

INFORMATION TECHNOLOGY (IT)

Chase Annex, 2nd floor

www.vermontlaw.edu/it

The Information Technology Department provides local and reliable technology services to students. Free wireless, antivirus, and email services are available. We look forward to serving you!

IT STAFF:

Ext. 1359	Jeanne Eicks, Director of Information Technology
Ext. 1351	Fran Rynhart, Helpdesk Coordinator
Ext. 1363	Julie Holmes, IT Coordinator
Ext. 1356	Shawn Mowery, Network Administrator
Ext. 1353	Phil Roberts, Assistant Network Administrator
Ext. 1352	Lori Dubreuil, Web & Technology Manager
Ext. 1248	Ed Pelton, Data Management Specialist
Ext. 1313	Milo Cutler, Advancement Database Programmer Analyst
Ext. 1348	Brad Bond, Helpdesk Technician
Ext. 1354	Colleen Hurd, Helpdesk Technician
Ext. 1357	Bill Bonn, AV Specialist
Ext. 1361	Emily Simoneau, Data Entry Technician

COMPUTER POLICY

INFORMATION TECHNOLOGY SERVICES (IT)

Chase Center, 2nd Floor

COMPUTER POLICY

All members of the Vermont Law School Community (see the Personnel Association Policy elsewhere for definitions of qualifying members), shall be entitled to access to the VLS campus computer network through the use of an authenticated login. Additionally, electronic mail (email) is an official form of communication within the VLS Community and each member shall have an account. Other rights, privileges, and resources may be made available to members of the community to support the educational mission of the school. The tenets in this section shall outline the standards and responsibilities each member of the community is expected to adhere to. Issues with these standards and responsibilities may be brought up through the Deans' office, the Human Resources office, the IT office, or the Library for discussion, improvement, or adjudication as appropriate. The Vermont Law School network and systems are the property of Vermont Law School. Student, faculty and staff use of the network and these systems is a privilege, not a right.

COMPUTER FACILITIES

General use computers are located in the following places:

Computer Lab (in Chase Center)

- 20 Windows XP
- 1 Macintosh OS X

Cornell Library (various labs and in stacks)

- 14 Windows XP, Westlaw Lab
- 2 Windows XP, Library Basement
- 4 Windows XP, campus level

EMail-Only Stations

- 6 Oakes Hall, two on each level

The computers are provided for education use and any educational use shall preempt other uses. Do not change any settings or download or install software. If you do change settings or download or install software it will not remain on the system. If you are web surfing or using the computers for general reading, general communication with friends or other recreational uses, please consider others who are waiting to use them for research or assignments and yield to these people.

If you find any equipment that is not functioning properly, please report it to the IT department by sending an email to helpdesk@vermontlaw.edu or, in an emergency, by calling the Help Desk at extension 1355.

Student consultants on duty in the computer center can assist you with any questions you may have about the use of the computers in the lab. You can also reach them by calling extension 1350.

Computer Center Lab hours are normally the same as the Library hours, exceptions are occasionally posted.

NETWORK SERVICES

Network Access

The Vermont Law School network is generally restricted to VLS members. Each faculty member, staff member, and student has a personal login (name and password) to gain access to the network. Do not share this login with others. The use of the Vermont Law School network is a privilege and should be regarded as such. The privilege of using the network may be revoked. Vermont Law School recognizes that students, faculty and staff are not only bound by any official school policy, but also by local, state, and federal laws relating to electronic media, copyrights, privacy, and security. All members are welcome to bring personal computing devices on to campus and use their own devices on our network subject to Vermont Law School's limitations and guidelines. Public wireless access points are located in the Library, Yates Common Room, all three floors of Oakes Hall, and Chase Center.

Wireless and Ethernet Access

Wireless access is available in the Cornell Library, Anderson House, Abbott House, Chase Center, Debevoise Hall, and the Oakes Hall classrooms. Ethernet connections can be found in the library carrels along the wall. Use only network jacks labeled LIVE. Any other use of ethernet connections on campus or unplugging VLS machines from ethernet connections or power is prohibited. A student in violation of this policy will be referred to the Associate Dean for Student Affairs and Diversity by the Director of Technology. The Information Technology department closely monitors the network, tracks down unidentified systems, unplugs them from our network, and may prohibit network connections to the offending system in the future.

