

Information Technology Services



Student Computing Handbook 2009-2010 Edition

UDM Student Guide to Information Technology Services

Table of Contents

Computing at University of Detroit Mercy	2
Setting Up Your PC.....	2
Connecting to the Wireless Network on Campus	3
Connecting to the Residence Hall Network	3
Connecting to UDM from Off-Campus.....	4
Network Status/Documented Outages	4
ITS Computing Labs	5
E-mail, User Codes and Passwords	10
E-mail Suggestions	11
SPAM Protection.....	12
Student E-Mail Policy (Policy ITS-0024).....	12
Acceptable Use Policy (Policy ITS-0028)	12
Additional ITS Policies and Applicable Governmental Laws	15
Obtaining Assistance	15
Student/Faculty/Staff Personal Computer Purchase Programs	15
Facebook, MySpace and Other Social Network Information.....	15
Course Management Systems (Knowledge/Blackboard)	16
Employment	16

Content provided in this handbook is subject to change without notice. Please visit <http://it.udmercy.edu> for the most current and accurate information available.

Computing at University of Detroit Mercy

Welcome to the University of Detroit Mercy's Information Technology Services.

As a member of the student body at University of Detroit Mercy, you will have access to many resources and services within the realm of Information Technology Services (ITS). This guide acts as a reference for what is available, where you might find it, how to use it and where to obtain help when needed.

Setting Up Your PC

First and foremost, you are welcome to bring a computer to the university for high-speed connectivity to the university network. Please understand, unlike a home user environment, the university network is a more complicated shared resource where personal responsibility is necessary for all to benefit from network access. Irresponsible or inappropriate use of the network is not tolerable. Any illegal or unethical use will be turned over to the proper authorities. Use of the network is a privilege that can be revoked.

Prior to connecting to the network, ITS strongly suggests the following safe computing practices:

Installation of antivirus software configured for auto-update of virus definition files on a daily basis and auto-scanning and auto-cleaning of all hard drive partitions.

Installation of all operating system and security patches for your operating system and all installed applications. For Microsoft users, please check visit <http://windowsupdate.microsoft.com> and <http://officeupdate.microsoft.com>. For Apple users, please check <http://www.apple.com>

Configuration of your operating system for auto-update on a daily basis

Installation of a personal firewall

Installation of detection and daily cleaning software for adware, spyware and other unknown background processes

Removal of all file sharing services

Removal of all illegally obtained software

Installation of a backup process for all important files necessary in the event your hard drive malfunctions

A computer connected to the UDM network is vulnerable to the common threats that exist across the entire Internet. Taking these precautionary steps prior to connecting to the network will help to reduce potential problems.

Please note: Windows XP with Service Pack 3 and Mac OSX v10.5 are the minimally supported operating systems by the University ITS-Helpdesk. Excellent educational pricing is available in a later section of this document for qualified students to upgrade to the most current available versions.

Also, please note that by the time the antivirus vendors burn their CD's, ship their product to the stores and sell it off the shelf to you, new virus definitions will have come out. It is advisable upon installation of virus protection to immediately update your definitions.

Connecting to the Wireless Network on Campus

Wireless networking is available in all McNichols classrooms and all McNichols residence buildings. General access spaces including the Library, Student Union and Calihan Hall are also equipped with WIFI service. A map show the coverage is provided at <http://it.udmercy.edu/>.

In most locations, 802.11a/b/g is available and in other locations 802.11b.

The University uses SSID's "udmw", "udma", "udmlaw", "udmdental" and "udmdorms" for connections. While we cannot guarantee any wireless connection is attached to an official UDM access point, we can confirm that connections to access points with different SSID's are not legitimate.

Connecting to the Residence Hall Network

You may want to bring your personal PC to campus and hook it up in your dorm room. Each room in the residence halls has two active data ports for access to the UDM Network. To connect to the network you will need a PC or Mac with an Ethernet card and a Category 5 patch cable. These can be purchased from any computer or electronics store.

