.0/>).