Public wireless access points are located in the Library, Yates Common Room, all three floors of Oakes Hall, and Chase Center.

Virus Protection and Spyware

All members of the VLS community must have up-to-date Windows patches, spyware prevention, and virus protective measures installed, activated and updated in a timely manner in order to connect their device (desktop computer, laptop computer, personal digital assistant, or other device, institution-owned or personally-owned), to the Vermont Law School network. Users of our network accept responsibility for the health of their computers. The IT department will provide a copy of the Symantec Virus Protection and will work with students to make up-to-date protection available in a timely manner. AntiVirus software will not

be supported post graduation. VLS reserves the right to revoke network privileges for systems infected by viruses or not protected by anti-virus software.

All students should know how to keep their laptops (Windows XP Professional, Vista, Windows 7 and Macintosh OS) up to date through the Windows update process. Maintaining these updates is essential to assure individual computers are protected against security breaches and to protect the integrity of the VLS network and its services for all users. Please check with the Help Desk for assistance in clearly understanding the Windows update process.

Spyware protection measures are also required (Spybot, Ad-Aware, or others) to protect your gear, your personal information, and the VLS network from privacy attacks and resource or identity theft. Failure to adequately protect the network from the potential adverse effects of viruses, worms, or other untoward code is grounds for revocation of network connection privileges.

Peer to Peer File Sharing

Peer to peer (P2P) file sharing is not permitted on the VLS network. P2P file sharing activities include, but are not limited to, the use of file sharing software such as Limewire, Kaaza, IRC, Bit Torrent, Gnutella, E-Donkey, E-Mule and BearShare. Any P2P file sharing that takes place on the VLS campus using the VLS network will be considered a Code of Conduct violation. A student in violation of this policy will be referred to the Assoc. Dean for Student Affairs and Diversity by the Director of Technology. The Information Technology department closely monitors the network and has the information necessary to prove policy violations.

Wireless Access Points

VLS access points provide connectivity critical to the academic mission. The security risks and potential impact on other wireless access points necessitates the careful planning and deliberate placement of wireless access points on campus. The introduction of wireless access points by anyone other than IT staff is prohibited, as is disabling, unplugging, or tampering with the VLS access points. Problems with wireless access points should be reported using the help desk ticket system. A student in violation of this policy will be referred to the Assoc. Dean for Student Affairs and Diversity by the Director of Technology. The Information Technology department monitors the network and will confiscate unauthorized equipment.

Network Printing

Printers

Networked printers are located in the Chase Computer Lab, Westlaw/Lexis Lab, Library Basement, and the Library Parking Lot Level.

PRINTING POLICY

- I. Each VLS student will receive an allowance of 800 pages of black and white printing for the fall and spring semesters, students will begin with a balance of 800 prints at the beginning of each fall semester in addition to any “roll-over” prints remaining from previous academic years. The budget for summer school is 400 pages. During the week prior to the start of fall semester (for a regular academic year allowance) and at the beginning of the summer semester (for summer school), all print balances will be incremented by 800 and 400, respectively.
- II. In accounting for the use of this allowance, any pages that are printed double-sided will only be considered one page, rather than two pages. Single-sided printing shall be considered one page per sheet printed. Should a student print more than the academic year allowance, a charge of \$.05 per page printed in excess of the allowance will be billed to their student account.
- III. Students accept the responsibility for directing print jobs to the proper printer and insuring that the

selected printer is operational. There will be no reimbursement for lost or misdirected print jobs. Equipment failure is a fact of life and prints will not be reimbursed.

IV. Color printing and copying is available in the Business Office, second floor of Abbott House, for a \$.08 per page.

Students should bring their color original on paper, or a ready-to-print computer file in gif, jpeg, word (.doc), Excel (.xls), or Power Point (.ppt) format.

There is no facility for working on computer files in the Business Office, files must be ready to print. Charges will apply to each sheet (per side) produced.