When purchasing these items you will want to look for the following:

- 10/100 Ethernet Card aka 10baseTx or 10/100baseTx
- Category 5 aka Cat 5 or Cat 5e cable with RJ45 connectors
- Configured for TCP/IP and dynamic IP addressing through DHCP

If you do not feel comfortable installing a network card in your PC or configuring your PC for the Internet you can request it be installed at the place you purchased your PC or you can sign up to have the Helpdesk teach you how to install it by submitting a ticket to <http://helpdesk.udmercy.edu/>.

Listed below are supplemental instructions to those provided to you with your computer or network card for your convenience in connecting your computer to the network.

DHCP Setup for MacOS 9.x

From the Apple Menu, choose Control Panels, then TCP/IP.
Set the Connect via: selection to Ethernet built-in.
Set the Configure: selection to Using DHCP Server.
All other fields should be blank.
Close the TCP/IP Control Panel.
Click Save to save the changes to your current configuration.

DHCP Setup for MacOSX

From the Apple Menu, choose System Preferences
Click on Network
Set the Configure Selection to using DHCP
Click Apply Now
Close Network

DHCP Setup for Windows 2000

Right-click the 'Network Neighborhood' icon on the Windows desktop
Select 'Properties' from the drop-down menu
From the window which appears, select the TCP/IP Protocol that is bound to the Ethernet card
Click the 'Properties' button
On the 'IP Address' tab, check the box which says 'Obtain IP address automatically'

Click 'OK' to save and exit.
Windows will now require a restart

DHCP Setup for Windows XP

From the Start menu, select Settings, choose Control Panel
Double-click on Network Connections
Double-click Local Area Connection
Click on the General tab, and then click on the Properties tab
Click on the General tab, then select Internet Protocol (TCP/IP) and click Properties
Select Obtain an IP address automatically
Select DNS server automatically
Click the OK button.

Connecting to UDM from Off-Campus

Many academic and administrative resources are available to students online and may be reached from off-campus locations across the Internet. A high-speed internet connection is recommended.

All sites are reachable through the University's official website

<http://www.udmercy.edu>

UDM official Website – listed here are all of the links for Student Service Areas, i.e. Financial Aid Office, Registrar, Student Accounting, etc.

Direct links to popular sites include:

<http://it.udmercy.edu/>

On-line IT information for UDM Students

<http://tc.udmercy.edu>

TitanConnect Portal/Email system for academic and administrative services (e-mail, calendar, registration, grades, etc.)

<http://research.udmercy.edu/>

UDM Library Research Portal.

<http://knowledge.udmercy.edu>

UDM's Blackboard Server

<http://www.udmercy.edu/contact/directory/>

UDM's online phone directory

Network Status/Documented Outages

To check on network outages, please visit <http://udm-its.blogspot.com/>. If an outage is not reported there, please contact the helpdesk at <http://helpdesk.udmercy.edu> or x1500.

ITS Computing Labs

The ITS department operates several labs at the university. The main lab, known as the Student Union or SULab (soo-lab), has generous, student-friendly hours and is not subject to classroom reservations.

All ITS Computing labs are equipped with the same login process and all have the same applications. If you are accustomed to using one of the labs during a class, you will find all other ITS Computing labs provide an identical experience. Students from across the university are welcome to use any of the labs however; classroom reservations do take priority over individual usage. Schedules are posted outside the door of each lab and at <http://it.udmercy.edu/academiclabs/>.

Several academic departments (Law, Computer Science, Electrical Engineering, Civil Engineering, English, Communications Studies, etc.) operate their own labs for which different procedures and policies apply. Please visit these labs for more details.

All ITS Computing labs are equipped with PC based computers. Some labs have large flat panel monitors, some have small flat panel monitors, some labs have scanners, all labs have black and white laser printers for limited printing, all labs have high-speed internet connectivity and most lab computers have convenient USB ports for ease in use of USB storage devices.

Side note: USB key users should adhere to the manufacturer's instructions for removal of the USB key. For some USB keys, simply removing the key by pulling it out may result in corrupting the entire contents of the USB key.

Where are the labs?

