



Purpose

This policy sets forth guidelines for use of Academic Web Technology at the Ontario College of Art & Design, and outlines the process for complaint reporting and violation resolution.

Scope

This policy applies to all users of OCAD Web services. A user is defined as any faculty member, student or employee of the Ontario College of Art & Design, or any individual granted temporary access for administrative or academic purposes.

Backgrounder

What is Academic Web Technology?

Academic Web Technology refers to Web- or network-based tools and resources provided through OCAD IT Services, and through OCAD Library, AV & Imaging Services, to directly support curriculum, to support education and research activities, to facilitate the sharing of information and knowledge, and to further the academic goals of the institution. Copyrighted content is made available for academic use through licenses negotiated by Library, AV & Imaging Services. Original content is provided by faculty and students as sole or collaborative authors. This includes, but is not limited to:

- Hosting of personal Web pages by faculty and students;
- Hosting of, or provisions for blogging, wikis or portals;
- E-learning initiatives, including My Courses.

Why support Academic Web Technology?

Academic Web Technology:

- Allows users to access and collect on-line resources; share work; communicate with others; publish work globally; write collaboratively; and perform a variety of writing tasks in an on-line environment;
- Enables users to share content, such as resumes; portfolios; newsletters; journals; literature; journalism; and commentary, among many others;
- Creates opportunities for reflective learning for OCAD students and faculty
- Allows faculty to share content such as creative practice, research, portfolios, teaching materials, learning resources and other content which is of value to the community.

Policy

Content

The Ontario College of Art & Design supports academic freedom, including freedom of inquiry and expression, and protection of privacy in the use of its electronic resources. Freedom of inquiry and expression and academic freedom are protected to no greater degree in electronic format than in printed or oral communication.

The OCAD Website contains Web pages created by groups or individuals whose expressed views do not necessarily represent those of the Ontario College of Art & Design.

This policy is intended to complement, not contradict, other policies or agreements in place at the University. All information published on OCAD servers must comply with the University's policies, as well as federal, provincial, and municipal laws including:

- IT Acceptable Use Policy
Wireless Networking Policy
Academic Computing Rules
<http://www.ocad.ca/it/policies.htm>
- Academic Standards Policies
Health & Safety Policies
Harassment Policy
Student Code of Conduct
http://www.ocad.ca/about_ocad/administrative_policies.htm
- Ontario Human Rights Code
<http://www.ohrc.on.ca/>
- Criminal Code of Canada
<http://laws.justice.gc.ca/en/C-46/>
- Copyright Act
<http://laws.justice.gc.ca/en/C-42/>
- Provincial Freedom of Information and Protection of Privacy Act
http://www.e-laws.gov.on.ca/DBLaws/Statutes/English/90f31_e.htm

Appropriate Content

The use of Academic Web Technology is considered an extension of the classroom or studio, and is provided as a means to enable teaching, learning and research opportunities for students, faculty, staff and others. Examples of on-line learning opportunities include:

- Researching and writing an academic paper, citing e-journal articles
- Creating a portfolio or curriculum vitae of student art or design work
- Developing on-line projects for courses
- On-line art and design projects

Inappropriate Content

The following are examples of inappropriate content:

- Discriminatory, offensive content or hate speech prohibited by the Ontario Human Rights Code or the Criminal Code of Canada;
- Content that is used to harass, threaten, abuse, cause distress or discomfort to any person or entity, or content that otherwise contravenes OCAD's Harassment Policy;
- Content that degrades, overburdens, or harms the performance of OCAD networks, including viruses, malware, and spam.