V. Faculty Research Assistants will utilize the faculty member's account for work prepared in that capacity.

VI. Upon verification by the Editors in Chief of the Law Review, The MCAB Board, and the Editors of the Environmental Journal, charges for printing completed on behalf of those academic groups (not personal academic purposes) may be waived.

EMail

A Vermont Law School email account will be available to each student. Use of this account will be supported on and off campus through the VLS website <http://it.vermontlaw.edu/>. Training will be available during orientation and during the first few weeks of classes each semester. Email accounts are available to students for one year after graduation. During that time, alumni should investigate and setup the email forwarding systems offered through the Office of Institutional Advancement to students who wish to maintain an email address @alumni.vermontlaw.edu

Function and Purpose

Vermont Law School encourages the broadest possible use of this technology for purposes including, but not limited to, activities that promote the educational, research, and public service missions of VLS and the administrative functions that support that mission. The use of Vermont Law School email is a privilege and should be regarded as such. The privilege of using the email system may be revoked. Vermont Law School recognizes that students, faculty and staff are not only bound by any official school policy, but also by local, state, and federal laws relating to electronic media, copyrights, privacy, and security. The current identified uses of the email system include, but are not limited to the following:

1. Communication between individuals.
2. Vermont Law School calendar of events.
3. Student Bar Association related news: elections, minutes, events.
4. Lists (Groups) and reference purposes.
5. Warnings, alerts, and reminders.
6. Department news: notices of meetings, minutes, receptions, events, Dean's reports.
7. Human Resources announcements: policy statements, notice of time sheets due, introduction of new staff, position vacancies, minutes of general staff meetings.
8. Student Group announcements: fundraisers, meetings, events, minutes.
9. Community service bulletins: call for volunteers, notice of town events, etc.
10. Distribution of scholarly publications.
11. Participation in topical forum.
12. Collaboration on projects.
13. Sharing information on campus with professional associations, colleagues, etc.
14. Notices from faculty i.e. class cancellation, assignments, etc.

General Guidelines

Vermont Law School has developed guidelines to ensure that use of email is appropriate and efficient. While Vermont Law School rejects any form of censorship, behavior that constitutes misconduct may result in sanctions. Vermont Law School's Honor Code, Code of Conduct, and the Nondiscrimination and Sexual

Harassment Policy found in this Handbook, apply to all uses of electronic mail. Please consider the following rules when composing any message.

1. Use respectful language and comportment at all times when addressing any other group or individual. Respect the rights of others.
2. Identify yourself clearly at all times. Email may embolden the user. Be very certain about what you want to say in your message. Think about the tenor your message will have. Never say anything via email that you wouldn't say in person to the party you are communicating with. The environment of email is so immediate that messages sent in haste or anger should be carefully thought out before you press the 'send' button.
3. The 'Subject' line must be clear and accurate at all times.
4. Electronic mail is a tool. It is your responsibility to use this tool in a manner that does not disrupt the efficient workings of the system and its users, or to cause the system to fail. Any action which compromises the system's security or function is expressly prohibited.
5. Commercial use. Using the VLS electronic mail system for commercial use and/or personal gain is prohibited. Do not send "everyone" messages that advertise projects or items or services for sale.
6. Lobbying, supporting legislation, sending email that expresses your opinions/beliefs. When sending email that is intended to express your support or disagreement with a particular issue outside the VLS system (governmental action, piece of legislation, etc.) you must clearly and immediately make a statement that identifies your comments as clearly your own and that they do not represent the opinions of Vermont Law School. Your statement should be similar to the following: The opinions or statements expressed herein are my own and should not be taken as a position, opinion, or endorsement by Vermont Law School.

Guidelines for Sending Mass Emails

1. As defined in the general guidelines, the use of actual subject lines is critical for effective communication. Subject lines should capture the essence of the email message. Misleading subject lines are strictly prohibited and will be sanctioned.
2. VLS has currently instituted the following email groups:
 - a. Everyone: by definition, everyone on campus including the deans, faculty, staff, and students.
 - b. Students: every current enrolled student - all current JD, MSEL, and LLM classes.
 - c. Staff: all non-faculty members.
 - d. Faculty: all full-time VLS faculty.
 - e. Class: each graduating class has an email group (i.e. JD2011, JD2012, JD2013, etc.)
3. If your target is everyone, than you must use the 'Everyone' group. It is not permissible to break your email down into 'Staff', 'Faculty', and 'Students'. You may send email to a combination of two groups or less. Violation of this guideline may result in sanctions.
4. Limit the size of attachments sent to groups. Email storage is adversely affected by large numbers of attachments in the email system. Sending "Everyone" emails with attachments is not permissible.