Student Union Lab

Ground Level of the Student Union

General Purpose Lab – No Classroom Reservations

Fall/Winter Hours:	8am-12am	Monday-Thursday
	8am-10pm	Friday
	8am-10pm	Saturday
	12pm-2am	Sunday

Summer Hours: Please call 313.993.1596 to check schedule or visit <http://it.udmercy.edu/academiclabs/>

Engineering Lab

Engineering 140

Fall/Winter Hours	8am-11pm	Monday – Friday
	8am-6pm	Saturday

Summer Hours: Please call 313.993.1100 to check schedule or visit <http://it.udmercy.edu/academiclabs/>

Classroom Reservations are posted outside the door of the lab. These reservations take priority over general-purpose usage. General-purpose access is always available in the SULab.

C&F Labs

C&F 9 (in the basement)

Fall/Winter Hours	8am-11pm	Monday – Friday
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Summer Hours: Please call 313.993.3319 to check schedule or visit <http://it.udmercy.edu/academiclabs/>

Classroom Reservations are posted outside the door of the lab. These reservations take priority over general-purpose usage. General-purpose access is always available in the SULab.

CHP Lab

CHP 7 (in the basement)

Fall/Winter Hours 8am-11pm

Monday – Friday

Summer Hours: Please call 313.993.1174 to check schedule or visit <http://it.udmercy.edu/academiclabs/>
Classroom Reservations are posted outside the door of the lab. These reservations take priority over general-purpose usage. General-purpose access is always available in the SULab.

What Software Applications are in the ITS Computing Labs?

Please note, this image and the applications contained therein can be accessed through the ITS Computing Labs only. They cannot be accessed from outside the labs. This list is subject to change.

Common Image Applications	Required By
Windows XP	
Access	Base
Excel	Base
Internet Explorer	Base
Netscape	Base
PowerPoint	Base
Proxy	Base
SPSS	Base
VirusScan	Base
Word	Base
ActiveState ActivePerl	Business/CIS
Cobol	Business/CIS
Common Ground	Business/CIS
ERWin	Business/CIS
Java Development	Business/CIS
JBuilder	Business/CIS
Microsoft Project	Business/CIS
Microsoft Visio	Business/CIS
Microsoft Visual Basic	Business/CIS
Microsoft Visual FoxPro	Business/CIS
Microsoft Visual Interdev	Business/CIS
Microsoft Visual J++	Business/CIS
MSDN Library Visual Studio	Business/CIS
Netbeans	Business/CIS
Pagemaker	Business/CIS
Personal Oracle	Business/CIS
Photoshop	Business/CIS
ProSeries	Business/CIS
Rational Rose Ada	Business/CIS
Rational Rose C++	Business/CIS
Rational Rose Enterprise	Business/CIS
Rational Rose J	Business/CIS
Rational Rose Modeler	Business/CIS
Rational Rose TeamTest	Business/CIS
Rational Rose Unified Process	Business/CIS
Rational Rose VB	Business/CIS
Seagate Crystal Reports	Business/CIS
Simul8	Business/CIS
Solver	Business/CIS
Tax Preparation	Business/CIS
Testbytes	Business/CIS

Visual Studio	Business/CIS
Visual Studio.NET	Business/CIS
MOIS	Coop
Foodworks	Dental
Pediatric Restorative Dentistry	Dental
Pulp Therapy	Dental
Hyperstudio	Education
Arcview	Engineering
AutoCad	Engineering
AVI Maker	Engineering
ChemCad	Engineering
Dataplot	Engineering
eGrade	Engineering
GhostScript	Engineering
Ghostview	Engineering
Graphical HEC-1	Engineering
HEC-RAS	Engineering
Java Webstart	Engineering
Maple	Engineering
MASM	Engineering
MatLab	Engineering
Minitab	Engineering
MPICH	Engineering
NetMeeting	Engineering
Populus	Engineering
PSpice	Engineering
Ram Structural System	Engineering
RISA	Engineering
Stamp II	Engineering
TCL	Engineering
Visual Basic 5.0	Engineering
Visual HEC	Engineering
AOL Instant Messenger	General Tools
Dreamweaver	General Tools
MSN Messenger	General Tools
SecureShell File Transfer	General Tools
WS_FTP	General Tools
Yahoo Instant Messenger	General Tools
Award Maker Plus	Health Professions
Bethpop	Health Professions
Chealth	Health Professions
Comdis-Clinical Simulations in Nursing Pharmacology	Health Professions
Cwctest	Health Professions
Dec1	Health Professions
Dec2	Health Professions
Dental Exam	Health Professions
Frac1	Health Professions
Frac2	Health Professions
Frac3	Health Professions
GradPrep-National Council Licensure Examination for Registered Nurses	Health Professions
HEADINJ-An Unconscious Head-Injured Patient	Health Professions
Hygiene Exam-Computer Simulated Clinical Exercise in Dental Hygiene Demo	Health Professions
MEDHART-A Patient in Cardiopulmonary Distress	Health Professions
MMGTTS	Health Professions
Mmm-Med Math MasterReview™	Health Professions
MRHELM	Health Professions

