<u>Technology Standard Operating Procedures</u>

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 the 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.

<u>Technical Services Provided through District System</u>

Network/Email Account: CCBOE employees will be provided with a network account upon the request of their local school principal or supervisor. The local school principal or building supervisor should notify the Technology Office of personnel changes. Accounts will be suspended indefinitely and/or 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 its 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 that 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, and 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.

Guest Access: The District does not provide support for guest access, but will provide basic documentation if possible. Guest access, if allowed, is a privilege and may be removed at any time without notice. The District makes no guarantee whatsoever that guest access will be secure, available, or functioning.

Web Publishing

Cherokee County Schools is committed to ensuring that its website is accessible to people with disabilities. Cherokee County Schools provides equal opportunity in its programs, activities, and employment and is committed to making electronic and information technologies accessible to individuals with disabilities in accordance with Section 508 of the Rehabilitation Act. Please direct inquiries regarding our non-discrimination policies, website accessibility, or requests for accessible/alternate documents or information to admin@cherokeek12.org.

District and School Websites

- The District Website 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. Whenever possible, information posted on school web pages will be accessible to individuals with disabilities in accordance with Section 508 of the Rehabilitation Act. Requests for accessible/alternate documents or information should be submitted to admin@cherokeek12.org.
  - o Individual teachers, coaches, club sponsors, and other staff members who establish a webpage must attend annual accessibility training. Anyone who does not attend accessibility training will not be allowed to post or manage any content on a webpage.
- Any website established on the CCBOE web server must be authorized by the Network Administrator and noted as the "official" website of a particular entity if it represents some aspect of the CCBOE.
- With the approval of the principal and school website coordinator, extracurricular organizations may establish web pages as a part of the local school website. 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's webpage must relate specifically to the organization.

Content Publishing

All content posted on any District or school webpage must be accessible to individuals with disabilities in accordance with Section 508 of the Rehabilitation Act. Care should be taken when publishing student images, videos, works, or other digital media on the Internet. The following guidelines should be followed to ensure the safety and security of students in online environments.

Accessible Content guidelines (not an exhaustive list):
- Headers should be used in the appropriate order
- Avoid the use of flashing/pulsating effects or scrolling text
- Use images/videos, captions, and alt-text correctly
- Use clear, concise language in website headers and text
- Utilize color, contrast, and fonts that are accessible
- Document title must not be blank
- Provide a way to skip repetitive navigation links (Skip Navigation)
- Avoid PDFs – linked PDFs should have selectable text
- Keyboard controls should access all content and functions and be visually apparent
- Non-trivial graphics/images/links should have meaningful alternative text
- All links should be meaningfully labeled or titled
- Videos should have meaningful captions

- Video controls (pause, play, etc.) need to be able to be activated through the keyboard

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.

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 the content on the page.
- Electronic images and/or works may be used on a student page unless a parental opt-out form is submitted to the school within 10 days of initial enrollment and renewed at the start of each school year.
- The opt-out form is available on the district website and will be kept on file in the principal's office.
- A parent may limit or revoke permission to publish Internet material for their student by notifying the school principal through an opt-out form.

Responsibility for Student Information:
- The final decision resides with the local school Website coordinator and local school principal concerning the posting of information related to students in any format whatsoever.
- Unless a parental opt-out form is filed in the school office denying permission to use student photos and videos in school publications, electronic images or videos may be used on websites to share the achievements and recognitions earned by students with the community. It is the responsibility of the principal to inform teachers of such students.

Website Accessibility:
- All webpage content produced by Cherokee County Schools will conform to Web Content Accessibility Guidelines 2.0, Level AA Conformance, or updated equivalents.
- All school officials are responsible for implementing this policy.
- The Technology Coordinator or his/her designee will be responsible for reviewing and evaluating new material that is published by school staff or school webmasters and uploaded to the website for accessibility on a periodic basis.
- Any non-conforming web pages will be corrected in a timely fashion.
- Students, parents, or members of the public who wish to submit a complaint or grievance regarding a violation of the Americans with Disabilities Act (ADA), Section 504 or Title II related to the accessibility of any district web presence may do so directly to the district's grievance coordinator or by email to admin@cherokeek12.org. The Technology Coordinator shall be immediately informed of the grievance.
- Once the district receives an inaccessible content complaint, effective communication shall be provided as soon as possible to the reporting party to provide access to the information.
- All complaints will be kept on file at the district office.

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:** Employees of the CCBOE may choose at their own discretion to attach personally owned equipment to the appropriate wireless network designated by the Technology Office. Personally owned equipment may NOT be attached to the WIRED network unless specific authorization is given 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 be used without any support or liability whatsoever by the CCBOE. By connecting personally owned equipment to the CCBOE network, the equipment is subject to the same rules, policies, and regulations concerning the use, access, restrictions, privacy, investigation, etc. as CCBOE-owned equipment while on the CCBOE network.