Cautions and Netiquette

Users should be aware of the following:

1. Electronic mail is considered to be a legal document, and as such, may be subpoenaed.
2. Although you may have deleted a piece of email from your account (that you sent), it may still reside in the account of any person you sent it to.
3. Unless marked private, electronic mail may be forwarded to other persons, regardless of whether your intent was that the message was private. Breaches of confidentiality may be in violation of the Honor Code or Code of Conduct.
4. Forwarded mail may be modified by a person other than the sender.

5. It is possible to receive mail that has not been sent from the person the sender is listed as. If you are in doubt as to the authenticity of the sender of a particular piece of email, please check with the 'sender' to verify the authenticity.
6. No one other than the System Administrator may access another person's directory space, account, or mailbox without permission or proxy rights.
7. Some users automatically filter 'Everyone' messages, so be aware that your 'Everyone' message might not be read by everyone.
8. Using capital letters is akin to yelling.
9. Type your name or initials at the end of text to indicate the end of a message.
10. No flaming; maintain a civil dialogue at all costs in a public forum.
11. VLS administration reserves the right to review all email messages via VLS computers.
12. Email is the official communication mechanism of Vermont Law School and is subject to all VLS policies.

SANCTIONS

Violation of IT policies may result in suspension or termination of computer, network account, and other access. Depending upon the circumstances, violation may also result in disciplinary action including, but not limited to, academic expulsion or employment termination. Policy violations will be processed through normal VLS channels. If the activity is also unlawful, it may result in criminal prosecution.

1. The IT department can immediately suspend all computing privileges of any person who engages in inappropriate computer use activities.
2. If suspended, privileges will remain suspended until a review of the incident has been completed by the Associate Dean for Student Affairs and Diversity and a decision has been made about the imposition of additional sanctions or further action.
3. Suspected violations by students will be reported to the Associate Dean for Student Affairs and Diversity and may be subject to the Code of Conduct.
4. Suspected violations by law school employees, whether faculty or staff, will be reported to the employee's supervisor and handled through normal channels established for disciplinary action.

Sanctions for violations of this policy will be imposed by the Associate Dean for Student Affairs and Diversity. Final responsibility for resolution of the disciplinary process may include consultation with Information Technology staff and others. Sanctions may include, but are not limited to, suspension or permanent revocation of computing privileges. If a user who loses his/her computer privileges cannot perform his/her job without those privileges, the user's employment may be suspended or terminated. Vermont Law School reserves the right to seek restitution and/or indemnification from a student or employee for damage(s) arising from violations of this policy. In addition, Vermont Law School and/or third parties may pursue criminal and/or civil prosecution for violations of law.

Users agree to read and abide by this policy and its administrative interpretation as they may be amended from time to time. The Associate Dean for Student Affairs and Diversity is responsible for providing administrative interpretation, which will be modified periodically in light of experience gained and legal and administrative developments. Users are responsible for reviewing this policy and its administrative interpretation on a routine basis.

SUPPORT OF PERSONAL LAPTOP COMPUTER EQUIPMENT

Vermont Law School has a preferred laptop support policy. Each year, incoming students will be informed of the preferred laptop choice and offered the opportunity to purchase a new laptop covered by warranty and support that will serve the law student's career well. Generally, students who elect this option will be

supported by the Help Desk without further cost for the first year. Students who elect to bring their own computers may receive support from the Help Desk, but only for supported operating systems and hardware (Windows XP Professional, Windows 7.0 and Mac OS). In person troubleshooting assistance occupying 10 minutes or less of a technician's time is available without charge, while drop-off repair or update service may be available at \$60/hour (1/2 hour minimum) at the discretion of the Help Desk staff. Our goal is to help you with your studies and work. You bear responsibility for caring for your gear and keeping your software up-to-date.