MSBALE	Health Professions
NCLEX-RN Success	Health Professions
NPASSES-Using the Nursing Assessment	Health Professions
NPDIAGO-Using the Nursing Process to Establish Goals	Health Professions
NPEVAL-The Importance of Evaluation	Health Professions
NPGOAL-Introduction to Nursing Diagnosis	Health Professions
NPIMPLEM-Implementation of the Care Plan	Health Professions
NPINTRO-Introduction to the Nursing Process	Health Professions
OBPHARM	Health Professions
ORPATIENT-A Surgical Patient	Health Professions
Per1	Health Professions
Per2	Health Professions
PIH	Health Professions
POSTOP-Postoperative Nursing Care	Health Professions
PREOP-Preoperative Nursing Care	Health Professions
Prob1	Health Professions
Prob2	Health Professions
PSYCDRUG-Psychotropic Drug Treatment For a Schizophrenic Patient	Health Professions
Ratio	Health Professions
REDISIN-Research Design	Health Professions
RN-CAT 3.0	Health Professions
Roman	Health Professions
SA	Health Professions
SAMHILL	Health Professions
SCICARE-Acute Spinal Cord Injury	Health Professions
SCIREHAB-Rehabilitation	Health Professions
SHOCKGEN-SHOCK General Concepts	Health Professions
SPINEDX-Diagnosis	Health Professions
SUGPHAR-Analgesia and anesthesia for a maternity client	Health Professions
SURGPAIN-A Patient With Abdominal Pain	Health Professions
Therapeutic Comm I	Health Professions
Therapeutic Comm II	Health Professions
Therapeutic Counsel	Health Professions
TTS1-MEDS Tutorial	Health Professions
TTS2-MEDS Tutorial	Health Professions
TTS3-MEDS Tutorial	Health Professions
TTS4-MEDS Tutorial	Health Professions
TTS5-MEDS Tutorial	Health Professions
Focus on Grammar Advanced	ISO
Focus on Grammar Beginner	ISO
Focus on Grammar High Int.	ISO
Focus on Grammar Intermediate	ISO
RM Laboratory	Liberal Arts
Sniffy Pro for Windows	Liberal Arts
Journey2	Psychology
PsychSim	Psychology
Learning Plus	UAAS

Plugins
 Acrobat
 RealPlayer
 Quicktime
 Shockwave
 Aleks
 Chime

Windows Media Player
Flash

Students actively enrolled in a CIS or CS course may wish to speak with their professor regarding special software privileges for course applications.

Installation of courseware or other programs on ITS computers must be coordinated through your professor. For more information, please visit <http://it.udmercy.edu>.

What Services are available in the ITS Computing Labs?

All ITS Computing Labs are designed for academic purposes. Students can use the internet for research, work on group academic projects, type papers and access e-mail accounts; either UDM student account or any other internet based accounts you may have such as Yahoo, MSN or AOL. As a courtesy to others, students are allowed to print up to 20 pages however ITS strongly recommends going paperless and using storage devices such as USB keys. If you need multiple copies of a single document, print one original document and use the copy services located throughout the University to make additional copies.

When creating documents in the lab, students should frequently save their documents. Although it may seem easier to save documents to the local hard drive or desktop, this is not recommended. At each reboot, all systems are cleansed of all personal documents and therefore any document saved on the computer and not on a personally owned removable device (floppy, CD, USB key) or online storage location (FTP space, WWW space) is subject to deletion. When saving documents, ITS suggests saving your document twice in two different locations. Having a backup copy is a smart computing practice. If you find yourself without personally owned media to save your files, you may find e-mailing the document to yourself a viable option.