- Content that harms minors
- Cruelty to animals
- Spamming, direct advertising or promotion of commercial activities are forbidden with the following limited exceptions: (1) Recognition of or donor support for an event, program, service, product, or facility and (2) links to Web pages of a sponsoring organization or institution
- Attempted impersonation of another individual, forging of headers, theft of account information, or any unauthorized access to OCAD Web resources;
- Copyright infringement, plagiarism or illegal reproduction of text, images or intellectual property in any format.
 - Users may not publish, copy, reproduce, screen, exhibit, present or distribute information, software or other material which is protected by copyright or other proprietary right, without the explicit written permission of the copyright owner or holder.
 - Certain rights may be covered under the University's License Agreement with the Canadian Copyright Licensing Agency, [Access Copyright](#) or under the various database access agreements negotiated by the OCAD [Library](#).
 - Public performance rights must be obtained for video or DVD titles shown to a group of 2 or more in the classroom or elsewhere on campus, including on the Web.
 - For information on copyright law and the principle of fair dealing as it pertains to educational institutions consult [Copying Right](#).
- Posting an individual's personal information without consent or any personal information that could reasonably identify an unnamed individual. See http://www.e-laws.gov.on.ca/DBLaws/Statutes/English/90f31_e.htm or contact the Privacy Coordinator at FIPPA@ocad.ca for further information.

User Responsibilities

- To remain informed and comply with of all university policy and legislation relevant to academic Web technology;
- To be accountable for the use of any computing and network resources assigned to the user;
- To seek permission from the appropriate university authority to use OCAD computing or network resources for fundamentally different purposes than those for which they were allocated;
- To understand and accept the risks of posting the user's own personal information, as it will become public.
- To learn all recommendations and guidelines posted by IT Services, and by Library, AV & Imaging Services, for use of the services provided.
- To be accountable for the responsible use of password-protected materials

OCAD Responsibilities

- To provide access to Academic Web Technology in accordance with the academic goals of the institution, within available resources for support;
- To provide and define access privileges for OCAD users of Academic Web Technology and, with cause, revoke privileges of any user;
- To establish best practices to protect the privacy of all users of OCAD systems;
- To ensure the security of all OCAD systems, and when required, act on security breaches and complaints in a timely manner.

Service Level Agreement

This document sets out the terms and conditions under which this service is offered. The Web hosting servers are shared resources, and the actions of one user have the potential to interfere with the availability of the service to others. IT Services will act to protect the general availability of the service, and reserves the right to deny or suspend Web hosting service for specific account holders, in cases where an account holder's actions may compromise the overall availability of the service.

As part of this service, OCAD IT Services agrees to:

- Provide use and access to all students and faculty for the duration of their studies or tenure as applicable, with the following conditions:
 - OCAD student Web accounts are made available and are active throughout any consecutive years of study at the university.
 - Upon graduation or at any point at which a student is not registered or de-registered at OCAD, student e-mail accounts will remain active as follows:
 - **After graduation:** Account remains active for 6 months after graduation
 - **Inactive but not graduated:** Account remains active for 36 months after last date of registration
 - **Final withdrawal:** Account is deactivated immediately
 - Faculty
 - Web accounts will remain active indefinitely as long as the faculty member's employment status is not classified as terminated. If status is classified as terminated the account will be deleted.
- Provide accounts with documentation to enable use of the service
- Reserve regular maintenance windows for the service. IT Services reserves the right to execute maintenance and service tests on the server outside of these maintenance windows.
- Respond, during university business hours, to telephone and e-mail reports of problems with the servers, through the IT Help Desk at ext. 277.
- Reserve the right to suspend individual user accounts with due consideration (See: Complaint and Violation Resolution Process).

OCAD IT Services will not:

- Take responsibility for the development and maintenance of user-generated Web content.
- Guarantee 24 x 7 availability of the Web hosting service.
- Maintain backups of user content. Users are responsible for backing up their own data.
- Archive data in perpetuity. We will not archive any material, and we recommend that content be backed up by the users.
- Provide hosting for applications involving collection, transmission or storage of personal financial data, for example, credit card numbers or any other personal information not already available or disclosed.

Implementation & Enforcement

The Manager, Digital Studios is responsible for the interpretation and enforcement of the OCAD Academic Web Technology Policy, in consultation with the Director, Library Services and the Manager, AV & Imaging Services. Violations of this policy will be addressed through the "Complaint and Violation Resolution Process" below.