The VLS Help Desk does not support any version of Windows prior to Windows XP (e.g. Windows 9x or 2000), nor do we support Windows ME, Windows Vista, any version of Linux. We will make available without endorsement, a list of area repair facilities and computer shops to help students with unsupported hardware and software.

AUDIO VISUAL SERVICES POLICY & PROCEDURE

A/V Services to Faculty, Staff & Students

All faculty and staff A/V requests must be submitted by the individual with the appropriate form or to the appropriate personnel and an email to AVrequests@vermontlaw.edu.

A/V staff provides on-campus services, prioritizing support for those events directly related to the educational mission of Vermont Law School. Whenever classes are in session, supporting electronic teaching and learning spaces remain the top priority for AV technicians. We do not provide support for off-campus events.

A/V setup requests, equipment loan requests, or revisions to a prior request must be submitted with at least three (3) business days advance notice via the appropriate channels. Given insufficient notice, requests of this nature are considered low priority, and may not be completed, dependent upon workload and/or equipment availability.

A/V Services to Students/Student Organizations

The following services constitute the support that the Vermont Law School IT department offers in the Audio/Video areas:

1. **Facilities** - Planning, implementation, and maintenance of permanently mounted or assigned A/V equipment in facilities- including classrooms, conference rooms, community centers, and public spaces.
2. **A/V Support/Priority of Service** - Emergency response / assistance for problems experienced by students while using VLS A/V equipment and how service is provided.
3. **A/V Set-ups/Operation** - Set up, and in certain cases, operation of movable A/V equipment when possible, and when all prerequisites have been met.
4. **Media Duplication and Transfer**

Facilities Requests

A **request** must be made by Vermont Law School Students when they require one or more of the following A/V services:

- **Use** of portable A/V equipment coordinated by VLS A/V staff
- **Set up or operation** of any A/V equipment by A/V staff for an event
- **Support** during use of VLS A/V equipment after hours (during the weekend, and from 5:00 PM to 8:00 AM on weekdays)

Assistance After-Hours

The staffing situation is such that assistance for problems with A/V equipment after hours is *not guaranteed*. For this reason, it is advisable that arrangements be made far in advance so training can be conducted. Ambassadors may also be available to provide services for student groups, but advanced planning is critical to coordinating such an effort. One month advanced notice - more notice if possible – is requested to increase the likelihood of A/V support for after-hours activities.

Equipment Reservations

In all cases, A/V setup requests, equipment requests, or revisions to a prior request must be submitted with at least two business days advance notice via the appropriate channels. If the A/V request does not require an event reservation, or a room request has already been completed through Stephanie Brecko, Event Scheduler, an email must be sent to <mailto:AVrequests@vermontlaw.edu> containing the time and details of the request and the associated event for context.

Support

Support from VLS A/V technical staff is available under the following conditions:

- Equipment requiring support is owned by VLS and coordinated by A/V staff.
- Event support was prearranged using the request methods above.
- Staff is available to provide assistance. *Note:* Staff may not be available during off hours (M – F 5:00 PM – 8:00 AM; weekends and holidays).

Priority of Service

Requests are given priority based on the amount of notice given. Last minute requests may not be completed, dependent upon workload and/or equipment availability.

The A/V staff provides on-campus services, prioritizing support for those events directly related to the educational mission of Vermont Law School, as follows:

1. Whenever classes are in session, supporting electronic teaching and learning spaces remains the top priority for A/V technicians.
2. Whenever approved VLS events take place using VLS supported equipment in classrooms and public spaces.

There will be no A/V support for student events taking place off-campus.

A/V setups for authorized student organizations may be approved during normal business hours (M-F, 8:00 AM - 5:00 PM) only. Also, at certain times of excessive workload, A/V technicians are unable to accept setup requests during major event/event weekends, including but not limited to:

- Admissions visiting days or other admissions events
- Commencement, including the week prior to commencement
- Alumni reunion weekend
- Orientation and matriculation week
- Convocation and first week of classes

Outside of normal business hours student organizations may request to borrow certain A/V equipment when the use is on campus and directly related to the educational mission of Vermont Law School. Regardless of whether equipment is available, requestors should reserve a room on campus equipped with technology for an event if possible. When equipment is borrowed for after hours use, the following conditions apply:

- Support may or may not be available – *do not expect support*.