Lab rules are listed below (Policy ITS-0025). Rules are also posted in each lab and available online at <http://it.udmercy.edu/policies/>

1. Academically related tasks take precedence over non-academic usage. During peak usage times it may be necessary to ask those students working on non-academic projects to defer to those students who need to work on academic projects. Students working on non-academically related tasks are most welcome to return to the labs during non-peak periods. Students working together in this manner help create and support the team spirit approach to the UDM academic process.
2. The labs are available to provide a quiet learning environment. Cell phones, music players or other potentially disruptive device are not allowed within the lab.
3. Food and beverages are not allowed in the lab. The labs are a smoke-free environment.
4. ITS is not responsible for problems caused by computer viruses, improper use of the equipment, or loss of data due to equipment malfunctions or any other reason.
5. Equipment in the computer labs may not be removed, modified, relocated, or disassembled without permission of the Lab Manager.
6. ITS Computing Labs does not loan equipment to students under any circumstances.
7. Do not post signs in the lab or on the lab doors without first seeking the permission of the Lab Manager.
8. The ITS Computing Labs are designed and intended for the use of currently enrolled UDM students and Alumni. No student/alumnus is allowed entrance into any of the ITS Student labs without a currently validated UDM student/alumnus ID. Spouses, children, parents, other family members and friends of currently enrolled UDM students are not permitted to use these labs.

9. Internet stalking is a crime. Piracy is a crime. Illegal sharing of files is a crime. Anyone found participating in any of these activities will be dealt with accordingly.

10. Computers are available on a first-come, first-serve basis. Therefore, individual reservations for a computer are not permitted.

11. Users should log out of the computer when finished and tidy up the area around the computer they used before they leave.

Please be courteous and respectful to your fellow students. Use of the labs is a privilege that can be revoked.

In addition to these rules, please see policies ITS-0001 Academic Computing Laboratory and Printing Policy, ITS-0007 Academic Computing Laboratory Reservation Policy, ITS-0012 Academic Computing Laboratory Courseware Installation and Removal Policy, ITS-0025 ITS Academic Computing Laboratory Rules and Policy for more information.

Lab Printing Policy (Policy ITS-0001)

To ensure shared resources are available to all users in the labs, printing is limited to 20 pages per person per day in all labs. This policy allows the University to provide open printing to all in place of a per page charge. Students are encouraged to retain documents of larger size in a workable electronic format. See policy ITS-0001.

E-mail, User Codes and Passwords

Carry your UDM student ID with you at all times. You can obtain your UDM student ID from the Titan Information Center located on the main floor of the Student Union. Alumni may obtain their UDM alumni ID at the Alumni Relations Office on the fourth floor of the Fisher Administration Bldg.

No student/alumnus is allowed entrance into any of the ITS Academic Labs without a currently validated UDM student/alumnus ID. (Policy ITS-0006)

It is required that you have your UDM student ID validated at the beginning of each and every semester. Once you are enrolled as a student and have received your UDM student ID you will note that there is a sticker located on the back. This sticker signifies that you are a currently enrolled UDM student. New stickers are available from the Titan Information Center.

Who is eligible for UDM Student e-mail?

All currently enrolled UDM students are provided a UDM e-mail account. A UDM student e-mail account is kept active during the student's entire academic career at the university. You may continue to use the same UDM e-mail account upon graduation. To access the e-mail system, please log in to the TitanConnect portal at <http://tc.udmercy.edu>

How do I obtain my Student e-mail account?

For most students, your user codes and passwords will be provided to you during orientation. If you do not receive them at that time, they will more than likely be sent by postal mail to your address of record in a letter from the Registrar's office. If you are still without an e-mail address you must stop by in person at the Helpdesk office – located in the Fisher Building Room 230 (make a right out of the elevator). Bring your UDM student ID for verification. Due to security reasons, no requests will be taken by E-mail or by phone. (You may not request account information on behalf of another person.) Complete the e-mail request form and you will be

given your personal e-mail account and password. There is a 24 hour wait before the account information is available to be picked up in person.