This policy is subject to review by the Academic Policy & Planning committee and may be amended at any time.

Complaint & Violation Resolution Process

Any member of the OCAD or external community can report inappropriate or offensive Web content, including the illegal use of copyrighted materials. The process is as follows

1. Submit complaint in writing (e-mail or regular mail) to the Manager, Digital Studios. Include evidence of the alleged violation and as much other information as possible. Complaints will not be accepted verbally or by telephone.
2. The Manager, Digital Studios will review the complaint, in consultation with the Director of Library Services or Manager of AV & Imaging Services as appropriate, and advise the complainant of the actions being taken.
3. If there is insufficient evidence of a violation, the Manager, Digital Studios will communicate with the complainant and, in due course, advise the Director IT Services and the Vice-President Academic that a complaint has been received and dealt with.
4. If there is sufficient evidence of a violation, but the offence is deemed to be of a minor nature, the Manager, Digital Studios will inform the user that a complaint has been received. The Manager, Digital Studios or designate will work with the user to correct the violation. The user's access may be revoked and relevant content may be removed until such time as the issue is resolved. In due course, the Manager, Digital Studios will advise the Director IT Services and the Vice-President Academic that a minor violation has been identified and corrected.
5. If there is evidence of a violation and the offence is deemed to be of a serious nature, the Manager, Digital Studios will immediately contact the user and advise him/her that a complaint has been received and that they must discontinue the activity in question. The Manager, Digital Studios or designate will work with the user to correct the violation and to ameliorate the damages if possible. The user's access will be revoked and relevant content removed until such time as the issue is resolved. The Manager, Digital Studios will forward the original complaint, along with a detailed description of the offence and the actions taken to-date, to the Director IT Services and the Vice-President Academic for resolution. The Director, IT Services and the Vice-President, Academic shall decide whether the user's access shall be reinstated and under what terms and conditions.
6. The university has the right to remove or modify relevant content and suspend user accounts from network services.



Appendix A: Domain Names

This appendix defines policy specific to the use, creation and maintenance of domain names for academic Web technology.

Supported Subdomains at OCAD

- Logical subunits of the university
(example: *logicalsubunitname.ocad.ca*)
IT Services may create subdomains for any logical subunit of the university in order to support Web publishing initiatives.
- Officially recognized research units connected to the university
(example: *researchunitname.ocad.ca*)
Research units are assigned a subdomain in order to delineate and differentiate distinct entities connected to the institution.
- Key applications used by faculty, students or administrators
(example: *applicationname.ocad.ca*)
OCAD Web applications may be given a subdomain in order to distinguish them as stand-alone resources.

Unsupported Technology Related to Domain Names

IT Services does not support:

- Domain pointing, DNS hosting, or redirects from external .ca, .com, .net, .org or any other Top Level Domain for any service for student or faculty projects
- E-mail services of any kind, including SMTP servers, outside of what is already supported by student and faculty e-mail

Support for Student and Faculty Groups Requiring Web Storage

- Recognized Student Groups
(example: *webspaces.ocad.ca/studentgroupname*)
Web hosting may be requested by the student group representative(s) of officially recognized student-run groups. Application for recognition is made annually per the OCAD Student Organization Recognition Policy and is valid from September 1 to August 31. The expiration of Web hosting services coincides with the expiration of student group status. OCAD Student Organization Recognition Policy is located on-line: http://www.ocad.ca/current_students/advising_campus_life/student_groups.htm
- Faculty Sponsored Class Projects
(example: *webspaces.ocad.ca/facultyprojectname*)
Faculty may request Web hosting for faculty sponsored student projects that are connected to a class. The expiration of this service coincides with the completion of the project or the faculty member's term.
- Student or faculty projects will not be given *ocad.ca* subdomains, e-mail, or domain name hosting.