    In addition, if personally owned mobile equipment (phone, tablet or similar device) is being used to optionally access CCBOE Google Apps services (email, docs, calendar, etc.), whether from the CCBOE network or elsewhere, the user agrees to the following:

    1. The user will configure and use a lock code so that when the device is not in use the code must be entered before the device can be accessed (lock screen, passcode lock, etc.)
    2. The user will notify the CCBOE Technology Office if a device has been lost, stolen or otherwise compromised in any manner.
    3. Upon such notification as described in #2 above, the user will work with the CCBOE to attempt to secure the lost, stolen, or otherwise compromised device. As part of this process, the user agrees to and grants the CCBOE the right to **_wipe ALL data_** on the device and/or **_factory reset the device_** remotely in the event the device is reported as lost, stolen, or otherwise rendered unusable and/or the user's account is determined to be in a compromised state. **_The CCBOE will work with the user to determine the status of the device before performing any such action._**
- **Using Equipment Off-Campus**: District-owned technology equipment may be taken off-campus by employees as directed and supervised by the school principal and/or department/building supervisor. The ability to take technology equipment off-campus is a privilege and may be revoked at any time. Under no circumstances will an employee gain ownership of any technology equipment taken off-campus. In order to maintain accurate records of technology equipment location and ensure technology equipment operation, each school principal and/or departmental/building supervisor and/or their designee will maintain a check-in/check-out log to record when technology equipment is "checked out" and is "checked-in" to the school and/or other area. The length of time the technology equipment may be "checked out" will be determined at each location based on need. The employee "checking out" the technology equipment is responsible for the technology equipment while off-campus. Technology equipment may not be off-campus for a period longer than twelve months without being returned for inspection ("checked-in" and "checked-out"). Additionally, technology equipment must be brought in for inspection as deemed necessary by the principal and/or supervisor and for any district and/or school/building level inventory procedures.
- **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.

- o 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.
- o It is understood that neither the technology staff of the school nor 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.
- o No game software of any kind may be installed without a demonstration of its educational value directly related to the Alabama Course of Study.
- o 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 or their designee 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 or inventory contact must be notified.
- The T# of the item and all other relevant information must be reported. The local school technology or inventory contact will report the transfer to the Technology Office and update the inventory.
- Any other required documentation, such as a Central Office inventory change form, 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 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 and/or submit a Central Office inventory change form.
- The Technology Office will update the Technology Inventory.
- A recycling company that destroys data on storage devices will be used.

Accessing Online Resources

- **Unblocking Denied Sites/Resources:** A site that does not serve an educational purpose will not be unblocked. Obviously, erroneously blocked sites will be allowed if the site serves an educational purpose. Requests for the "unblocking" of a website must be made by submitting a request to the Technology Office containing the following information: (1) URL of the site, (2) site name, and (3) a brief description of the site and reason the site is considered valid for educational purposes.
- **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 a 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) the URL of the site, (2) the site name, and (3) a brief description of the site and reason the site is not considered valid for educational purposes.

Internet Safety

- Internet safety education is vital in today's society. 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 an Internet safety age-level curriculum to use in all classrooms.
- An annual Digital Citizenship Week will be publicized by the Technology Office to all staff. All staff are expected to cover the materials with their students.

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. Teachers should become familiar with the third-party websites page on the district website. If a site being used is not listed, it should be reported to the Technology Office so it can be added to the list.

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."[1]
- Respect copyright and fair use guidelines. Refer to the guidelines in the following document: http://www.eou.edu/copysvc/copyright.pdf
- Take care when reproducing copyrighted material. Reproduction of copyrighted works guidelines:
- http://www.copyright.gov/circs/circ21.pdf
- Properly cite sources.
  - o Do not plagiarize. All of the following are considered plagiarism:
  - o turning in someone else's work as your own
  - o copying words or ideas from someone else without giving credit
  - o failing to put a quotation in quotation marks
  - o giving incorrect information about the source of a quotation
  - o changing words but copying the sentence structure of a source without giving credit
  - o 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/).

General System Data Backup Procedures

- Servers and systems installed and controlled exclusively by the Cherokee County Schools Technology Office will be backed up on a schedule established by the Network Administrator.
- Servers and systems controlled by specific departments within Cherokee County Schools are the responsibility of the appropriate department establishing the server or system. The Technology Office will provide technical and professional guidance for backup routines and procedures, as requested.
- Users are permitted to store files on local machines. Individual users may delete their data from either network servers or local machines at will. If data stored on a server is deleted by the end user and falls outside of the backup period, the District has no method of recovering such files.
- If a user stores files on "cloud" servers, the District has no control over the backup procedures and retention policies of the server. Users are responsible for the backup and control of their own data and any applicable data privacy laws and policies for the data.
- Files stored by users on individual hard drives or other individual storage devices are not backed up and may become unrecoverable in the case of hard drive failure or accidental deletion.
- E-mail data backup is provided through Google for the system.
- Users are encouraged to maintain a backup of critical files and e-mail independent of the primary data store. For example, a backup of files stored on a local machine should be copied to a secondary device such as an external hard drive or network server as appropriate.

Data Retention

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[1] http://www.copyright.gov/

- All statements of data retention, and the subsequent ability to restore that retained data, are subject to hardware and software components functioning properly.
- Retention of general system data is governed by factors including, but not limited to, compute resources, storage capacity, bandwidth, and relevance of data. Local and remote resources will be leveraged to maximize data retention periods while ensuring optimal operational efficiency of the network and dependent services. Reasonable efforts will be made to recover and/or restore backup data stored within the current retention period established by the Network Administrator.
- E-Mail is retained for archiving purposes, but not restorable by or to a user, for a period of 30 days after the message has been removed from the user's trash.

- Internet traffic and associated session data including, but not limited to, DHCP logs, WiFi logs, etc. is retained for a variable amount of time dependent upon the volume of Internet-based traffic generated by local and remote users and services.
- Litigation Holds
    - It shall be the responsibility of the Central Office administrators to promptly inform the Technology Office of any pending litigation where user files or emails may become part of litigation requests. Once notified, the Technology Office will take all available actions to retain all affected files and emails, such that they are not deleted according to the retention schedules above.