What happens if you forget your password?

If you forget your password, the TitanConnect portal has an option on the main page that allows you to answer a couple self-made security questions. Answer your questions correctly and the system will allow you to change to a new password. If you are still unable to log in, please visit the ITS Helpdesk in person with valid UDM student ID to have your password reset.

E-mail Suggestions

Users new to e-mail may not be familiar with some of the commonly accepted practices.

Most people do not appreciate forwarding of many messages. Often referred to as spam, many “special messages” circulate around the internet and are more an annoyance than helpful.

Messages that warn of certain activities should be validated prior to taking any external action. Most warnings and threats are false.

Most attempts to validate personal information are a part of an attempt to collect information for identity theft purposes. This is also known as “phishing.”

Never click on a link that you are “pressured” into.

Never provide any personal data at the request of another. You can always close a window by using the “X” box on the active window.

If you are doubtful of the authenticity of a request, ask the webmaster or postmaster of the company website to verify the request.

Never simply click on a provided link as many spam messages contain false websites used to collect personal data. Although it may look authentic, it may not be official.

Never include your SSN, mother’s maiden name or any password within an e-mail message. While you may believe e-mail is very private, messages travel across public networks and is susceptible to interception along the way. This is the nature of use of public network.

Never type a message in all capital letters. All capitals are considered an electronic method of shouting at someone since all capitals can be difficult for people to read.

When quoting a message, only quote the pertinent parts to save space in your outbox as well as the recipients inbox.

Verifying e-mail attachments are virus free is important.

Many viruses generate e-mail that spoof accounts. If you receive a message stating you have attempted to send an infected message to a user but know you never attempted to do so, your e-mail address is more than likely being spoofed to send spam to other e-mail accounts. Locating the computer or user doing this can be difficult. We would suggest reviewing the headers of the message to review the route the message traveled and contacting the postmaster at the original domain account to request assistance in overcoming the spoofing of your account.

SPAM Protection

SPAM protection is automatically installed on every UDM account. On days when SPAM is sent to you, you will automatically receive an e-mail summary message from the Mailborder system. In that summary message you may unjunk legitimate messages or view the suspicious messages without causing damage. If you wish to change your settings you may click on the link at the bottom of the message and you will be brought into the Mailborder system to make your changes.

Student E-Mail Policy (Policy ITS-0024)

Policy

All undergraduate and graduate students (including employees who are taking classes) will be assigned a University student e-mail address with the expectation that they will read their e-mail regularly. This will help ensure that they are kept informed of current University updates, deadlines, emergency notification, etc. It is the student's responsibility to read all University correspondences sent to the student's University e-mail address by UDM faculty and administration.

Rationale

UDM is committed to increasing its interactions with students and improving ways of conveying important information. This policy will enhance the ability of faculty and administrative offices to send official and course-related information to students via e-mail with minimal barriers.

Guidelines

In general, redirecting UDM e-mail to another non-University e-mail address is not encouraged. The University will not be responsible for the handling of e-mail by outside service providers or servers. Having UDM e-mail redirected to another account does not absolve a student from the responsibilities associated with timely reading of communications sent to an official e-mail address.

For those students who may not own a personal computer, a variety of computer resources are provided at sites around the campus in an effort to make the University e-mail system relatively easy to access. Please refer to the Student Handbook and the IT web site <http://it.udmercy.edu> for specific locations. Public libraries are also places where students can go to access e-mail.

Acceptable Use Policy (Policy ITS-0028)

UDM's Internet Service Provider is Merit (<http://www.merit.edu>). As a UDM user, you agree to the following terms when you use the Internet on campus or your university account(s) from anywhere.

May 30, 2006

This Policy is a guide to the acceptable use of Merit Network facilities and services (Services). Any Member or Affiliate organization or individual connected to Merit's network in order to use it directly, or to connect to any other network(s), must comply with this policy and the stated purposes and Acceptable Use policies of any other network(s) or host(s) used.