- Failure to return equipment in good working order and in a timely fashion will result in suspended A/V privileges for that student organization. Furthermore, organizations may be charged for repair or replacement of damaged or missing equipment.
- After hours A/V equipment requests require at least three business days advance notice.
- Equipment request form must be submitted through Stephanie Brecko, Event Scheduler, via the room request form or via an email to AVrequests@vermontlaw.edu.
- Each request will receive a response/confirmation with indication of equipment availability.
- Availability of equipment will be determined based on priority, as specified above.

IT offers VHS tape, DVD and CD duplication. Additionally, we can transfer from DVD to VHS and from VHS to DVD. When bringing the originals to IT for duplication, please bring blank media with you. Blank media is available in the Supply Room in the lower level of Debevoise Hall. Please note that IT does not provide video or audio editing services; media is copied “as is”.

USE OF LAPTOP COMPUTERS FOR EXAM TAKING

Exam Soft

Students at Vermont Law School are allowed to take in-class examinations on their own laptop computers in some courses. The list of courses will be posted on the official bulletin board and sent via email each semester. Each professor has the right to determine whether or not to permit this option. Students who use laptop computers for in-class examinations must use SofTest, special software provided by ExamSoft, Inc. Students using computers for take-home examinations are not required to use SofTest. SofTest is simple word processing software that blocks access to any stored files during the examination and prevents decipherable examination information from being stored on the computer.

Equipment Required for the Use of SofTest at Vermont Law School

SofTest may be used on a PC running Windows XP Professional, Vista, or Windows 7. SofTest also operates on Apple Boot Camp or a dual boot system with Leopard on the MacBook and MacBook Pro. For optimal success, we recommend that you have at least a Pentium III GHZ CPU and at least 256 MB of RAM. The ExamSoft software is downloaded directly onto your laptop. Your laptop must also have Internet access. Exams are distributed and saved using the VLS wireless network (802.11b or g). Please check the requirements well before your exam for updated information. The Vermont Law School Information Technology Department and Registrar’s Office do not set the minimum standards for SofTest. Anyone who has equipment meeting the general Vermont Law School standard will have equipment meeting the SofTest standard.

Instructions For Using Computers For In-Class Examinations

Use of SofTest software is free to all students that own a compatible laptop and who have registered to use it. Information about SofTest is available on the web site, www.ExamSoft.com. This includes the answers to the most frequently asked questions. Specific information about using this software at Vermont Law School can be found on our own ExamSoft home page, <http://www.ExamSoft.com/Vermontlaw>. ExamSoft is not to be tampered with regardless of intent. There is also additional information on [K:/Course Info/Exams/ExamSoft/Student Notice](#).

Students must register and download the SofTest software **each** academic year even if they have registered and used ExamSoft software in the past. Questions or problems registering SofTest or downloading the software should be directed to the ExamSoft technical support at: support@examsoft.com or 1-866-429-8889 (a toll-free number). Vermont Law School’s Information Technology department and the Registrar’s Office will not

be able to answer technical ExamSoft questions. Students must register and download SofTest by the date set by the Academic Dean's Office each semester. These dates are sent by email and posted on the official bulletin board.

Students are encouraged to practice using SofTest before their examinations. The registration process includes a qualifying examination that is similar to the practice examination. Once the software is installed, students may take the practice examination multiple times. Students should bring a power cord and any other necessary equipment and should have a fully charged battery. Students should arrive in the exam room at least 15 minutes prior to the starting time of the exam to set up their computers as no additional time is given to students using computers. Completed exams are uploaded to a secure server. The exams are then downloaded and printed by law school staff and distributed to faculty in place of the traditional blue books. The printed copies are retained by the Registrars office for one year. More information about the use of ExamSoft in the Academic Year of 10-11 will be provided via email notices. Any questions about policy or procedure should be addressed to Ms. Laura Gillen in the Faculty Support Office, 1st Floor Waterman Hall, or <mailto:lgillen@vermontlaw.edu> or at ext. 1263.

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