Each Member and Affiliate organization is responsible for the activity of its users (including guests and other temporary users) and for ensuring that its users are familiar with this policy or an equivalent policy. In addition,

each Member and Affiliate is encouraged to maintain and enforce its own Acceptable Use policies. The provisions of this policy govern all use of the Services, including any unsupervised anonymous network access offered by Members or Affiliates.

The following guidelines will be applied to determine whether or not a particular use of the Services is appropriate:

1. Users must respect the privacy of others. Users shall not intentionally seek information on, or represent themselves as, another user unless explicitly authorized to do so by that user. Nor shall Users obtain copies of, or modify files, other data, or passwords belonging to others.
2. Users must respect the legal protection applied to programs, data, photographs, music, written documents and other material as provided by copyright, trademark, patent, licensure and other proprietary rights mechanisms.
3. Users must respect the integrity of other public or private computing and network systems. Users shall not intentionally develop or use programs that harass other users or infiltrate any other computer, computing system or network and/or damage or alter the software components or file systems of a computer, computing system or network.
4. Use should be consistent with guiding ethical statements and accepted community standards. Use of the Services for malicious, fraudulent, or misrepresentative purposes is not acceptable.
5. The Services may not be used in ways that violate applicable laws or regulations.
6. The Services may not be used in a manner that precludes or significantly hampers network access by others. Nor may the Services be used in a manner that significantly impairs access to other networks connected to Merit.
7. Connections which create routing patterns that are inconsistent with the effective and shared use of the Services may not be established.
8. Unsolicited advertising is not acceptable. Advertising is permitted on some Web pages, mailing lists, news groups and similar environments if advertising is explicitly allowed in that environment.
9. Repeated, unsolicited and/or unwanted communication of an intrusive nature is strictly prohibited. Continuing to send e-mail messages or other communications to an individual or organization after being asked to stop is not acceptable.

The intent of this policy is to identify certain types of uses that are not appropriate, but this policy does not necessarily enumerate all possible inappropriate uses. Using the guidelines given above, Merit may at any time make a determination that a particular use is not appropriate.

Merit will not monitor or judge the content of information transmitted via the Services, but will investigate complaints of possible inappropriate use. In the course of investigating complaints, Merit staff will safeguard the privacy of all parties and will themselves follow the guidelines given in this policy and in Merit's Privacy Policy. Merit will only release sensitive, confidential or personally identifiable information to third parties when required by law, or when in Merit's judgment, release is required to prevent serious injury or harm that could result from violation of this policy.

Remedial Action

When Merit learns of possible inappropriate use, Merit staff will notify the Member or Affiliate responsible, who must take immediate remedial action and inform Merit of its action. Merit will assist the Member or Affiliate in identifying the nature and source of the inappropriate use and in implementing remedial action if requested. Provided the Member or Affiliate implements remedial action promptly, Merit will take no further action. If Merit is unable to contact the Member or Affiliate, or if the Member or Affiliate is unable to implement remedial action,

Merit reserves the right to pursue remedial action independently. Wherever possible, Merit will pursue remedial action with the least impact to the overall service for the Member or Affiliate.

Should the situation be considered an emergency, and Merit deems it necessary to prevent further inappropriate activity, Merit may temporarily disconnect a Member or Affiliate from the network. An emergency is defined as: "Serious security incidents that require immediate attention to prevent harm to an individual, to protect information from loss or damage that would be difficult or impossible to correct or to deal with serious on-going denial of service attacks."

If temporary disconnection is deemed necessary by Merit staff, every effort will be made to inform the Member or Affiliate prior to disconnection, and every effort will be made to re-establish the connection as soon as it is mutually deemed safe.

Any determination of inappropriate use serious enough to require disconnection shall be promptly communicated to every member of the Merit Board of Directors through an established means of publication.

Unauthorized Distribution of Copyrighted Materials (Policy ITS-0014)

In accordance with the requirements of the United States HR 4137 Act Sec 493(29), the ITS department has installed a packet filtering solution to drop incoming and outgoing TCP/IP and UDP packets from all known illegal file-sharing services with the exception of those known to be operating within the law as viable entities (i.e. Apple's iTunes, Napster).

When the RIAA or any copyright owner sends the ITS department a warning or "settlement letter" with Internet Protocol (IP) addresses of alleged offender requesting that the University forward the letter to the user whom they allege have infringed the copyright upon. ITS will internally identify and forward the notice to the individual whose computers are on record as being assigned to the IP address identified in the settlement notice.

The University is not responsible for the accuracy of the identification of addresses to which such notices are sent or for how individual users elect to respond to such notices. All users of University IT resources are ultimately responsible for their own conduct and for responding to any notification received from a copyright owner that is passed on to the user by the University. Users who have questions regarding a notice should contact legal counsel of their own choosing for advice.

Annually, the University will notify all students that if found in violation of this Act, they will be they will be dealt with as documented below.

On the first detection, ITS will block the port and/or MAC address of the offending device. The user of the device will need to see the ITS-Helpdesk manager to discuss the activity and take corrective action to eliminate the activity. Once cleared up, ITS will remove the block.

On any successive detection, ITS will block the port and/or MAC address of the offending device. The user of the device will need to report to the Dean of Students. The Dean of Students will then handle the case according to Student Code of Conduct. Once the Dean of Students communicates approval in writing to lift the block for the offending device to ITS, then, and only then, ITS will then remove the block. Legally, civil or criminal penalties may apply.

Additional ITS Policies and Applicable Governmental Laws

A complete list of all Information Technology related policies and government laws is available online for review at <http://it.udmercy.edu/policies/>.

Obtaining Assistance

All ITS Computing Labs are staffed to assist users in using the available technology. Staff are available for technical issues however they are trained not to comment on course related materials and most especially homework. Staff are not present to do your homework nor are they familiar with the specific details your professor may have taught in a class session.

UDM professors maintain office hours and are generally available and willing to assist with course related questions.

In addition to your professor, the University Academic Services (UAS) department provides some tutorial assistance for course related questions.

For all other IT related matters, please visit <http://helpdesk.udmercy.edu> (self-register for your own account), or e-mail helpdesk@udmercy.edu or call 313.993.1500. If you are asked to bring your computer in, only the CPU base is required.

Student/Faculty/Staff Personal Computer Purchase Programs

The University of Detroit Mercy is pleased to have arranged educational pricing for hardware and software directly from a number of vendors. For more information, please visit <http://it.udmercy.edu/>.

Facebook, MySpace and Other Social Network Information

The ITS department suggests extreme caution when using community sites (such as Facebook, MySpace) or open blogging sites (such as blogger).

Since these sites are hosted by providers outside of the University of Detroit Mercy and are in no way affiliated with the University of Detroit Mercy, we are limited in our ability to provide assistance as issues arise. Any personal data shared may be easily stored and permanently archived by anyone with access to the information. The best we can offer students and parents is to contact the "postmaster" or "webmaster" of the site for technical issues and local law enforcement for criminal issues.

For students entering the workforce, today's media frequently report of employers who screen popular community and blogging sites for any information on potential candidates. The nature of data from such sites may not publicly properly represent your abilities and may reduce your chances of employment.

We would also suggest, when communicating by e-mail with potential employers to utilize an e-mail account with a name that reflects professionalism and not one that would discourage an employer to pursue you. Clearly, firstname.lastname@company.com or your university e-mail account is more appealing and professional to employers than party.animal@site.com.

For more information on this topic, we strongly suggest web searching sites for related stories to make your own educated decision on how you chose to surf the internet and what you chose to share in this world-wide forum.

Course Management Systems (Knowledge/Blackboard)

The University utilizes the Knowledge (Blackboard) Course management system which is available at <http://knowledge.udmercy.edu>. Assistance is available through the IDS department's online helpdesk. On your first visit to the IDS Helpdesk you will create a login account. To reach the IDS department, please call (313) 578-0580. IDS is located on the third floor of the McNichols Library.

Please report Knowledge (Blackboard) issues and questions at:
<http://research.udmercy.edu/idshelpdesk/>

Employment

All open student computing lab jobs, helpdesk jobs and other IT related positions in the ITS department are posted on the student employment board in the Financial Aid Office located on the Ground Floor of the Fisher Building. Please review instructions on the board. If there are no postings, there are no open jobs.

All professional computing positions are posted in the Human Resources Office.